

Social Media Terms and Conditions of Use (House Rules)

Facebook is an important tool for Council to actively engage with the Rural City of Murray Bridge community. It is a place for discussion, enquiries and active exchange of ideas. We invite you to make your voice heard in a respectful way that is relevant to the work of the Rural City of Murray Bridge.

What to expect from us:

This Facebook page is regularly and reasonably monitored. Where possible, emergency updates may be provided after hours.

Council welcomes respectful comments, questions and feedback. We will respond to inbox enquiries as quickly as possible, however, some matters may require a review before a full response can be provided. Queries or complaints that may contain personal or sensitive information should be directed to [**council@murraybridge.sa.gov.au**](mailto:council@murraybridge.sa.gov.au) or by calling **8539 1100**.

Council reserves the right to disable comments to any posts at its full discretion.

What we expect from you:

To ensure our social media platforms remain inclusive, respectful and safe, Council reserves the right to hide or remove posts or comments that are deemed inappropriate. This includes:

- Abusive, profane or sexual language
- Comments unrelated to the work of the Rural City of Murray Bridge
- Misinformation, Disinformation or Malinformation
- Confidential or personal information
- Copyright or trademark-protected material
- Discriminatory remarks relating to age, colour, creed, disability, family status, gender, nationality, parental status, political views, pregnancy, race, religion, sex or sexual orientation
- Illegal content or material encouraging unlawful or dangerous behaviour
- Content that could compromise Council, employee or system safety
- Material breaching laws (defamation, privacy, consumer law, trademarks etc.)
- Content that offends contemporary standards of taste and decency
- Material that may bring Council into disrepute
- Personal details or references to Councillors, staff or third parties
- Deliberate provocation, criticism or personal attacks against other users or the council and its staff.
- Spam or unsolicited promotion of commercial products or services

- Bullying, harassment, intimidation or personal attacks on other users
- Inappropriate, off topic, repetitive or vexatious comments

Comments that are deemed to violate these rules will be removed and repeat offenders may be banned.

Customer Service Requests

To report an issue, please contact Customer Service on **8539 1100**.
Alternatively, you can lodge a request via our website: [Report a problem | Murray Bridge Council](#), or email council@murraybridge.sa.gov.au.

Council's Facebook page is **not** the correct place to report dangerous situations or urgent issues. Please call **8539 1100** (after-hours support is available for emergencies).

Comments submitted on social media will **not** be accepted as formal submissions for public consultations. Please follow the instructions on Council's website to make an official submission.

Privacy

The Rural City of Murray Bridge may record personal information submitted on our social pages for the purposes of administering the page, addressing comments, responding to security incidents, or where required by law.

To protect your privacy, and the privacy of others, please avoid posting contact details or other personally identifiable information in comments.