



GDL-005-1.0
Moderation Guidelines
Blazing Swan Community group

Document control

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1 Approving group joining requests

Please block fake profiles attempting to join the group. Only add members who give meaningful answers to the automated entry questions. If the questions are left blank, do not approve entry.

Please wait a maximum of 3 days for people to answer the joining questions. This is because if a person is invited to a group by a current member (not requests to join themselves), they will receive notifications to answer the questions for 3 days. You should give them time to do this.

Give direct joining requests the same timeframe for fairness and ease of management.

After the 3 days has passed, carry out either section 1.1 or 1.2 depending on whether they requested to join or were invited.

1.1 For people requesting to join themselves -

- Open up a private message to the person requesting to join.
- Copy and paste the following message and send it to the person requesting membership –

Hi **(insert name)**,

Thank you for your interest in joining the Official Blazing Swan Community group.

Due to the group joining questions not being answered, we are unable to process your join request until they are. The joining questions help us develop a meaningful community.

Please re-submit your request, but with meaningful answers to the group joining questions and we will be happy to welcome you into our group.

<https://www.facebook.com/groups/312627209538208/>

I look forward to your updated joining request 😊

- Then decline their joining request so other moderators do not repeat this process and spam the person requesting membership.

1.2 For people who are invited by others -

- Open up a private message to the person invited to join.
- Copy and paste the following message and send it to the person requesting membership –

Hi **(insert name)**,

You were recently invited to join the Official Blazing Swan community group.

Due to the group joining questions not being answered, we are unable to process your join request until they are. The joining questions help us develop a meaningful community.

If you wish to join this group, submit your request, but with meaningful answers to the group joining questions and we will be happy to welcome you in.

<https://www.facebook.com/groups/312627209538208/>

I look forward to your join request 😊

- Then decline their joining request so other moderators do not repeat this process and spam the person requesting membership.

2 Blazing Swan Community

We really, really want to not ever have to moderate anything. The Blazing Swan community is extremely accepting, and this is a radically inclusive space where all are welcome. We ask you to regulate yourselves, so we Admins and Moderators are never needed.

- We want you to ask yourself if your post is relevant for this group?
- Does it adhere to the Group Rules (Community Standards)?
- Is it something that can be answered easily by going to the Blazing Swan website?
- Is your post/ comment well thought out and kind/ courteous?

Passions can run high sometimes on social media, so please do yourself a favour and -

- Pause.
- Take a deep breath.
- Think about what you about to post/ comment on. Would you want someone writing to you in this manner?

“Do unto others as you would have them do unto you”

Treat other people with the concern and kindness you would like them to show towards you.

3 Moderating posts

- Posts about rideshare, lost & found, membership transfer, Theme Camps and other topics that are better covered in a dedicated area of the website or alternate Facebook group may be blocked for comments with a polite explanation directing the person to the correct area. This is to make the group easy to navigate and ensure correct answers are given.
- Responses to a post should be a comment to the original post.
- Posts may be removed or closed for comments if they do not live up to the Group Rules (Community Standards). If this happens, Admins will post an explanation why the post is being removed or closed for comments before carrying out this action.
- If we have to moderate 3 posts by a member within 3 months, they risk being removed from the Facebook group without further notice.
- Admins/ Moderators should not moderate a thread they are personally involved in. They must defer this task to someone else.

4 Group change approvals

- Minor group edits can be made by any Admin (spelling mistakes, announcing dates and link to relevant groups and sites).
- Major group edits and larger changes requested by an Admin can only be made with approval from the Admin group (BSI Committee).
- Admins or Moderators will be removed from their role if two neutral Admins or Moderators agree that the Admin or Moderator in question has blocked a member from personal communication in a manner that does not adhere to the group Community Standards and these Moderator guidelines.