

Social Media Standards

Principles

Dubbo Regional Council and DRTCC are committed to upholding and promoting the following principles of social media engagement:

- **Openness:** Our social media platforms are places where anyone can share and discuss issues that are relevant to our Council and the community we represent and serve.
- **Relevance:** We will ensure our social media platforms are kept up to date with informative content about our Council and community.
- **Accuracy:** The content we upload onto our social media platforms and any other social media platform will be a source of truth for our Council and community and we will prioritise the need to correct inaccuracies when they occur.
- **Respect:** Our social media platforms are safe spaces. We will uphold and promote the behavioural standards contained in this policy and our Council's code of conduct when using our social media platforms and any other social media platform.

House Rules

The following must be adhered to by administrators and third parties engaging with DRTCC social media pages. Failure to abide by these rules may result in blocking, banning, or removal of content and users' access to DRTCC social media pages.

1. Spam messages and comments (including re-selling of tickets purchased at DRTCC and WCC, and messaging unrelated to DRTCC content, shows or service) will be promptly removed and/or hidden from public view. This is to prevent harassment and potential scams perpetrated against our patrons and users of our social media platforms.
2. Offensive, defamatory, or inappropriate language will not be tolerated on DRTCC social media platforms and administrators reserve the right to remove these comments. Repeat offenders may be blocked and/or banned from DRTCC social media pages and may be reported to Dubbo Regional Council in accordance with DRC social media policy.
3. Threats, harassment, discrimination, or personal attacks against DRTCC or DRC employees or other users of DRTCC social media platforms will result in banning or blocking of the posters' accounts and removal of their access to DRTCC social media pages. In these instances, the posts, comments, and accounts will be reported to Dubbo Regional Council in accordance with DRC social media policy, and further action may be taken, including reporting to the Police.

Some platforms have moderation assist, which automatically hides comments where key terms have triggered attention. Platforms also have their own Community Guidelines which allow comments to be reported or reviewed by the platform itself. Accounts that have content hidden or account bans through these methods are out of DRTCC control.

Personal or sensitive information about yourself or other member in public comments on DRTCC social media pages will result in having the content removed and/or hidden from public view, and may result in banning, blocking or removal of users' access to DRTCC social media pages.