



Community Guidelines ~ Social Media -Epilepsy WA

The purpose of our social media profiles is to create an online connected community for people living with epilepsy, their carers, health professionals, and the wider community. We aim to provide support, education and connection.

Our Community Guidelines

- We encourage discussion, participation and sharing of information that benefits our community.
- We encourage you to share your insights and your experiences of living with epilepsy or supporting someone who does, however we request that you do not post comments which could be construed as medical advice to others and posts of this nature may be removed.
- Any information or experiences shared by others on our profiles do not reflect the position of Epilepsy WA. This page and posts attributed to it are not intended to take the place of individual medical advice.
- We encourage conversation and engagement on this page but we ask that you keep the discussion respectful. Any bullying, trolling or abusive posts or messages will be deleted. Should this behaviour happen more than once, the user will be banned.
- We value authentic and genuine participation in our online communities. Fake or misleading profiles will be banned from the page.
- Epilepsy WA reserves the right to block any individual who appears to have malicious intentions against the charity or its staff members through the sharing of factually incorrect statements about the organisation, hate speech, personal criticism of staff on social media or through other means, or inciting others against the organisation.
- Content determined to be inappropriate, in poor taste, or otherwise contrary to the purposes of our communities will be deleted.
- These are public communities, so please be conscious of your own and others privacy when sharing information. Don't post personal information that you would not be comfortable sharing with a stranger.
- We do not allow posts or comments that relate to the sale of products for commercial gain, recommendations regarding medications/medical treatment, or in relation to the service provided by any individual health practitioner.
- We reserve the right to hide or delete any posts, links, self-promoting pages which may be spam, aimed at canvassing our community and/or are deemed inappropriate.
- This is not a 24/7 crisis support page and those who are requiring crisis support at any time are encouraged to follow the link: <https://about.healthdirect.gov.au/need-help-now>.
- If you are distressed and in need of help, please contact Lifeline on 13 11 14. We have a duty of care and some posts of a highly sensitive nature may be removed if deemed to be a trigger for other users.

What you can expect from us

- We will share credible and useful information, education and resources.
- Our social media sites will be monitored from 9am – 4pm Monday to Friday and only occasionally on weekends and public holidays.
- We aim to respond to questions and comments (where relevant) within 24 hours.