



Social Media Policy Statement

This policy outlines our approach to official social media use by our staff and public participation on our social media channels.

Writing WA deeply values the creativity and diversity of the community we serve. We encourage our staff, members, partners, supporters and members of the public to use social media to share their work, opinions and experiences with us and with others.

We actively seek ideas and feedback from our community. We encourage open conversation and debate in a respectful manner, and we believe everyone deserves the right to freedom of speech and to hold opinions which may differ. Within this space, we have a responsibility to ensure that our social media platforms are safe, respectful and inclusive spaces for all.

We request when engaging with us on our social media channels that our users:

- Agree with the Terms and Conditions of the social media platform, which grants certain rights to that service.
- Aim to be fair, truthful, and accurate.
- Be respectful when pointing out someone else's error or misinterpretation.
- Do not spam others – it makes it hard to have a real conversation.
- Take issue with the opinion, not the person.

Writing WA uses a post-moderation process by which third-party comments are published immediately.

As we have a duty to our community to ensure that our social platforms are positive and productive spaces for everyone, we take a strong stance on removing user content which is illegal, defamatory, discriminatory, hateful or threatening; and actions which may offend, insult, humiliate or intimidate or otherwise breach the Terms and Conditions of use of the relevant social media platform.

We reserve the right to remove any user content, without any prior notice, if it is considered to have breached these conditions.

Harmful posts include, but are not limited to, those that:



- Contain abusive, defamatory, offensive, discriminatory or hateful language or imagery
- Promote violence, illegal activity or self-harm
- Violate the privacy, intellectual property or personal rights of others
- Spread misinformation, false or misleading claims
- Harass, bully, intimidate or threaten anyone
- Spam, advertising or soliciting for commercial purposes

This policy applies to Writing WA social media accounts as well as to Writing WA representatives using their personal social media accounts with respect to our organisation. In addition, we ask our staff to follow these guidelines when posting on our own social media platforms:

- Be respectful and courteous to others
- Use appropriate language and tone
- Stay on topic and relevant to the purpose of the platform
- Give credit and acknowledge the sources of your information and images
- Report any harmful posts to our moderators

We appreciate your cooperation and thank you for being part of our community.