

Internet, Email & Social Media Usage

1. PURPOSE

The purpose of this policy is to define the appropriate uses of the internet, email, and social media by employees. Having such a policy helps to protect both The Junction and the employees from both inappropriate and, in some cases, illegal use.

Related documents	
Related policies and procedures, how-to task lists, forms, registers, or other organisational documents of The Junction	
Other standards	<ul style="list-style-type: none"> • NDIS Practice Standards • National Mental Health Standards • The International Standards for Clubhouse Programs
Legislation or other requirements	<ul style="list-style-type: none"> • Work Health and Safety Act 2011 • Work Health and Safety Regulation 2011 • Online Safety Act 2021

2. Scope

This policy applies to all employees, members, contractors, volunteers, and visitors involved in the operations of The Junction Clubhouse Cairns Ltd.

3. Policy Statement

Use of the internet, email, and social media is permitted and encouraged where such use supports the vision, mission, and values of The Junction. However, access is a privilege, and all employees must adhere to this policy. The Junction is committed to ensuring that employees are aware that browsing or downloading certain files is prohibited by law.

Violation of this policy could result in disciplinary and/or legal action leading up to and including termination of employment. Employees may also be held personally liable for damages caused by any violations of this policy.

4. Procedures

4.1 Internet Use

The Junction's internet users are expected to be familiar with and comply with this policy and are also required to use their common sense and exercise their good judgement while using internet services.

The internet is provided by The Junction for business use. Limited private use is permitted if the private use does not interfere with a person's work and that inappropriate or illegal sites are not accessed e.g., pornography or gambling sites. The Director of Operations and/or the Board has the right to access the system to check if private use is excessive or inappropriate.

Failure to comply with these instructions may be an offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may

Internet, Email & Social Media Usage

include dismissal. Employees need to be aware that some forms of internet conduct may lead to criminal prosecution.

4.2 Email Use

Email facilities are provided for formal business correspondence. The following instructions apply to all users of email:

1. Limited use of email is allowed if it does not interfere with or distract from an employee's work. However, the Director of Operations has the right to access incoming and outgoing email messages to check if an employee's usage or involvement is excessive or inappropriate
2. Care must be taken to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up and archived
3. Non-essential email, including private messages, should be deleted regularly from the 'sent items', 'inbox' and 'deleted items' folder to avoid congestion
4. All emails sent must include the approved business disclaimer
5. No material is to be sent as an email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of The Junction in the community or to its relationship with employees, members, suppliers and any other stakeholders
6. Email must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, discriminatory, involves the harassment of others or concerns personal relationships
7. The email records of other persons are not to be accessed except by the Director of Operations (or persons authorised by the Director of Operations) ensuring compliance with this policy. Access in each case will be limited to the minimum needed for the task
8. When using email, a person must not pretend to be another person or use another person's computer without permission
9. Excessive private use, including mass mailing, 'reply to all' etc. that are not part of the person's duties, is not permitted
10. Failure to comply with these instructions is considered misconduct and will be investigated. In serious cases, the penalty for breach of policy, or repetition of an offence, may include dismissal and/or legal action.

4.3 Social Media Use

The Junction expects its employees to maintain a certain standard of behaviour when using social media for work or personal purposes. This policy applies to all employees, members, contractors, and subcontractors of The Junction who contribute to or perform duties such as:

- Maintaining a profile page for The Junction on any social or business networking site (including but not limited to LinkedIn, Facebook, Instagram, TikTok or Twitter)
- Making comments on such networking sites for and on behalf of The Junction
- Writing or contributing to a blog and/or commenting on other people's or businesses' blog posts for and on behalf of the Junction
- Posting comments for and on behalf of The Junction on any public and/or private web-based forums or message boards or other internet sites.

Internet, Email & Social Media Usage

This policy also applies to all employees, volunteers, members, contractors, and sub-contractors of The Junction who:

1. Have an active profile on a social or business networking site such as LinkedIn, Facebook, Instagram, TikTok or Twitter
2. Write or maintain a personal or business blog
3. Post comments related to The Junction on public and/or private web-based forums or message boards or any other internet sites.

No employee, member, volunteer, contractor, or sub-contractor of The Junction is to engage in social media as a representative or on behalf of The Junction unless they first obtain the Director of Operations written approval.

If an employee, member, volunteer, contractor, or sub-contractor of The Junction is directed to contribute to or participate in any form of social media related work, they are to act in a professional manner always and in the best interests of The Junction.

All employees, volunteers, contractors, or sub-contractors of The Junction must ensure they do not communicate any:

- Confidential information relating to The Junction or its members, business partners or suppliers
- Material that violates the privacy or publicity rights of another party
- Information, (regardless of whether it is confidential or public knowledge), about members, business partners or suppliers of The Junction without their prior authorisation or approval to do so; on any social or business networking sites, web-based forums or message boards, or other internet sites.

The Junction acknowledges its employees, contractors and sub-contractors have the right to contribute content to public communications on websites, blogs and business or social networking sites not operated by The Junction. However, inappropriate content on such sites has the potential to cause damage to The Junction, as well as its employees, members, business partners and/or suppliers.

For this reason, all employees, contractors, and sub-contractors of The Junction must agree to not publish any material, in any form, which identifies themselves as being associated with The Junction or its members, business partners or suppliers.

All employees, members, volunteers, contractors, and sub-contractors of The Junction must also refrain from posting, sending, forwarding, or using, in any way, any inappropriate material including but not limited to material which:

- Is intended to (or could possibly) cause insult, offence, intimidation or humiliation to The Junction or its members, business partners or suppliers
- Is defamatory or could adversely affect the image, reputation, or viability of The Junction, or its members, business partners or suppliers
- Contains any form of confidential information relating to The Junction, or its members, business partners or suppliers

Internet, Email & Social Media Usage

All employees, members, volunteers, contractors, or sub-contractors of The Junction must comply with this policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action and/or legal action that may include termination of employment or, (for contractors and sub-contractors) the termination of non-renewal of contractual arrangements.

The Junction Clubhouse Cairns Ltd (The Junction) – Internet Email and Social Media Usage Policy		
Document number: JQS.P6.13 v2	Authorised by: The Director	Date adopted: 26/06/2018
Date last reviewed: 07/09/2023	Reviewed by: Quality Review Panel	Date of next review: 07/09/2025