

5.1. House rules

5.1.1 Social media platforms must state or provide an accessible link to the 'House Rules' for engaging on the platform.

5.1.2 At a minimum, the house rules should specify:

- a) the principles of social media engagement referred to in clause 1.1 of this policy
- b) the type of behaviour or content that will result in that content being removed or 'hidden', or a third party being banned from the platform
- c) the process by which a third party can be banned from the platform and rights of review
- d) when the platform will be monitored (for example weekdays 9am – 5pm, during the Council's business hours)
- e) that the social media platform is not to be used for making complaints (as defined by Council's Complaints Management Policy and Procedure) about the Council or Council officials and provide information or a link to Council's complaints handling policy.

5.1.3 For the purposes of clause 5.1.2(b), third parties engaging on social media platforms must not post or share comments, photos, videos, electronic recordings or other information that:

- a) is potentially defamatory, offensive, humiliating, threatening or intimidating to Council officials or members of the public
- b) is an attack on Council officials or third parties
- c) contains profane language or is sexual in nature
- d) aims to incite hatred based upon religion, culture, gender, sexuality, ability or ethnicity
- e) causes division within our community
- f) constitutes harassment and/or bullying within the meaning of the *Model Code of Conduct for Local Councils in NSW*, or is unlawfully discriminatory
- g) contains content about the Council, Council officials or members of the public that is misleading or deceptive
- h) breaches the privacy of Council officials or members of the public
- i) contains allegations of suspected breaches of the Council's Code of Conduct or information about the consideration of a matter under the *Procedures for the Administration of the Model Code of Conduct for Local Councils in NSW*,

- j) violates an order made by a court
- k) breaches copyright
- l) constitutes spam (including unauthorised promotion of commercial products or businesses)
- m) seeks to deliberately monopolise or influence the social media channel for their own personal purposes
- n) is in breach of the rules of the social media platform.