

CMCA Members Connect Guidelines

CMCA Members Connect is a communication channel for NHQ to disseminate Club related matters to members. The site will also act as a platform for members to converse with other members regarding Club news and other RV related matters in a safe and inviting online environment. CMCA Members Connect will continue to operate outside of business hours, and as such, NHQ encourages members to assist and respond to enquiries and issues in a friendly and engaging manner.

By joining this closed Facebook group, members agree to adhere to this set of guidelines. These guidelines have been developed to ensure CMCA Members Connect remains a safe and inviting online environment.

When communicating via CMCA Members Connect, you must ensure that your submission or enquiry does not contain any prohibited Content, as per the below list.

Prohibited Content:

Prohibited Content includes, but is not limited to, content that:

- *Is bullying, intimidating, threatening or harassing;*
- *Represents a personal attack or contains personal information about another individual;*
- *Is defamatory;*
- *Contains foul, bad, or obnoxious language;*
- *Is commercial advertising, as well as advertisements that can be listed on the CMCA Members Market;*
- *May contain artwork, logos, cartoons, gifs, weblink material etc that can be considered a breach of copyright;*
- *Is false and misleading and therefore likely to deceive members;*
- *Content that does not encourage a safe and inviting online environment.*

In addition, it is expected that users adhere to Facebook's [Statement of Rights and Responsibilities](#) and [Community Standards](#). These policies encourage expression and create a safe environment for those who participate.

CMCA does not tolerate behaviour that does not adhere to the terms, conditions and standards as set out by Facebook.

The use of brand names, trademarks or company or business names on the CMCA Forum is discouraged. If you intend to include a reference to a brand name, trademark or a company or business name, please ensure that you confine your comments such that they are based on your own personal experience, made in neutral language for the purpose of discussion, are as objective as possible and are not submitted to the CMCA Forum for a Commercial Purpose.

For the purpose of identification and moderation, CMCA has the right to decline requests to join to those using a pseudonym as a Facebook account name.

CMCA has the right to decline a request to join when a membership number is not supplied at time of request.

CMCA has the right to remove all content that is deemed prohibited and/or does not contribute to a safe and inviting online environment. Discussions on CMCA topics are allowed and encouraged, however, must be done so in a respectful manner, free from personal attacks on fellow members, staff, volunteers, and the CMCA Board. CMCA reserves the right to seek legal action against any person who uses CMCA Members Connect to publish any prohibited content that is considered defamatory, misleading and deceitful.

Users who continue to publish prohibited content and behave inappropriately will be brought to the attention of management and the CMCA Board, and disciplinary action will be considered. In extreme cases, NHQ may consider removing the member from CMCA Members Connect – temporarily or permanently, depending on severity.

These guidelines also apply to private messages sent between members of CMCA Members Connect (including admin and NHQ staff). Should a member send another member a private message containing Prohibited Content, further disciplinary action may be taken against the offending member.

Users may report posts they feel may breach one or more components of these guidelines.

Users who have an enquiry and/or complaint on a particular post, and do not wish to do so via the platform, are able to contact NHQ on enquiries@cmca.net.au or on 02 4978 8788.