# **ACCEPTABLE USE OF ELECTRONIC MEDIA POLICY**

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| Policy number | <<insert number>> | Version | <<insert number>> |
| Drafted by | <<insert name>> | Approved by Board on | <<insert date>> |
| Responsible person | <<insert name>> | Scheduled review date | <<insert date>> |

### **Introduction**

[Name of Organisation] recognises that staff and volunteers, referred to as workers, may need access to Electronic Media Systems and Associated Tools in order to successfully fulfill their role. In addition, [Name of Organisation] supports the right of Workers to have access to reasonable personal use of Electronic Media Systems and Associated Tools in the workplace.

### **Purpose**

This policy sets out guidelines for acceptable use of Electronic Media Systems and Associated Tools by employees and volunteers of [Name of Organisation]. Access to Electronic Media Systems and Associated Tools is provided to [Name of Organisation] staff and volunteers for the primary purpose of assisting them in carrying out the duties of their role.

### **Definitions**

“Electronic Media Systems” includes, but is not limited to:

* Email
* Internet
* Intranet
* Voicemail
* Instant messaging and chat facilities, and
* Online discussion groups

“Associated Tools” refers to technology required to access the Electronic Media Systems

such as:

* Phones
* Computers
* Tablets

### **Policy**

Workers may use Electronic Media Systems and Associated Tools provided by [Name of Organisation] for:

* Any work-related purposes;
* Limited personal use (for details see Procedures, below);
* More extended personal use under specific circumstances (for details see Procedures, below).

Where Workers use Electronic Media Systems and Associated Tools belonging to or paid for by [Name of Organisation], whether or on off the premises (including when working remotely), properly authorised employees of [Name of Organisation] may access any of those tools or associated data to ensure that the organisation’s policies are being adhered to. Such Electronic Media Systems, Associated Tools and data should not be regarded as private in nature.

[Name of Organisation] may, at its discretion, monitor:

* Storage volumes
* Internet sites visited
* Downloaded volumes
* Suspected malicious viruses
* [Optional] instant messaging
* Emails
* Computer hard drives
* [Add or delete as appropriate].

### **Company equipment & property**

All Electronic Media Systems and Associated Tools such as phones and laptops supplied by [Name of Organisation] to the Worker remains the property of [Name of Organisation] and must be maintained in good working order, subject to reasonable wear and tear.

[Name of Organisation] may, at its discretion, provide Workers with Associated Tools to perform their role, and may install programs or software to track the location and use of that tool. Such programs or software must not be removed from the Associated Tool by the Worker without prior written approval from [Name of Organisation].

[Name of Organisation] reserves the right to monitor use of its I.T. equipment at all times, including during any remote working arrangement.

### **Responsibilities**

It is the responsibility of the **CEO** to ensure that:

* Workers are aware of this policy
* Any breaches of this policy are dealt with appropriately.

It is the responsibility of all workers to ensure that their use of Electronic Media Systems and Associated Tools conforms to this policy. Workers are expected to be respectful and professional in all communications using [Name of Organisation]’s Electronic Media Systems and Associated Tools.

**Primary purpose**

Access to Electronic Media Systems and Associated Tools is provided by [Name of Organisation] for the primary purpose of carrying out the tasks and duties associated with a particular role.

**Limited personal use**

Workers may engage in limited personal use of Electronic Media Systems and associated tools, whether or not they are provided by [Name of Organisation], in connection with work where it:

* Is infrequent and brief.
* Does not interfere with the duties of the Worker or his/her colleagues.
* Does not interfere with the operation of [Name of Organisation].
* Does not compromise the security of [Name of Organisation] or of its systems.
* Does not compromise the reputation or public image of [Name of Organisation].
* Does not impact on the electronic storage capacity of [Name of Organisation].
* Does not decrease network performance (e.g., large email attachments can decrease system performance and potentially cause system outages).
* Corresponds to the procedures outlined in the [Email Retention and Archiving Policy](https://communitydirectors.com.au/policies/email-retention-and-archiving-policy).
* Conforms to the practices for file management and storage outlined in the [Technology Procedures Manual] (if applicable).
* Incurs no additional expense for [Name of Organisation].
* Violates no laws.
* Does not compromise any of the confidentiality requirements of [Name of Organisation].
* Does not fall under any of the “unacceptable use” clauses outlined below.

Examples of what would be considered reasonable personal use are:

* Conducting a brief online banking transaction, or paying a bill.
* Checking social media during lunchtime.
* Sending a brief personal email or text or making a brief personal phone call.

Permitted extended personal use

There may be times when Workers need to use the internet or email for extended personal use. An example of this could be when a Workers member needs to use the internet to access a considerable amount of material related to a course they are undertaking. In these situations, it is expected that:

* The Workers member advises and negotiate this use with their manager beforehand to obtain the manager’s approval;
* The time spent on the internet replaces all or part of a Workers member’s break/s for that day, or that they adjust their timesheet accordingly for that day.

Access to electronic data

[Name of Organisation] may need to access any and all Electronic Media Systems and Associated Tools. [Name of Organisation] may authorise Workers to inspect any files or messages recorded on its electronic media at any time for any reason. [Name of Organisation] may also recover information that a user has attempted to delete, and Workers should not assume that such data will be treated as confidential.

Unacceptable use

Workers may not use Electronic Media Systems and Associated Tools provided by [Organisation] to:

* Create or exchange messages that are offensive, harassing, obscene or threatening.
* Visit websites containing objectionable (including pornographic) or criminal material.
* Exchange any confidential or sensitive information held by [Name of Organisation] (unless in the authorised course of their duties).
* Create, store or exchange information in violation of copyright laws (including the uploading or downloading of commercial software, games, music, or movies).
* Undertake internet-enabled gambling or gaming activities.
* Conduct a business or side-project.
* Conduct any illegal activities.
* Conduct any activities that are not in line with [Name of Organisation]’s values.
* Create or exchange advertisements, solicitations, chain letters or other unsolicited or bulk email.
* Play games.

Security

Workers must ensure that when not in use, Associated Tools are locked and stored securely. For security reasons, tools should not be left unlocked or unattended in public for any reason. Workers must not leave Associated Tools in a locked vehicle unless [Name of Organisation] has provided prior written approval for this to occur.

### Breach of this policy

Any breach of this policy may result in disciplinary action up to the immediate termination of a Worker’s engagement or employment.

Other disciplinary action that may be taken includes, but is not limited to, issuing a warning, suspension or disconnection of access to internet, email and computer use (whether permanently or on a temporary basis)., and withdrawal of access to and use of Associated Tools.

### Above and beyond provisions

Below is a list of provisions that go beyond the minimum and thus may help your organisation move into “Employer of Choice” territory. Consider if any of these might be appropriate for your organisation. Delete or include these provisions as appropriate for your organisation.

* Who will be responsible for loss, damage or theft of associated tools?
* Will you pay telecommunication bills?
* Will you pay for online subscriptions?
* Will you allow personal use of online tools for non-work purposes?

### Related Documents

* + [Email Retention and Archiving Policy](https://communitydirectors.com.au/policies/email-retention-and-archiving-policy)

## Acceptable Use of Electronic Media Procedures

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| --- | --- | --- | --- |
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### Responsibilities

It shall be the responsibility of the CEO to implement this policy and to report to the Board annually on its progress.

### Procedures

* All [Name of Organisation] staff shall, wherever feasible, have adequate support and training to provide services and information accessible to all people.
* [Name of Organisation] will ensure its programs are designed and constructed to provide equal access for all users.
* [Name of Organisation], in its role as an employer, will ensure all people have equal access to advertised positions, interviews, equipment, office accommodation, staff training and promotion.
* [Name of Organisation] shall, wherever feasible, assess proposals for any new (or revised) policies or programs for their direct impact on the lives of people from a range of cultural and linguistic backgrounds prior to any decision to pursue such proposals.
* Any new (or revised) policies or programs that impact in different ways on the lives of people from diverse cultural and linguistic backgrounds shall, wherever feasible, be developed by [Name of Organisation] in consultation with people from those backgrounds.
* [Name of Organisation] shall, wherever feasible, for any new (or revised) policies or program initiatives have a communication strategy developed and sufficiently resourced to inform people from relevant cultural and linguistic backgrounds of these changes.
* [Name of Organisation] shall provide resources so that publicly available and accessible information on its policies and programs is where necessary communicated appropriately to people from a range of cultural and linguistic backgrounds, and especially to those identified as having an elevated level of non-compliance.
* [Name of Organisation] shall institute complaints mechanisms that enable people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about its performance.
* [Name of Organisation] shall require that any agents, contractors, or partners of [Organisation] deliver outcomes consistent with this policy, and shall, in bidding for tenders or contracts, budget, where appropriate, for special provision for linguistic and cultural diversity.
* [Name of Organisation] shall, where necessary and feasible, provide for the special needs of clients from diverse cultural and linguistic backgrounds by providing language assistance with interpreters or facilitators.
* [Name of Organisation] shall, where necessary and feasible, provide for the special needs of clients in remote areas through developing outreach and community liaison arrangements.
* [Name of Organisation] shall consider cultural diversity issues in the design and delivery of any training programs it provides.
* [Name of Organisation] staff shall, where necessary, receive ongoing cultural diversity training so that they develop knowledge and skills to work effectively from a cultural framework.
* [Name of Organisation] shall, where necessary and feasible, provide information in languages other than English, and through print, electronic media, and disability-appropriate methods of communication.
* [Name of Organisation] shall, where appropriate, consult with other providers and government agencies to ensure co-ordination of services appropriate to clients' needs.
* [Name of Organisation] shall promote diversity in the membership of its boards, committees and working groups.
* [Name of Organisation] shall keep in its client data collection record, where appropriate, such data as birthplace; whether a person's first language spoken was English; Aboriginal or Torres Strait Islander background; Australian South Sea Islander background; date of birth; year of arrival in Australia; birthplace of parents; sex; and religion (the collection of data will not always include all these items, as the relevance of these data items will vary depending on the service delivery context).

[Name of Organisation] shall protect the privacy of individual clients when collecting this data. Consideration will be given to:

* Collecting only data essential to the service delivery or evaluation purpose;
* Guaranteeing anonymity; and
* Ensuring that all data collection proposals are non-intrusive.

### Related Documents

* [Affirmative Action Policy](https://www.ourcommunity.com.au/files/policybank/AffirmativeActionPolicy2015.doc)
* [Email Retention and Archiving Policy](https://communitydirectors.com.au/policies/email-retention-and-archiving-policy)