

CONSUMER ACTION - TWITTER POLICY

Content Management

The Consumer Action Law Centre Twitter account is managed by the Media and Communications Officer, under the supervision of the Centre's co-CEOs and Director of Policy and Campaigns. The Media and Communications Officer can be contacted at eileen@consumeraction.org.au.

If you follow us, you can expect regular tweets covering some or all of the following:

- Alerts about new content on our website and other digital media (publications, videos, campaigns etc)
- Comment on topical consumer issues
- Information about any new campaign activities
- Updates on policy activities, including submissions, hearings and working groups

@Consumer_Action will only engage in conversations on issues concerning the rights and interests of consumers on both a Victorian and national level.

Following Us

If you decide to follow us @Consumer_Action we will not automatically follow you back. Instead, we hope we will be able to help you better identify figures important to consumer advocacy by following these accounts.

However, being followed by Consumer Action does not imply an endorsement of any kind.

Update Availability

We will update and monitor our Twitter account during office hours, Monday to Friday. We may also update our account outside of these hours where appropriate.

Twitter may occasionally be unavailable and we accept no responsibility for lack of service due to Twitter downtime.

@Replies and Direct Messages

We welcome feedback and ideas from all our followers, and endeavour to join the conversation where possible. However, we are not able to reply individually to all the messages we receive via Twitter.

The Media and Communications Officer will read all @replies and Direct Messages to ensure that any emerging themes or helpful suggestions are passed to the relevant people at the Centre.

Contacting Us

Contact details for the Centre are detailed on [our website](#).