

## ADM007- Computer, Telephones, Internet and Email Usage Policy

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### 1. POLICY CERTIFICATION

Policy title:	<b>Computer, Telephones, Internet and Email Usage Policy</b>
Policy number:	<b>ADM006</b>
Category:	<b>Policy</b>
Classification:	<b>Administration</b>
Status:	<b>Approved</b>

### 2. PURPOSE

The Roper Gulf Regional Council Computer, Telephones, Internet and Email Usage Policy clarifies the allocation of phones, mobile telephones, tablets and computers to employees and elected members. The policy also sets the standard of behaviour expected during the use of Roper Gulf Regional Council's computers, phone lines, mobile telephones and tablets for all employees, elected members, volunteers and contractors.

This policy ensures that all those using Roper Gulf Regional Council's computers, phones/mobiles and tablets shall be well informed and confident of their responsibilities whilst using computers, phones/mobile and connected record management systems as well as when making reference to Roper Gulf Regional Council on external websites, including social media websites.

### 3. ORGANISATIONAL SCOPE

This policy applies to all employees, elected members, contractors and volunteers of Roper Gulf Regional Council who are assigned as user to Roper Gulf Regional Council's phone (landline and/or mobile) and computer network and/or assigned to contribute to external social networking sites associated with Roper Gulf Regional Council.

### 4. POLICY STATEMENT

Roper Gulf Regional Council recognises the need of its employees, elected members, volunteers and contractors to have access to and use of computer network and telephone facilities in order to carry-out their duties in the Roper Gulf region effectively and to the highest quality. Furthermore, the *Local Government Act* and the *Information Act* both stipulate the requirement of electronic record management and availability of information to the public as essential to the operation of all Local Government bodies.

### 5. DEFINITIONS

Computer Network	includes but are not limited to desktop computers, laptop computers, mobile phones/smart phones, tablets and other means of accessing Roper Gulf Regional Council's internet services (outlook), electronic record management services (InfoXpert) and any other internet or computer facilities provided by Roper Gulf Regional Council.
Confidential Information	includes but is not limited to rate schedules, diaries, file notes, or any other material whether or not compiled or made by RGRC employees

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	as part of their employment
CEO	Chief Executive Officer
Elected Members	Elected Members of the Roper Gulf Regional Council
In-car Kit or Hands Free Kit	Accessory that allows the legal use of a mobile telephone whilst operating a vehicle.
Telephone	Will refer to a phone that uses a metal wire telephone line for transmission.
RGRC	Roper Gulf Regional Council
Recharge Voucher	A paper receipt detailing instructions of how to recharge and amount of Telstra pre-paid credit the receipt is worth.
Sensitive Information	any information (written or verbal) of a commercial, technical, personal (employee information), or financial type which is not publicly available.
Shall	will
Social Networking Sites	includes Facebook, Twitter, MySpace, YouTube and any other similar websites.
Statement	The monthly summary of all calls, text messages and associated charges for each mobile telephone service.
Smart Phone	A mobile phone that is able to perform many of the functions of a computer, typically having a relatively large screen and an operating system capable of running general-purpose applications.
User	a person granted a username and password to access the RGRC computer system including but limited to access to RGRC's record management systems and RGRC's social networking sites.

**6. PRINCIPLES**

**6.1. Requirements for Use of RGRC Telephone, Internet, Email and Computers**

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

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

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

### **6.2. Telephone, Computer and Computer Network Usage**

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

Where personal use of an RGRC 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 performance.

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

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

RGRC computer networks shall not be used to disclose any sensitive, confidential and/or unauthorised information. Offensive, obscene or pornographic material shall not be distributed on RGRC's computer network. Computer networks shall not be used to 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 RGRC's computer network.

### **6.3. Email Usage**

All emails shall be written in a professional and appropriate manner that represents RGRC correctly.

The following disclaimer is automatically included on the end of each RGRC sent. It shall not be removed.

*"The information contained in this message and any attachments may be confidential information and may be subject to legal privilege, public interest or legal profession privilege. If you are not the intended recipient, any use, disclosure or copying of this message or any attachments is unauthorised. If you have received this document in error, please advise the sender. No representation or warranty is given that attached files are free from viruses or other defects. The recipient assumes all responsibility for any loss or damage resulting directly or indirectly from the use of any attached files."*

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 RGRC 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.

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

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### 6.4. Internet Usage

Any user of the RGRC 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 of RGRC's computer network.

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

RGRC 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 RGRC at any time.

### 6.5. Electronic Record Management

Any important, confidential or sensitive information including any associated correspondence (emails inclusive) must be uploaded to InfoXpert to ensure a high standard of record management is achieved.

### 6.6. Service Provision of Mobile Phones and Tablets

All purchase negotiation, replacement and other matters surrounding mobile phones and Tablets will be carried by IT Department to ensure warranties and service standards are consistently applied.

Should a new mobile telephone service need to be created, new service requests will be directed through the business unit's director who will forward the request to IT management for action. Each business unit will be charged for the purchase of new mobile telephones and/or Telstra services. Any accessories including in-car kits are at the expense of the business unit.

Where mobile phone service needs adjustment, checking or advice, users should send requests to the IT Support at [it@councilbiz.nt.gov.au](mailto:it@councilbiz.nt.gov.au). The individual users shall be responsible for the day-to-day care and use of phones and tablets, subject to the provisions of this policy.

#### 6.6.1 Issuing of Mobile Telephones and Tablets:

##### *Employees*

All mobile telephones, Tablets, satellite phones and service numbers issued remain the property of Roper Gulf Regional Council; all mobile telephones/tablets issued shall be returned to RGRC at the conclusion of an employee's employment with RGRC.

The issuing of a mobile telephone and or tablet is at the Departmental Manager's recommendation and approval of relevant Director. While making recommendation Departmental Manager shall also mention if recommendation is for a normal phone or a smart phone.

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The Departmental Manager shall determine whether the mobile telephone and or tablet will be issued with a Telstra post-paid plan, Telstra pre-paid plan, or whether a shared business unit Telstra pre-paid mobile telephone would be more suitable for the unit's needs.

Satellite telephones shall be issued on a needs basis to the employees who are travelling into areas outside of mobile coverage by the Departmental Manager. Satellite telephones shall be used in the event of an emergency only.

In the event that the misuse of a mobile telephone is found, the RGRC employee will be responsible for the payment of the charges deemed excessive by the relevant Director.

It is the responsibility of the Departmental Manager to retrieve any mobile phone or accessory from departing employees and take any calls or messages that come through on that telephone.

### ***Mayor and Deputy Mayor***

The Mayor and Deputy Mayor shall be issued with a smart phone and a tablet on a Telstra post-paid plan.

Once issued, the smart phone set and tablet becomes the property of the Mayor or Deputy Mayor. The Mayor or Deputy Mayor does not require to return the smart phone set and tablet at the conclusion of their term on Council however should the smart phone or tablet become lost or stolen due as a result of misuse or negligence, it shall be the Mayor or Deputy Mayor's responsibility to replace the smart phone and or tablet.

Upon the departure of Mayor or Deputy Mayor from the Council, either the sim card from the smart phone and tablet will be returned or the account will be closed.

### ***Elected Members:***

All Elected Members may request to be issued a basic mobile phone on a Telstra pre-paid plan at the commencement of their term in Council.

Once issued, the mobile telephone becomes the property of the Elected Member; 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 lost, stolen or misplaced due as a result of misuse or negligence, it shall be the Elected Member's responsibility to replace the mobile telephone.

Elected Members shall have a maximum Telstra pre-paid credit limit of \$50.00 per month.

Entitled Telstra pre-paid credit will be distributed bi-monthly at Ordinary Meetings of Council in the form of Recharge voucher. The Elected Member shall advise if they require a credit recharge prior to an Ordinary Meeting of Council should they wish to receive a Recharge Voucher.

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### 6.7. Mobile Telephone/Tablet Usage:

Any employee and/or elected member assigned with mobile telephone or tablet shall be responsible for the mobile telephone or tablet that is assigned to them. If the mobile telephone is shared, it remains the responsibility of the Departmental Manager.

RGRC mobile telephones shall be used for work purposes only. It is inevitable that personal calls will be made, but due diligence should be applied and it should remain brief.

Should an employee either exceed their prepaid allocation or receive a monthly statement that is 'out of the ordinary', the employee shall justify the increase of use to their Departmental Manager.

### 6.8. Voicemail

All employees and elected members shall activate their voicemail function on their mobile telephone device to ensure all calls are captured.

Employees and elected members shall respond to voicemails within a timely matter.

### 6.9. Applications on Smart Phone and Tablets

Any RGRC employee or elected members using RGRC mobile phones/tablets shall not download any application containing offensive, obscene or pornographic material on the phones/tablets assigned to them.

Employees at the time of departure shall erase all excess application downloaded on phone/tablet and remove any non-RGRC registered account from the device.

### 6.10. Modems and Personal Hotspots

Modems shall remain as the responsibility of the Departmental Manager.

Modems and Hotspots are to be used only with RGRC computers, tablets and smart phones.

Modems and Hotspots are only to be used for work purposes. Employees are encouraged to use office wifi where available instead of modem or hotspot.

### 6.11. Asset Register:

Each business unit shall hold a current IT equipment register that details all mobile phone/tablets/modems/satellite telephones issued for that unit.

It is the responsibility of the business unit to ensure that IT and finance's records reflect the unit's mobile telephone issue register.

It is the responsibility of Governance Unit to ensure IT and finance's records reflect Elected Members mobile telephone records and registers.

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### **6.12. Faulty, Lost, Stolen or Misplaced Mobile Telephones**

In the event that a mobile phone has been stolen, the employee shall report the offence to the NT Police and then to their supervisor.

In the event that a mobile telephone is lost, stolen or misplaced, it is the responsibility of the employee or Elected Member that the mobile phone was allocated to immediately advise IT Management to have the service disconnected.

In the event of a faulty mobile telephone, the employee shall inform IT management for action.

Any lost, stolen, misplaced or faulty mobile phone shall be reported to the supervisor or to Governance Unit for Elected Members.

### **6.13. Safe Use of Mobile Phones/Tablets**

Mobile phones/Tablets are to be used in safe manner. A mobile phone (including SMS text messaging) is not to be used in following situations:

- Whilst driving, unless using a hands free system. It is an offence in the Northern Territory to use a mobile phone whilst driving due to the compromise it places on safety.
- Whilst refuelling a vehicle, plant or equipment.
- Whilst dealing with chemicals.
- Whilst using any equipment or machinery.

An employee and/or elected members allocated with mobile phone/tablets should make themselves familiar with the owner's guide and specifically the safety guidelines pertaining to its use.

### **6.14. Violations**

Violations of the Internet, Email and Computer Usage Policy will be dealt with in accordance to the nature and severity of the specific violation. An employee, elected member, volunteer or contractor who violates the 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 RGRC computer network equipment, mobile phone and tablets at any time.

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**7. REFERENCES**

Acknowledgements (original author/source documents)	
Related Policies	<ul style="list-style-type: none"> <li>• RGRC Style Guide</li> <li>• ADM005 Communications Policy</li> <li>• ADM10 Media Policy</li> <li>• ADM013 Social Media Policy</li> <li>• CL001 Members Code of Conduct</li> <li>• CL002 Members Disciplinary Policy</li> <li>• HR003 Employee Discipline Policy</li> <li>• HR005 Confidentiality and Privacy Policy</li> </ul>
Related Publications	<ul style="list-style-type: none"> <li>• Information Act</li> <li>• Privacy Act</li> <li>• Local Government Act</li> </ul>
Relevant Forms	<i>Nil</i>

**8. DOCUMENT CONTROL**

Policy number	<b>ADM006</b>
Policy Owner	<b>Governance</b>
Endorsed by	<b>Council</b>
Date approved	<b>5 January 2009</b>
Revisions	<b>February 2014</b> <b>August 2015</b>
Amendments	26 August 2015 FCM approved the revised policy. 26 March 2014 OCM replaced ADM006 Computer Usage Policy prior 26 March 2014
Next revision due	<b>August 2017</b>

**9. CONTACT PERSON**

Contact person	<b>Manager Governance, Corporate Planning &amp; Compliance</b>
Contact number	<b>08 8972 9000</b>