

# DOCUMENT HRG002

## Information Communication Technology Guidelines

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### 1 COMMUNITY CONNECTION INCORPORATED'S POSITION

To help you to do your job, Community Connection Incorporated may give you access to computers, computer files, an email system and software. You may not password protect any file on our systems without authorisation from the Manager/Management Team. To make sure that all employees follow this guideline, we retain the right to monitor computer and email usage. All email is the property of Community Connection Incorporated.

We try very hard to have a workplace that is free of harassment, maintains the dignity and respects the diversity of our employees, individuals and families which follows through to our use of information communication technology (ICT.) We do not allow our technology to be used in ways that can cause disruption, offence to others or that can be construed as harmful to morale.

At Community Connection Incorporated you may not display, download or email sexually explicit images, messages or cartoons. You may not use ICT for ethnic slurs, racial comments, off-colour jokes or anything that another person might consider to be harassment or bullying.

#### 2.1 When does this Guideline Apply?

This guideline applies to you when you engage in using our ICT equipment including social media, email and internet activities in the following circumstances:

- While you are performing work for Community Connection Incorporated regardless of where it is performed;
- When you use Community Connection Incorporated's IT systems or equipment, even if you are engaging in personal use;
- When you convey information about Community Connection Incorporated or a stakeholder. (Stakeholder means a person or entity that is, was or is a prospective individual/family member, service provider, employee, committee member or contractor in relation to our organisation.

**Note. This guideline also applies to organisation mobile telephones when used for texting, social media, email and internet communication.**

This guideline supersedes any previous guideline, policy and/or procedure that may have been in operation within Community Connection Incorporated. with relation to ICT.

### 3 PURPOSE

Due the rapid expansion of ICT and application of social media within our community, Community Connection Incorporated recognises the need to have guidelines which ensure that employees, who use ICT either as part of their job, or in a personal capacity, have direction about the organisation's expectations.

Community Connection Incorporated's perspective is designed to protect the interests of the people we support, the organisation and its employees.

### 4 PROCEDURE/EXPECTATIONS

#### 4.1 Official Communications

When communicating whilst in the capacity of an employee of Community Connection Incorporated or on behalf of Community Connection Incorporated it is expected that you:

- Engage in open and honest communication.
- Be respectful of all individuals and communities with which you interact.
- Be polite and respectful of others' opinions, even in times of heated discussion and debate.
- Adhere to the "Terms Of Use," and seek to conform to the cultural and behavioural normalities, of any communication platform being used.
- Respect copyright, privacy, confidentiality, financial disclosure and other applicable legislative requirement when communicating.
- Before speaking on behalf of Community Connection Incorporated on any media platform, approval must be given by the Manager/Management Team or the Management Committee.

#### 4.2 Social Media

##### 4.2.1. **Social Media Activity**

Social Media Activity includes:

- Interacting with social networking sites, e.g. Facebook, Twitter, LinkedIn, Tumblr, Yammer etc.
- Interacting with video and photo sharing websites, e.g. Flickr, YouTube, Instagram, Pinterest etc.
- Interacting with blogs, including corporate blogs and personal blogs.
- Interacting with blogs hosted by media outlets, e.g. "comments" or "your say" feature on theage.com.au etc.
- Micro-blogging, e.g. Twitter etc.
- Interacting with forums, discussion boards, groups, e.g. Google groups, Whirlpool etc.
- Online multi-player gaming platforms, e.g. World of Warcraft, Second Life etc.
- Instant messaging (including SMS and MMS.)

##### 4.2.2. **Social Media Risks**

Posting or sharing information on social media and online generally is not like having a verbal conversation with a person or group of people. This equally applies to any posts you make regarding your work.

“Conversations” or posts online are in electronic form and have a potentially wider circulation than a personal discussion. The nature of social media platforms means that comments might easily be forwarded on to others, widening the audience for their publication. Even if you limit the privacy settings on your social media platform to your “friends” or “contacts,” your “friends” or “contacts” might include individual stakeholders.

Further, social media platforms leave an often permanent written record of statements and comments by people. These can be read at any time in the future until they are taken down, and because of the nature of the Internet, it can be difficult (if not impossible) to remove information.

At Community Connection Incorporated we respect your right to use social networking sites as a medium for your personal communication and self-expression. However, you should exercise considerable care in using social networking sites and be aware that making comments or conducting conversations that relate to COMMUNITY CONNECTION INCORPORATED or stakeholders can affect our reputation and business.

#### **4.2.3 Unacceptable Use**

When using social media you must not:

- Disclose or use information that is confidential to Community Connection Incorporated.
- Post anything which Community Connection Incorporated or any other person has intellectual property rights.
- Convey anything that would allow a reasonable person to ascertain the services and work being performed by Community Connection Incorporated (whether by you or any other person) and/or the identity of a stakeholder and the fact that they have (or had) a relationship with us.
- When using our ICT systems, use any other persons ID or logon details or otherwise impersonate any other person.
- Disparage, criticise or show disrespect for any stakeholder.
- Discriminate, harass, bully or victimise any stakeholder
- Engage with your personal social media forums during paid work time

If you become aware of unacceptable use of social media as described above, you must notify the Manager/Management Team immediately.

### **4.3 Electronic Mail (E-Mail)**

#### **4.3.1. E-Mail Activity**

E-mails sent or received on the e-mail system form part of the official records of the organisation; they are not private property. Community Connection Incorporated does not recognise any right of employees to impose restrictions on disclosure of e-mails within the organisation. E-mails may be disclosed under the Freedom of Information Act, as part of legal proceedings (e.g. tribunals) and as part of disciplinary proceedings.

#### **4.3.2 Unacceptable Use**

When using our email, users must not:

- Disrupt the organisation’s wider ICT systems or cause an increase for significant resource demand in storage, capacity, speed or system performance e.g. by sending large attachments to a large number of recipients.

- Harm the organisation's reputation, bring the organisation into disrepute, incur liability on the part of Community Connection Incorporated or adversely impact the organisation's image.
- Use e-mail for the creation, retention or distribution of disruptive or offensive messages, images, materials or software that include offensive or abusive comments about ethnicity or nationality, gender, disabilities, age, sexual orientation, appearance, religious beliefs and practices, political beliefs or social background. Employees who receive email with this content from other employees of the organisation should report the matter to the Manager/Management Team.
- Send e-mail messages that might reasonably be considered by recipients to be bullying, harassing, abusive, malicious, discriminatory, defamatory and libellous or contain illegal or offensive material, or foul language.
- Upload, download, use, retain, distribute or disseminate any images, text, materials or software which might reasonably be considered as indecent, obscene, pornographic, or illegal.
- Engage in any activity that is likely to:
  - Corrupt or destroy other users' data or disrupt the work of others
  - Waste staff effort or organisation resources, or engage in activities that serve to deny service to other users
  - Be outside of the scope of normal work-related duties – e.g. unauthorised selling/advertising of goods and services
  - Affect or have the potential to affect the performance or damage or overload the organisation system, network, and/or external communications in any way.
  - Be a breach of copyright or licence provision with respect to both programs and data, including intellectual property rights
- Send chain letters or inappropriate emails from Community Connection Incorporated.

If you receive improper e-mail from individuals inside or outside the organisation, you must notify the Manager/Management Team immediately.

#### 4.4 Internet

##### **4.4.1. Internet Activity**

Use of the internet by employees is encouraged where such use is consistent with their work and with the goals and objectives of the organisation in mind.

##### **4.4.2 Unacceptable Use**

When using the internet at work users must not:

- Participate in any online activities that are likely to bring Community Connection Incorporated into disrepute, create or transmit material that might be defamatory or incur liability on the part of the organisation, or adversely impact on the image of the organisation.
- Visit, view or download any material from an internet site which contains illegal or inappropriate material. This includes but is not limited to; pornography (including child pornography,) obscene matter, race hate material, violence condoning messages, criminal skills, terrorism, cults, gambling and illegal drugs.
- Knowingly introduce any form of computer virus into Community Connection Incorporated's computer network or ICT.

- Personal use of the internet must not cause an increase for the significant resource demand, e.g. storage, capacity, speed or degrade the system performance.
- Hack into unauthorised areas.
- Download commercial software or any copyrighted materials belonging to third parties, unless such downloads are covered or permitted under a commercial agreement or other such licence.
- Use the internet for personal financial gain.
- Use the internet for illegal or criminal activities, such as, but not limited to, software and music piracy, terrorism, fraud or the sale of illegal drugs.
- Use the internet to send offensive or harassing material to other users.

#### 4.5 Personal Communications During Work Time

Where possible, Community Connection Incorporated expects that employees will conduct their personal communication outside of work hours or during breaks. We acknowledge that personal communication is sometimes necessary for employees during working hours.

There is an expectation that during paid work time personal phone calls and text messages are to be kept to a minimum, be brief in duration and not interfere with the duties being performed.

If there is a personal emergency it is expected that the conversation would be as brief as possible so that the employee can contact the Manager/Management Team and arrange to be relieved of duties.

It is not acceptable for employees to be engaging with their personal social media forums during paid work time.

It is preferred that employees do not provide their work email address for personal contacts unless absolutely necessary. If personal emails are received there is an expectation that they be read and responded to in break times.

Use of the internet for personal reasons (e.g. online banking, shopping, information surfing etc.) must be limited, reasonable and completed only during non-work time – such as meal breaks.

Use of gambling sites and online auction sites is not permitted at Community Connection Incorporated.

#### 4.6 Assisting Individuals/Families with Internet/E-Mail/Social Media

The following guidelines are designed to direct Lifestyle Assistants in assisting individuals/families with downloading information and/or creating social media profiles like Facebook:

- Request permission with the individual/family before assisting them to access the internet or set-up or use social media.
- Request permission with the individual/family before assisting them to download programs to their ICT devices.
- When you write up information on behalf of the person you support, please avoid using the “first person” unless they are directly quoting what has been said. Please ensure that there is agreement with the individual/family about what is being written.
- Ensure that there is permission from the individual/family or the Guardian to take photographs and videos.
- Ensure that any photographs or video held on your electronic devices are passed on to family or Community Connection Incorporated and are then deleted from your device.

- Check with the family and Management Team for approval of the content or photographs that are being posted.
- All content and photographs should be carefully considered before posting to ensure that the image of the person with disability is shown in a positive light.
- Under no circumstances may employees make purchases on the internet on behalf of an individual or assist them in any way to make such a purchase without checking with the person, their family or the Management Team (whichever is appropriate)

#### 4.7 Surveillance

All resources belonging to Community Connection Incorporated, including computers, laptops, tablets, I-pads, mobile phones, wireless Wi-Fi modems, email and voicemail are provided for legitimate use. If there are occasions where it is deemed necessary to examine data beyond that of the normal business activity of the organisation then, at any time and without further notice, Community Connection Incorporated maintains the right to examine any systems and inspect and review all data recorded in those systems. This inspecting will be undertaken by authorised staff or contractors only. Any information stored on a computer, whether the information is contained on a hard drive, USB pen or in any other manner may be subject to scrutiny by Community Connection Incorporated. This examination helps to ensure compliance with internal policies and the law. It supports the performance of internal investigations and assists in the management of information systems.

### 5. **CONTRAVENTION**

Any breach of these guidelines will be treated as a serious matter and may result in disciplinary action depending on the level and nature of the breach. Disciplinary action that may be taken includes, but is not limited to, issuing a formal warning, directing people to attend mandatory training, suspension from the workplace and/or permanently or temporarily denying access to all or part of Community Connection Incorporated's communication information technology and termination of employment. Community Connection Incorporated may request that you delete any information contained on a social media platform that is in breach of this guideline. Where appropriate, breaches of the law will be reported to the police.

### 6. **RESPONSIBILITIES**

All Employees will:

- Ensure they are aware of these guidelines and are operating within them.
- Report any suspected breaches of these guidelines to the Manager/Management Team.
- Report any suspected misuse of Social Media and/or the internet to the Manager/Management Team.

The Manager/Management Team will:

- Implement and communicate these guidelines.
- Apply the relevant policies and disciplinary procedures in the event of breaches.
- Report to the Management Committee any significant instances of a breach of these guidelines.