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## Social Media – House Rules

The Social Media House Rules have been developed to provide a safe and productive environment for users who are interacting with Bellingen Shire Council on social media and those administering Council's pages.

The House Rules apply to all of Bellingen Shire Council's active social media channels – including, but not limited to, Facebook, Instagram, LinkedIn and YouTube.

Administrators of Bellingen Shire Council social media pages will adhere to the following House Rules, and we expect those engaging with our channels to do the same.

Bellingen Shire Council will not tolerate inappropriate content or behaviour on its social media pages. Inappropriate content or behaviour is any commentary that would be considered:

- Inflammatory
- Defamatory
- Discriminatory
- Bullying
- Harassment
- Abusive (including the use of violent or threatening language)
- Offensive or sexually explicit
- In breach of copyright or intellectual property laws
- To divulge a person's details or privacy (e.g., phone number or address)
- Spam or trolling
- Illegal or encouraging illegal activities
- Promotion of unauthorised commercial activities.

Administrators of Bellingen Shire Council social media pages reserve the right to hide or delete content posted by users that is deemed to have breached these House Rules.

Multiple breaches or severe breaches of these House Rules may result in a user being blocked or banned from Bellingen Shire Council pages. A social media user may only be blocked or banned from a Council social media channel with the approval of the General Manager and/or Social Media Coordinator.

A person may request a review of a decision to block or ban them from a Bellingen Shire Council social media page. The request must be made in writing to the General Manager and state the grounds on which the request is being made.

If you believe a breach of these House Rules has occurred by another user, please contact Council via email ([council@bellingen.nsw.gov.au](mailto:council@bellingen.nsw.gov.au)) or by calling 02 6655 7300.

### Our Values

- Service Ethic/Commitment
- Professionalism
- Respect
- Teamwork
- Integrity
- Communication