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ROC (RACP Online Community) Three Strikes Policy



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Approved By:	Fellowship Committee
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Related Policies and Procedures:	ROC Peer Panel Terms of Reference

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1 PURPOSE

The ROC Three Strikes Policy provides guidance on how to manage minor and repeated breaches of the ROC Terms and Conditions by a member. For serious breaches of the ROC Terms and Conditions, as determined by the College, the College may at its sole discretion temporarily or permanently remove a user's/member's access to the ROC or impose any other conditions of use.

In other cases of less serious breaches of the Terms and Conditions, the College may use the three-strikes policy in managing repeated breaches of the Terms and Conditions by a member.

Members may inadvertently breach the Terms and Conditions, and therefore in the case of less serious breaches, we may follow a graduated enforcement policy for adherence to the ROC Terms and Conditions.

For serious or repeated breaches, the RACP reserves the right at any time to terminate access to any user.

2 APPLICATION

The policy will be applied in three steps as set out below in respect of breaches, determined in the sole discretion of the College to not be serious.

2.1 Strike 1

When a moderation request is received about a post by a member and it is determined by the RACP that the post breaches the ROC Terms and Conditions, any of the following may actions may be required:

- a. Remove the post from the discussion thread.
- b. The writer of the post is requested to edit their post so that it no longer breaches the ROC Terms and Conditions within a specified timeframe.

The writer of the post will be notified in writing of the decision by the College and advised a "First Strike" has been recorded against that member in respect of the relevant post or discussion. The RACP may suspend the member from participation on the ROC for a period of up to 30 days and/or place any conditions on such participation the RACP may determine.

The First Strike process is managed by the Project Lead Team of the College, with oversight from the Executive General Manager, Member Engagement & Support.

2.2 Strike 2

If after a member has received a notice recording a "First Strike", a new post (including in the same thread or topic as the post subject to the First Strike) has been moderated and it is determined by the RACP that the post breaches the ROC Terms and Conditions, the RACP may take any of the following actions:

- a. Remove the post from the discussion thread.
- b. The member's community account is put into full moderation for up to 60 days so that messages from their account are reviewed by the Community Manager before they are posted online. Alternatively, the RACP may suspend the member from participation on the ROC for a period of up to 60 days and/or place any conditions on such participation the RACP may determine.
- c. The individual may be contacted by the Community Manager.

The writer of the post will be notified in writing of the length of time full moderation will be in place and advised a "Second Strike" has been recorded.

If by the end of the full moderation period, the member has demonstrated that there have been no further breaches of the ROC Terms and Conditions, full moderation of their posts will be removed or their participation restored, as the case may be.

The Second Strike process is managed by the Project Lead Team, with oversight from the Executive General Manager, Member Engagement & Support.

2.3 Strike 3

Where after receiving a Second Strike, a member's new post is put into moderation and it is determined the post breaches the ROC Terms and Conditions, then the determination of the Third Strike will be escalated to the ROC Peer Panel for decision.

The Peer Panel will be provided with the following information to inform its decision regarding the application of the third strike:

- a. Member Name and Member response in respect of having the new post in moderation.
- b. History of activity, including posts and action undertaken in First and Second Strikes .
- c. Any other applicable information from the Project Lead Team and Executive General Manager, Member Services.
- d. Response from the member who is the subject of Third Strike consideration.

Panel decisions are final and are not subject to the Reconsideration, Review and Appeals By-law and accordingly are not a Decision within the meaning and scope of that By-law.

The Peer Panel may choose any of the following actions:

- a. removal of a member from a specific ROC community for a period of time or permanently; or
- b. removal of a member from all ROC communities for a period of time or permanently; or
- c. re-instate full moderation on a member for a period of time; or
- d. any other action determined by the Panel.

The writer of the post will be notified in writing of the decision of the Peer Panel.

3 DEFINITIONS

Term	Means
"Board"	the Board of Directors of the College.
"College"	The Royal Australasian College of Physicians, ACN 000 039 047, an incorporated body limited by guarantee.
"College Body"	<ol style="list-style-type: none"> a) the council of each Division or Faculty of the College; b) the Committee of each Chapter formed within a Division or Faculty; c) each Board Committee; d) each Committee, sub-committee, working group, expert advisory group or other sub-group formed under the auspices of any of the above, whether or not limited in time or purpose.
"College Group" or "Group"	the Board and any College Body.
"Member"	as defined in the RACP Constitution.
"ROC"	RACP Online Community

4 HISTORY

Item	Amendment	Date
1.	Initial approval.	17 March 2022
2.		
3.		