



*Seeking the Cure.  
Providing the Care.*

## my connected community – mc<sup>2</sup>

### Code of conduct

#### Code of conduct for users of MS Society of Victoria mc2 communities

The MS Society mc2 project team and moderators reserve the right to remove any *content* deemed inappropriate and any *user* in breach of the Code of Conduct. Membership of MS Society mc2 communities is a privilege not a right. All users are required to observe the Code of Conduct. This ensures that the MS Society mc2 communities are comfortable and respectful environments for all users.

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#### The VICNET/mc2 Code of Conduct

Your use of the MS Society mc2 communities offered at this site is conditional upon your acceptance and observance of the VICNET/mc2 Code of Conduct. You are required to read and agree to the Code of Conduct as part of the registration process of mc2. There is a link to the Code of Conduct on each page of the mc2 website.

The VICNET code of conduct outlines your responsibilities in the areas of: acceptable behaviour, privacy, email use, harassment and abuse.

#### Additional points of emphasis

Harassment or abuse of other users, MS Society staff members or moderators will result in the cancellation of membership to the community member.

## Moderator responsibilities in relation to the Code of Conduct

It is the responsibility of the moderator to:

1. To inform the MS Society mc2 project team of any inappropriate or offensive behaviour in the community.
2. To ensure that content of the communities is appropriate and to inform the MS Society mc2 project team of instances when information is not appropriate.

The moderator of the room monitors unacceptable or inappropriate behaviour. The moderator is authorised to remove a community user if they observe such behaviour and refer the matter to the MS Society mc2 project team. Unacceptable or inappropriate behaviour can be a *single incident or comment* or it may refer to a *pattern of behaviour* over a period of time. MS Society mc2 moderators are trained in assessing this behaviour and how to manage it.

Moderators are instructed to direct any further enquiries about the reasons for their decision to remove somebody from a community direct to the mc2 project team and not to respond to them directly.

## Code of conduct breaches

If you are removed from a community for a Code of Conduct breach you will receive an email informing you that this has occurred. This email is a proforma response that is generated automatically. It is not written by the moderator. The removal notice email is worded as follows:

**Subject: \* Removal from mc2 group - MS Society of Victoria – XYZ Community**

You have been unsubscribed by the owner/moderator of the following community at mc2: MS Society of Victoria – XYZ Community.

If you wish to discuss this, you can email the community owner at: [public@mssociety.com.au](mailto:public@mssociety.com.au)

Confused? Call the VICNET Help Desk: 8664 7001 or 1800 629 835 or email [mc2@vicnet.net.au](mailto:mc2@vicnet.net.au)

If you are removed from a community, you will be advised of the reasons for your removal by a member of the MS Society mc2 project team in writing within five working days. You will be invited to take part in a resolution process, and the relevant behaviour will be explained to you. You will be given an opportunity to present your own view of the situation.

The mc2 project team reserves the right to decide whether a member who has been removed from a community will be allowed to rejoin, and under what conditions. If you are not satisfied that the issue has been dealt with appropriately, you will be referred to the MS Society Grievance Procedure.

## Contact us

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Tel: (03) 9845 2700 Fax: (03) 9845 2777  
Toll-free: 1 800 CURE MS (1 800 2873 67)  
Email: mc2@mssociety.com.au

### Further information

**VICNET/mc2 Code of Conduct:** <http://mc2.vicnet.net.au/help/code.html>

**VICNET/mc2 Privacy Policy:** <http://mc2.vicnet.net.au/help/privacy.html>

**The MS Society reserves the right to alter this document at any time and it is the responsibility of MS Society mc2 users to have read the most up-to-date Code of Conduct in the 'MS Society of Victoria – a to z of my connected community' community.**