Social Media Community Guidelines and Moderation Policy

Purpose

The Australian and New Zealand Association of Oral and Maxillofacial Surgeons (ANZAOMS) uses social media to share news, information and updates about oral and maxillofacial surgery and the work of the Association with our members, the public and the wider health sector.

We welcome comments, questions and discussion on our channels. These guidelines explain what we expect from people who take part, and how we moderate comments so that our pages stay respectful, accurate and safe for everyone.

By commenting on or interacting with ANZAOMS social media channels, you agree to follow these guidelines.

Not a source of medical advice

ANZAOMS social media channels provide general information only. We cannot give individual clinical advice, diagnose conditions or recommend treatment through social media.

- If you have questions about your own health or treatment, please speak with your surgeon, dentist or general practitioner.
- In an emergency, call **000** (Australia) or **111** (New Zealand).
- Please do not post personal health information about yourself or anyone else.

What we ask of you

- Be respectful and courteous to others, even when you disagree.
- Keep comments relevant to the post and topic.
- Respect the privacy of others, including patients, practitioners and members of the public.
- Share information that is accurate, and identify the source where possible.

How we moderate

- ANZAOMS uses platform moderation tools alongside manual review. All moderation decisions are at ANZAOMS discretion. Comments from others don't reflect the views of ANZAOMS.

Comments that will be hidden or removed

ANZAOMS may hide or remove comments, and may block or report accounts, without notice, that:

- are abusive, offensive, threatening, harassing or obscene, or contain profanity

- are discriminatory, including on the basis of race, ethnicity, religion, gender, sexual orientation, age or disability
- harass or target individuals, including our members and staff
- are defamatory, or make allegations about identified or identifiable individuals, practitioners, practices or organisations
- contain personal or confidential information, including patient details, photographs or clinical information
- comes from fake, impersonated or automated (bot) accounts
- contain false, misleading or potentially harmful health information
- advertise or promote products, services, businesses or fundraising, or are spam
- are repetitive, off-topic or intended to disrupt discussion
- infringe copyright or other intellectual property rights
- breach any law, or the terms of use of the social media platform
- is spam, advertising or repeated copy-paste content
- is unrelated to the post, including political or campaign messaging
- breaches platform rules or Australian or New Zaland law

Fake accounts

Accounts that show clear signs of being fake, such as no genuine activity or identical comments posted across multiple pages, will be removed and blocked without notice.

Automated moderation

To protect our community from spam, fake accounts and offensive content, ANZAOMS uses the automated moderation tools provided by the social media platforms we use. On Facebook, a comment will be automatically hidden if any one of the following criteria is met:

- the author's Facebook profile was created one week ago or less
- the comment contains an image
- the author has no friends or followers
- the comment contains certain keywords that we have filtered
- the comment contains profanity
- the author does not have a profile picture

When a comment is hidden on Facebook, it remains visible to the person who posted it and their friends, but not to other members of the public.

Because these filters are automated, a genuine comment may sometimes be hidden. If you believe this has happened to your comment, please contact us and we will review it. ANZAOMS may also review hidden comments and choose to make them visible.

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Concerns or complaints about a practitioner

Social media is not the right place to raise a concern about an individual practitioner or a specific treatment, and comments of this kind will be hidden or removed to protect the privacy and fairness of everyone involved. ANZAOMS is not able to investigate individual complaints. Concerns can be raised with the appropriate body:

- **Australia:** the Australian Health Practitioner Regulation Agency (AHPRA) – www.ahpra.gov.au, or the health complaints entity in your state or territory
- **New Zealand:** the Health and Disability Commissioner – www.hdc.org.nz

Blocking and reporting

ANZAOMS may block or ban users who repeatedly or seriously breach these guidelines. We may also report content to the platform, or to the relevant authorities, where we believe it is unlawful or poses a risk to safety.

Monitoring and responses

Our channels are monitored during normal business hours (Australian Eastern Time) and are not monitored 24/7. We may not be able to reply to every comment or message. For enquiries that need a response, please contact us directly.

Views and endorsements

Comments and content posted by others on ANZAOMS channels are the views of the individuals concerned and do not necessarily reflect the views of ANZAOMS. Following, liking or sharing another account or its content does not mean that ANZAOMS endorses it.

Contact us

If you have a question about these guidelines, or believe your comment has been hidden or removed in error, please contact us via www.anzaoms.org.

ANZAOMS may update these guidelines from time to time.
Last updated: October 2026