

CONTRIBUTION GUIDELINES AND COMPLAINT PROCEDURES

MENSLINE AUSTRALIA WEBSITE PURPOSE AND FUNCTION

The Mensline Australia website is a vehicle that assists in the work of the telephone service as it seeks to support and empower men to take responsibility for their behaviour and take an active role in fostering safe, healthy and sustainable relationships. Its principle objective is to provide relevant and helpful information about men's relationships issues, including details of services and programs and news about what is happening in the sector.

Mensline Australia welcomes contributions of information and helpful resources to its Men's Services Directory, What's On or the Resource Room. All contributions will be reviewed and assessed against the following guidelines:

GUIDELINES

Contributions must be:

- beneficial to men experiencing relationship difficulties;
- therapeutic rather than political in nature. Material with a clear primarily political agenda will not be published on the site. Information that supports men in knowing their rights and responsibilities or navigating the system, however, is admissible;
- respectful (not divisive, provocative or anti-gender), in the language and content used.
- rigorous and referenced, particularly if they include information or statistics. References are to be from reputable sources;
- respectful (not slanderous or derisive) of any individual, group or organisation.

EDITORIAL REFERENCE GROUP - ROLE AND COMPOSITION

1. The inclusion of contributions on the Mensline Australia website requires the approval of the Mensline Australia website administrator. He/she will be supported in this task by an Editorial Reference Group (ERG)
2. The editorial reference group will assess the eligibility and suitability of a contribution for inclusion on the Mensline Australia website. A decision may be required when:
 - there is some doubt about adherence to the Mensline Australia code of conduct;
 - there are complaints received about the content or tone of contributions posted.

3. The ERG will comprise at least two content experts drawn from the community, the Mensline Australia web administrator and Mensline Australia management.
4. The specific content experts consulted will change according to the content of the contribution under review.

COMPLAINTS PROCESS

Concerns about Mensline Australia website content are to be processed via the following procedure:

1. Complaints about the suitability of a contribution are to be brought to the attention of the website administrator and the ERG in writing. The ERG may address suitability without a formal complaint being received if it becomes aware of a contentious contribution before or after posting.
2. Complaints are to be detailed and specific and must include the complainant's contact details.
3. The ERG will notify the contributor in question of the complaint and provide him/her with an opportunity to respond.
4. The ERG will notify the contributor and the complainant of its decision to withdraw or uphold the contribution in question. This decision will be made as soon as possible after notification.
5. The ERG reserves the right to publish the complainant's critique of the contribution whatever the decision of the ERG may be.
6. The decision will be by majority vote and the decision of the editorial ERG is final.