

Welcome to the Facebook page of Central Coast Council.

You'll find us online during business hours (9am – 5pm, Monday to Friday). We will also keep you informed of events and activities after hours and on weekends via scheduled posts. We'll do our best to respond to you within 3 business days, however we may take longer during busy periods. We appreciate your patience.

During emergencies, we will be here to provide you with up-to-date information as quickly as possible. While we're here to help you find the information you need, we may not be able to provide information or advice tailored to your situation. You can make a service request, report an issue or provide feedback by submitting an enquiry via our online customer service centre at [www.centralcoast.nsw.gov.au](http://www.centralcoast.nsw.gov.au), via email to [ask@centralcoast.nsw.gov.au](mailto:ask@centralcoast.nsw.gov.au), or over the phone on 02 4306 7900.

Keep up to date across all of our social media pages: Twitter: @CoastCouncil Instagram: @CentralCoastCouncil LinkedIn: [www.linkedin.com](http://www.linkedin.com) Central Coast Council

## HOUSE RULES

Everyone who interacts on our social media page expects a place that is respectful, reliable, relevant and safe. To create meaningful and valuable discussion, please stay on topic when commenting on posts to the page. We may hide or delete posts that moderators consider to be:

- Abusive, offensive or unlawful: Harassment, bullying or provoking other community members, swearing, derogatory language and expression of views that are racist, sexist, homophobic, predatory or sexually explicit are not acceptable. Posts we deem to be potentially defamatory or that violate privacy laws will be removed.
- Political in nature: While we welcome the discussion of policies and initiatives, it is not the place for political commentary.
- Misleading information or misinformation: Information that is false, unfounded or misleading, whether intentional or not, will be removed.
- An infringement of intellectual property rights: Respect and acknowledge original creators when sharing content.
- Promotional: We do not accept advertisements, requests to endorse commercial products or services or soliciting donations.
- Spam or harmful: Copied and pasted, duplicated or off-topic posts will be removed. We do not tolerate posts containing links to harmful or suspicious websites or applications.
- Personal details: As this is a public page, we will remove any posts that contain private information or personal details, such as email addresses or phone numbers.
- A violation of Facebook's terms and conditions. The terms can be found here: [www.facebook.com/legal/terms](https://www.facebook.com/legal/terms) If you breach these guidelines, we may block your

account across all social media channels managed by Central Coast Council. You can read more about our Social Media Policy to manage social media at <https://www.centralcoast.nsw.gov.au/council/forms-and-publications/policies>

- We reserve the right to turn off comments on any of our social media posts if we believe that this is the best course of action in any instance to support and maintain Central Coast Council's Social Media principles and policy.

The act of Central Coast Council "liking" or "following" an organisation, business, group, individual person, location or event through social media platforms does not indicate that Central Coast Council endorses the products, views, activities or services relating to the "liked" or "followed" entity, business or group.

These guidelines were updated in January 2023.