

Social Media

The department supports the use of technology to advance its objectives and improve engagement with its stakeholders. With the inherently public nature of online communication, the department is committed to ensuring employees understand their responsibilities related to the appropriate use of social media. Employees must ensure their behaviour is consistent with the [Public Service Code of Conduct](#) and the department's values and objectives to ensure organisational commitments are achieved and the good reputation of the department and public service is upheld.

Accountability

- Employees have the right to contribute to public discussions on community and social issues in a personal capacity.
- Employees take reasonable steps to ensure that any published, forwarded or liked online content on social media, made in their personal capacity, is represented as their own views and not those of the department, the Queensland Government or as official Queensland Government statements.
- An employee's online communication must reflect the department's values and align with the [Code of Conduct for the Queensland Public Service](#) and the department's strategic objectives, [Standard of Practice](#) and related policies.
- Employees responsibly use public resources in accordance with department policies and procedures. This includes corporate knowledge and intellectual property, noting the requirements in copyright. Employees have limited personal use of ICT systems and devices, in accordance with the [Use of ICT systems procedure](#).

Confidentiality

- Employees follow information privacy legislation and maintain the confidentiality of information they have access to, that is not publicly available and use it only for its intended purpose.
- Employees obtain consent when using or disclosing personal information or images for work purposes, in accordance with the [Obtaining and managing student and individual consent procedure](#).
- Employees do not use confidential or privileged information to further their personal interests.
- Employees continue to maintain the confidentiality of official information when they leave public service employment.

Safe and Inclusive Environments

- When using social media for work purposes, employees promote safe and inclusive online environments that are free from harassment to ensure the wellbeing of students, other employees and members of the community.
- Employees contributing to public discussions on community and social issues in a personal capacity, ensure their online content is not disparaging towards colleagues, students and their parents/carers, school management or the education sector.
- Employees must maintain professional boundaries on social media and avoid accepting or initiating 'friend' requests or 'following' students, including recent ex-students (who may still be connected to current students).
- Employees never exchange personal images with students and never post student work samples, student images or confidential or personal student information obtained in the course of their duties on personal social media accounts.
- Further details are available at [Social media policy](#)

eSafety Commissioner Social Media Restrictions as at 10.12.2025

Starting December 10, 2025, new age restrictions prevent Australians under 16 years of age from creating or maintaining accounts on many social media platforms, aimed at enhancing online safety for young users.

These changes relate to:

- Suicide Prevention
- Public Content Access will be that content that is available without logging in
- Support resources – are available to help families, young people and schools navigate these changes
- Sources – age verification will be required for many platforms which are required to implement measures to verify the age of users. There will be no penalty for users but severe penalties for providers.

Staff are reminded to exercise their required duty of care when accessing social media and related platforms in the presence or for students. Whilst there are no current penalties through the office of the Safety Commissioner, the usual processes that apply under the Code of Conduct apply to staff enabling students to access social media outside of the age restrictions of 10th December 2025.