

Discover Wanneroo

Social Media Engagement - House Rules

Thank you for taking the time to engage with **Discover Wanneroo** on social media.

This account is provided by the City of Wanneroo (the City) and managed through a third party social media agency. The posts do not formally represent the views or opinions of the City of Wanneroo and must not be relied on for accuracy.

The Discover Wanneroo social media channels exist to provide information on things to do, places to go, events and activities within the City of Wanneroo.

Social media is used as a tool for the City to help promote the destination:

- Raise awareness of the City of Wanneroo through the Discover Wanneroo brand as a destination to visit;
- Encourage residents to engage and learn more about their local area;
- Support and promote local tourism businesses, share success, stories, events and specials; and
- Encourage visitors to share their images and posts using hashtags to promote the area.

We welcome your comments; to ensure that our pages are friendly and welcoming for all visitors, we moderate comments where required.

Comments and messages that don't adhere to these House Rules may be removed, and users may be blocked.

By interacting with our social media profiles, you agree to abide by the following:

- agree with the Terms and Conditions of the social media platform, which grants certain rights to that service
- be fair, truthful and accurate
- keep discussion civil and polite
- keep content clean (inappropriate comments, photos or videos including those of a sexual, illegal, abusive and discriminatory nature will be removed)
- be respectful of others, including fellow users, City staff and Councillors
- protect your personal privacy by not including email addresses, phone numbers or home addresses on public platforms
- you grant the City and its affiliates the right to use and post content in any way and in any media without any legal or monetary obligation to the author

Do not:

- post comments that are abusive, harassing or threaten others, including fellow users, City staff or Councillors
- post comments that are likely to offend others, particularly in reference to an individual's race, age, gender, sexuality, political leaning, religion or disability
- use obscene or offensive language

- post repeated comments continuously
- post comments that don't pertain to the subject of the relevant post (if you have an enquiry or comment on a separate issue, please message the page or contact the City directly via phone or email)
- promote anything that may constitute spam, such as commercial interests, solicitations, advertisements or endorsements of any non-governmental agency
- engage in deliberate 'trolling'
- make comments that spread false information

Enjoy our pages and be courteous

We want everyone to feel safe and welcome on Discover Wanneroo's social media channels. We welcome your comments and hope you enjoy spending time on our platforms.

Moderation

The Discover Wanneroo social media channels are monitored during normal business hours, Monday to Friday, 8.30am – 5.00pm.

We do not monitor our accounts 24 hours per day, nor respond to each individual user. We will join the conversation where reasonable and practicable.

Our team reads all public commentary, and any recurring themes or helpful feedback are passed onto the relevant City business area and staff.

Feedback and complaints

Our social media channels are informal. If you would like a formal response from the City of Wanneroo, please email enquiries@wanneroo.wa.gov.au or phone 9405 5000.

Alternatively, please visit our [compliments, feedback and complaints webpage](#)

Following

If you follow us on an online platform we will not necessarily follow you back. Being followed by Discover Wanneroo or the City does not imply endorsement of any kind.

Content sharing

All online content produced by the City is owned by us and protected by copyright. You are encouraged to share the content provided that you credit the City as the source by including our official social media handle for the platform you are sharing on, (see individual channels for details) and do not change the sense or misrepresent the City.

Changes to our House Rules

The City reserves the right to update these House Rules as required.

