



TSANZ Youth Club House Rules

A few simple rules to keep our online Youth Club and Youth Chat safe, welcoming and fun for everyone.

Your Youth Club

The Youth Club is run by our Youth Representatives, with support from TSANZ's Youth and Family Officers. We want this to be a space where young people can connect, talk openly, share experiences and help shape what the Youth Club becomes.

Be kind

Everyone should feel welcome. Bullying, teasing, harassment, discrimination or deliberately making someone uncomfortable isn't okay.

Keep it appropriate

It's absolutely okay to talk about Turner Syndrome, ask questions, share experiences and have a laugh. Conversations and content still need to be appropriate for everyone taking part.

Respect everyone's privacy

What people share in the Youth Club should be treated with respect. Don't screenshot, photograph or share another person's comments, images or personal information outside the group without their permission.

Meetings are recorded

Youth Club virtual meetings will be recorded as a record of the session. Participants will be made aware of this before joining, and the recordings will be managed by TSANZ.

Personal recordings, screenshots or sharing of meeting content by participants are not permitted.

Adults are there when you need them

The Youth Club is run by our Youth Representatives, rather than adults sitting in and running the sessions. TSANZ's Youth and Family Officers, or another nominated adult representative if they are unavailable, will have supervisory access to the meetings.

An adult support person will also be on call for every session. If our Youth Representatives need help managing a situation or believe adult support is needed, they can contact that person to join the meeting and assist.

Keep contact safe

Be thoughtful about sharing personal contact details or privately messaging other Youth Club members outside the group.

If anything about an interaction makes you uncomfortable, tell one of the Youth Representatives, a Youth and Family Officer, another trusted adult or your parent/caregiver.

Messenger group chats

The TSANZ Youth Chat is an extension of the Youth Club for ages 13–20. It is a peer-to-peer space for young people to stay connected between Youth Club activities.

Membership of the Youth Chat will be approved by TSANZ. Participants aged 13–17 must have parent or caregiver consent before joining. Participants aged 18 – 20 can join in their own right.

The Youth Chat will have at least two nominated TSANZ adult moderators. They help keep the chat safe, approve members and step in when needed, but the chat is not monitored 24/7.

New members may only be invited to join through the agreed TSANZ process, using a chat invitation link once the required consent has been confirmed.

Private messages between members are outside TSANZ's direct supervision. TSANZ adult moderators will not start private one-to-one chats with young people unless this is necessary for safeguarding or TSANZ guidance, this will be handled transparently.

The same privacy expectations apply in Messenger as in Teams meetings: do not share screenshots, messages, photos or personal information from the chat outside the group without express permission.

Speak up

If something happens that makes you uncomfortable, you don't have to deal with it yourself. Speak to one of our Youth Representatives, one of the group moderators or contact the adult support person.

If something goes wrong

Our Youth Representatives can ask someone to stop inappropriate behaviour or conversation and can contact the adult support person at any time.

Where necessary, the supporting adult can join the meeting, help manage the situation or remove someone from the session or chat to keep everyone safe. Any significant concerns will be followed up by TSANZ.



These house rules apply to TSANZ Youth Club virtual meetings and messenger chat.