

Community Guidelines

Relationships Australia Victoria (RAV) uses social media and online channels to provide information and news, engage with the community and to cultivate and promote positive, safe and respectful relationships.

We welcome conversations on our social media and online channels but request that these are positive in nature and respectful to our clients, staff, organisation and the general public.

We reserve the right to edit, hide or delete any comments, posts, reviews or tweets made on RAV's social media or online channels that are:

- offensive
- abusive, threatening or harassing
- unlawful
- repetitive or irrelevant
- spam or advertising for third-party sites or services
- disrespectful or derogatory to Aboriginal and Torres Strait Islanders, past or present
- defamatory, inappropriate or unacceptable to our organisation and staff.

We also reserve the right to edit, hide or delete any comments, posts, reviews or tweets made on RAV's social media or online channels that disclose personal information of, or identify, our staff or clients.

Where a user continues to comment, post, review or tweet on RAV's social media or online channels in breach of our community guidelines, we reserve the right to ban or block that user from our social media or online channels.

Relationships Australia Victoria (RAV) values both feedback and complaints from people who use our services. We believe that this information is very important to our organisation as we use it to identify client needs, and ensure the quality of and improve our services.

If you have feedback or a complaint related to RAV services you received, you can [contact](#) the your service practitioner, a staff member at, or the manager of the centre that provided the service. More information is available on our Complaints' Policy Summary, which you can request by [email](#).

We do not offer any clinical services via our social media and online channels. If you'd like to access our services, please call 1300 364 277 to make an appointment.

If you have any questions about our Community Guidelines, please email communications@rav.org.au