

City of Mount Gambier Social Media Terms of Use - Public

The City of Mount Gambier uses social media platforms such as Facebook, Instagram, Twitter (X), LinkedIn, and YouTube to provide timely information, engage with our community and encourage meaningful conversation.

We welcome respectful comments and feedback on our posts. We aim to respond to your questions within business hours Monday to Friday 8:30am – 5:15pm.

We retain the right to turn off comments on posts deemed for information only, or where a moderator/s are not available.

To request Council services, report issues, or lodge complaints please use official channels such as the customer request, feedback and complaint form on our website at www.mountgambier.sa.gov.au/crf, email city@mountgambier.sa.gov.au or call our customer service centre on 8721 2555.

To ensure our online spaces remain respectful, inclusive and safe for all users, please abide by the guidelines outlined below when interacting with our social media channels.

What we do not tolerate

The City of Mount Gambier reserves the right to remove any content that violates the following terms, and to block or ban users who breach these guidelines:

- Use of offensive, obscene, profane, or inappropriate language.
- Posts that incite, promote, glorify, or insinuate criminal behaviour or violence.
- Defamatory, threatening, harassing, or abusive comments directed at other users, City of Mount Gambier staff, Elected Members, or any individual or group.
- Comments that are repetitive, off-topic, or intentionally disruptive to the purpose of the page.
- Spam content, including re-posting appeals, advertisements, or links unrelated to City of Mount Gambier matters.
- Unauthorised promotion, including links to non-government pages, businesses, or political campaigns.
- Sharing or linking to offensive or harmful content, including reposts of such material.
- Misinformation or inaccurate claims about the City of Mount Gambier or its services.

For customer service please call: (08) 8721 2555
Email: city@mountgambier.sa.gov.au

Additional important information

- Posts that are unrelated to the City of Mount Gambier's responsibilities may be removed at our discretion.
- Posts made by members of the public do not reflect the views or policies of the City of Mount Gambier.
- Information shared by the City of Mount Gambier is current at the time of posting but may be subject to change.
- Continued misuse of our social media channels may result in the user being blocked or banned without notice.

Respect platform rules

When interacting on our social media pages, you are also expected to comply with the terms and community guidelines of the respective platform:

[Facebook Community Standards](#)

[Instagram Community Guidelines](#)

[The X Rules](#)

[YouTube Community Guidelines](#)

[LinkedIn Professional Community Policies](#)

Thank you for helping us keep our online community constructive, respectful, and safe.