

DVNSW social media guidelines

Our social media channels play a vital role in raising awareness of the needs of our members, the specialist domestic and family violence workforce in NSW, and victim-survivors more broadly. They are also important platforms for advocacy, education, and sharing general information. Currently, we manage three social media sites, LinkedIn, Facebook and Instagram.

Domestic and family violence is a human rights issue. Many people who engage with our social media have lived experience of domestic and family violence.

As such, these guidelines are designed to support safe engagement with our social media accounts.

Terms of use

By engaging with DVNSW social media, you agree to:

DVNSW reserves the sole right to review, hide or delete comments we deem inappropriate – We take a zero-tolerance approach to content we believe breaches our terms of use, and users posting such content may be blocked at any time. This content includes, but is not limited to:

- Abusive, hateful, racist or discriminatory comments
- Personal attacks or defamatory statements
- Violations of someone's privacy
- Deliberately misleading or false content
- Trolling or spam
- Content that may be illegal, encourage illegal activity, or give rise to civil liability

Protect personal privacy – Do not share personal information that could endanger yourself or others, for example names, addresses, phone numbers, or emails.

Share experiences safely – While sharing lived experiences can be healing, please do not use names of perpetrators, identifiable information about court proceedings, or details about other individuals involved. For your safety, and the safety of others, please don't share graphic or detailed descriptions of sexual assault or domestic and family violence.

If you have complaints about experiences within systems such as services, police or courts, we encourage you to share them [via these channels](#).

Understand that views expressed by external users are their own – Opinions shared by others on DVNSW social media do not represent DVNSW as an organisation.

Not post material that infringes on copyright or trademarks – Only share content that you have created, have permission to use, or is appropriately licensed. Always credit original creators where required and avoid reproducing or adapting material in a way that breaches intellectual property laws.

Ensure accuracy and avoid misleading and/or misinformation – Take care to share information that is accurate, current and based on credible sources. Don't post or amplify unverified claims, speculation or outdated information. Given the serious and sensitive nature of domestic and family violence, misleading information can cause harm and will be removed.

How we moderate our pages

DVNSW has two primary moderators across all social media channels. Staff moderate these platforms between 8:00 am and 5:00 pm AEST, Monday to Friday, excluding public holidays.

We welcome your comments and engagement and ask that you show respect in your interactions. Please do not use these platforms to harass, shame, discriminate, or share offensive content.

DVNSW reserves the right to:

- Hide or delete comments that violate these guidelines.
- Block users who may pose a risk to the safety of our community members.
- Take moderation actions for reasons not explicitly outlined here.

Moderation decisions are guided by our commitment to safety and respectful engagement, not by agreement or disagreement with individual viewpoints. The visibility or removal of a comment should not be interpreted as reflecting the views of DVNSW.

DVNSW reserves the right to amend or modify these guidelines at our discretion without notice.

Help us maintain online communities that are respectful, safe, and suitable for all audiences. If you see a post or comment that breaches these guidelines, [please contact us](#).

Please note, DVNSW moderators are not trained support workers. If you need help, please visit our [support page](#).

For information about how we manage privacy – read our [Privacy Policy](#).