

Audience	Category
General Public	People

Policies and Procedures

Social Media Policy

This document was endorsed by Director, Communications and Media.
It was last reviewed in June 2025 and is scheduled for review in June 2026

For further information or questions, email media@asbfeo.gov.au

Custodian	Director, Communications and Media
Last revised	June 2025
Approved	Director, Communications and Media
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Overview

The Australian Small Business and Family Enterprise Ombudsman (ASBFEO) uses social media to share links and information about our organisation and our work.

Official ASBFEO social media channels

You can find us on these social media channels:

- [LinkedIn](#)
- [Facebook](#)
- [Instagram](#)
- [X](#)
- [YouTube](#)

Social media channels are updated and monitored during standard business hours: 8:30am – 5:30pm from Monday to Friday (AEST/AEDT), excluding public holidays. Accounts may be monitored outside of business hours, subject to staff availability.

ASBFEO may choose to republish (e.g., 'repost', 'share' or reference) social media content (e.g., posts, events) that contains information or links to material related or allied to the ASBFEO.

We may also 'follow', 'like', 'repost' or 'share' organisations or individuals involved with, or actively discussing relevant policy issues. These practices do not constitute endorsement by the ASBFEO.

Terms of use

We welcome questions and commentary on our social media pages, but we expect users to be relevant and respectful. When engaging online, we expect that you:

- protect your personal privacy and that of others by not including personal information of either yourself or of others in your posts (for example, names, email addresses, private addresses or phone numbers)
- represent your own views and not impersonate or falsely represent any other person
- do not post material that infringes the intellectual property rights of others
- do not be abusive, harass or threaten others
- do not make comments that may be defamatory or libellous
- do not use insulting, provocative, obscene or offensive language
- do not incite hatred or discrimination on the basis of any personal characteristics, including on the basis of race, gender, disability, age, sexuality, marital or domestic status
- do not promote commercial interests in your posts
- do not post overtly party-political comments
- do not make unproven or unsupported accusations against individuals or organisations

- do not post misinformation or misleading information
- do not conduct any illegal activity or solicit the performance of any illegal activity
- do not make comments that are irrelevant to the topic being discussed.

The ASBFEO reserves the right to enforce our terms of use. We do not edit user comments, but we may report or remove any content or comments that contain spam, profanity, or otherwise objectionable, inflammatory or prohibited material. We may also block or delete a user if these terms have been breached.

Privacy

The ASBFEO is not responsible, liable for and does not endorse the privacy practices of social media platforms or any websites that are linked from them.

Use of social media and any linked websites is at the individuals own risk. When posting to a social media site, it is important to understand the tool/platform being used. Read the terms of service, and do not rely on a social media site's security setting as a guarantee of privacy.

Remember that content published online is, or may become, publicly available, even from personal social media accounts.

The ASBFEO may record information posted to social media accounts and use that information for administrative purposes. We will not try to further identify people except where requested and authorised by law.

For further information see our [privacy statement](#).

Our use and protection of information is also governed by the provisions of the *Australian Small Business and Family Enterprise Ombudsman Act 2015* (Cwlth).

Social media contact

For enquiries regarding ASBFEO social media, email media@asbfeo.gov.au.

Media enquiries

The ASBFEO does not respond to media enquiries via social media. Direct media enquiries to 0448 467 178 or media@asbfeo.gov.au.

For general, non-media related enquiries, visit [Contact us](#).

Disclaimer

Posts by third parties do not reflect the opinions or policies of the ASBFEO. The views expressed by individuals are those of the individual contributor.