

GUIDELINES

Carpentaria Shire Council administers social media accounts across several platforms as part of a suite of communication tools used to engage with the community, respond to enquiries, provide updates on Council-related matters, and promote Council initiatives.

Comments and posts will be responded to, when possible, between the hours of 9am – 5pm.

All Carpentaria Shire Councils channels are managed by the Carpentaria Shire Councils CEO and Communication Team and support the Terms of Use for each respective platform.

This is a supportive online community that is built on respect. Everyone is encouraged to participate in an open and constructive conversation about relevant topics.

We support the Facebook Statement of Rights and Responsibilities and related Facebook policies and we request that visitors to our page do the same (<https://www.facebook.com/terms>).

Moderation of public posts and comments

We welcome comments and do not discriminate against any views, however, Council will moderate comments in order to ensure our channels are friendly and welcoming for all visitors.

Social media posts and comment must adhere to that platforms' own community guidelines, user agreements and policies.

Council reserves the right to remove or otherwise hide posts and comments on our social media channels if they contain:

- Violent, obscene, profane, hateful, derogatory, offensive or vulgar language, links or images;
- Insults, threats or harassment of other users;
- Comments or posts that defame any person or organisation or infringe any person or organisation's copyright or intellectual property rights;
- Misleading information or off-topic discussion;
- Any discussion or promotion of behaviour that is unlawful;



- Commercial interests, solicitations, advertisements, endorsements or spam;
- Images or personal information as defined under the Information Privacy Act 2009 (Qld), including but not limited to phone numbers which may compromise a person's privacy;
- Information that may compromise the safety or security of the public, or a member of the public;
- Repetitive or duplicated comments;
- Any other inappropriate content or comments as determined at the sole discretion of Carpentaria Shire Council.
- Harass, abuse or threaten other visitors to the site, Carpentaria Shire Council or its employees or any other person or entity.
- Offend others, particularly about an individual's physicality, race, age, gender, sexuality, political leaning, religion, or disability.
- Constitute spam, are vexatious or solicit business.
- All other posts that do not meet the Terms of Use as per Council's Social Media Policy.

We reserve the right to hide, delete or remove comments that offend these Community Guidelines at the absolute discretion of Carpentaria Shire Council. Consistent violation of the Community Guidelines may result in a user being blocked. Posts may also be deleted at the absolute discretion of Carpentaria Shire Council.

Any comments unrelated to subject matter published by Carpentaria Shire Council on its social media page that impact the experience of other users following and interacting with our social platforms may be removed at the absolute discretion of Carpentaria Shire Council.

Comments that negatively impact the experience of other community members on this page may also be removed and those posting such comments will receive a warning. If members of the public continue to post such comments after receiving two warnings, they may be blocked from the page.

During caretaker periods ahead of local, state or federal elections, Council will not respond to any political comments and maintains the right to remove any message of a political nature.

