

Social Media

Terms of Use

Our social media pages are for the general community to find out about us, the services we offer as well as raise awareness about domestic, family and sexual violence, and violent crime.

Our pages include:



[DVConnect](#)



[DVConnect Qld](#)
(@dvconnectqld5700)



[DVConnect \(@dvconnectqld\)](#)



[DVConnect](#)

It is important that you observe and understand the below terms when interacting with these pages and the terms of use set by the respective social media platform.

Our social media pages are monitored during business hours only, excluding public holidays. We will respond to enquiries sent via these pages as soon as possible. Sometimes we may need to check with other members of our team to ensure we get the right answer and in these instances, it may take us longer to respond. If you seek a formal response to a particular matter, please contact us:

- **Phone:** 07 3156 2323
- **Email us:** mail@dvconnect.org
- **Write to us:** PO Box 10575, Adelaide Street, Brisbane 4000

We recognise that sometimes people need immediate help and support. We do not check for new posts or comments after hours, over the weekend or on public holidays nor do our social media pages provide counselling or crisis services. If you or someone you know is at immediate risk of harm, call **000**.

Crisis support is available by contacting our services directly:

DVConnect Womensline on 1800 811 811 (24 hours, 7 days)
DVConnect Mensline on 1800 600 636 (9am–midnight, 7 days)
Sexual Assault Helpline on 1800 010 120 (7.30am–11.30pm, 7 days)
Forensic Support Line on 1300 264 827 (9am–6pm, Mon–Fri)
VictimConnect on 1300 318 940 (24 hours, 7 days).
Victims of Crime Community Response Program on 07 2142 0472 (24 hours, 7 days)

Crisis support is also available through:

- **Beyond Blue on 1300 224 636** for anyone feeling anxious, depressed or other mental health issues
- **Lifeline on 13 11 14** for anyone having a personal crisis
- **Open Arms on 1800 011 046** for veterans seeking mental health and wellbeing support
- **Kids Helpline on 1800 551 800** for young people aged 5–25
- **Suicide Call Back Service on 1300 659 467** for anyone affected by suicide
- **1300 MH CALL on 1300 642 255** for those needing access to public mental health services.

If a post on any of our social media pages indicates a person may be at risk of harm, we will reply to the post as soon as possible and provide information on counselling and crisis support services. In some instances we may report a post which indicates a person may be at risk of harm to authorities.

Comments on our pages by users do not necessarily reflect the opinion or policy of DVConnect nor can we guarantee the accuracy, currency or reliability of information posted by users.

We welcome comments, opinion and reaction to content published on our social media pages. It is however important that these pages remain an open and safe space for users to contribute and communicate. We ask that you show courtesy and respect.

We reserve the right to censor (review, hide, delete or report) posts/comments, ban/block individuals and/or disable direct/private Messenger functions for use that goes against these Terms. Here are a few reasons your posts or comments may not be approved or may be removed:

- troll-like behaviour
- contains swearing or other language likely to offend
- is defamatory or discriminatory (e.g. racist, sexist)
- promotes inaccurate or harmful advice or misinformation
- threatens, insults, humiliates or intimidates others (including our staff)
- multiple posts about the same issue
- infringes the intellectual property rights of others
- irrelevant comments to the post topic (e.g. promotion of events, groups, websites, spam)
- is overly critical of an individual or organisation
- likely to cause harm/distress to other users reading the post/comments.

If there is social media activity on any of our pages that you find offensive, we ask that you report it to the respective social media platform host.

By providing your personal information via our pages, you consent to us collecting and using your personal information for the purposes of displaying content, administering our social media accounts and/or addressing any comments made. Any personal information you provide will not be used for any other purpose. We are not responsible for the privacy practices of the social media apps or sites or of third-parties who may access information posted. Refer to our [Privacy Policy](#) for further information.

We also urge you to protect your own privacy. For example:

- Refrain from engaging with our staff via social media (e.g. following their personal social media pages, submitting friend requests or engaging via our social media pages where you already have an established communication channel). Engaging via these means could compromise your confidentiality. If you need to contact staff between appointments the best way to do so is by phoning the relevant support line.
- Do not include personal information about yourself or others on these pages (e.g. email address, home address, phone numbers or names).
- Read the terms and conditions of the platform and/or review your privacy settings in your social media profile.
- Remember that platforms are public spaces where interactions are publicly viewable or searchable.

For further privacy and safety tips when using social media check out the eSafety Commissioner's [How to have safer online experiences](#).

If you wish to make a complaint regarding our interaction with you online, please contact us.

These terms may change at any time.

Document history

Version	Approval date	Effective date	Document owner	Approved by	Summary of change/s	Next review
1.0	August 2025	August 2025	Communications & Fundraising Specialist	Director, Social Impact	☑New	2028