

Feelspace Directory Community Guidelines

Respectful and appropriate use of listings, live sessions, comments and bookings

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1. Purpose

The Feelspace Directory is designed to help facilities, communities and talented people connect in a respectful, useful and safe way. These guidelines apply to listings, profile media, comments, booking notes, live sessions and other user-submitted content.

2. Talent participation is 18+ only

- Do not create or operate a Feelspace talent listing if you are under 18.
- Do not use another person's account, age or identity to bypass the 18+ requirement.
- If Feelspace asks you to confirm eligibility or identity for a booking or payout, provide accurate information through the approved process.

3. Be respectful

- No harassment, bullying, threats, hateful or discriminatory content.
- Do not demean people because of age, disability, health, race, culture, religion, sex, gender identity, sexual orientation or other personal characteristics.
- Keep questions and comments relevant to the listing, session or booking.

4. Be accurate and genuine

- Use your real identity or genuine business/talent identity when required for an account or booking.
- Do not impersonate another person or organisation.
- Do not exaggerate qualifications, experience, availability, affiliations or likely outcomes.
- Only use profile images, videos, logos and text that you have permission to use.

5. Protect privacy

- Do not post another person's private contact details, health information, financial information or sensitive family information in public comments or listings without authority.
- Use the booking form or direct Feelspace contact for information that should not be public.
- Do not share private live-session links, passwords, screenshots, recordings or private messages outside the agreed booking context without permission unless required by law.

6. Keep content suitable for aged-care and community audiences

Feelspace is frequently used in aged care and community settings. Listings, live sessions and pre-recorded material should be professional and suitable for the intended audience. Content that is sexually explicit, exploitative, dangerous, deliberately shocking or otherwise inappropriate for the service context may be removed or the session may be stopped.

7. No harmful or misleading professional claims

Do not present a session as medical, clinical, psychological, legal, financial or other regulated professional advice unless you are appropriately qualified and the listing accurately explains the scope. Do not guarantee health,

wellbeing, behavioural or financial outcomes.

8. Live-session conduct

- Join technical checks and booked sessions on time where reasonably practical.
- Use the private booking link only for the intended Feelspace session.
- Follow reasonable framing, camera, audio and background guidance so the session can be delivered safely and professionally.
- Do not intentionally expose residents, facility information or other private material outside the agreed session.
- If a session becomes unsafe, abusive, inappropriate or technically compromised, Feelspace or the facility may end or pause it.

9. No spam or platform abuse

- Do not post repetitive promotions, irrelevant links, malware, scams or deceptive offers.
- Do not scrape personal information, attempt to bypass security, interfere with the service, probe private session credentials or misuse account/payment systems.
- Do not manipulate reviews, comments, reports, verification or booking processes.

10. Booking conduct

Availability responses and booking information should be accurate. Talent should not accept a session they cannot reasonably deliver. Customers and facilities should not submit fake bookings, deliberately misleading requirements or abusive communications. Changes should be communicated as soon as practicable.

11. Reporting and moderation

Users can report listings or comments through the Directory where available or contact hello@feelspace.net.au. Feelspace may review reports, request information, hide or remove content, restrict features, stop a live session or suspend accounts. Moderation decisions are made in context and may consider safety, legal risk, repeated conduct, accuracy and the purpose of the Directory.

12. If content or access is removed

Where practical, Feelspace may explain why content or an account was restricted and may allow corrected content to be submitted. Serious safety, eligibility, fraud, unlawful-content or repeated-abuse cases may be actioned immediately. A user can contact hello@feelspace.net.au if they believe a moderation decision should be reviewed.

13. Changes

These guidelines may be updated as the Directory and commercial service grow. The current version published on the Feelspace website applies to future use.

Your Words. Your Space.