POLICY

Social Media Policy

Minimum standards for social media use by everyone who works with Axis Supports.

APPLIES TO	DOCUMENT TYPE	VERSION
All Axis Supports employees and contractors (workers), ACT and NSW	Policy	2.0

EFFECTIVE	NEXT REVIEW
October 2026	October 2027

1 Purpose

Axis Supports understands that most workers use social media in their personal lives. This policy sets the minimum standards for social media use while you are employed or engaged by us. It protects the privacy and dignity of participants, our workers and the reputation of Axis Supports.

2 Scope

This policy covers all social media and online platforms, including Facebook, Instagram, TikTok, X (Twitter), LinkedIn, Snapchat, YouTube, WhatsApp, messaging apps and online forums. It applies on work and personal devices, during and outside working hours.

> Anything you post online can become public, can be copied and shared, and can be traced back to you at any time. The line between personal and public is not always clear.

3 What you must not do

- Do not friend, follow, message or connect with any participant of Axis Supports on any social media platform, at any time. Contact with participants must only happen through approved work channels.
- Do not take, post or share any photos, videos, audio or information about participants, their homes or their supports.
- Do not share confidential information about Axis Supports, participants or other workers.
- Do not post anything that could bring Axis Supports, its directors or workers into disrepute, or that disparages them.
- Do not use social media to harass, bully, discriminate against or treat unfairly any worker, contractor, participant or customer.
- Do not suggest that your personal views are endorsed by Axis Supports.
- Do not speak on behalf of Axis Supports online unless management has authorised you to. Official Axis Supports accounts are managed by management.
- Do not use social media during working hours unless it is directly part of your duties, and do not let social media affect your work performance.

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.

4 Reporting concerns

If you see content that may breach this policy or put a participant at risk, tell your manager straight away. If the content suggests a participant may have been harmed, follow the Incident Management Policy.

5 Breaches

A breach of this policy may lead to disciplinary action, up to and including termination of employment or engagement. Some breaches may also breach the NDIS Code of Conduct and privacy law.

Document control

Document type	Policy
Version	2.0
Effective date	October 2026
Next review	October 2027
Document owner	Director
Approved by	Director
Related documents	Privacy and Confidentiality Policy; Staff Handbook; Incident Management Policy
Legislation and standards	NDIS Code of Conduct; NDIS Practice Standards (Core Module: privacy and dignity); Privacy Act 1988 (Cth)
Version history	v1.0 (November 2023) original issue. v2.0 (October 2026) full review: scope and reporting added, platforms updated, approval moved to Director, both office addresses, Axis Supports branding.

Worker acknowledgement

I have read and understood the Axis Supports Social Media Policy and agree to follow it.

Worker name	Signature	Date

© 2026 Axis Supports Group Pty Ltd ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R. All rights reserved. Not to be copied, adapted or reproduced without written permission.