

Community Guidelines for social media

As the peak body for the community housing sector, CHIA Vic aims to raise awareness about the benefits of community housing and advocate for a fairer and more equitable housing system.

We are keen to engage with our online followers and want to hear what you have to say.

To maintain a positive and respectful online environment, CHIA Vic manages its social media pages according to the following rules.

CHIA Vic Community Guidelines

Respectful communication

Users on our pages should engage in discussions respectfully, avoiding offensive language, personal attacks and derogatory comments.

Constructive and relevant feedback

We welcome questions, commentary and differing opinions, as long as they remain respectful, appropriate and on-topic.

Compliance with laws

Users must comply with all relevant laws and regulations, including those related to privacy, copyright, and harassment.

What happens if users breach the Community Guidelines?

CHIA Vic monitors and moderates its online accounts to ensure our social media pages remain safe and respectful environments for all users.

We reserve the right to hide or delete comments that are in breach of our Community Guidelines. This includes, but is not limited to, comments that:

- Discriminate against another person or group because of their race, religion, gender, age or socio-economic status
- Are insulting, threatening or abusive
- Infringe on other people's privacy, including mentioning them by name, workplace, location etc.

- Are misleading, deceptive or include false information
- Are off-topic or irrelevant and not in keeping with the topics or themes being discussed. This includes links to websites and internet content.
- Advertise, sell or promote any goods or services without prior permission of CHIA Vic

We reserve the right to block users from our accounts if they repeatedly breach our Community Guidelines. Users will be issued with a warning at the first breach. If your comments continue to breach our Guidelines after this warning, we may block you.

We encourage all users of our online accounts to let us know about any content or behaviour on our pages that violates our Community Guidelines.

Our social media response times

We are regularly active on our social media platforms, but our accounts are not monitored outside of usual business hours.

We aim to respond to messages and questions within 2 business days.

Need housing or help?

CHIA Vic does not manage any housing or provide homelessness services. Our small team is unfortunately unable to answer individual housing queries we receive via social media.

If you need homelessness or housing assistance, please call 1800 825 955 to be referred to a housing worker.

If you would like to apply for social housing (which includes public housing and community housing), you can apply through [myGov](#).

For more information on eligibility for social housing and how to apply, please visit:

<https://www.housing.vic.gov.au/apply-social-housing>

Need to report an issue at your rental?

CHIA Vic is unable to respond to maintenance requests or other issues at community housing properties. We encourage renters to talk directly to their housing provider.

Each community housing organisation has maintenance request processes and feedback and complaints policies, which are usually available on their website. These policies explain how you can make a request or report an issue, and how long you can expect to wait for a response.