



Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation

**Date of last amendment : 11/10/2022**

## Electronic Communication Policy

The purpose of this policy is to ensure the proper use of Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation's e-mail and internet systems. It sets out the appropriate standard of behaviour for all employees accessing on-line services, including the internet and email.

Breach of this policy may result in disciplinary actions. In cases of serious breaches, such as accessing sexually explicit material from the internet, the employee(s) involved will be dismissed.

### **Use of company electronic resources:**

Employees at Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation are provided with Internet access and e-mail for legitimate business purposes only. Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation will allow limited reasonable personal use such as internet banking and family and social communication. Any excessive use of personal e-mails and personal internet usage will result in disciplinary action.

### **Web restrictions:**

The company has enforced restrictions on certain web categories that will be monitored by department heads.

Unrestricted access is allowed outside of standard business hours and during the lunchtime period (e.g. from 12:00pm to 2.00 pm). If any access is required within business hours to these sites, employees must obtain approval from their direct manager. If internet usage is deemed excessive or the content inappropriate, Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation may at its discretion, restrict internal access to designated websites such as Facebook, YouTube, Twitter.

### **Company's right to access:**

All email (including inbound, outbound and internal) in the Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation mail system form part of the company's official company records and are owned by Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation. The Company reserves the right to monitor or gain access to an employee's electronically stored information including e-mail, voice-mail and any documents stored within the file system in order to check that standards and company policies are adhered to.

As far as is reasonably possible, Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation will respect the privacy of individuals in the application and enforcement of this policy.

Only the Director or authorised senior manager has the right and authority to gain or delegate access to an employee's electronically stored information.

Note also that e-mail can be subject to court orders for production as evidence in the course of litigation.

If an employee is absent from work on any type of leave their e-mails should/will be forwarded to either their direct manager or another person within the same department for business

purposes.

### **Monitoring of e-mail and internet usage:**

The use of the internet and e-mail content will be monitored by our outsourced IT department on a regular basis in order to maintain the security of our IT systems. Where any alleged breach of this policy has taken place, evidence will be forwarded to the Director or authorised senior manager for further investigation.

The content and use of email must comply with Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation's policies on discrimination and harassment (that is, emails must not exhibit discrimination on the grounds of Sex, Race, Marital Status, Pregnancy, Political Conviction, Religious Conviction, Impairment, Mental Health, Family Responsibility or Family Status, Age, and Sexual Preference, and must not be harassing), and all other applicable policies, regulations and Laws.

Sending material which may offend others due to their gender, sexuality, religion or ethnicity may be deemed as harassment. This may leave the sender and/or company liable under anti-discrimination laws. Such behaviour is strictly forbidden and is not condoned. Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation will not support employees who engage in this activity.

All email communications are to be expressed with courtesy and professionalism. This applies to both internal and external communications.

### **The process for e-mail and internet usage:**

All employees at Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation will follow the process set below:

1. Only use the Internet and e-mail for legitimate business purposes related to their jobs. However, permission from their direct manager may be sought to use the Internet in non-work time for study, research, or other reasonable purposes.
2. Do not use company time and resources for personal gain.
3. Do not use the internet or email services to send offensive, defamatory, threatening, obscene, pornographic, discriminatory, insulting, or disruptive messages to other employees or to anyone outside the company.
4. Do not use the internet or email to send racially and/or sexually harassing messages or other illegal communications to other employees or to anyone outside the company.
5. Do not access, retrieve, view, download, print or send messages or attachments (including to home e-mail address), which include 'inappropriate material' at any time while you are on work premises, or while using company technology outside of work premises. Inappropriate material includes but is not limited to any material of a sexually explicit nature, racist or otherwise discriminatory or illegal material from the internet. This behavior is considered serious misconduct and will result in the instant dismissal of the employee(s) involved unless the employee is able to reasonably explain the occurrence as accidental or unintended.
6. Do not send chain mail in any format, including e-mail, gambling, jokes, games etc.
7. Do not, without express authority, access or hack any technology, whether owned by the company or by any other organization. This behavior is illegal, leaving employees liable

to criminal prosecution as well as disciplinary action by Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation.

8. Do not access other people's e-mail account without prior authorisation of the Director or authorised senior manager.
9. Do not use another employee's login details to gain unauthorised access to their technology, the internet or other on-line services.
10. Caution should be taken when sending confidential information via electronic communication, all private & confidential material/content must be encrypted.
11. Do not use the Internet for the creation of legal or contractual obligations unless specifically authorised by the Director or authorised senior manager.
12. Do not connect to personal Internet or on-line services (i.e. Personal email accounts, on-line dating services) during business hours.
13. Do not intentionally distribute any viruses that could compromise technology whether owned by the company or any other organisation.
14. Do not disclose Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation's confidential information or intellectual property
15. Do not respond to external requests for company information or complaints through email unless you have specifically been authorised to do so.
16. Do not send, forward, print or retrieve any materials or data which does not comply with Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation's policies and procedures (including EEO Policy) or which is contrary to Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation's best interests.
17. Employees or authorised users at Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation must ensure that upon receiving offensive or inappropriate material via email they immediately delete it from the system.
18. Do not correspond with direct competitors of Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation outside of the interests of Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation.
19. The use of e-mail or Internet must not interfere with the employee's work obligations.
20. You must obey copyright laws.
21. The name, logo or trademark of Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation may not be used to imply endorsement by Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation without explicit permission of their manager or their delegated nominee and will be subject to style guidelines.

Email is provided primarily for work purposes, and all communications undertaken are official Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation records. Employees should recognise that:

1. If the message is highly sensitive or confidential, employees should use a more secure medium
2. Sending email from Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation is the same as sending a letter on Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation's letterhead. Consequently, employees should ensure that they do not disseminate anything that might harm the reputation of Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation.

## **Responding to inappropriate material:**

On occasion inappropriate material may be sent to you via your e-mail account. Although you may be unable to control the sending of such material, you must discourage it by responding as follows:

***“Please do not send me this type of material again. The contents of this email do not comply with Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation’s e-mail policy. In sending me this e-mail you are breaching Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation’s Policy and putting me in risk of doing so. A breach of the e-mail policy has serious consequences”.***

## **Dealing with Phishing and other Scam emails:**

To ensure that we continue to protect our organisations data and our clients data we must stay vigilant when accessing content sent to us via email/SMS and other messaging services, from unknown sources. You must ensure you follow the below steps to protect our organisation from phishing attempts:

- Don’t click on links in emails or messages, or open attachments, from people or organisations you don’t know.
- Before you click a link (in an email or on social media, instant messages, other web pages, or other means), hover over that link to see the actual web address it will take you to (usually shown at the bottom of the browser window). If you do not recognise or trust the address, try searching for relevant key terms in a web browser. This way you can find the article, video, or web page without directly clicking on the suspicious link.
- If you believe you have come across a phishing email raise it with your people leader prior to clicking through to any links within that email/SMS. Do not forward this email/text under any circumstances.

## **What to do if you think you have revealed confidential information**

If you believe you may have accessed a link within a phishing email raise it with your people leader immediately. All scams received are to be reported to the ACCC via the Scamwatch report a scam page. A report should also be lodged with the Australian Cyber Security Centre's ReportCyber. This is to be coordinated by the Director or authorised senior manager.

## **Discipline under this policy:**

Management of Deadly Inspiring Youth Doing Good Aboriginal & Torres Strait Islander Corporation has the responsibility of overseeing this policy. Supervisors and managers will ensure employees are compliant with all areas of this policy, including any disciplinary action resulting from non-compliance.