



## **headspace - Social Media Terms of Use**

The **headspace** social media pages are for people to find out more about **headspace** and **headspace** centres, the services we offer, as well as discussions about important mental health and youth issues.

*headspace monitors its social media pages between 9am to 5pm Mondays to Fridays only. Outside those hours, and on public holidays, headspace posts are occasionally automatically generated and the social media pages will not be looked at and moderated until the following business day, 9am to 5pm.*

Please be respectful of all points of view, and refrain from personal attacks on other users.

**headspace** will remove any posts which:

1. are likely to be offensive to other readers
2. discusses methods or depicts images of suicide or self-harm
3. discussed drug usage in an unbalanced way, e.g. omit the negative effects
4. contains unhelpful advice, such as blaming a person for their depression
5. is dogmatic, such as setting out courses of action as “the only way”
6. is racist, sexist or discriminatory
7. is obscene, or uses graphic sexual language
8. is defamatory, or overly critical of services or organisations which provide help to others
9. for any other reason is likely to cause harm/distress to other young people reading the story
10. are posted for commercial purposes
11. promote inaccurate, inappropriate or harmful health advice.

**headspace** recognises that sometimes people need immediate help and support. The **headspace** social media pages do not provide counselling or crisis services. If you need immediate assistance, please call Kids Helpline on 1800 55 1800 or Lifeline on 13 11 14. In an emergency, please call 000.

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

**headspace** can take no responsibility for comments from followers on the **headspace** social media pages.