

FCVic Facebook Community Guidelines

1. INTRODUCTION

1.1 Overview

The purpose of this document is to set out guidelines for the appropriate and responsible use of the FCVic Facebook group (Facebook Group). The guidelines are designed to ensure a safe environment for engagement and interaction between members of Financial Counselling Victoria (FCVic) about topics relevant to the financial counselling sector.

1.2 Audience and applicability

This document provides guidance to any current FCVic member who wishes to join the Facebook Group. Members of the Facebook Group are expected to agree to and uphold the guidelines set forth herein.

2. ACCEPTABLE USE

3.1 Posting comments

FCVic encourages the use of the Facebook Group for sharing resources, posing questions to other members, and for sharing any relevant successes that members have been part of. The sharing of information and experiences benefits the sector and ultimately financial counselling clients.

FCVic encourages interaction from its members with the understanding that the organisation does not endorse comments or wall postings made by users of the site.

Members making comments on the site are expected to show respect for other users by ensuring discussions remain civil. Personal attacks, trolling or spam will not be tolerated. FCVic expects that its members do not share information that is internal and/or confidential. If in doubt, the member should discuss the information with their agency management prior to sharing.

FCVic reserves the right to remove comments that are irrelevant to the financial counselling sector, or that do not adhere to Facebook's [Community Standards](#) including comments that:

- are deemed racist, sexist, abusive, profane, violent, obscene, spam
- advocate illegal activity
- libel, incite, threaten or make personal character attacks on FCVic members, employees, or other individuals.

FCVic reserves the right to remove any member from the Facebook Group that does not adhere to Facebook's [Community Standards](#).

All members are expected to remember that when using Facebook, their name and profile photo will be shown next to their comments, visible to all members of the Facebook Group.

FCVic does not permit messages selling products or promoting commercial, political or other ventures.

3.2 False information

FCVic understands that, by mistake or error, incorrect information can be reported as fact, or information reported can be misleading or open to interpretation. Any member that comes across a mistake or misrepresentation in another member's comments, should be respectful in their response and ensure that they include facts. Providing links to source documents is recommended as best practice.

3.3 Moderation

The Facebook Group will be moderated by the FCVic Communications Manager, between 9AM and 5PM from Monday to Thursday.

3.4 Reporting abuse

FCVic encourages all users to report abusive content to the Communications Manager via email: admin@fcvic.org.au.

3. PRIVACY

4.1 Permissions and consent

Members should never post personal details such as home addresses, bank details or passwords. Other members may also be sensitive about the sharing of their personal details – this includes their names and pictures. Members should seek permission before sharing photos or details of others.

FCVic will always seek permission when publishing content that specifically represents any of its members.

4.2 Facebook Privacy

Facebook provides its users with control over who can view their profiles and to what extent. FCVic recommends that its members understand how these features work and use them appropriately to protect their information.

Members can review Facebook's [Data Policy](#) with regards to how user information is collected, used and shared.

4. DEFINITIONS

- 2.1 "Comments" include all written communications published to the group page.
- 2.2 "Facebook" refers to the website at www.facebook.com and any other Facebook branded websites or applications.
- 2.3 "Facebook Group" refers to a private page of the Facebook website accessible only to approved members, for communication purposes and for the sharing of information and resources.
- 2.4 "Member" means a current individual member of the Financial & Consumer Rights Council.
- 2.5 "Moderation" refers to regular monitoring to prevent, or ensure the timely removal of, any defamatory or objectionable communications, including information that jeopardises the privacy of others.
- 2.6 "Personal attack" is defined as making an abusive remark on or relating to one's person instead of providing evidence when examining another person's claims or comments. Personal attacks include, but are not limited to, false or unverifiable statements that would diminish the credibility of another person.

- 2.7 “Posts” or “wall postings” include comments, links, articles, photos, videos and other media published to the group page.
- 2.8 “Spam” refers to online communications that are unsolicited and sent in bulk.
- 2.9 “Trolling” is defined as deceptive and disruptive online behaviour, with inflammatory or malicious intention to deliberately upset or provoke others.

5. RESPONSIBILITY

The Communications Manager for FCVic is responsible for the implementation and management of the guidelines.

6. DISCLAIMER

FCVic accepts no responsibility for material posted to the Facebook Group and does not guarantee accuracy of the content. FCVic shall not be liable for any loss or damage which may occur as a result of the use or inability to use the Facebook Group page. Members are expected to ensure their own security online. The use of strong account passwords is recommended.