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Social Media Policy *Social Media Audiences*

This page is not monitored 24/7. We do our best to respond promptly during business hours.

To report a fire or emergency, phone Triple Zero (000). The Victorian Bushfire Information Line (VBIL) provides information during and after bushfires on 1800 240 667. If you can see or smell smoke, VBIL can advise whether or not a planned burn is in progress.

We will try to respond to any questions in a timely fashion, we may not be able to reply individually to all posts, comments and messages. We do read all posts and messages and ensure that any emerging themes or helpful suggestions are passed on to the relevant people within Parks Victoria.

Social media channels are a place for people to engage in discussion and ask questions and we ask that you respect those who visit it by keeping your comments polite and relevant to the topic.

This means:

- no offensive, defamatory or discriminatory comments or personal attacks
- Parks Victoria values the wellbeing and mental health of all staff and we will not allow personal attacks on our social media channels
- no off-topic comments
- no spamming or flooding – please don't post the same message, or very similar messages, more than once
- no violations of copyright or intellectual property rights.

Comments that don't comply with these rules may be deleted, and those who make them may be blocked from commenting. We retain the right to determine which comments violate our comments policy at our discretion. We also reserve the right to remove violations

Please note: when someone comments on content on this page, those comments reflect their views only. Their publication on this page doesn't mean Parks Victoria endorses or agrees with those views. Parks Victoria cannot vouch for the accuracy, reliability, validity and/or completeness of third party information.

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