

ethnovision

Social Media Community Guidelines

Updated January 2022

Ethnovision recognises the value of social media as an essential tool to amplify the fight for the rights of the vulnerable and marginalised and empower a community of compassion. Our social media platforms allow us to communicate and engage equally with people seeking help from our services as well as supporters of the cause, advocates and the wider community. Our platforms also allow us to inform the community of Ethnovision's work, offer the opportunity to show support and provide information on key issues impacting the vulnerable globally.

These interactions continually shape our communications, challenging us to provide a safe space where our social media community can engage with us and interact with each other based on the shared values of respect and diversity.

Ethnovision maintains that each of our social media platforms (Facebook, Instagram, Twitter, LinkedIn and YouTube) are safe spaces for everyone, regardless of their background, language, life experiences or level of engagement in the community or connection with Ethnovision. We do our best to respond to questions, comments, and private messages when possible. However, we do not have the ability or capacity to address every single one of your comments or queries.

Through our social media platforms, we aim to inform the community of Ethnovision's work, share information on key issues, amplify refugee voices and share ways people can demonstrate their solidarity. We encourage you to join in the conversation on our page but request that you follow our Community Standards when engaging with us and others to keep the conversation respectful and courteous. We do not tolerate nationalistic, offensive, or hateful behaviour and conversations. We retain the right to hide or remove any such comments from our page. We also retain the right to block any user who acts in a way that we deem inappropriate. We will remove posts or comments that contain any of the following:

- Comments or content we consider to be discriminatory, defamatory, false, or misleading, racist, off-topic, inflammatory, repetitive, offensive or otherwise inappropriate
- Comments that disrespect another person on this page or within our organisation or comments that make someone feel unsafe
- Anything that infringes the privacy of others, and
- Any other commercial or promotional content we consider to be inappropriate.

These Ethnovision Community Standards apply to all of Ethnovision's social media channels. This helps us to protect the integrity of our community and uphold peoples' safety.

If we missed your question, comment or private message, you can contact us directly at hello@ethnovision.org.

OUR COMMITMENT

Using our social media platforms, Ethnovision is committed to:

- Mobilise the community

We are championing the voices of the vulnerable and marginalised, our supporters, advocates, and anyone in the community ready to add their voice to create lasting social and policy change.

- Transparency

We are true to ourselves and committed to demonstrating our accountability to the community who support our work. We speak the truth and champion integrity and fairness whilst protecting our members, supporters, and workforces' privacy. Ethnovision is committed to upholding transparency and our obligations under legal Fundraising Codes of Conduct.

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- Privacy

Our first and foremost commitment is to protect the privacy of refugees and people seeking asylum and other vulnerable and/or conflict affected people who use and engage with our services and programs. Ethnovision recognises the importance of protecting our community members' privacy and rights concerning their personal information available online.

- Respect

We regard the diversity, opinions, and voices of our social media community as a strength that will help progress this movement. We welcome respectful and dignified exchanges that nurture the human rights of all.

- Learning

We are continually learning from your engagement, your feedback, and ideas to improve our social media presence and general communications.

- Accountability

We take responsibility for our actions. The statements we make on our social media platforms, the images we post and the overall content we share are integral and during business hours, we read your interactions on our platforms. Although we can't respond to every comment or message, we take all feedback seriously and initiate any internal complaints or feedback processes when relevant.

YOUR COMMITMENT

In the same way, you are welcome to be part of our online community and the movement when you:

- Have self-agency and self-awareness

While using social media is your personal decision and you are entitled to your thoughts and opinions; it is always important to be aware that you are not alone in the online world and your words can profoundly impact anyone else reading.

- Use your passion for the greater good

If you are part of this community, it means we stand on the same side - even if we don't always agree. Both you and Ethnovision aim to end harm to others. We understand how passionate you are, so we encourage you to use

your power and your voice to grow/build/question together and focus on the root causes of the issue. When we fight together for human rights, we are stronger.

- Treat others with respect

Although there is a screen in front of you when you type a comment or private message, always remember there is another human being on the other side reading your words. From other social media community members to our staff moderating the interactions, everyone is entitled to respect. If there is an issue to be raised, there is always a compassionate and civilised way to discuss it. Abusive, derogatory or offensive comments and interactions will not be tolerated.

- Add value (it's always welcome)

Did we spell Blgrade instead of Belgrade? or write "we are open until 5AM" when we meant 5PM? or you have a news article you know other followers will likely enjoy? In any case, your contributions are always welcome and appreciated. Thank you for letting us know we messed up.

- Protect your own privacy

Ensure your personal social media profiles have all the filters and privacy settings that go with the social media experience you want to have. You can change your settings to keep your activity strictly to yourself or show your interactions with either: i. Only friends, ii. Friends of friends, iii. Anyone on the internet. Be careful and always

ask for help if you don't know how to manage your privacy settings.

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- Know when to say Goodbye!

If Ethnovision's social media activity is triggering a negative response and affecting your peace of mind, maybe it's time to give our relationship a break. You can hide that one post, mute us temporarily or - although we'd be sad to see you go- unfollow us and come back later when you are ready for more content.

And just like you have plenty of tools to exercise your rights and use your voice with respect, we are also committed to complying with the Community Standards, Policies and Rules provided by the different platforms we use, listed below in the resources section. Ultimately, this is what helps us protect our social media community as individuals and safeguard everyone connected to Ethnovision or our platforms.

RESOURCES

General inquiries

For all general inquiries, please contact hello@ethnovision.org

Donation inquiries

If you have a question about your donation, how to donate, or would like to update your personal information with us, please contact partnerships@ethnovision.org or WhatsApp +61 434 916 119.

Media inquiries

Breaking news, urgent developments, campaigns and current affairs contact hello@ethnovision.org

Compliments and complaints

Ethnovision welcomes your feedback so we can constantly get better at what we do, hello@ethnovision.org.

Official Community Standards, Rules and Policies

Ethnovision adheres to the Community Standards, Rules and Policies from each of the social media platforms where we have an online presence.

Whether it is Facebook, Instagram, Twitter, LinkedIn or Youtube, we are committed to complying with their regulations.

- [Facebook Community Standards Policy](#) (Applies to Facebook and Instagram)
- [Twitter Rules and Policies](#)
- [LinkedIn Professional Community Policies](#)
- [Youtube Community Guidelines and Policies](#)

CONTACT INFORMATION

Questions about the Social Media Community Standards should be sent to hello@ethnovision.org.