

For First Nations peoples

Aboriginal and Torres Strait Islander peoples should be aware that our social media channels may contain images, voices and names of deceased persons.

Terms and conditions

We use social media to engage with Queenslanders by keeping them up to date with RTA news, events and activities.

Our social media administrators are not obliged to engage in conversation via social media, but will address issues raised if it's appropriate.

All users of our social media channels must treat each other with respect.

When contributing, do not post, comment or message any material that contains:

- personal information about you or another individual (including identifying information, email addresses, phone numbers or private addresses)
- false representation of another individual, organisation, government or entity
- promotion of a product, business, company or organisation
- hate speech, bullying or harassment
- profanity, obscenity or vulgarity
- comments/messages that could be considered prejudicial, racist or inflammatory
- nudity or offensive imagery in profile pictures
- defamation to a person, people or business
- name calling and/or personal attacks
- comments/messages whose main purpose are to sell a product
- comments that infringe on copyrights
- spam comments/ messages from individuals or groups, such as the same comment posted repeatedly on a profile
- false representation of another individual, organisation, government or entity
- promotion of a product, business, company or organisation.

We will consider whether to remove political references on a case-by-case basis.

We may terminate any user's access to our social media channels and delete any content they post. We are not liable for any loss resulting from this removal.

We may report users who post inappropriate or offensive material to the social media platform's authorities.

We are not obliged to reinstate any user that the platform itself blocks. All content posted on our channels must also meet the terms of the specific platform.

We don't guarantee that any information posted on our social media channels is accurate. We are not liable for any loss or damage resulting from relying on this information.

If you have a formal request or complaint, contact the RTA by phone, email or in writing. We will deal with your query promptly.

Members of the media can email questions to our media team at media@rta.qld.gov.au.

Social media monitoring

Our social media pages are monitored from 8:30am to 4:30pm Monday to Friday (except public holidays).

We have the right to remove or block any content that does not comply or that our social media team deems inappropriate.

Repeated violations of our house rules may cause the author to be blocked from our social media pages.

Emergencies or general tenancy enquiries

Our social media pages are not designed to address emergency situations or provide direct tenancy enquiries/advice.

⚠ For emergency situations, please call 000 immediately

⚠ For general tenancy enquiries, please visit the [RTA's website](#) call the RTA contact centre on 1300 366 311 (except public holidays)

Privacy

Social media platforms are controlled and operated by third parties with their own privacy policies, and the Residential Tenancies Authority's and Queensland Government's Privacy Policy does not apply. Follow these links to learn more about a specific privacy policy: [Instagram](#), [LinkedIn](#), and [YouTube](#).