

# Australia Awards Cambodia (AAKH) Facebook Protocol

## Values/Underlying Principles

1. AAKH proposes to manage its Facebook page underpinned by the following values:
  - (a) Promoting the benefits of the Australia Awards Scholarships program to Cambodians and Australians;
  - (b) Sharing accurate and timely information with users;
  - (c) Being open, honest and reliable in using Facebook, conducting activities professionally and ethically;
  - (d) Taking responsibility for what we say and do;
  - (e) Respecting the people we communicate with, valuing different opinions and building relationships; and
  - (f) Aiming to improving our performance through listening and engaging with our clients/target audience.

## Moderation of Public Comment

2. Users must not post or upload any comments or links that are unlawful, or may defame, discriminate, offend, interfere with privacy or infringe copyright or other intellectual property rights.
3. Contributors to the AAKH Facebook page, must ensure that they:
  - do protect their personal privacy and that of others by not including personal information about yourself or others in your comments, (such as names, email addresses, private addresses or phone numbers)
  - do post material to the forum that is relevant to the issues being consulted on
  - do represent their own views and do not impersonate or falsely represent any other person
  - do not abuse, harass or threaten others
  - do not make defamatory or slanderous comments
  - do not use insulting, provocative or hateful language
  - do not use obscene or offensive language
  - do not post material to the forum that infringes the intellectual property rights of others
  - do not post multiple versions of the same view to the forum
  - do not incite, encourage or make reference to conduct that may constitute a criminal or civil offence or otherwise violate Australian law
  - do not promote commercial interests in their posts to the forum

- do not post comments promoting personal professional interests
  - do not include internet addresses, videos, images or any email addresses, in their contribution
  - do not post overtly political comments (e.g. reference to candidates, fundraisers, support for political parties)
  - do not post anything which racially or religiously vilifies others
  - do not post anything which racially or religiously vilifies others
  - do not post anything which is likely to offend, insult or humiliate others, particularly on the basis of their race, colour, descent, national origin, religion, ethnicity, gender, age, sexual orientation or any disability.
4. Should any of the above circumstances arise we reserve the right to moderate comments and/or remove any comments that, in our opinion, are inappropriate.

### **Policies and Procedures**

5. The following policies and procedures underpinning the management of the AAKH Facebook will be the primary strategies in implementing the Facebook page:
- (a) AAKH will respond quickly and reasonably to posts on the AAKH Facebook where a response is necessary and/or expected.
  - (b) Where matters posted are personal as opposed to general information or policy related, the person who made the post will be invited to contact AAKH Office directly.
  - (c) AAKH will accept posts in Khmer or English. However, all responses will be in English