

# NTCOGSO Social Media Moderation Guidelines

## Purpose

These guidelines outline NTCOGSO's approach to moderating our social media platforms to ensure they remain respectful, safe, and constructive spaces for engagement with Northern Territory public education communities.

**\*NTCOGSO does not tolerate racism, sexism, ageism, ableism, homophobia, transphobia or any form of discrimination. Any such content will be removed immediately, and further action may be taken.**

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## 1. Our Values Online

We are committed to respectful, inclusive and constructive dialogue. Our platforms reflect the voices of families, school bodies, and communities. We ask all users to engage in line with the values of respect, integrity and safety.

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## 2. Moderation Principles

We moderate all NTCOGSO-managed social media accounts in line with the following principles:

- Encourage informed, respectful discussion.
  - Protect individuals and communities from harm.
  - Support vulnerable users and promote digital wellbeing.
  - Promote NTCOGSO's role as a peak parent body in a neutral, non-partisan manner.
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## 3. Hours of Moderation

NTCOGSO is a small not-for-profit organisation.

- Social media pages are **not actively monitored outside business hours**, on weekends, or public holidays.
  - Staff may voluntarily check messages outside these times, but formal moderation occurs during weekday business hours only.
  - Any urgent safety concerns should be directed to emergency or crisis support services.
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## 4. Content That May Be Removed or Hidden

We reserve the right to hide, delete, or report any content that:

- Contains hate speech, discrimination, threats or harassment.
  - Is defamatory, abusive, or bullying in nature.
  - Incites violence or illegal behaviour.
  - Includes personal or private information (including contact details).
  - Spams the page with repeated, irrelevant or promotional content.
  - Is false or misleading.
  - Contains offensive language or imagery.
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## 5. Reporting Harmful Behaviour

If you witness or experience bullying, harassment or unsafe behaviour on our platforms:

- Report it to us via **[enquiries@ntcogso.org.au](mailto:enquiries@ntcogso.org.au)**.
  - Screenshots or details are helpful for context.
  - If your concern relates to an immediate safety risk, contact emergency services or a crisis support organisation.
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## 6. Blocking and Restrictions

Users who repeatedly breach these guidelines may:

- Have their comments removed.
  - Be temporarily restricted from commenting.
  - Be permanently blocked from NTCOGSO social media pages.
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## 7. Safeguarding and Duty of Care

We take all threats of harm seriously. However, as a small advocacy body, we are not equipped to provide emergency support or counselling. Where concerning content is posted:

- We may reach out during business hours to check in.
  - We will encourage the person to seek help from professional support services.
  - We may report serious concerns to the relevant authorities.
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## 8. Feedback and Review

We welcome respectful feedback and questions about our moderation decisions. These guidelines will be reviewed annually or in response to emerging issues.

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### Support Services

If you or someone you know is in distress, please contact:

- **Lifeline** – 13 11 14
  - **Beyond Blue** – 1300 22 4636
  - **Mental Health Line NT** – 1800 682 288
  - **Emergency (Police/Fire/Ambulance)** – 000
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### NTCOGSO

NT Council of Government School Organisations

**Contact:** [enquiries@ntcogso.org.au](mailto:enquiries@ntcogso.org.au)

**Website:** [www.ntcogso.org.au](http://www.ntcogso.org.au)