

ASRC SOCIAL MEDIA COMMUNITY STANDARDS

The ASRC recognises the value of social media as an essential tool to amplify the fight for the rights of refugees and people seeking asylum in Australia and empower a community of compassion.

Our social media platforms allow us to communicate and engage equally with people seeking help from our services (food and material aid, healthcare, legal aid & casework support, education and training, employment, homelessness response) as well as supporters of the cause, advocates and the wider community. Our platforms also allow us to inform the community of the ASRC's work, offer the opportunity to show support and provide information on key issues impacting people seeking asylum.

These interactions continually shape our communications, challenging us to provide a safe space where our social media community can engage with us and interact with each other based on the shared values of respect and diversity.

The ASRC maintains that each of our social media platforms (Facebook, Instagram, Twitter, LinkedIn and Youtube) are safe spaces for everyone, regardless of their background, language, life experiences or level of engagement in the community or connection with the ASRC.

We do our best to respond to questions, comments and private messages when possible. However, we do not have the ability or capacity to address every single one of the hundreds of daily queries (Further information on direct contact points is available below).

Through our social media platforms, we aim to inform the community of the ASRC's work, share information on key issues impacting people seeking asylum, amplify refugee voices and share ways people can demonstrate their solidarity.

We encourage you to join in the conversation on our page but request that you follow our Community Standards when engaging with us and others to keep the conversation respectful and courteous. We do not tolerate offensive or hateful behaviour and conversations. We retain the right to hide or remove any such comments from our page. We also retain the right to block any user who acts in a way that we deem inappropriate. In particular, we will remove posts or comments that contain any of the following:

- Comments or content we consider to be discriminatory, defamatory, false or misleading, racist, off-topic, inflammatory, repetitive, offensive or otherwise inappropriate.
- Comments that disrespect another person on this page or within our organisation or comments that make someone feel unsafe.
- Anything that infringes the privacy of others.
- Any other commercial or promotional content we consider to be inappropriate.

These ASRC Community Standards apply to all of the ASRC's social media channels. This helps us to protect the integrity of our community and uphold peoples' safety.

If we missed your question, comment or private message, there are other resources that we have made available for you to contact us.

- To the compliments and complaints form go to <http://bit.ly/3rhxjzH>
- For more on '*How to contact the ASRC*', please scroll down to the end of this document to the *Resources* section.

OUR COMMITMENT

Using our social media platforms, the ASRC is committed to:

- **Mobilise the community**

We are championing the voices of refugees and people seeking asylum, our supporters, advocates and anyone in the community ready to add their voice to create lasting social and policy change.

- **Transparency**

We are true to ourselves and committed to demonstrating our accountability to the community who support our work. We speak the truth and champion integrity and fairness whilst protecting our members, supporters and workforces privacy. The ASRC is committed to upholding transparency and our obligations under the Fundraising Institute Australia Code of Conduct and with the Australian Non Profit Charities Commission.

- **Privacy**

Our first and foremost commitment is to protect the privacy of refugees and people seeking asylum who use and engage with our services and programs. The ASRC recognises the importance of protecting our community members' privacy and rights concerning their personal information available online.

- **Respect**

We regard the diversity, opinions and voices of our social media community as a strength that will help progress this movement. We welcome respectful and dignified exchanges that nurture the movement for the rights of refugees and people seeking asylum.

- **Learning**

We are continually learning from your engagement, your feedback and ideas to improve our social media presence and general communications.

- **Accountability**

We take responsibility for our actions. The statements we make on our social media platforms, the images we post and the overall content we share are integral and during business hours, we read your interactions on our platforms. Although we can't respond to every comment or message, we take all feedback seriously and initiate any internal complaints or feedback processes when relevant.

YOUR COMMITMENT

In the same way, you are welcome to be part of our online community and the movement when you:

- **Have self-agency and self-awareness**

While using social media is your personal decision and you are entitled to your thoughts and opinions; it is always important to be aware that you are not alone in the online world and your words can profoundly impact anyone else reading.

- **Use your passion for the greater good**

If you are part of this community, it means we stand on the same side - even if we don't always agree. Both you and the ASRC aim to end

the harm inflicted on refugees and people seeking asylum who came to Australia for a better life.

We understand how passionate you are, so we encourage you to use your power and your voice to grow/build/question together and focus on the root causes of the issue. When we fight together for human rights, we are stronger.

- **Treat others with respect**

Although there is a screen in front of you when you type a comment or private message, always remember there is another human being on the other side reading your words. From other social media community members to our staff moderating the interactions, everyone is entitled to respect. If there is an issue to be raised, there is always a compassionate and civilised way to discuss it. Abusive, derogatory or offensive comments and interactions will not be tolerated.

- **Add value (it's always welcome)**

Did we spell Syndy instead of Sydney? or write "we are open until 5AM" when we meant 5PM?* or you have a news article you know other followers will likely enjoy? In any case, your contributions are always welcome and appreciated.

*These two happened, plus more.
Thank you for letting us know we messed up.

- **Protect your own privacy**

Ensure your personal social media profiles have all the filters and privacy settings that go with the social media experience you want to have. You can change your settings to keep your activity strictly to yourself or show your interactions with either: i. Only friends, ii. Friends of friends, iii. Anyone on the internet. Be careful and always ask for help if you don't know how to manage your privacy settings.

- **Know when to say Goodbye!**

If the ASRC social media activity is triggering a negative response and affecting your peace of mind, maybe it's time to give our relationship a break. You can hide that one post, mute us temporarily or - although we'd be sad to see you go- unfollow us and come back later when you are ready for more content.

And just like you have plenty of tools to exercise your rights and use your voice with respect, we are also committed to complying with the Community Standards, Policies and Rules provided by the different platforms we use (jump to the Resource section to find out more).

Ultimately, this is what helps us protect our social media community as individuals and safeguard everyone connected to the ASRC or our platforms.

RESOURCES

General inquiries

For all general inquiries, please contact admin@asrc.org.au

Please note that due to resource constraints, the ASRC is unable to grant interviews, provide information for research purposes, arrange filming and photography for any school or university assignments, essays, theses or other research.

Donation inquiries

If you have a question about your donation, how to donate, or would like to update your personal information with us, please contact fundraising@asrc.org.au or phone 1300 692 772.

Media inquiries

Breaking news, urgent developments, campaigns and current affairs contact media@asrc.org.au (response within 24 hours)

Material and food donation inquiries

If you would like to donate food and material items, please contact us first and we'll let you know which items are most needed at the time. Please email foodandgoods@asrc.org.au for food donation inquiries. For material aid, please email material_aid@asrc.org.au

Compliments and complaints

The ASRC welcomes your feedback so we can constantly get better at what we do. Please note that if you wish, you can give your feedback here. <https://asrc.org.au/asrc-compliments-complaints-form/>

Official Community Standards, Rules and Policies

The ASRC adheres to the Community Standards, Rules and Policies from each of the social media platforms where we have an online presence. Whether it is Facebook, Instagram, Twitter, Linkedin or Youtube, we are committed to complying with their regulations.

- [Facebook Community Standards Policy](#) (Applies to Facebook and Instagram)
- [Twitter Rules and Policies](#)
- [Linkedin Professional Community Policies](#)
- [Youtube Community Guidelines and Policies](#)