



Australian Government



ABORIGINAL
HOSTELS LIMITED

AHL Social Media Community Guidelines

Aboriginal Hostels Limited's (AHL) social media accounts are managed by AHL's Communication Team.

The accounts are monitored from Monday to Friday, between 8am to 4pm.

If you have a specific question for AHL, you can fill in our [online form](#) which will be sent to the relevant team in National Office to help ensure you get the best response, or you can call us on (02) 6212 2001.

If you would like to provide feedback about AHL, you can send us an email at customer.feedback@ahl.gov.au or call us on 1800 640 836.

We want members of our social media networks to feel safe, comfortable and respected.

Community Guidelines

To ensure AHL's social media accounts are a safe space for all, moderators may remove comments considered to contain:

1. Offensive, abusive, or violent language meant to harass, threaten, defame or abuse an individual or a specific group.
2. Hateful or discriminatory language regarding race, ethnicity, religion, gender, sexual orientation, disability, or political beliefs.
3. Links to sexually explicit material.
4. Solicitations, advertisements, or endorsements of any commercial organisations.
5. Spam, link baiting or files containing viruses that could damage the operation of other people's computers or mobile devices.
6. Violations of copyright or intellectual property rights.
7. Multiple successive off-topic posts by a single user.
8. Inaccurate, false, misleading or deceptive information.
9. Breach of privacy around sharing personal or sensitive information of staff and residents.
10. Any other inappropriate content as determined at AHL's absolute discretion.
11. A violation of each social media channel's terms and conditions.

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While AHL's social media channels are moderated, they are not constantly monitored, and inappropriate content may at times filter through. AHL will use reasonable endeavours to remove such content as soon as possible. AHL has the right to close (or limit) comments on their own posts.

Users of social media who do not comply with these guidelines may be blocked from the social media accounts at AHL's discretion.

AHL aligns with the Australian Government's [Social media moderation guidelines](#)