**Facebook Support Group Response Guide**

# Purpose

The purpose of this guide is to provide Facebook Support Group Administrators with recommended messaging and responses to specific scenarios. The guide aims to assist Administrators in responding appropriately and efficiently, particularly to difficult or confronting posts.

**Note:** The following are suggestions only and you may wish to add, delete, or change the conditions to suit the requirements of your Facebook Support Group.

# Suggested Messages to New Group Members

As an Administrator, it is your role to ensure all new members of the group feel welcomed and supported. It is recommended that you welcome all new members via private messenger and/or publicly within the group.

**The message below can be sent via private message/Facebook messenger.**

*“Hi (insert member’s name), I’m (insert your name), and as an Administrator for (insert name of Facebook Group), I would like to welcome you to the group. Please ensure you have read through the Group Rules and adhere to them at all times. If you have any questions or issues regarding the group, please do not hesitate to contact me at (insert email address).*

**The message below can be posted publicly within the group.**

*“We would like to give a warm welcome to (tag new member/s), who have just joined (insert name of Facebook Group).”*

# Suggested Responses to Posts in Breach of the Group Rules/Code of Conduct

It is recommended that Administrators remove posts that breach the Group Rules/Code of Conduct and privately message the group member who posted, advising them of the reason why the post was removed.

To ensure there are no disputes caused by removing posts, your Group Rules/Code of Conduct should state that Administrators reserve the right to remove posts that breach the Group Rules/Code of Conduct.

It is recommended that you follow these three steps in responding to posts in breach of the Group Rules/Code of Conduct:

1. Remove the post immediately
2. Privately message the member who posted to advise why the post was removed and any consequences (ie. warning or removal from the group)
3. If other members of the group may have been negatively affected by the post, follow up with them via private message.

As a Facebook Group Administrator, you reserve the right to issue a warning to a member or remove a member from the group if they breach the Group Rules/Code of Conduct.

The messages below should be sent via private message/Facebook messenger.

**Recommended messaging for issuing a warning:**

*“Your group post has been removed because it breached the group’s Post Policy. Please ensure you read and adhere to the Post Policy to avoid removal from the group. (include link to document). If you have any questions regarding this, please contact the Admin team. (insert contact details).”*

**Recommended messaging for removing a member from the group:**

*“You have been removed from the group because you did not adhere to the Post Policy. If you have any questions regarding this, or if you wish to dispute your removal, please contact the Admin team (insert contact details).”*

**Recommended messaging for check-in with members who may have been negatively affected:**

*“We recently removed a post from the group which breached the Group Rules/Code of Conduct. If you were negatively affected by this post, we recommend you contact the below helplines for further support:*

*Lifeline WA - 13 11 14*

*Samaritans Crisis Line - (08) 9381 5725*

*Suicide Call Back Service - 1300 659 467*

*If you require any additional information, please contact the Admin team (insert contact details).”*

# Suggested Response to Posts Indicating Mental Distress

It is recommended that Administrators remove posts that indicate a group member is experiencing mental distress (ie. suicidal thoughts) and privately message the group member who posted, advising them of the reason why the post was removed.

It is recommended that you follow these steps in responding to posts in breach of the Group Rules/Code of Conduct:

1. Remove the post immediately
2. Privately message the member who posted to advise why the post was removed and provide crisis support contacts

**The message below should be sent via private message/Facebook messenger.**

*“Your group post has been removed because it breached the group’s Post Policy (include link to document). (Insert name of Facebook Group) does not provide crisis support and counselling, and we recommend you contact the below helplines for further support:*

*Lifeline WA - 13 11 14*

*Samaritans Crisis Line - (08) 9381 5725*

*Suicide Call Back Service - 1300 659 467*

*If you require any additional information, please contact the Admin team (insert contact details).”*