

Social media terms of use policy

- We have created our social media pages to give customers a place to give us feedback and suggestions, as well as to receive information about our services and what we're doing.
- These guidelines are designed to help keep you safe and to let you know what you can expect from us, as well as what we expect from you.
- We monitor our social media channels between 9am and 5pm, Monday to Friday, and during these times we aim to reply as soon as possible.

Protect yourself and others:

- Please be mindful of the information you share on social media. Our social media pages are public so please do not post any personal information, such as an address or phone number. To safeguard your privacy and that of others, we will remove any personally identifying information from public view.
- Please also consider whether it is appropriate to post personal information about other people. We will never ask you to provide personal information on our public pages. If necessary, we will ask you to follow up with a private message, phone call or email.
- We retain the right to remove content posted to our pages or block users from posting to our social media pages for any reason deemed necessary to ensure the safety and wellbeing of residents, our employees and the wider online community.

Be respectful:

- We want our social media channels to be places where residents have an opportunity to express their comments and opinions in a safe, respectful and constructive environment.
- Sometimes things go wrong. Please allow us time to try and put it right. Try to keep posts relevant to our services and any criticisms remain constructive and on a subject that we can act on or respond to.
- We are happy for you to share your experiences on our public pages but ask that if you have a complaint that you call us or complete our online form so that it can be registered and dealt with correctly.
- We ask that you are polite and courteous when contacting us on social media. We will not tolerate having our employees publicly named or abused on social media so please be aware that if you do so, you will be asked to remove the post. If the post is not removed, we may block you or report the post to twitter if it's inappropriate.
- Posts which are harmful, offensive, defamatory, harassing, threatening, abusive, or hateful or otherwise degrading or intimidating to any individual or group of individuals on the basis of religion, gender, race, sexual orientation, ethnicity, age, or disability, defamatory of any person or otherwise offensive or illegal will not be tolerated.
- We will block offensive users from our social media pages. If you are offended by any post you see please use the report post option.

Spam

- Repeated duplicate postings (spam) by the same user will be removed. Any posts that promote yourself, an event, or business will be removed.