

Social Media Guidelines

Welcome to our Facebook page. We're glad you're here. This is a place for our community to stay informed, share feedback, ask questions, and take part in respectful conversations about Clutha District Council news, services, projects, events, and decisions that affect our district.

We encourage open discussion and welcome different views. To help keep this a safe, useful, and welcoming space for everyone, we ask everyone who posts, comments, or replies on this page to follow these community guidelines.

How to be part of the conversation

- Be respectful. Treat others as you would like to be treated. Please keep comments courteous, even when you disagree.
- Stay on topic. Keep comments relevant to the post or discussion. This helps us respond more effectively and keeps the conversation useful for everyone.
- Use inclusive language. Avoid comments that target or exclude people because of their background, identity, beliefs, age, ability, or personal circumstances.
- Share constructive feedback. We welcome questions, ideas, concerns, and different points of view. If something is not working well, tell us what happened and, where possible, what would help improve it.
- Protect privacy. Please do not post personal information about yourself or others, such as phone numbers, addresses, account details, private messages, or information that could identify someone without their permission.
- Keep it appropriate. Do not post abusive language, bullying, harassment, threats, hate speech, illegal content, graphic material, spam, scams, advertisements, or repeated off-topic comments.
- Check information before sharing. Please avoid posting rumours or misinformation. If you are unsure about something, ask us or refer to official sources.

How we manage this page

We monitor this page during business hours and will do our best to respond to genuine questions as soon as we can. Some questions may need to be referred to the right team before we can provide an answer.

We may hide or remove comments that do not follow these guidelines. In some cases, we may also limit or block users who repeatedly breach the guidelines or post content that puts others at risk. We will apply these guidelines as fairly and consistently as possible.

Need help with a specific issue?

Facebook is a great place to ask general questions and share feedback, but it may not be the best place to resolve individual service requests or private matters.

If your issue includes personal information, or if you need a formal response, please contact us through our official customer service channels – Phone 0800 801 350, via Antenno app or email: help.desk@cluthadc.govt.nz

Thanks for helping us keep this page friendly, respectful, and useful for our whole community.