
Social media terms of use

Seqwater uses social media to inform and educate the public about the bulk water supply, dam releases and recreation in South East Queensland. Seqwater's social media channels are generally monitored during normal business hours, Monday to Friday from 8:30am to 5:00pm. Our social media channels are not designed to address emergency situations. In an emergency, please call 000 or 112 from a mobile device.

Our social media channels are:

[Facebook](#)

[Twitter](#)

[Instagram](#)

[YouTube](#)

[LinkedIn](#)

Please note each of these social media platforms are controlled and operated by third parties with their own terms of use and privacy policies.

These accounts are maintained and monitored by Seqwater employees. Seqwater makes every effort to respond to questions as quickly as possible. We welcome comments and questions, and encourage positive and respectful discussion, debate and sharing of opinions. By participating on our social media accounts, you have agreed to adhere to the following terms of use.

Violation or repeated violations of our terms of use may result in the author being reported to the platform, warned or blocked from participating on a channel/s without notice.

Seqwater will not tolerate content (e.g., comments, images or links) that is:

- Violent, obscene, profane, vulgar, divisive, hateful or could be construed as hateful, racist, sexist, prejudiced or inflammatory
- Defamatory or discriminatory on the basis of race, religion, gender, nationality, sexuality or other personal characteristics
- A personal attack on an individual or organisation, or breaches their privacy (such as disclosure of identifying or personal information)
- To sell a product, promote or solicit business or advertisement for commercial gain
- Repetitive, multiple or successive off-topic posts by a single user or 'spam' comments such as the same comment posted repeatedly
- Content that infringes on Seqwater's copyright or is illegal.

Seqwater asks that you please keep comments on-topic and treat each other, as well as Seqwater and its employees, with respect and consideration. Third party content used must be attributed to its copyright owner.

Seqwater retains the right to remove comments and content that do not comply with our terms of use or that we determine in our sole discretion as being inappropriate. Seqwater does not accept any liability for the content of the information placed on our social media pages by third parties.

Seqwater may from time-to-time share information from or about commercial businesses on its social media platforms, but this is not to be taken as an endorsement of these enterprises unless otherwise expressly stated.

Messages through Facebook are not official correspondence. You should contact Seqwater by phone or via email if you have:

- Seqwater related media enquiries
- formal information requests, comments or enquiries
- a complaint.

Complaints

Seqwater is committed to proper and effective complaint management. If you are dissatisfied with a policy, procedure, service, conduct, or product provided by Seqwater, our staff and contractors, a copy of our complaints procedure can be found on our website

<https://www.seqwater.com.au/feedback-and-complaints>

Media enquiries

Members of the media are asked to address questions to the Seqwater media unit on (07) 3247 3000 or via media@seqwater.com.au. Media questions and answers will not be posted on this page or any of Seqwater's media channels.

If you are a resident or industrial business, please direct water and waste water related enquiries to your local water retail distributor:

Urban Utilities 13 23 64

Unitywater 1300 086 489

City of Gold Coast 1300 000 928

Logan City Council (07) 3412 3412

Redland City Council (07) 3829 8999