



Naracoorte Lucindale Council
Better by Nature

Social Media and Online Community Engagement Platforms Guidelines (2017)

Purpose

The Naracoorte Lucindale Council's official social media and online community engagement platforms aim to provide an opportunity to engage with a wide range of community stakeholders and to regularly communicate and promote Council news, events and initiatives, as well as information about council decisions, consultations, business, services and facilities.

It also allows you another channel to communicate with us, whether asking questions or sharing your thoughts, views and ideas.

The aim is to allow for genuine two-way communication and engagement, to build strong and positive relationships.

Appropriate use

We welcome and encourage users to post content on Council's official social media and online community engagement platforms, whether your thoughts, questions, comments, photos or other content, as long as it relates to the Naracoorte Lucindale Council and council business.

All users must adhere to these guidelines and must behave in an appropriate and respectful way and not publish content that is considered defamatory or inappropriate.

The Naracoorte Lucindale Council reserves the right to remove inappropriate posts or comments or block a user in order to maintain a safe and respectful online community.

Examples of posts and comments that will be removed, includes content that is, but not limited to:

- Racist, sexist or sexual or discriminatory
- is hate speech, incites violence; threatening or abusive
- Harassing bullying or intimidating
- Offensive, obscene or contains profanity
- Spam, junk or advertising

- Derogatory or defamatory
- Unlawful
- Not respecting another's privacy
- Containing personal, confidential, or copyright information
- Political or lobbying
- Relating to a third party that is not affiliated or connected with the Naracoorte Lucindale Council
- Not relating to the Naracoorte Lucindale Council and council business
- Not suited to a community of all ages, or
- Any other content that the Naracoorte Lucindale Council deems as inappropriate or irrelevant to its community.

If you find a post or comment on one of Council's official social media or online community engagement platforms that is inappropriate or offensive, please contact us at council@nlc.sa.gov.au or (08) 8760 1100.

Making an enquiry

To speak to the Naracoorte Lucindale Council please contact us directly on (08) 8760 1100 between 8.30am and 5.30pm Monday to Friday. In the case of an urgent Council matter outside of business hours, you can contact us on (08) 8760 1100.

You are welcome to make an enquiry on Council's official social media or online community engagement platforms, however consider the following when expecting a response:

- While Naracoorte Lucindale Council is aware that social media and online communication are ongoing communications channel with activity outside of standard business hours, due to resourcing, enquiries will only receive a response during the Naracoorte Lucindale Council business hours of 8.30am to 5.30pm Monday to Friday.
- As other communication methods are only monitored in business hours, this maintains fairness to the entire Naracoorte Lucindale Council community so that everyone - online or not - is responded to in a fair and equal manner.
- In exceptional circumstances, some posts or comments, including inappropriate content, may be responded to outside of business hours at the discretion of the Naracoorte Lucindale Council.
- We will aim to reply to your enquiry as soon as possible from the time your enquiry is posted, ideally on the same business day, otherwise within 48 hours Monday to Friday.

Content

Please be aware that unless posted by the Naracoorte Lucindale Council, any content published on Council's official social media or online community engagement platforms may not represent the views of the Naracoorte Lucindale Council, and the Naracoorte Lucindale Council does not endorse, authorise or support the content. If you are unsure about any content, please contact us or visit the Naracoorte Lucindale Council website at www.naracoortelucindale.sa.gov.au which contains all accurate and reliable information about the Naracoorte Lucindale Council.