

Policy Name	Telephone, Internet and Computer & Social Media Usage Policy
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Policy Number **HR24**

Policy Name **Telephone, Internet, Computer & Social Media Usage Policy**

SUMMARY

West Daly Regional Council (WDRC) Telephones, Computer, Internet and Email Usage Policy clarifies the allocation of phones, mobile telephone allowances, iPads and computers to employees and elected members. The policy also sets the standard of behaviour expected during the use of West Daly Regional Council's computers, phone lines, mobiles telephones and iPads for all employees, elected members and contractors who are assigned as a user to WDRC's phone (landline and/or mobile) and computer network and/or assigned to contribute to external social networking sites associated with WDRC.

POLICY STATEMENT

1. Requirements for use of WDRC Telephone, Internet, Email and Computers

All users shall use their allocated username and password when accessing WDRC's computer network system and shall protect these login details to uphold the privacy and confidentiality of WDRC's records. Users will be prompted to change their password every 30 days.

Employees shall use the land line telephone for office use only.

All users allocated with WDRC electronic equipment shall handle and care for the equipment in a responsible and safe manner.

Darwin Office

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2. Telephone, Computer and Computer Network Usage

Users shall use WDRC land line telephones, computer networks and computers for business purposes.

Where personal use of a WDRC land line telephone and computer network has been granted by a user's supervisor, personal use shall be limited, reasonable and have no impact on the user's work performance or the performance of the entire network.

WDRC does not provide warranty or assurance of the confidentiality or privacy of personal information disclosed by a user while using a WDRC computer network for personal purposes.

The installation of personal software or internet downloadable software is not permitted on WDRC computers.

WDRC computer networks shall not be used to disclose any sensitive, confidential and/or unauthorised information. Offensive, obscene or pornographic material shall not be downloaded, viewed or distributed on WDRC's computer network. Computer networks shall not be used in a manner that will cause insult, intimidation or humiliation, a manner that is illegal, unlawful or inappropriate, a manner that affects the performance of WDRC's computer network.

3. Email Usage

All emails shall be written in a professional and appropriate manner that represents WDRC as a professional entity.

The following disclaimer is automatically included on the end of each email sent and it shall not be removed.

"This message contains privileged and confidential information intended only for the use of the addressee named above. If you are not the intended recipient of this message you are hereby notified that you must not disseminate, copy or take any action in reliance on it. If you have received this message in error, please notify West Daly Regional Council immediately."

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Any email that a user suspects to contain a virus, must not be forwarded or opened. The email should be reported immediately to IT or CouncilBiz help desk and the user's supervisor.

Should a user receive an email or text message with content that is in breach of any WDRC policy, the user shall forward it immediately to their supervisor and no one else and then delete the email or text message.

Any user shall not forward on chain emails or text messages.

Emails sent between staff members outside of normal business hours should only be done so in the case of urgent council business and will not be seen as proof of a staff member working overtime unless they have prior approval in writing from their direct manager.

4. Internet Usage

Any user of the WDRC computer network shall not access any website containing offensive, obscene or pornographic material. Users shall not access websites that will cause insult, intimidation or humiliation. Websites shall not be accessed that contain illegal, unlawful or inappropriate material. Websites shall not be accessed that affect the performance or WDRC's computer network.

Administrators of WDRC website and social media websites shall only publish content that has been approved by the CEO or the CEO's delegates. Administrators shall ensure all content published on WDRC website or social media websites promotes the Council in an accurate and professional manner and no confidential or sensitive information is disclosed.

WDRC employees that have personal social media website accounts shall not use such media to disclose any information regardless of the nature of the information about WDRC at any time.

5. Issuing of Mobile Telephone Allowances, Satellite Phones and iPad

5.1 Employees

All mobile telephones, iPads, satellite phones and service numbers issued remain the property of WDRC and all mobile telephones, iPads, satellite phone issued shall be returned to WDRC at the conclusion of an employee's employment with WDRC.

The issuing of a mobile telephone allowance, iPads, satellite phones and services numbers is at the recommendation of the employee's direct manager and approval from the CEO or the CEO's delegate.

Based on job responsibilities, eligible employees may qualify for a non-taxable allowance to cover the business use of personal mobile phones. Recipients of the allowance have the following responsibilities:

- Purchase mobile phone service and equipment and assume responsibility for the vendor terms and conditions. The employee can select any service provider, plan and features that meet the requirements of the job responsibilities as specified by the employee's direct manager and that, at a minimum, meet the level of plan and services the allowance is intended to cover. The employee is responsible for plan choices, calling areas, service features, termination clauses and paying all charges associated with the mobile service and device.
- Purchase repair, maintain, issue and/or replace phone equipment and accessories, including lost, damaged or stolen equipment and accessories.
- Ensure the carrier selected has service in required usage areas.
- Establish himself/herself as the billing party. Regardless of cost, the employee is responsible for any additional expenses above the council's approved allowance.
- Notify your direct manager immediately if the eligibility criteria are no longer met, if your service is cancelled, or when your phone number, carrier or plan eligibility changes.

- Provide a copy of the billing statement upon request.

If the employee resigns, is terminated, changes job duties, no longer requires telephone services, or otherwise no longer qualifies for a telephone allowance, the employee's manager is responsible for advising the Manager Corporate. In the event that an employee leaves the position, he/she continues to be responsible for the contractual obligations of the mobile service plan.

Allowances for eligible employees are as follows:

Description	Allowance (per month)
Team Leaders	\$40.00
Supervisors	\$60.00
Managers	\$80.00
Director	\$100.00
CEO	\$120.00
Mayor	\$120.00
Deputy Mayor	\$80.00
Elected Members	\$40.00

5.2 Mayor and Deputy Mayor

The Mayor and Deputy Mayor may choose to be issued with a mobile phone and iPad in lieu of an allowance. The mobile phone and iPad will be on a Telstra Service Plan.

Once issued, the mobile phone and iPad becomes the property of the Mayor and Deputy Mayor. The Mayor or Deputy Mayor are not required to return the mobile phone or iPad at the conclusion of their term on Council. Should the mobile phone or iPad become damaged, lost stolen or misplaced as a result of misuse or negligence, it shall be the Mayor or Deputy Mayor's responsibility to replace the mobile phone or iPad.

Upon the departure of Mayor or Deputy Mayor from the Council either the sim card from the mobile phone and iPad will be returned and/or the account will be closed.

5.3 Elected Members

All elected members may request to be issued with a mobile phone and service in lieu of an allowance. The mobile phone will be on a Telstra Service Plan to the value of \$40.00 per month.

Once issued, the mobile telephone becomes the property of the Elected Member and the Elected Member is not required to return the mobile telephone at the conclusion of their term on Council. However, should the mobile telephone become damaged, lost, stolen or misplaced as a result of misuse or negligence, it shall be the Elected Member's responsibility to replace the mobile telephone.

Upon the departure of an Elected Member from the Council either the sim card from the mobile phone will be returned and/or the account will be closed.

6. Council provided mobile phone exceptions

Council will not purchase mobile telephones or services for employees who are in receipt of a telephone allowance. Council understands that there are however circumstances where a service department may require a shared mobile telephone/service. All requests must go through the approval process and services and equipment must be obtained through the Darwin Office. Where exceptions have been approved, the phone is to be used for business purposes only in line with Clause 2 of this policy. Council reserves the right to seek reimbursement for personal usage.

7. Mobile Telephone/iPad Usage

Any employee and/or Elected Member assigned with a mobile telephone shall be responsible for the mobile telephone that is assigned to them. If the mobile telephone is shared, it remains the responsibility of the Manager. WDRC issued mobile phones shall be used for work purposes only. Should an employee either exceed their service allocation or receive a monthly statement that is excessive, the employee shall justify the increase of use to their direct manager and will be required to reimburse Council for any unjustified excessive use.

Mobile telephones will only be issued at the absolute discretion of the CEO or the CEO's delegate as Council's preferred option is for payment of an allowance in accordance with the above schedule.

Any WDRC employee or elected member using WDRC supplied mobile telephones/iPads shall not download any application containing offensive, obscene or pornographic material on the equipment assigned to them.

Employees at the time of departure shall erase all excess applications downloaded on the equipment and remove any non WDRC registered accounts from the device.

8. Safe Use of Mobile Telephones/iPads

Mobile telephones/iPads are to be used in a safe manner. A mobile telephone (including SMS text messaging) is not to be used in the following situations:

- Whilst driving (unless using a hand free system). It is an offence in the Northern Territory to use a mobile phone whilst driving;
- Whilst refuelling a vehicle, plant or equipment;
- Whilst dealing with chemicals;
- Whilst using any equipment or machinery.

9. Violations

Violations of the Telephones, Internet, Email and Computer Usage Policy will be dealt with in accordance to the nature and severity of the specific violation. An employee or Elected Member who violates the Telephones, Internet, Email and Computer Usage Policy will be subject to disciplinary action under Council's Code of Conduct and Member's Code of Conduct.

Council reserves the right to revoke the use of any WDRC computer network equipment, mobile telephones and iPads at any time.

TERMINOLOGY AND REFERENCES

REFERENCES

Information Act

Privacy Act

Local Government Act

FURTHER INFORMATION:

Chief Executive Officer

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