ROCKHAMPTON JOCKEY CLUB

SOCIAL MEDIA COMMUNITY GUIDELINES

Welcome to the official social media channels of Callaghan Park and the Rockhampton Jockey Club.

Our social media platforms exist to keep our community informed about racing, events, promotions, hospitality, functions, community activities and the people who make our club a great place to visit. We encourage open discussion, respectful feedback and healthy debate.

By participating on our social media pages, you agree to abide by these Community Guidelines.

OUR COMMITMENT
We are committed to providing a respectful, welcoming and inclusive online community where people can share their passion for racing and events in a positive environment.

Constructive feedback and genuine questions are always welcome. We recognise that members of our community may not always agree with our decisions, and respectful disagreement is part of healthy discussion.

WE RESERVE THE RIGHT TO MODERATE CONTENT
To maintain a safe and respectful environment, Callaghan Park reserves the right to hide, delete or refuse any comment, post or content that, in our sole discretion, is considered inappropriate.

This includes, but is not limited to content that:

- is abusive, threatening, intimidating or harassing
- contains defamatory, false or misleading statements
- includes personal attacks against staff, officials, volunteers, jockeys, trainers, owners,
  sponsors, members or other users
- contains obscene, offensive, discriminatory, racist, sexist or hateful language
- promotes violence or illegal activity
- breaches another person's privacy or publishes personal information without consent
- infringes copyright or intellectual property rights
- contains spam, repetitive posts or unauthorised commercial promotions
- is deliberately misleading or intended to spread misinformation
- is irrelevant to the topic being discussed.

Callaghan Park
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COORDINATED OR MALICIOUS CONDUCT
Callaghan Park encourages genuine discussion. However, we will not tolerate behaviour designed to unfairly damage our reputation or that of individuals associated with the Club.

This includes comments or posts that are intended to:

- deliberately provoke hostility or inflame conflict
- encourage or organise others to overwhelm a post with negative or abusive commentary (commonly referred to as a "pile on")
- incite harassment of the Club, its staff, volunteers, committee members, sponsors or participants
- repeatedly post misleading, exaggerated or unfounded allegations
- deliberately bring the Club into disrepute through malicious or bad faith conduct
- manipulate discussions through multiple accounts, coordinated campaigns or other deceptive behaviour.

Where this behaviour is identified, comments may be removed without notice and offending users may be restricted or permanently banned from our social media channels.

RESPECTFUL CRITICISM IS WELCOME
We understand that not everyone will agree with every decision we make.

Respectful criticism, suggestions for improvement and genuine complaints are welcome provided they are expressed in a civil, respectful and factual manner.

We encourage anyone with concerns requiring investigation to contact us directly so the matter can be addressed appropriately.

REMOVAL AND BLOCKING
The Rockhampton Jockey Club reserves the absolute right to:

- hide or delete comments
- restrict commenting privileges
- temporarily suspend users
- permanently ban users from our social media pages

... where users repeatedly breach these Guidelines or engage in behaviour that undermines the safety, enjoyment or integrity of our online community.

We are under no obligation to provide notice before moderating content.

REPORTING CONCERNS

If you have an issue requiring investigation, or wish to make a formal complaint, please contact the Rockhampton Jockey Club directly rather than raising the matter through social media.

This allows us to investigate concerns fairly and respond appropriately.

DISCLAIMER

Comments posted by members of the public do not necessarily reflect the views of the Rockhampton Jockey Club.

By participating on our social media channels, users acknowledge that these Community Guidelines may be updated from time to time and continued use of our pages constitutes acceptance of those changes.

Document:	Social Media Community Guidelines
Owner:	Rockhampton Jockey Club
Approved By:	CEO
Version:	1.1
Effective Date:	14 April 2026
Review Date:	

These Community Guidelines may be amended at any time to reflect changes in legislation, organisational requirements or social media platform standards. The most current version will be published on the Callaghan Park website.

https://callaghanpark.com.au/wp-content/uploads/SocialMediaCommunityGuidelines.pdf