

# Moderation

## Social media guidelines and moderation of public contribution

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### 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