

#Moderation

Social media guidelines and moderation of public comment



Our values

These six values govern the use of social media in an official capacity by Council staff and Elected Members of the City of Port Adelaide Enfield;

- **Integrity** – be open, honest and reliable when using social media, conducting activities professionally and ethically.
- **Courage** – have the courage to use social media as a way of engaging with our audiences, where appropriate.
- **Accountability** – take personal accountability for what they say and do while using social media.
- **Respect** – respect the people they communicate with through social media, valuing different opinions and building relationships.
- **Excellence** – aim to improve their performance by using social media, listening to their audience and engaging with them.
- **Fun** – where appropriate, use social media in a fun, light-hearted, fun and engaging way.

Customer Service enquiries

The City of Port Adelaide Enfield will try to assist with simple questions or issues that we receive via social media, however many matters can't be resolved via social media. For privacy reasons, a Council representative may request that a comment, customer request or complaint is lodged online via our Online Services portal.

You should contact the City of Port Adelaide Enfield via email, by phone or in writing if you:

- have an enquiry
- need to request a service
- would like to give us official feedback
- wish to make a complaint
- want to understand more about our customer service charter.

Moderation of public comment

We actively seek ideas, questions, complaints and feedback from the public. We encourage open conversation and debate, but expect participants to behave in a respectful manner.

We reserve the right to delete;

- Material that would offend contemporary standards of taste and decency, including abusive, profane or sexual language
- Statements which may be considered defamatory or harassing of our employees, volunteers or participants in our channels
- Materials which would breach laws including defamation, privacy, trade practices, copyright, financial rules and regulations, fair use, trademark.
- Knowingly false, misleading or mischievous complaints or statements about individuals, companies or the government
- Discriminatory material in relation to a person or group based on age, colour, creed, disability, family status, gender identity, nationality, marital status, parental status, political opinion/affiliation, pregnancy or potential pregnancy, race or social origin, religious beliefs/activity, responsibilities, sex or sexual orientation
- Illegal material or materials designed to encourage law breaking
- Confidential information about Council or third parties including personal details or references to Council members, Council staff or third parties
- Material which would bring the Council into disrepute
- Spam and other unapproved material that is promotional or commercial in nature

