

Social media guidelines

The NSW Electoral Commission strives to build an environment that allows the community to engage with us, with each other and to foster participation in electoral and democratic processes.

These community guidelines oversee:

- [Facebook](#)
- [X](#)
- [Youtube](#)
- [Linkedin](#)
- [Instagram](#)

Our moderators are active Monday to Friday 9am-5pm. If you ask us a question, you can mostly expect responses within 3-12 hours during these time periods. On election days these hours may differ.

We post content about elections and the services we provide. We perform active moderation of our social media accounts - meaning we will engage with you, and we welcome you engaging with us.

If you have a complaint or a question that requires a complex response, we may refer you to a more formal channel of engagement such as our [Contact Us](#) form on our website.

You can find the NSW Electoral Commission's [Privacy management plan](#) on our website along with our [privacy statement](#). They deal with how we use and manage information collected from social media services.

Our moderators reserve the right to delete comments, posts, links or images that are:

- Abusive, offensive, misleading or unlawful - harassment or provoking other community members, swearing, derogatory language, deliberate misinformation and expression of views that are racist, sexist, homophobic or sexually explicit are not acceptable
- Defamatory or violate laws regarding privacy
- Of a partisan political nature, from nominated candidates or political parties (regardless of content)
- Encouraging people to behave in a way contrary to law
- Perceived to interfere with privacy or infringe copyright or other intellectual property rights
- Perceived to encourage improper or unlawful behaviour in relation to democratic processes, or that we otherwise deem to be inappropriate
- Successively off-topic or constitute spam
- Revealing personal details of yourself or another person - these channels are public spaces, and we will remove any comments including your private information or personal details such as email address or phone number
- Soliciting or advertising for any political party
- A violation of the social media platform's terms and conditions.

If you breach these guidelines, we may block your account and/or hide your posts.

With the exception of elections.nsw.gov.au, third-party sites or profiles linked to our social media accounts are not controlled, maintained or endorsed by the NSW Electoral Commission.

For any questions regarding our community guidelines, use the [Contact Us](#) form on our website.