

Our reference: **ACTHDFOI21-22.52**

Dear [REDACTED]

### **DECISION ON YOUR ACCESS APPLICATION**

I refer to your application under section 30 of the *Freedom of Information Act 2016* (FOI Act), received by ACT Health Directorate (ACTHD) on **Monday 21 March 2022**.

This application requested access to:

*'Any information regarding the management of the ACT Health facebook page.*

*Specifically I am interested in policy and/or procedures that allow for public comments to be hidden, or members of the public to be outright banned from viewing the ACT Health facebook page. I want to know how staff members determine whether to hide a comment and/or ban an account from viewing the ACT Health facebook page.'*

I am an Information Officer appointed by the Director-General of ACTHD under section 18 of the FOI Act to deal with access applications made under Part 5. ACTHD was required to provide a decision on your access application by **Wednesday 20 April 2022**.

The information has been extracted into one document holding the information within the scope of your access application. The document was created for the purpose of your request and captures information sourced from the Media Communications Team.

#### **Decisions on access**

I have decided to grant full access to the one document within the scope of your application.

In reaching my access decision, I have taken the following into account:

- The FOI Act,
- The contents of the documents that fall within the scope of your request,
- The views of relevant third parties, and
- The *Human Rights Act 2004*.

#### **Charges**

Processing charges are not applicable to this request.

#### **Disclosure Log**

Under section 28 of the FOI Act, ACTHD maintains an online record of access applications called a disclosure log. The scope of your access application, my decision and documents released to you will be published in the disclosure log not less than three days but not more than 10 days after the date of this decision. Your personal contact details will not be published.

<https://www.health.act.gov.au/about-our-health-system/freedom-information/disclosure-log>.

### **Ombudsman review**

My decision on your access request is a reviewable decision as identified in Schedule 3 of the FOI Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in ACTHD's disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman  
GPO Box 442  
CANBERRA ACT 2601  
Via email: [ACTFOI@ombudsman.gov.au](mailto:ACTFOI@ombudsman.gov.au)  
Website: [ombudsman.act.gov.au](http://ombudsman.act.gov.au)

### **ACT Civil and Administrative Tribunal (ACAT) review**

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal  
Level 4, 1 Moore St  
GPO Box 370  
Canberra City ACT 2601  
Telephone: (02) 6207 1740  
<http://www.acat.act.gov.au/>

### **Further assistance**

Should you have any queries in relation to your request, please do not hesitate to contact the FOI Coordinator on (02) 5124 9831 or email [HealthFOI@act.gov.au](mailto:HealthFOI@act.gov.au).

Yours sincerely



John Fletcher  
**Executive Group Manager**  
Corporate & Governance

8 April 2022

- Who manages the ACT Health Facebook page (i.e. is it managed by ACT Health public servants, is it managed by a third-party private enterprise contracted to ACT Health, is there a centralised Government team that manages pages from a variety of departments)?

The ACT Health Facebook page is produced, maintained, and managed by ACT Health Directorate.

- How many staff manage the ACT Health Facebook page?

The team consists of approximately 22 people.

- What are the names of the staff managing the ACT Health Facebook page (the public interest for this information is by nature of the fact that people who are working in the interest of the public do not have a need to suppress their identity, and therefore their identity should be public knowledge so that they can be held accountable just like any other public official? If the identities of the people administering the ACT Health Facebook page were to be suppressed, I, and indeed the public, would find this to be a remarkable fact because at the end of the day, why would someone serving the public have a need to suppress their identity if they were not doing the wrong thing or acting against the public?)

The ACT Health Facebook page is produced, maintained, and managed by staff at ACT Health Directorate.

- What process and/or policy is applied for determining misinformation when comments by the public on the ACT Health Facebook page are deemed to be misinformation?

ACT Health's Facebook page follows the [ACT Government Social Media Community Guidelines](#). A link to these Guidelines is available at the top of the ACT Health Facebook page.

As per the Guidelines, ACT Health reserves the right to remove any content that does not comply with the ACT Government Social Media Community Guidelines or that is deemed inappropriate by ACT Health Directorate. Repeated violations may cause the author to be blocked from the relevant page.

- Can you provide any internal policy or procedural documentation that surrounds the administration of the ACT Health Facebook page?

See answer above

- Specifically, I am interested in policy and/or procedures that allow for public comments to be hidden, or members of the public to be outright banned from viewing the ACT Health Facebook page. I want to know how staff determine whether to hide a comment and/or ban an account from viewing the ACT Health Facebook page.

See answer above



**ACT**  
Government

**ACT Health**

- Is there supposed to be a process of warning public members before they are banned from the ACT Health Facebook page?

ACT Health notifies individual users via private message who are deemed to have breached any of the community guidelines listed in the [ACT Government Social Media Community Guidelines](#).

Multiple violations may cause the author to be blocked from the relevant page.

- How many Facebook accounts have been banned from viewing the ACT Health Facebook page?

As of 29 March 2022, there are four accounts that have been banned from viewing the ACT Health Facebook page out of 108,930 followers. This does not include users who have created multiple Facebook accounts.