TNC POLICY

Policy Details

Title:	Electronic Media
Effective Date:	09-Dec-2024
Policy Owner:	Centre Manager
Applies To:	All staff and volunteers
Next Review Date:	31-Dec-2025

Purpose

This policy sets out the guidelines for acceptable use of electronic media and associated tools. Staff and volunteers are provided with these resources for the primary purpose of assisting them in carrying out their duties.

Context

This policy has been developed in alignment with the TNC Policy Framework.

TNC Policy Documents are developed to:

- Assist TNC to meet the objects of the organisation and manage risk effectively
- Assist TNC staff and volunteers in performing their duties
- Outline how TCNC will meet governance expectations
- Provide transparency and clarity to TNC staff and volunteers.

TNC is bound by the Australian Charities and Not-for-profits Commission Act 2012 (Cth) and regulated by the ACNC.

Definitions

Term	Explanation
ACNC	Australian Charities and Not-for-profits Commission
Associated Tools	Refers to technology required to access Electronic Media such as: • Computers • Phones • POS devices • Tablets.
BoM	Board of Management
Electronic Media	Includes, but is not limited to: • Email • Instant messaging and chat facilities (e.g. MS Teams) • Internet • Online discussion groups

Term	Explanation
	• SharePoint.
IT	Information Technology
MS	Microsoft
NFP	Not for Profit
POS	Point of Sale
TNC	Toukley Neighbourhood Centre

Overview

TNC recognises that staff and volunteers may need access to electronic media and associated tools to successfully fulfill their role. In addition, staff and volunteers should have access to reasonable personal use of these resources whilst working for TNC.

Principles

Policies always contain a set of principles that provide information relating to the rationale for the document. Staff and volunteers must consider and comply with these guiding principles when performing their duties.

Principle 1:   All TNC activities must be conducted using TNC accounts

TNC activities must be undertaken by suitably authorised and acknowledged staff and volunteers. The use of personal accounts, even if "TNC" is included in the account name, is unprofessional and carries risk and thus forbidden.

Specifically, this means:

- Everyone who requires access to technology for TNC purposes must be allocated a TNC email account.

  TNC has NFP licensing for Microsoft 365. Permanent staff will be allocated a TNC Business Premium license. The NFP grant allows for ten licenses, and this accommodates staff and some generic email addresses (admin, reception and some programs).

  All casual staff and volunteers with a requirement to access technology resources will be allocated a Business Basic license. The NFP grant allows up to 300 such licenses, which is more than sufficient for our uses.

  When staff and volunteers leave the organisation, their TNC email addresses must be cancelled within five working days.

- Access to online services / systems must be conducted with a TNC email address.

  This gives TNC IT Support control over who has access to these systems as these email addresses can be terminated if required.

  For clarity, access to online services / systems is not to be conducted using personal email addresses, or pseudo-TNC email addresses (e.g. TNC@gmail.com).

- Generic TNC email addresses are used for online services that require an account owner or where multiple people share the account. Generic TNC email addresses are also promoted externally to the organisation to remove the reliance on an individual (who may not be available, may have left the organisation or may have changed role).

  Examples:

  - TNC website should direct email enquiries to the generic TNC email address that is responsible for triaging enquiries.
  - Arlo Security system has an account owner to manage the subscription, cameras and monitoring schedule. The account used is a generic TNC email address. Individuals can be provided access to monitor cameras (using their TNC email addresses), but this access has more limited functionality.
  - TNC has a free NFP Canva for Teams license that allows TNC staff and volunteers to work collaboratively. Each user is invited into the TNC Team, using their TNC email address.

- There must be at least two people with access to a generic TNC email address to ensure timely responses.

Measurement Criteria

The measurement criteria to validate that this principle has achieved the desired outcomes are:

- Annual audit of TNC online services / systems

- No issues occur when people leave the organisation
- Termination of email accounts within the five-day standard.

Principle 2: TNC electronic media and associated tools must be protected

Specifically, this means:

- Abiding by the Cyber Security policy
- Physically securing associated tools when not in use
- Recording all associated tools in the Asset Register
- The use of USB storage devices is forbidden.

Measurement Criteria

The measurement criteria to validate that this principle has achieved the desired outcomes are:

- No cyber security incidents
- No loss of physical assets
- Annual audit of asset register.

Principle 3: Electronic media and associated tools are provided primarily for work-related purposes

TNC provides electronic media and associated tools to enable staff and volunteers to work productively. However, it is acknowledged that there are times when limited personal use is acceptable.

Limited personal use:

- Is infrequent and brief
- Does not interfere with the duties of the staff or volunteer and/or or their colleagues
- Does not interfere with the operation of TNC
- Does not compromise the security of TNC or of its systems
- Does not compromise the reputation or public image of TNC
- Does not impact on the electronic storage capacity of TNC
- Does not decrease network performance (e.g. large email attachments can decrease system performance and potentially cause system outages)
- Conforms to the practices for file management and storage of TNC
- Incurs no additional expense for TNC
- Violates no laws
- Does not compromise any of the confidentiality requirements of TNC.

Examples of what would be considered reasonable personal use are:

- Conducting a brief online banking transaction, or paying a bill
- Checking social media during lunchtime
- Sending a brief personal email or text or making a brief personal phone call.

Measurement Criteria

The measurement criteria to validate that this principle has achieved the desired outcomes are:

- Management confirmation that this principle is adhered to.

Principle 4: Electronic media and associated tools must not be used in ways that are unacceptable

Electronic media and associated tools must not be used to:

- Create or exchange messages that are offensive, harassing, obscene or threatening
- Visit websites containing objectionable (including pornographic) or criminal material
- Exchange any confidential or sensitive information held by TNC (unless in the authorised course of their duties)
- Create, store or exchange information in violation of copyright laws (including the uploading or downloading of commercial software, games, music or movies)
- Undertake internet-enabled gambling or gaming activities
- Conduct a business or side-project
- Conduct any illegal activities
- Conduct any activities that are not in line with TNC's values
- Create or exchange advertisements, solicitations, chain letters or other unsolicited or bulk email
- Play games.

Measurement Criteria

The measurement criteria to validate that this principle has achieved the desired outcomes are:

- Management confirmation that this principle is adhered to.

Principle 5: TNC provides appropriate training and support for provided electronic media and associated tools

Staff and volunteers who use electronic media and associated tools to perform their duties will be trained and able to access support to assist them in working productively and accurately.

Measurement Criteria

The measurement criteria to validate that this principle has achieved the desired outcomes are:

- Management confirmation that this principle is adhered to.

Change Control

Effective Date	Author	Approver	Comments
12-Dec-2023	Bronwyn Evans	BoM	Initial document
08-Apr-2024	Bronwyn Evans	BoM	Forbid the use of USB storage devices, action arising from Loyal IT Cyber Security Audit.
09-Dec-2024	Donna Tudman	BoM	Annual review and minor refinements to RACI

Toukley Neighbourhood Centre

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