



Moderation

Social media guidelines and moderation of public contribution



Our Values

These values inform the use of social media in an official capacity by Council staff and Council Members of Adelaide Hills Council.

- Integrity – be open, honest and reliable when using social media
- Empathetic – listen to people, appreciate and respect their point of view and comments
- Responsive – Be responsive to needs and requests and keep people informed of updates or alternative methods of communication
- Accountable – take personal accountability for what you say on social media
- Fun – use social media in a light-hearted and fun way where relevant to build a brand personality

Customer Service Enquiries

While we endeavour to assist with simple enquiries received through social media, some matters must be referred or escalated to specific areas of Council. For privacy reasons, a Council representative may request that an enquiry, question or comment be lodged formally through our online request service.

Please contact Adelaide Hills Council by email, phone or in writing to:

- Request services
- Make a suggestion
- Lodge a compliment
- Make a complaint
- Find out more about our customer service commitment and standards

Moderation of Public Comment

We welcome and encourage questions, comments, feedback and complaints from the community. We value open conversations but expect all participants to engage in a respectful manner.

In order to ensure our social media pages are friendly and welcoming for all visitors, we do moderate where needed. We reserve the right to delete:

- Offensive language that may be considered profane, abusive or indecent
- Commentary or material in relation to a person or group based on age, disability, family status, gender identity, nationality, marital status, parental status, political opinion, race, religion, or sexual orientation
- Comments or material that may be considered defamatory or harassing of our employees, volunteers, Council Members or participants of our services
- Intentionally false or misleading statements about individuals, the Council, its staff and Council Members, or any other individual, group or organisation
- Illegal materials or materials that encourage illegal behaviour
- Confidential information about Council or individuals
- Spam, repetitive or other unapproved commercial material
- Material that would be in breach of laws including defamation, privacy, trade practices, copyright, financial rules and regulations, fair use, trademark