

Introduction

Internet connectivity presents Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) with risks that must be addressed to safeguard the organisation's vital information assets.

This policy is designed to provide guidelines and expectations to EL and LAAS employees and volunteers in the use of company internet, personal social media platforms and other communications technologies as it relates to their work with our organisation and our Customers/Clients.

Access to the Internet will be provided to users to support business activities. EL and LAAS may monitor internet and account usage at any stage for the purposes of ensuring network security, productivity and the appropriate usage of company resources.

This document complies with NDIS 2018, standard 1.3 Privacy and Dignity and 2.2 Risk Management, and ACIS 2013, section 1.4 Confidentiality and 2.2 Risk Management. This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

Definitions

Social media - Social media includes the various online technologies that enable people to communicate, share information and resources easily via the internet. Social media can include text, audio, video, images, podcasts, and other multimedia communications. This includes, but is not limited to, channels such as Twitter, Facebook, Snapchat, Facebook Messenger and YouTube.

Principles

EL and LAAS allows employees to access the internet for business related matters. Using the internet to search for other materials places the organisation at risk and has the potential to expose our system to compromise from external sources and damage the reputation of employees, the Board and our Customers/Clients.

Access to the Internet that is inconsistent with business needs may adversely affect productivity. Additionally, the company may face loss of reputation and possible legal action through misuse.

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INTERNET and SOCIAL MEDIA POLICY

All information found on the Internet should be considered suspect until confirmed by another reliable source. There is no quality control process on the Internet, and a considerable amount of its information is outdated or inaccurate.

EL and LAAS must protect the privacy and rights of all Customers/Clients and employees by maintaining strict confidentiality concerning all aspects of Customers/Clients' personal circumstances and employees' personal and employment details.

Sensitive business information must also be kept confidential and should not be disclosed to unauthorised persons.

It is important to understand that social media such as Twitter and Facebook are regarded by EL and LAAS as an alternative technology or medium by which this information could potentially be shared, in much the same way that email can be used.

Employees are responsible for upholding and maintaining the reputation of EL and LAAS when communicating using social media technologies either in a personal capacity or via the EL and LAAS social media channels. This includes when employees and volunteers communicate with each other and / or with Customers/Clients via the Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service Facebook page, Coordinator Profile Page, or Facebook Messenger.

Communication via these media becomes part of the public domain and therefore any private or confidential information or even personal opinions shared using these media may be viewed as a breach of this protocol.

Confidential information and materials include:

- Information which if released, can damage the reputation of EL and LAAS or embarrass the organisation
- Customer/Client information
- Employee information
- Financial information
- Use of the EL and LAAS logo
- Sensitive business information (eg. policies, procedures)

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INTERNET and SOCIAL MEDIA POLICY

Privacy

Any private or confidential information divulged using social media channels that breaches these policies will result in disciplinary action. EL and LAAS reserves the right to search and review any social media content that is publicly available.

Often opinions are expressed on these sites that do not breach EL and LAAS confidentiality or privacy policies, but can be interpreted as pertaining to EL and LAAS. A simple explanatory statement such as 'Only sharing my own views' is required in this instance.

ICT Usage and Security

Social media should not be accessed from any EL and LAAS computer unless specifically authorised by Senior Management.

Cyber Bullying and Harassment

Any harassment or cyber-bullying of EL and LAAS employees or volunteers using social media technologies will not be tolerated and disciplinary action will be taken in accordance with harassment and conduct policies.

Any breach of this protocol is to be immediately reported to the appropriate manager and will be dealt with as per Q110 Confidentiality and Q108 Privacy Policies

Responding to posts on the Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service Facebook page

The Marketing and Communications team is responsible for posting content to the EL and LAAS Facebook Page and overseeing responses to all comments and queries made to the Page.

Members of the Services Delivery Team may respond to service-related queries and comments. In these instances, The Service Delivery Team is also responsible for responding to all private messages sent to the Coordinator Profile page and any related posts.

All responses on social media platforms including but not limited to comments and messages, must be personalised by signing off with the employee's name.

No emoji images should be used other than the 'smiley face' emoji.