

Northern Adelaide Local Health Network

Social Media Terms and Conditions of Use

The Northern Adelaide Local Health Network (NALHN) aims to use social media to enhance our engagement with clients and provide greater choice on how they connect with us.

Social media is one way NALHN distributes health information, alerts, news and event updates to the general public. In the case of emergencies or events that may affect the health and wellbeing of people in the Northern Adelaide region, NALHN may also use social media to keep the public and other interested parties informed in a timely manner.

NALHN plans to operate the following social media accounts:



Content Management

The NALHN social media sites are managed by the NALHN Communications Team.

NALHN also uses other information channels and does not solely release news and announcements via social media.

Availability

NALHN updates and monitors its social media sites during business hours (Monday – Friday 9:00am – 5:00pm).

The social media sites used by NALHN may occasionally be unavailable and NALHN accepts no responsibility for lack of service due to their downtime.

In an emergency call 000. If unwell see a local GP or call [healthdirect Australia](#).

Following

NALHN does not automatically follow organisations or individuals who follow it.

Being followed by NALHN does not imply endorsement of any kind.

Comments, Replies and Direct Messages

NALHN welcomes feedback from its followers that complies with the following guidelines.

NALHN reserves the right to remove any content that does not comply with our Social Media Policy Terms and Conditions of Use. This includes comments, replies or direct messages that contain:

- > hate speech
- > profanity, obscenity or vulgarity
- > comments/messages that could be considered prejudicial, racist or inflammatory
- > nudity or offensive imagery, including in profile pictures
- > defamation to a person, people, or organisation
- > name calling and/or personal attacks
- > comments/messages with the intention of selling a product
- > comments that infringe on copyrights
- > spam comments/messages from individuals or groups, such as the same comment posted repeatedly across multiple posts
- > comments/messages that contain or promote false information or faux science
- > personal information (including identifying information, email addresses, phone numbers or private addresses)
- > false representation of another individual, organisation, government or entity
- > promotion of a product, business, company or organisation.

NALHN monitors comments, replies and direct messages and ensures any emerging themes or helpful suggestions are forwarded to the relevant people in the organisation.

NALHN is not able to reply individually to all messages received and where common topics and requests exist, NALHN may issue a general notification.

NALHN does not engage on issues of State or Federal politics, nor does it provide individual health and medical advice.

In an emergency call 000

If you are unwell see your local GP or call [healthdirect Australia](#).

For information about how to contact NALHN directly, please visit the [Contact Us](#) section of the NALHN website.

Retweeting and Sharing

NALHN may retweet and share content that contributes to the exchange and distribution of useful information about health and related topics.

NALHN considers requests to retweet or share on a case-by-case basis. Retweets are not endorsements.

Link Shortening

Unless they are already very short, NALHN will shorten URLs with commonly used link compressing services such as Buffer, Bitly or Hootsuite's ow.ly.

Privacy

NALHN captures and stores records of comments posted to its social media sites for records management purposes.

NALHN does not capture or record the contact details of parties following its social media sites unless the information is provided for direct contact purposes. Any information identified or deemed confidential or private is treated in accordance with NALHN's Privacy Statement.

Disclaimer

In addition to the [website disclaimer](#), the following conditions apply:

- > All messages on social media sites should be considered public and visible to all for review, comment and share.

- > NALHN reserves the right to amend, delete or block derogatory, offensive or defamatory material posted on any of its social media channels.
- > Content posted by members of the public or organisations do not represent the official view of NALHN.
- > Information posted on any of NALHN's social media channels is not intended to be individual medical advice and should not be considered medical advice, nor is it intended to replace consultation with a qualified doctor or other health care professional.

In an emergency call 000.

If you are unwell see your local GP or call [healthdirect Australia](#).

Acceptance of Terms

By following or posting to our social media account(s), you have confirmed that you agree to adhere to the Social Media Policy Terms and Conditions of Use.

Repeated violations of our Social Media Policy Terms and Conditions of Use may cause the user to be blocked or otherwise banned from accessing NALHN's social media account(s).

Related information

These *Social Media Terms and Conditions of Use - NALHN 2021* are based on [SA Health](#) guidelines and conventions for online communications.

For more information

Northern Adelaide Local Health Network
Strategy and Innovation | Communications Unit
Smart Road, Modbury SA 5092
(08) 8161 2000

www.sahealth.sa.gov.au



www.ausgoal.gov.au/creative-commons



Health
Northern Adelaide
Local Health Network