



Upper Great Southern Family Support Association Inc

Policy On
**INTERNET, EMAIL AND
PHONE SYSTEMS**

Date Adopted: November 2010

Date Revised: March 2013

Review Date: March 2014



**Upper Great Southern Family Support Association Inc.
Policies and Procedures**

Policy and Procedure: Internet, Email & Phone Systems	Date Adopted: November 2010
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RELATED DISABILITY SERVICE STANDARDS: 4,5,6	Review Date: March 2014

Internet, Email & Phone Systems

Purpose of this Policy

This policy sets out guidelines for acceptable use of the Internet, Email and phone systems by employees and volunteers.

It is the objective of Upper Great Southern Family Support Association Inc (UGSFSA) to ensure that the use of internet, e-mail and phones (including, but not limited to Facebook, Twitter, MySpace, MSN Messenger, and the like) by its employees and volunteers does not cause any physical or psychological damage to any employees, clients or the organisation itself.

The Policy

The Internet and E-mail are important research and communication tools for employees and volunteers. Employees and volunteers may not use the Internet access provided by UGSFSA in such a way as to significantly interfere with the duties of their employment/services, or to decrease their performance or to expose this organisation to significant cost or risk of liability.

The following policy must be observed by all employees and volunteers of UGSFSA at all times;

It is understood that:

- All e-mails are the property of UGSFSA
- All phone calls are to be business based. UGSFSA will allow the use of phones for personal emergency situations
- Management can access all e-mails when required
- UGSFSA's internet/e-mail system is not to be used to access, distribute or download inappropriate material.
- Breach of the Internet/e-mail and phone policy will result in disciplinary action as follows:
 - one written warning

- or may lead to instant dismissal

Responsibilities

Management:

- Management will monitor its computer system including internet use and e-mail sent and received by employees.
- Counsel and discipline employees who breach company policy and procedure.

Employees:

- Employees will notify the sender of any inappropriate material that it is breaching UGSFSA company policy
- Employees will not download, store, send or forward inappropriate material.

Definitions

Inappropriate material is defined as:

- pornographic material
- hate mail
- harassing, threatening or abusing
- discriminatory
- unsolicited and or false advertising
- fraudulent and/or defamatory information
- copyright violations
- trademark, trade name, or users mark violations
- trade secret violations
- obscenity

Procedures

1. Employees are not to download software or up-dates unless first cleared by Management and are appropriately assessed for possible incoming virus issues.
2. Employees are not permitted to utilise any form of media (including electronic) to make comment on UGSFSA, unless otherwise authorised.
3. Employees are not permitted to disclose confidential information via any means, including electronic media at all times.
4. Failure to comply with this policy is considered misconduct and will result in disciplinary action which may include termination depending on the severity of the breach.

5. No access to facebook, twitter, MSN Messenger or other social media websites during work hours.
6. Breaches relating to obscene, harassing or discriminating content are considered to be serious misconduct and may result in termination without notice.

Review of the Policy

This policy will be reviewed on an annual basis. However, is at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately and amended accordingly.