

Amaze Social Media Monitoring Policy

Use of Social Media Platforms

Amaze provides information to the public through a range of social media platforms including Facebook, LinkedIn, Instagram and Twitter.

The Amaze social media platforms aim to provide, receive, and exchange information from Amaze and community members on autism and topics related to autism. Amaze and community members post comments and opinions, links, images and videos and share relevant content from others.

Amaze aims for its social media platforms to be valuable sources of information sharing and positive spaces for its community members and will work to ensure the health and wellbeing of its social media communities is protected.

Amaze take very seriously any content posted on its platforms – including by others – and has implemented this policy to ensure, to the extent possible, that the content of social media posts on its platforms follows the ethics and values of the organisation.

Responding to posts

Amaze monitors and aims to respond promptly to posts, questions and direct messages within business hours (9am-5pm Monday-Friday). Responses to posts and messages made outside of business hours may take longer.

General Guidelines

Amaze is committed to supporting open and positive discussions and information sharing, including from other autism organisations.

When posting comments on Amaze social media platforms, we expect users to:

- Act responsibly and be respectful of other users.
- Remember that comments posted are public and are published for all to see.
- Exercise caution and avoid posting detailed personal information, especially any content that personally identifies any other person without their express consent.

Comments that are unacceptable include, but may not be limited to:

- defamatory comments;
- comments that are disrespectful or discriminatory to autistic people and/or on the basis of gender, race, colour, creed, ethnicity, place of origin, political beliefs, religion, marital status, parental status, disability, age, or sexual orientation;
- use of profanity;
- content advertising or endorsing any products or services of commercial organisations without prior consent from Amaze;
- inappropriate and inaccurate content;
- content that routinely criticizes, abuses or attacks Amaze, its staff or its community.

Any content posted on its social media platforms which Amaze considers to be in breach of the above guidelines will be hidden or deleted.



Inappropriate behaviour

Amaze will use its judgement to assess inappropriate content and behaviour on its social media platforms.

Amaze will endeavour to make direct contact with members of the community who are not happy with, or critical of, Amaze in an effort to remedy any negative experience. Should these efforts not prove satisfactory to Amaze, or the participant continues to post unacceptable content, Amaze may block this participant.

Amaze reserves the right to ban community members from its social media platforms if they do not abide by this policy.

