

# NSW Ombudsman Social Media User Guidelines

We encourage contributions to our NSW Ombudsman social media channels including any questions, feedback, ideas, and comments you have. Our community members expect a place that is respectful, reliable, relevant, and safe.

We generally monitor our pages between 9am and 5pm Monday to Friday. Where comments are made that request a response from us, we do our best to respond as soon as possible - within a day (up to two business days for busy periods).

When contributing any comments to our pages, we encourage you to post content that is relevant to the topics and issues being discussed, particularly if you are seeking a response from the office.

## Community Guidelines

The NSW Ombudsman's Office reserves the right to delete comments or posts that comprise or contain (whether explicitly or by imputation):

- Inappropriate language, personal attacks of any kind, or any other material we deem offensive, insulting, humiliating, abusive or disparaging
- Material that is sexual in nature
- Bullying, threatening, intimidating, discriminatory or defamatory comments, or material that could negatively affect any individual or organisation's reputation or wellbeing.
- Material that links to third party sites.
- Personal or confidential information about yourself or others (such as email addresses, private addresses, or phone numbers)
- Advertising, spam, commercial endorsements or links to third party sites or blogs
- False or misleading comments
- Promotion of political organisations or campaigns
- Material that infringes copyright or trademarks
- Comments that would constitute illegal activity, including breach of a court order
- Advocacy or incitement of illegal activity
- Posts from a fake account or that impersonate an individual or organisation
- Material that otherwise violates any policies of the NSW Ombudsman's Office or the rules of the relevant social media platform

If you post material that is inconsistent with our Community Guidelines, we may ban your account.

You may seek a review of our decision to delete a comment or block your access by emailing [DigitalCommunications@ombo.nsw.gov.au](mailto:DigitalCommunications@ombo.nsw.gov.au).

Thank you for helping us to maintain a respectful and productive environment on our social media platforms.

Current as at: July 2024