HumanAbility

Engagement Principles and Expectations

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1 Purpose

1.1. This guidance material primarily applies to online participation of stakeholders with HumanAbility, however; it can be applied to conduct in online and in-person consultations.

1.2. Stakeholder engagement is core to our work as a Jobs and Skills Council (JSC). As a Jobs and Skills Council, HumanAbility has a responsibility to create and maintain spaces that are safe, inclusive, supportive, collaborative and respectful for staff and other stakeholders.

2 HumanAbility Governing Framework

2.1. HumanAbility adheres to its own Code of Conduct and Ethics Policy, the Department of Employment and Workplace Relations' (DEWR) JSC Code of Conduct, and the Jobs and Skills Integrity Framework. Engagement with HumanAbility products and events, online or otherwise, must be conducted in line with these governing documents and principles. All our engagements are comprehensive, tripartite, transparent and balanced, with clear communication as to how we capture and address stakeholder feedback.

3 Online Environments

3.1. HumanAbility staff facilitate and moderate online engagement and may, from time to time, engage an external moderator(s) and/or utilise technological tools such as automated moderation and software filters. This is to ensure that discussions within online environments adhere to the principles set out in this document and ensure the safety and wellbeing of stakeholder participation.

3.2. These environments may also have tailored requirements and supports available, that further govern and. These include but are not limited to:

- Technical Committee member agreements indicating compliance with the HumanAbility Code of Conduct and Terms of Reference
- Platform specific guidelines and or terms of use e.g. profanity filters
- Participation removal or feedback monitoring
- Content activation and similar warnings

4 Participation Principles

4.1. Respect – We value each other's expertise, experiences, and contributions. We maintain a culture of mutual appreciation and constructive engagement.

4.2. Collaboration – We work together to share knowledge, best practice, ideas and resources, and to solve challenges.

4.3. Inclusivity – Diverse voices and perspectives are welcomed. We respect the needs of all stakeholders, strive to lift each other up and respond to barriers.

4.4. Safety – We behave in ways that support all stakeholders to engage confidently, free from harm, harassment or judgement.

4.5. Curiosity – We embrace a spirit of learning, exploring new ideas, and encouraging open-minded discussions that support growth and innovation.

4.6. Learning – We are learning and adapting as we go. Feedback is appreciated and continuous improvement is prioritised.

5 Participation Rules

5.1. The following is not permitted:

- Discrimination, harassment, vilification or bullying on the basis of a protected attribute or characteristic; including but not limited to age, gender or gender identity, sexual orientation, race or ethnicity, nationality, religion, physical or mental disability or medical condition, marital status or pregnancy, or physical features.
- Unlawful activity, including but not limited to defamation/slander/libel; copyright breaches; posting of illicit/terrorist/sexual material.
- Explicit or obscene material, including content that is sexually explicit, depicts violent, or otherwise indecent or inappropriate.
- Defamatory content or attacks on members, users, business and brands. This includes naming and shaming and making false claims.
- Abusive or threatening language and actions. This includes content that includes language perceived as inciting violence or encouraging, endorsing, approving or recommending the performance of abusive acts.
- Vexatious content or actions. Often these types of contributions are referred to as “trolling” – an act of provoking, irritating or upsetting others online by posting disruptive, or offensive content.
- Direct promotion posts which include links to website, email or phone number, and repetitive, off-topic or high-volume posts soliciting for students or advertising for enrolments or similar. *
- Direct promotion of fundraising, or research requests/surveys without HumanAbility moderation team approval. *
- Provision of regulated advice (medical, legal, or financial advice).
- Content that is factually misleading, including discussion of outdated or unsafe work practices.
- Disclosure of sensitive and or confidential information. This includes disclosing someone’s personal and or contact information without consent.
- Content that is considered SPAM or off topic. This includes contributions not in line with the purpose of the online environment.
- Content that tampers with or interferes with the operation of the online environment or system, including discussion about moderation.
- Content about staff (directly or indirectly), including rude, disrespectful, personalised language or commentary, attacking or arguing with staff.

- Commentary or behaviour that could be perceived to encourage or mobilise other stakeholders to engage in a similar way.
- Content about moderation, including attacking or arguing with the moderation team about a moderation decision made.

* Sharing industry-based and supported conferences and events, and replying to employer requests for training information, are welcomed and encouraged. Any fundraising or research requests/survey opportunities can only be shared with the approval of the moderation team and those approved will be shared by HumanAbility.

6 Moderation

6.1. All user comments may be moderated in one of two ways:

- Pre-moderation – content is first reviewed by a moderator to ensure guideline adherence, and must be approved before it can be published within the online environment, or;
- Post-moderation – content is immediately published within the online environment and then reviewed by a moderator to ensure Policy and guideline adherence.

6.2. When potentially violating content is reported or detected, HumanAbility will work to take fair and appropriate action to ensure the principles in this document are adhered to.

7 Breaches

7.1. Where breaches of this policy occur, HumanAbility remains committed to supporting stakeholders' substantive viewpoints to be expressed. When taking any of the actions below, a moderator will ask the stakeholder to resubmit their comment or feedback, expressing that viewpoint in a manner consistent with the standards for constructive stakeholder participation.

7.2. A breach of any of the principles above, or other relevant policy, code of conduct or guidelines may lead to HumanAbility, in their sole discretion:

- hide, edit or remove or refuse to post any contribution or material posted that is not in the best interests of staff and community wellbeing and safety, or which causes offence or harm, uses profanity, or similar;
- suspend or permanently block the user from using HumanAbility's online platforms;
- report the user's conduct to the user's employer, and/or to any appropriate law enforcement authorities;
- take any other action, including legal action, which HumanAbility considers to be appropriate which may include reviewing future user contributions before publication, suspending the user, or permanently banning and removing the user.

7.3. We take these decisions seriously and keep context in mind when assessing possible violations. Repeated or egregious violations may result in a member or user's access being permanently removed and banned.

7.4. HumanAbility employees will adhere to all relevant policy and this guidance when undertaking moderation management responsibilities. All members and or users must adhere to the following participation principles and rules.