

# NDSS peer support group listing and story submission guidelines

We want to make sure the Peer Support website is a safe and great place to find information about peer support. You can help by ensuring peer support group listings in the Find a Support Group directory and Your Stories submissions meet the guidelines outlined in these guidelines.

If you think any of the content is in violation of the guidelines, you may contact us via the contact us form or you may contact the NDSS Helpline at [info@ndss.com.au](mailto:info@ndss.com.au) or **1800 637 700**.

## Guidelines for peer support group listings

We update the peer support group directory regularly to make sure it stays as accurate as possible. You can help us by following our guidelines.

### Submitting an application for a new peer support group or updating an existing peer support group

Peer support group listings may be added using the *Register a support group* button. Listings can be updated using the *Update an existing group details* button. Please provide information that is marked with an asterisk\* on the application form and tick the box to provide consent for the NDSS to include the listing in the directory.

- Group name
- Description—please consider including in your description the type of group, aim or purpose and any other details helpful for potential participants
- Where your peer support group meets:
  - The suburb and postcode where your peer support group meets, when face-to-face, or
  - Platform name and URL for an online peer support group and whether the group is private or public
- Contact person's name—the person who will take enquiries about the peer support group. This may or may not be the peer support group facilitator.
  - Telephone number
  - Email address
- Category—select up to three (3) categories from the peer support group category list

- Age band (select one):
  - All ages
  - Older adults
  - Younger adults

## Keeping the directory current and accurate

To make sure the directory stays current and accurate, we check listings every 12 months. An email is sent to the contact person's email address every 12 months to confirm the contact details are accurate and the peer support group is active. The listing is removed from the directory if:

- we have not had a response within 14 days
- the contact details are no longer correct e.g., the email 'bounces', the phone number is no longer in service.

## Remove your existing listing

At any time, you may remove your directory listing by submitting a request to remove your listing. Listings will be automatically removed.

If your listing was removed in error, you may contact us using the contact us form.

## Peer support group listing guidelines

Peer support group listings in the directory must follow the guidelines of:

- Application includes all information indicated with an asterisk
- Agreement to update listings when details change, including changes in contact person or contact details.
- Agreement to help us maintain an accurate directory by responding when contacted for our 12 monthly regular listing check.

## Guidelines for submission of Your Stories

We endeavour to ensure the Your Stories webpage on the NDSS website is a safe space, where site visitors can read about, share and learn from the lived experiences of others. We share personal, lived experiences that reflect the diversity of people and experiences of those living with diabetes and the true nature of living with the condition.

Stories must meet the guidelines in this document and the [NDSS Privacy Policy](#). They must also align with Diabetes Australia [Our Language Matters](#) Position Statement.

The guidelines for Your Stories submissions are described below.

### Your language matters

The words we choose, and the way we use them, affect how people view the world. Words do more than reflect reality: they create reality<sup>1</sup>. The words you choose are important in helping us keep this a safe space for people to learn from one another and share lived experiences about living with diabetes, good and bad. You can help by:

- Use respectful language.

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<sup>1</sup> Diabetes Australia, Our Language Matters Position Statement, 2021.

- No hate speech or bullying
- No naming or shaming (using the name or identifiable characteristics of) individuals, health professionals or health services.

## No brand names

- Stories that include brand names of products, medications or services will not be approved.
- You may only share your experience with a type of product or service, using generic name or broad categories of products or services.

## No advertising or promoting products or services

Advertising is not allowed. Your Stories submissions that include advertising or promotion will not be approved. This includes any of the following:

- Submissions that include the brand names of medications, drugs or products will not be approved.
- No promoting events, products or services for the sole purpose of advertising.

## Medical advice

In order to keep this a safe space, submissions will not be approved that:

- Provide medical advice of any kind.
- Promote false medical claims.

## Post only your own content

The content and stories you share must be your own to share. You may not post anything digital, including videos, stories or images that belong to someone else.

Post only your own content, do not post anything that belongs to someone else.

## Flagging content in violation of the above guidelines

If you find content in violation with any of the above guidelines, you may flag this with Diabetes Australia by

- Using the contact us form, or
- Contacting the NDSS Helpline at [info@ndss.com.au](mailto:info@ndss.com.au) or **1800 637 700**.

## Removal of listings and stories

Listings and stories that do not follow these guidelines will not be approved.

Listings and stories that violate these guidelines will be removed at our discretion.

## Disagreement with the outcome of a submission decision

If you disagree with our decision not to accept a listing or story and wish to seek further information, you may contact us using the contact us form.

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## Changes to the guidelines

We may revise these guidelines at any time by amending this page. Please check the guidelines from time to time for any changes we may make.

## Disclaimer and copyright

Please see [Disclaimer and copyright](#) for full NDSS website terms of use.