

Midwives Share Communities Staff and Community Admin Moderation Guidelines

ACM Midwives Share Moderation Plan

When a member first signs into our community they must agree to the member guidelines that inform them of the guiding principles for interacting on the platform.

We must ensure these house rules meet the requirements of all Midwives Share Communities.

There are three moderation options: no moderation, self-moderation, and full moderation. Neither no moderation nor full moderation are viable options therefore Midwives Share Communities will be self-moderated.

Each community will be assigned a moderator upon set up. These may be staff members or community members who volunteer for the position.

In addition, there is a system generated moderation technique. 'Watch words' including obscene language will be automatically blanked out and unable to be posted.

Watch Words

Most people will agree that certain words should not be said, especially not in an online community where respect, tolerance, and professionalism are paramount. Any words that are offensive, profane, or in some way incendiary are on our list of Watch Words which the system will automatically scan for and replace with asterisks (****), without the need for Admin review or action. This option *does not trigger* any type of notification to an Admin; also, after being replaced, there is *no way to see what the offending word was*.

Higher Logic includes a pre-populated .csv file containing hundreds of words for you on the Watch Words page. Other words can be added manually or in bulk.

Moderation Process can include:

1. Generic public reminders about the rule not mentioning the violator or violation.
2. Private reminder about the rule, mentioning the specific instance(s) of violations.
3. Moderation after the 2nd violation.
4. Probation: any violations in the next (x time frame) will result in removal from the group.
5. Temporary removal from the group: "Because of the recurrent violations of (X), we have put your participation in this group on hold for (x time frame) after which you will be re-instated with the hope that the break will help you see the importance of adhering to our community standards".
6. Termination, which doesn't have to mean taking away membership. It can just mean removal of the privilege of using this particular community resource.
7. If termination is not possible, seek out a senior member of the organisation who may be able to speak to the member directly to explain the damage their posts are causing and encourage them to find a more respectful and tolerant way to share their views.

Any person who joins a community is agreeing to adhere to community norms. Refusal to do so means that that individual is separating themselves from the community, not the other way around.

Obligations of community moderators

1. Please monitor the community by ensuring you receive notifications and daily digests so that you are kept abreast of conversation.
2. If a community member posts a comment, you feel is inappropriate and contravenes the Community Guidelines, please remove the comment by marking it as 'Inappropriate' and send a private message to the community member explaining why you placed their post in review.
3. Reach out to another colleague to share your concerns and to decide whether the post does breach the guidelines or not.
4. If you decide the post is OK to share then you can approve the post by going to the relevant community, go to the 'settings' link top right and look for the link to 'Moderation'. This will bring up any messages that have been marked as inappropriate by other community members as well. Review these in the same manner.
5. If it is decided that the post does in fact breach the guidelines, then you can 'Reject' the post and send the member an email explaining how the post did not follow the community guidelines.
6. If they post inappropriately a second time, follow the same steps as before, then privately remind them of the community guidelines and advise them that they have been placed into Full Moderation which means every post has to be approved for the next month after which their situation will be reviewed. Seek assistance from an ACM moderator to activate this. Please also advise media@midwives.org.au, stating the community, member's name, and offending comment.
7. If there is a third inappropriate comment, particularly if it's on the same thread or part of the same discussion, please deactivate the member from the community. Seek assistance from an ACM moderator to activate this.
8. If urgent out of hours assistance is required, please contact the Marketing and Communications Manager or the CEO via the numbers listed in the Moderators Community.

Sample email:

Thank you for being an active contributor to the community. It's great to see our membership so engaged. I've been reading through some of your recent posts and would like to offer a few suggestions.

As you know, this forum is meant to stimulate conversation. We encourage respectful disagreements and we want to avoid comments that can be perceived as attacking the author.

Conversations naturally go in different directions. As best as possible, we like to keep the discussion threads to the topics started in the post. This ensures easy searching and that the original question gets answered.

Thanks again for your participation and we look forward to your next post.

The following information is available in the 'Quick Links' section of the member dashboard and must also be agreed to the first time a user logs into Midwives Share.

Midwives Share Community Guidelines

Thank you for being part of our community. To ensure the best possible experience for all members, we have established some basic guidelines for participation. Please **remain professional and always show respect to others on the platform**. Their opinions might differ to yours, but this **diversity** and **robust conversation** – as long as it's kept professional and respectful – is one of the key benefits of the Community.

By joining and using this community, you agree that you have read and will follow these rules and guidelines. You also agree to reserve discussions and shared files and content to that best suited to the medium. This is a great medium with which to solicit the advice of your peers, benefit from their experience, and participate in an ongoing conversation. Questions should be directed to our membership team via the **Contact Us** link on this site.

Please take a moment to acquaint yourself with these important guidelines. If you have questions, contact the membership team. In order to preserve an environment that encourages both civil and fruitful dialogue, we reserve the right to suspend or terminate membership in this community for anyone who violate these rules.

Community Rules

- Respect others. Focus on the content of posts and not on the people making them. Please extend the benefit of the doubt to newer guests and members; there's no such thing as a stupid question.
- Respect the purpose of the community. Use the community to share successes, challenges, constructive feedback, questions, and goals instead of products or services that you provide. If you've found a product or service helpful, please share your experience with the group in a respectful way. This is not a forum for requesting or providing medical advice.
- Use caution when discussing products and services. Information posted on the discussion groups and in the libraries is available for all members to see, and comments are subject to libel, slander, and antitrust laws.
- All defamatory, abusive, profane, threatening, offensive, or illegal materials are strictly prohibited. Do not post anything that you would not want the world to see or that you would not want anyone to know came from you.
- Respect intellectual property. Post content that you have personally created or have permission to use and have properly attributed to the content creator.
- When posting items in our collaborative environment, please indicate if the item is not available for reuse. It's also advisable to contact the owner of any material if you would like to reuse it.
- Post your message or documents only to the most appropriate communities. This helps ensure all messages receive the best response by eliminating "noise."
- This is a closed group. Please do not screen shot or share conversations outside the community.

Community Etiquette

- State concisely and clearly the topic of your comments in the subject line. This allows members to respond more appropriately to your posting and makes it easier for members to search the archives by subject.
- Send messages such as "thanks for the information" or "me, too" to individuals, not to the entire list. Do this by using the "Reply to Sender" link in every message.

- Do not send administrative messages, such as "remove me from the list," to the group. Instead, use the web interface to change your settings or to remove yourself from a list. If you are changing email addresses, you do not need to remove yourself from the list and re-join under your new email address. Simply change your settings.

The Legal Stuff

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Messages should not be posted if they encourage or facilitate members to arrive at any agreement that either expressly or impliedly leads to price fixing, a boycott of another's business, or other conduct intended to illegally restrict free trade. Messages that encourage or facilitate an agreement about the following subjects are inappropriate: prices, discounts, or terms or conditions of sale; salaries; profits, profit margins, or cost data; market shares, sales territories, or markets; allocation of customers or territories; or selection, rejection, or termination of customers or suppliers.

Australian College of Midwives does not actively monitor the site for inappropriate postings and does not on its own undertake editorial control of postings. However, in the event that any inappropriate posting is brought to the attention of Australian College of Midwives we will take all appropriate action.

Australian College of Midwives reserves the right to terminate access to any user who does not abide by these guidelines.

Privacy Policy

Any personal information you provide to us including and similar to your name, address, telephone number and e-mail address will not be released, sold, or rented to any entities or individuals outside of our organization except as noted below.

With Whom Do We Share the Personal Information We Collect Through This Site:

Our Service Providers

We may share your personal information with companies (including our affiliates) that perform services on our behalf, for example, companies that help process credit card payments. Our service providers are required by contract to protect the confidentiality of the personal information we share with them and to use it only to provide specific services on our behalf.

Business Transfers

Your personal information may be transferred to another entity (either an affiliated entity or an unrelated third party) in connection with a merger, reorganization, dissolution or similar corporate event. If such a transfer were ever to occur, the acquiring entity's use of your personal information will still be subject to

this Privacy Policy.

Government and Legal Disclosures

We may disclose the personal information we collect through this Site, when we, in good faith, believe disclosure is appropriate to comply with the law (or a court order or subpoena); to prevent or investigate a possible crime, such as fraud or identity theft; to enforce our Terms and Conditions or other agreements that govern your use of this Site; or to protect the rights, property or safety of our company, our users, or others.

External Sites

We are not responsible for the content of external internet sites. You are advised to read the privacy policy of external sites before disclosing any personal information.

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A "cookie" is a small data text file that is placed in your browser and allows us to recognize you each time you visit this site (personalization, etc). Cookies themselves do not contain any personal information, and we do not use cookies to collect personal information. Cookies may also be used by 3rd party content providers such as newsfeeds.

Remember The Risks Whenever You Use The Internet

While we do our best to protect your personal information, we cannot guarantee the security of any information that you transmit to us and you are solely responsible for maintaining the secrecy of any passwords or other account information. In addition, other Internet sites or services that may be accessible through our site have separate data and privacy practices independent of us, and therefore we disclaim any responsibility or liability for their policies or actions. Please contact those vendors and others directly if you have any questions about their privacy policies. For any other information please contact us using the **Contact Us** page.