

### 1. BACKGROUND

This Social Media Policy has been developed from the Office of Local Government's Model Social Media Policy 2022, Coonamble Shire Council's previous Social Media Policies and current practice.

Social media has become an important tool in government and political discourse at the local level. In the context of NSW local government, social media has two primary functions:

- a) it is used by Councils to interact and share information with their communities in a more widely accessible format and with greater immediacy.
- b) it enables Councillors to promote their achievements and address their constituents directly about community issues and events in ways that either complement or bypass traditional news and print media.

However, Councils and Councillors are not immune from the challenges associated with social media, which can pose a significant risk both in a legal sense, and in terms of a Council's ability to operate in a unified and coordinated way. It is, therefore, vital that Councils have the right policy settings in place so that both Councils and Councillors can realise the full benefits of social media, while mitigating risk.

Council currently maintains profiles on:

- Facebook – for Coonamble Shire Council, Coonamble Library, Gulargambone Youth Centre and Visit Coonamble (Council's tourism promotion profile name)
- Instagram – for Visit Coonamble
- LinkedIn – for Coonamble Shire Council (primarily for recruitment).

### 2. PURPOSE

The Social Media Policy provides a robust framework for the administration and management of Council's social media platforms. It also sets standards of conduct for all Council officials who use social media in their official capacity. It has been developed to be fit-for-purpose in a digital age where innovation and emerging trends are the norm.

### **3. POLICY OBJECTIVE**

The objectives of the Social Media Policy are to ensure all Council officials:

- Only disclose publicly available information and do not make comment on social media platforms regarding confidential or private matters or matters which are the subject of current legal proceedings.
- Only post or publish copyrighted or trademarked material with permission.
- Only post or publish information and images that are not illegal, libellous, discriminatory, defamatory, sexist, racist, bullying, hateful, offensive, abusive or obscene.
- Only post or publish information or images that do not infringe Council's Code of Conduct or any other Council code or policy.
- Maintain records required under legislation.
- Recognise that social media posts do not constitute official correspondence or communication between Council and members of the public (though such posts may inform each party) as the 'audience' of such platforms and of posts made to it, by design, is other users of the platform, not Council or any individual member of the public.

### **4. LEGISLATION**

*Copyright Act 1968*

*NSW Local Government Act 1993*

*Privacy and Personal Information Act 1998 (NSW) (PIIP Act)*

*State Records Act 1998*

*Health Records and Information Privacy Act 2002*

*Defamation Act 2005*

*Government Information (Public Access) Act 2009*

*Privacy and Personal Information Protection Regulation 2014 (NSW) (PIIP Regulation)*

#### **Related documents:**

Coonamble Shire Council Code of Conduct

Social Media Procedure

Media Policy

Community Engagement Policy

Bullying and Harassment in the Workplace Policy

Work Health and Safety Policy

Internet, Email and Computer Use Policy

The particular social media platform's Terms and Conditions of Use

## 5. APPLICATION/SCOPE

This Social Media Policy applies to all Council officials, being: Councillors, members of staff, contractors, volunteers, those undertaking work experience with Council, and delegates of Coonamble Shire Council, including members of committees that are delegates of the Council.

## 6. POLICY

### 6.1 Principles

Councillors, staff, contractors, volunteers, those undertaking work experience with Council and delegates of Coonamble Shire Council, are committed to upholding and promoting the following interrelated principles of social media engagement:

**Openness:** Our social media platforms are places where Council shares information about events and issues that are relevant to the community it seeks to 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.

**Cohesion:** Council officials genuinely work to serve their community, often with limited resourcing and within frameworks dictated by legislation, and plans and policies adopted by Council, that prioritise work and services. Council officials' use of social media platforms/profiles seeks to build cohesion between Council and the public it serves—for our shared future prosperity—and invite the public to foster this cohesion through the adoption of these principles.

## **6.2 Administrative framework for Council's social media platforms**

### **6.2.1 Platforms**

Council will maintain a presence/profiles on the following social media platforms:

- Facebook
- Instagram
- LinkedIn

Council's social media platforms/profiles specify or provide a clearly accessible link to the 'House Rules' for engaging on the platform, which applies in particular to Council officials and acts as a guide for members of the public posting to such profiles.

### **6.2.2 Establishment and deletion of Council social media platforms/profiles**

A new Council social media platform/profile, or a social media platform/profile proposed by a Council-related entity (for example, a Council committee), can only be established or deleted with the written approval of the General Manager or their delegate.

Where a Council social media platform/profile is established or deleted in accordance with this clause, the General Manager or their delegate may amend clause 6.2.1 of this policy without the need for endorsement by the Council's governing body.

### **6.2.3 The role of the General Manager**

The role of the General Manager is to:

- a) approve and revoke a staff member's status as an authorised user
- b) develop and/or approve the training and/or induction to be provided to authorised users
- c) maintain a register of authorised users
- d) maintain effective oversight of authorised users
- e) ensure the Council adheres to the rules of the social media platform(s)
- f) coordinate with the Council's Information Technology and communications team to ensure the Council's social media platforms are set up and maintained in a way that maximises user friendliness and any technical problems are resolved promptly.

The General Manager is an authorised user for the purposes of this policy.

#### 6.2.4 Authorised users

Authorised users are members of Council staff who are authorised by the General Manager to upload content and engage on social media on the Council's behalf.

Authorised users should be members of Council staff who are responsible for managing, or have expertise in, the events, initiatives, programs or policies that are the subject of the social media content.

The General Manager will appoint authorised users as and when required.

An authorised user must receive a copy of this policy and induction training on social media use and Council's obligations before uploading content on Council's behalf.

The role of an authorised user is to:

- a) ensure, to the best of their ability, that the content they upload onto social media platforms is accurate
- b) correct inaccuracies in Council-generated content
- c) engage in discussions and answer questions on Council's behalf on social media platforms
- d) keep the Council's social media platforms up to date
- e) moderate the Council's social media platforms in accordance with Part 6.5 of this policy
- f) ensure the Council complies with its record-keeping obligations under the State Records Act 1998 in relation to social media (see clause 6.7 of this policy)

When engaging on social media on Council's behalf (such as, but not limited to, on a community social media page), an authorised user must identify themselves as a member of Council staff, but they are not obliged to disclose their name or position within the Council. Council's corporate avatar/branding will be deemed sufficient identification.

Authorised users must not use Council's social media platforms for personal reasons.

#### 6.2.5 Administrative tone

Authorised users upload content and engage on social media on Council's behalf. Authorised users must use language consistent with that function and avoid expressing or appearing to express their personal views when undertaking their role.

Authorised users may use more personal, informal language when responding on Council's social media platforms, for example when replying to comments.

#### 6.2.6 Register of authorised users

The General Manager will maintain a register of authorised users. This register is to be reviewed annually to ensure it is fit-for-purpose.

#### 6.2.7 Ceasing to be an authorised user

The General Manager may revoke a staff member's status as an authorised user if:

- a) the staff member makes such a request
- b) the staff member has not uploaded content onto any of the Council's social media platforms in the last six months.
- c) the staff member has failed to comply with this policy
- d) the General Manager is of the reasonable opinion that the staff member is no longer suitable to be an authorised user.

### 6.3 Administrative framework for Councillors' social media platforms

For the purposes of this policy, Councillor social platforms are not Council social media platforms. Part 6.2 of this policy does not apply to Councillors' social media platforms.

Councillors are responsible for the administration and moderation of their own social media platforms (in accordance with Parts 6.3 and 6.5 of this policy), and ensuring they comply with the record-keeping obligations under the *State Records Act 1998* (see clause 6.7 of this policy) and Council's Records Management Policy in relation to social media. This clause also applies to Councillors in circumstances where another person administers, moderates, or uploads content onto their social media platform.

Councillors must comply with the rules of the platform when engaging on social media.

#### 6.3.1 Induction and training

Councillors who engage, or intend to engage, on social media are to receive induction training on social media use. Induction training can be undertaken either as part of the Councillor's induction program or as part of their ongoing professional development program.

#### 6.3.2 Identifying as a Councillor

Councillors must identify themselves on their social media platforms in the following format: Councillor "First Name and Last Name".

A Councillor's social media platform must include a profile photo which is a clearly identifiable image of the Councillor.

If a Councillor becomes or ceases to be the mayor, deputy mayor, or the holder of another position (for example, chairperson of a committee), this must be clearly stated on the Councillor's social media platforms and updated within thirty (30) days of a change in circumstances.

### 6.3.3 Other general requirements for Councillors' social media platforms

Councillor social media platforms must specify or provide a clearly accessible link to the 'House Rules' for engaging on the platform.

A Councillor's social media platform must include a disclaimer to the following effect:

"The views expressed and comments made on this social media platform are my own and not that of the Council", though Mayoral or Councillor media releases and other content that has been authorised according to the Council's media and communications protocols may be uploaded onto a Councillor's social media platform.

Councillors may upload publicly available Council information onto their social media platforms.

Councillors may use more personal, informal language when engaging on their social media platforms.

### 6.3.4 Councillor queries relating to social media platforms

Questions from Councillors relating to their obligations under this policy, technical queries relating to the operation of their social media platforms or their managing of records on social media may be directed to the General Manager in the first instance, in accordance with Council's Councillor Requests protocols.

### 6.3.5 Other social media platforms administered by Councillors

A Councillor must advise the General Manager of any social media platforms they administer on which content relating to the Council or Council officials is, or is expected to be, uploaded. The Councillor must do so within:

- a) Thirty (30) days of becoming a Councillor, or
- b) Thirty (30) days of becoming the administrator.
- c) Thirty (30) days of this Policy being adopted by Council.

## 6.4 Standards of conduct when engaging on social media

This policy only applies to Council officials' use of social media in an official capacity or in connection with their role as a Council official. The policy does not apply to personal use of social media that is not connected or identifiable in any way with a person's role as a Council official.

Council officials must comply with the Council's Code of Conduct when using social media in an official capacity or in connection with their role as a Council official.

Council officials must not use social media to post or share any comment, photos, video, electronic recording or other information or media that:

- a) is defamatory, offensive, humiliating, threatening or intimidating to other Council officials or members of the public
- b) contains profane language or is sexual in nature
- c) constitutes harassment and/or bullying within the meaning of the Code of Conduct, or is unlawfully discriminatory
- d) is contrary to their duties under the *Work Health and Safety Act 2011* and their responsibilities under any policies or procedures adopted by Council to ensure workplace health and safety
- e) contains content about the Council, Council officials or members of the public that is misleading or deceptive
- f) divulges confidential Council information
- g) breaches the privacy of other Council officials or members of the public
- h) 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 Code of Conduct
- i) could be perceived to be an official comment on behalf of the Council where they have not been authorised to make such comment
- j) commits the Council to any action
- k) violates an order made by a Court
- l) breaches copyright
- m) advertises, endorses or solicits commercial products or business
- n) constitutes spam
- o) is in breach of the rules of the social media platform

Council officials must:

- a) attribute work to the original author, creator or source when uploading or linking to content produced by a third party
- b) obtain written permission from a minor's parent or legal guardian before uploading content in which the minor can be identified

Council officials must exercise caution when sharing, liking, retweeting content as this can be regarded as an endorsement and/or publication of the content.

Council officials must not incite or encourage other persons to act in a way that is contrary to the requirements of this Part.



Councillors must uphold and accurately represent the policies and decisions of the Council's governing body but may explain why they voted on a matter in the way that they did (see section 232(1)(f) of the Local Government Act 1993).

## **6.5 Moderation of social media platforms**

While Council encourages ongoing dialogue and engagement between it and the community it serves, particularly through the use of social media, such engagement on Council-moderated 'profiles' will be maintained and moderated by the authorised users of Council such that all posts comply to the principles of Part 6.1 and the standards specified in Part 6.4.

Councils and Council officials should be aware that they may be considered a 'publisher' of any content uploaded onto a social media platform they administer, including content that:

- a) is uploaded by a third party; and/or
- b) appears on their social media platform because they have 'liked', 'shared', or 'retweeted' the content, or similar.

Council officials who are responsible for the moderation of the Council's or Councillors' social media platforms may remove content and 'block' or ban a person from those platforms. Such actions must be undertaken in accordance with this Part.

For the purposes of this Part, 'social media platform' and 'platform' means both the Council's and Councillors' social media platforms.

### **6.5.1 House Rules**

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

At a minimum, the House Rules should specify:

- a) the principles of social media engagement referred to in clause 6.1.1 of this policy
- b) the type of behaviour or content that will result in that content being removed or 'hidden', or a person being blocked or banned from the platform
- c) the process by which a person can be blocked or banned from the platform and rights of review
- d) a statement relating to privacy and personal information (see clause 6.7.2 of this policy)
- e) when the platform will be monitored (for example weekdays 8.30am – 5pm, during Council's business hours)

- f) that the social media platform is not to be used for making complaints about the Council or Council officials, whose formal mechanism should also be specified.

For the purposes of this clause, third parties—that is, the general public—engaging on social media platforms must not post or share comments, photos, videos, electronic recordings or other information that:

- a) is defamatory, offensive, humiliating, threatening or intimidating to Council officials or members of the public,
- b) contains profane language or is sexual in nature
- c) constitutes harassment and/or bullying within the meaning of the Council's Code of Conduct, or is unlawfully discriminatory
- d) contains content about the Council, Council officials or members of the public that is misleading or deceptive
- e) breaches the privacy of Council officials or members of the public
- f) 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 Code of Conduct
- g) violates an order made by a Court
- h) breaches copyright
- i) advertises, endorses or solicits commercial products or business,
- j) constitutes spam
- k) would be in breach of the rules of the social media platform.

#### 6.5.2 Removal or 'hiding' of content

Where a person uploads content onto a social media platform that, in the reasonable opinion of the moderator, is of a kind specified in clause 6.5.1, the moderator may remove or 'hide' that content.

Prior to removing or 'hiding' the content, the moderator is to make a record of it (for example, a screenshot).

If the moderator removes or 'hides' the content under this clause, they must, where practicable, notify the person who uploaded the content that it has been removed and the reason(s) for its removal and their rights of review.

A person may request a review of a decision by a moderator to remove or 'hide' content under this clause. The request must be made in writing to the General Manager and state the grounds on which the request is being made.

Where a review request is made under this clause, the review is to be undertaken by the General Manager or a member of staff nominated by the General Manager who is suitably qualified and who was not involved in the decision to remove or 'hide' the content.

### 6.5.3 Blocking or banning

If a person uploads content that is removed or 'hidden' under clause 6.5.2 of this policy on three occasions, that person may be blocked or banned from the social media platform and/or all social media platforms moderated by Council.

A person may only be blocked or banned from a Council social media platform with the approval of the General Manager. This clause does not apply to blocking or banning a person from a Councillor's social media platform.

Prior to blocking or banning a person from a social media platform, the person must, where practicable, be advised of the intention to block or ban them from the platform/all platforms and be given a chance to respond. Any submission made by the person must be considered prior to a determination being made to block or ban them.

The duration of the block or ban is to be determined by the General Manager, or in the case of a Councillor's social media platform, the Councillor.

Where a determination is made to block or ban a person from a social media platform/all social media platforms, the person must, where practicable, be notified in writing of the decision and the reasons for it. The written notice must also advise the person which social media platforms they are blocked or banned from and the duration of the block or ban and inform them of their rights of review.

Where a person uploads content of a kind referred to under clause 6.5.1, and the moderator is reasonably satisfied that the person's further engagement on the social media platform poses a risk to health and safety or another substantive risk (such as the uploading of defamatory content), an interim block or ban from the platform/all platforms may be imposed on the person immediately for a period no longer than thirty (30) days.

A person who is the subject of an interim block or ban from the platform/all platforms under this clause must, where practicable, be given a chance to respond to the interim block or ban being imposed. Any submission made by the person must be considered when determining whether the interim block or ban is to be removed or retained.

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

Where a review request is made, the review is to be undertaken by the General Manager or a member of staff nominated by the General Manager who is suitably qualified and who was not involved in the decision to block or ban the person. Where the decision to block or ban the person was made by the General Manager, the review must be undertaken by another senior and suitably qualified member of staff who was not involved in the decision.

Where a person that is the subject of a block or ban continues to engage on a social media platform(s) using an alternative social media account, profile, avatar, etc., a moderator may block or ban the person from the platform(s) immediately.

## **6.6 Use of social media during emergencies**

During emergencies, such as natural disasters or public health incidents, the General Manager will appoint a single staff member or team of staff members to be responsible for the management of emergency-related content on the Council's social media platforms.

To ensure consistent messaging both during and after an emergency, authorised users and Council officials must not upload content onto the Council's or their own social media platforms which contradicts advice issued by the agency coordinating the emergency response, or agencies supporting recovery efforts.

Training on social media use during emergencies is to be included in training and/or induction provided to authorised users and Councillors.

## **6.7 Records management and privacy requirements**

### **6.7.1 Records management**

Social media content created, sent and received by Council officials (including Councillors) acting in their official capacity is a Council record and may constitute open access information or be subject to an information access application made under the *Government Information (Public Access) Act 2009*. These records must be managed in accordance with the requirements of the *State Records Act 1998* and the Council's approved records management policies and practices.

You must not destroy, alter, or remove social media content unless authorised to do so. If you need to alter or remove social media content, you must do so in accordance with this policy, and consult with the Council's records manager and comply with the requirements of the *State Records Act 1998*.

When/if a Councillor's term of office concludes, the Councillor must contact the Council's records manager and General Manager to manage/transfer records of social media content created during their term of office and comply with the requirements of the *State Records Act 1998*.

In fulfilling their obligations under this clause, Council officials should refer to any guidance issued by the State Archives and Records Authority of NSW relating to retention requirements for Councils' and Councillors' social media content.

## 6.7.2 Privacy considerations and requirements

Social media communications are in the public domain. Council officials should exercise caution about what personal information, if any, they upload onto social media.

The *Privacy and Personal Information Protection Act 1998* applies to the use of social media platforms by the Council and Councillors. To mitigate potential privacy risks, Council officials will:

- a) advise people not to provide personal information on social media platforms
- b) inform people if any personal information they may provide on social media platforms is to be used for official purposes
- c) moderate comments to ensure they do not contain any personal information
- d) advise people to contact the Council or Councillors through alternative channels if they have personal information they do not want to disclose in a public forum.

Council officials are to comply with the *Health Records and Information Privacy Act 2002* when engaging on and/or moderating social media platforms. In fulfilling their obligations, Council officials should refer to any guidance issued by the Information and Privacy Commission of NSW, such as, but not limited to, the Health Privacy Principles.

## 6.8 Private use of social media

Activities on social media websites are public activities. Even though privacy settings are available, content can still be shared and accessed beyond the intended recipients.

The terms and conditions of most social media sites state that all content becomes the property of the site on which it is posted.

### 6.8.1 What constitutes 'private' use?

For the purposes of this policy, a Council official's social media engagement will be considered 'private use' when the content they upload:

- a) is not associated with, or refers to, explicitly or by implication, the Council, any other Council officials, contractors, related entities or any other person or organisation providing services to or on behalf of the Council, and
- b) is not related to or does not contain information acquired by virtue of their employment or role as a Council official.

If a Council official chooses to identify themselves as a Council official, either directly or indirectly (such as in their user profile), then they will not be deemed to be acting in their private capacity for the purposes of this policy.

#### 6.8.2 Private use of social media during work hours

Council staff may only access and engage on social media, in their private capacity, while at work during breaks, using their own devices.

### 6.9 Concerns or complaints

Concerns or complaints about the administration of a Council's social media platforms should be made to the Council's General Manager in the first instance.

Complaints about the conduct of Council officials (including Councillors) on social media platforms are to be directed to the General Manager.

Complaints about a General Manager's conduct on social media platforms may be directed to the mayor.

## 7 DEFINITIONS

<b>authorised user</b>	members of Council staff who are authorised by the General Manager to upload content and engage on the Council's social media platforms on the Council's behalf
<b>Council official</b>	Councillors, members of staff, contractors, volunteers, those undertaking work experience with Council, and delegates of Coonamble Shire Council, including members of committees that are delegates of the Council.
<b>minor</b>	for the purposes of clause 4.4(b) of this policy, is a person under the age of 18 years
<b>personal information</b>	information or an opinion (including information or an opinion forming part of a database and whether or not recorded in a material form) about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion
<b>social media</b>	online platforms and applications - such as but not limited to social networking sites, wikis, blogs, microblogs, video and audio sharing sites, and message boards - that allow people to easily publish, share and discuss content. Examples of social media platforms include, but are not limited to Facebook, Twitter, Snapchat, LinkedIn, Yammer, YouTube, Instagram, Flickr and Wikipedia

## **Appendix 1: Coonamble Shire Council Social Media Platforms/Profiles**

### **‘House Rules’**

These House Rules outline the principles and procedures by which Council officials engage with the community and other users on the social media platforms on which Council has a presence and by which such social media platforms/profiles are moderated.

Posting to this social media profile implies your conscious and explicit agreement to comply with these rules and the actions to be taken should a post be contrary to them.

These House Rules should be read in conjunction with Coonamble Shire Council’s Social Media Policy.

#### ***1. Guiding Principles***

The principles guiding Council officials’ use and moderation of Council’s social media are:

**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.

**Cohesion:** Council officials genuinely work to serve their community, often with limited resourcing and within frameworks dictated by legislation, and plans and policies adopted by Council, that prioritise work and services. While specific lines of actions being pursued by Council may not align with every community member’s priorities, “Every kingdom divided against itself is brought to desolation, and every city or house divided against itself will not stand.” Council officials’ use of social media platforms/profiles seeks to build cohesion between Council and the public it serves—for our shared future prosperity—and invite the public to foster this cohesion through the adoption of these principles.

#### ***2. Posts or conduct resulting in removal or hiding of content and/or the blocking or banning of a person***

Engagement contrary to the above principles or to the following guidelines may be removed outright or ‘hidden’ from public view, and the person responsible for posting it may be blocked or banned, according to the provisions of Council’s Social Media Policy, whether that person be a Council official or member of the public.

*Guidelines:*

A person or social media entity or profile must not use social media to post or share any comment, photos, video, electronic recording or other information or media that:

- a) is defamatory, offensive, humiliating, threatening or intimidating to other Council officials or members of the public
- b) contains profane language or is sexual in nature
- c) constitutes harassment and/or bullying within the meaning of Council's Code of Conduct, or is unlawfully discriminatory
- e) contains content about the Council, Council officials or members of the public that is misleading or deceptive
- f) divulges confidential Council information
- g) breaches the privacy of other Council officials or members of the public
- h) 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 Code of Conduct
- i) could be perceived to be an official comment on behalf of the Council where they have not been authorised to make such comment
- j) commits the Council to any action
- k) violates an order made by a Court
- l) breaches copyright
- m) advertises, endorses or solicits commercial products or business
- n) constitutes spam
- o) is in breach of the rules of the social media platform

**3. *The process of being blocked or banned from Council's social media platforms/profiles***

Where a person uploads content onto a social media platform that, in the reasonable opinion of the moderator, is of a kind contrary to the principles and/or guidelines specified in the House Rules, the moderator may remove or 'hide' that content.

Prior to removing or 'hiding' the content, the moderator is to make a record of it (for example, a screenshot).

If the moderator removes or 'hides' the content under this clause, they must, where practicable, notify the person who uploaded the content that it has been removed and the reason(s) for its removal and their rights of review, specified in the following paragraphs.

A person may request a review of a decision by a moderator to remove or 'hide' content under this clause. The request must be made in writing to the General Manager and state the grounds on which the request is being made.

Where a review request is made under this clause, the review is to be undertaken by the General Manager or a member of staff nominated by the General Manager who is suitably qualified and who was not involved in the decision to remove or 'hide' the content.



If a person uploads content that is removed or 'hidden' under clause 6.5.2 of Coonamble Shire Council's Social Media Policy on three (3) occasions, that person may be blocked or banned from the social media platform and/or all social media platforms moderated by Council.

A person may only be blocked or banned from a Council social media platform with the approval of the General Manager. This clause does not apply to blocking or banning a person from a Councillor's social media platform.

Prior to blocking or banning a person from a social media platform, the person must, where practicable, be advised of the intention to block or ban them from the platform/all platforms and be given a chance to respond. Any submission made by the person must be considered prior to a determination being made to block or ban them.

The duration of the block or ban is to be determined by the General Manager, or in the case of a Councillor's social media platform, the Councillor.

Where a determination is made to block or ban a person from a social media platform/all social media platforms, the person must, where practicable, be notified in writing of the decision and the reasons for it. The written notice must also advise the person which social media platforms they are blocked or banned from and the duration of the block or ban and inform them of their rights of review.

Where a person uploads content of a kind referred to under clause 6.5.1 of Council's Social Media Policy, and the moderator is reasonably satisfied that the person's further engagement on the social media platform poses a risk to health and safety or another substantive risk (such as the uploading of defamatory content), an interim block or ban from the platform/all platforms may be imposed on the person immediately for a period no longer than thirty (30) days.

A person who is the subject of an interim block or ban from the platform/all platforms under this clause must, where practicable, be given a chance to respond to the interim block or ban being imposed. Any submission made by the person must be considered when determining whether the interim block or ban is to be removed or retained.

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

Where a review request is made, the review is to be undertaken by the General Manager or a member of staff nominated by the General Manager who is suitably qualified and who was not involved in the decision to block or ban the person. Where the decision to block or ban the person was made by the General Manager, the review must be undertaken by another senior and suitably qualified member of staff who was not involved in the decision.

Where a person that is the subject of a block or ban continues to engage on a social media platform(s) using an alternative social media account, profile, avatar, etc., a moderator may block or ban the person from the platform(s) immediately.

#### **4. Privacy and your personal information**

Social media communications are in the public domain. Council officials and members of the public who post to a social media platform/profile should exercise caution about what personal information, if any, they upload onto social media.

The *Privacy and Personal Information Protection Act 1998* applies to the use of social media platforms by Council officials. To mitigate potential privacy risks, Council officials will:

- a) advise people not to provide personal information on social media platforms
- b) inform people if any personal information they may provide on social media platforms is to be used for official purposes
- c) moderate comments to ensure they do not contain any personal information
- d) advise people to contact the Council or Councillors through alternative channels if they have personal information they do not want to disclose in a public forum.

Council officials are to comply with the *Health Records and Information Privacy Act 2002* when engaging on and/or moderating social media platforms. In fulfilling their obligations, Council officials should refer to any guidance issued by the Information and Privacy Commission of NSW, such as, but not limited to, the Health Privacy Principles.

#### **5. Social media monitoring and moderation**

Council's social media platforms and profiles will be monitored and moderated during normal Council business hours, being 8.30am to 5pm, Monday to Friday, except public holidays, and outside these hours in the instance of a significant instance of non-compliance.

#### **6. Complaints**

Concerns or complaints about the administration of a Council's social media platform/profile should be made to the Council's General Manager in the first instance, either in writing and posted to the General Manager, PO Box 249, Coonamble NSW 2829; by email to [council@coonambleshire.nsw.gov.au](mailto:council@coonambleshire.nsw.gov.au); or by using the online submission form on Council's website to 'Report an Issue'.

Complaints about the conduct of Council officials (including Councillors) on social media platforms/profiles are to be directed to the General Manager, using any of the above contact points.

Complaints about a General Manager's conduct on social media platforms may be directed to the mayor, either in writing and posted to The Mayor, Coonamble Shire Council, PO Box 249, Coonamble NSW 2829 or by email to [mayor@coonambleshire.nsw.gov.au](mailto:mayor@coonambleshire.nsw.gov.au).

<b>Title: Social Media Policy</b>		
<b>Department: Economic Development and Growth</b>		
<b>Version</b>	<b>Date</b>	<b>Author</b>
4	16 June 2021	P. Goldsmith
5	13 December 2023	D. Levick
<p>This policy may be amended or revoked at any time and must be reviewed at least three (3) years since its adoption (or latest amendment). Review of this policy will incorporate relevant legislation, documentation released from relevant State agencies and best practice guidelines.</p> <p><b>Review Date:</b> September 2026</p>		
<b>Amendments in the release:</b>		
<b>Amendment History</b>	<b>Date</b>	<b>Detail</b>
Policy updated to align with OLG Model Social Media Policy 2022	December 2023	Resolution 2023/150
<b>Annexure Attached:</b>		
<b>Paul Gallagher General Manager</b>		