



NEWS

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Dance teacher locked out from Meta business accounts in under-16s social media ban

By Alison Costelloe and Madeleine Rojahn

Social Media

Fri 12 Dec 2025 at 2:06pm



**We've disabled your
account**

You no longer have access to kieracronk

It is the third day of a nationwide kids' social media ban, and so far, not everything has gone smoothly. *(Supplied: Kiera Cronk)*

In short:

A social media ban for children under 16 years old that came into effect on Wednesday is experiencing some teething issues.

A mother of three and dance teacher says she has been locked out of her business accounts despite efforts to verify her age.

What's next?

The woman, who said she was told to engage a lawyer to verify her age, says she is seeking help from the government and the e-safety commissioner.

A 30-year-old mother of three has been blocked from using her social media accounts in the wake of a ban aimed at reducing online harm to children.

Australia's world-first social media ban for under-16s came into effect on Wednesday morning, and stories have surfaced of children bypassing the laws by sucking their cheeks in, screwing up their faces, using a family members' image, or using a VPN to place their locations outside Australia.

Kiera Cronk, a dance teacher from Hobart, said there had been no problem with her small business accounts until about 9pm on the first day of the ban.



Kiera Cronk says her paid ads have not been paused and she is unable to respond to enquiries. (Pexels: Tracy Le Blanc)

"It was Instagram that went first," Ms Cronk said.

"My personal one went and then everything else just started going as well."

Ms Cronk has personal and business Facebook and Instagram accounts, all of which had shut down by Wednesday night.

"I got a message saying I was under the age of 16 and my account was disabled and that I could verify my age."

She uploaded various documents, but they were rejected.

Why this happened

Why we suspended your account

We try to make Instagram available to as many people as possible, but we do have rules about who can use it.

Examples of things we don't allow

- ⊗ You can't use Instagram if you are under 13 years old.

The 30-year-old was advised to engage a lawyer to provide a letter verifying her age. *(Supplied: Kiera Cronk)*

"I uploaded three times. I tried my driver's licence, a bank card and my passport."

Ms Cronk said her TikTok account had so far been unaffected.

Ms Cronk said she had not been offered an explanation, but believed it was because her personal accounts contained photos of her children, and her business pages had photos and videos of her dance students.

Ad payments continue on blocked accounts

Ms Cronk said she had transferred much of her business to a different platform ahead of the social media ban, but continued using paid advertising on Facebook and Instagram due to its success.

"I think the most dangerous thing for me wasn't losing my social media accounts, it was losing the Meta business login," she said.

She said she was unable to stop the ads, which she said amounted to about \$250 a week, due to the access restriction.

Ms Cronk said she was also worried about being unable to respond to enquiries the ads attracted.

"Now these ads can keep running but I can't log in to stop them from running," she said.

Ms Cronk said she had been advised to engage a lawyer to verify her identity.

"I have reached out to as many avenues as I can but the only thing I have been told to do is actually go to a lawyer ... to pay a lawyer which is not great when you're a mum of three kids and a small business owner," she said.

"No-one can afford that."

Ms Cronk said federal MP for Franklin Julie Collins had been assisting her.

Ms Collins' office and Meta have been contacted for comment.

Quick guide to the social media ban

BACKGROUND

Why are platforms being age-restricted?

Australian children under 16 are now banned from 10 popular social media platforms. The world-first ban aims to protect young people from the harms of social media use. Platforms are required to take reasonable steps to stop kids from having accounts on their platforms.

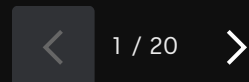
An image of three young people, looking at mobile phones.

Image: BTN

BACKG

How w

Account
they car
the age-
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