

Version No:	4
Responsible Officer/s:	ICT Coordinator
Classification:	Council
Issued:	19 August 2013
Next Review:	June 2025

1. Purpose

The purpose of this policy is to ensure the proper use of Council's electronic devices and communication facilities by Council staff and Elected Members for their intended purposes without infringing legal requirements, Council policies or creating unnecessary business risk.

It aims to ensure Council staff and Elected Members understand the way in which Council electronic communication facilities should be used.

Council makes its electronic communication systems available to Council staff and Elected Members to enable efficient sharing and exchange of information in the pursuit of Council's goals and objectives.

2. Scope

This policy applies to all "Council staff" and "Elected Members" as defined in section 3.

All rules defined in this policy apply equally to all facilities owned or operated by the Council wherever the facilities are located.

The permitted use of Council's electronic devices and communication facilities must be consistent with other relevant laws, policies and practices regulating:

- copyright breaches and patent materials legislation;
- anti-discrimination legislation;
- the Spam Act 2003;
- Council's 'Code of Conduct' for employees and elected members; and
- Practices regulating discriminatory speech and the distribution of illicit and offensive materials, particularly those that are sexual or pornographic in nature.

3. Definitions

Council staff includes persons employed by the District Council of Grant,

volunteers, trainees, work experience placements, independent consultants and contractors and other authorised personnel

offered access to the Council's resources.

Elected Members includes persons that have been elected to represent the District

Council of Grant, and for this policy only also includes family members that have access to the facilities issued to these

elected members.

Electronic Messaging a generic term encompassing all forms of electronically mediated communication.

This includes but is not limited to: Email, IM (instant messaging), Fax, Voice-mail, electronic data interchange (EDI), and multi media communications such as tele/video conferencing and

videotext.



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It involves the electronic transmission of information as discrete electronic messages over computer-based data communication network or voice messages over a telephone network.

Electronic Communications Facilities includes, but not restricted to, telephones (includes hard wired, cordless & mobiles), computers connected to any network or data circuit, E-mail (Component of electronic messaging), facsimiles, Internet & Intranet, two way radios, pagers (beepers) and satellite communications equipment.

Electronic Devices

includes, but not restricted to, computers of all types (eg Servers, Desktops, Laptops, etc), computer network devices and infrastructure (eg network swICThes, routers, wireless access points, etc) and mobile devices (eg tablets, smartphones, etc)

E-mail

a service that enables people to exchange documents or messages in electronic form. It is a system in which people can send and receive messages through their computers or electronic devices. Each person has a designated mailbox that stores messages sent by other users. You may retrieve, read and forward or re-transmit messages from your mailbox.

Facsimile

a communication device that converts each picture element of black and white into an electric signal. These signals in turn generate a constantly changing electrical signal that is transmitted on a data circuit (or telephone line) to a receiving facsimile.

Hack

to attempt by illegal or unauthorised means to gain entry into another's computer system or files.

Internet

a global system of interconnected computer networks to serve several billion users worldwide. It is a network of networks that consists of millions of private, public, academic, business, and government networks, of local to global scope, that are linked by a broad array of electronic, wireless and optical networking technologies. The Internet carries an extensive range of information resources and services, such as the inter-linked hypertext documents of the World Wide Web (www), the infrastructure to support email, and peer-to-peer networks.

Intranet

an internal (restricted) network that uses Internet technology, usually accessed via a computer or similar device connected to the internal computer network.

Radio

wireless electromagnetic means of point to many point communications.

System Security

To protect the information on the Council's network there are prescribed controls giving authorisation and access to programs files and directories in the network. Each individual has a password which allows them access to a specific level of information, programs, and levels or modules with these programs; this access is specific to the individual's authority.

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Network security is controlled by the ICT Coordinator of Council and reviewed by the Director Finance and Community Services.

Telephones

Include (but not limited to) hard-wired desk telephones, cordless & mobile telephones.

4. Policy

Council staff and Elected Members must be efficient, economical and ethical in their use and management of Council resources. Electronic devices and communication facilities, such as computers, telephones, Internet and E-mail, are Council resources provided for the purpose of assisting staff and Elected Members in the proper discharge and performance of their legislative functions and duties. All Council staff and Elected Members have a responsibility to ensure their proper use.

This policy is fundamental to sound risk management. The Council is required to regulate use of computer resources, Internet and E-mail so that Council staff and Elected Members have a safe working environment and the Council is protected from commercial harm and exposure to liability. To achieve that, electronic messages sent, received, forwarded or transmitted may from time to time be subject to monitoring or retrieval.

Users should be aware that, although there are access passwords and the like, there is general "insecurity" for communications via Internet and e-mail. Electronic communications, even if expressed to be confidential, may have to be disclosed in court proceedings or in investigations by competition authorities and regulatory bodies or in response to a Freedom of Information application.

4.1. Personal use

Electronic devices and communication facilities are primarily provided for Council's business use and must be used in accordance with this Policy. For Council staff, reasonable personal use, including by family members, of the Council's electronic communication facilities is permissible. However, personal use is a privilege, which needs to be balanced in terms of operational needs. Personal use must be appropriate, lawful, efficient, proper and ethical and in accordance with any Council direction or policy.

Personal use:

- should be infrequent and brief;
- should not involve activities that might be questionable, controversial or offensive, including gambling, accessing chat lines/rooms, transmitting inappropriate material or sending junk programs/mail;
- does NOT extend to sending non-business related written material to any political organisation;
- must not disrupt Council electronic devices and communication systems;
 and
- must not interfere with the Council staff duties and responsibilities or detrimentally affect the duties and responsibilities of other Council staff.



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Elected Members are not permitted to use electronic devices and communications facilities provided by the Council for a purpose unrelated to the performance or discharge of official functions and duties, unless the use is approved by the Council and the Council member agrees to reimburse the Council for any additional costs and expenses associated with the use.

Misuse can damage Council's corporate and business image, and intellectual property generally, and could result in legal proceedings being brought against both Council and the user. Council staff and Elected Members reasonably suspected of abusing personal use requirements will be asked to explain such use.

Personal use of devices which are set up with data plans which have set limits will be required to pay any additional charges for private use or for usage in another country where high data charges may apply.

Before travelling overseas employees must turn data roaming off and seek advice from the Information Services section in relation to how to avoid data charges or arrange a pre-purchase of an applicable data package if required for Corporate use.

4.2. Passwords and Password Confidentiality

Council staff and Elected Members are not permitted to interfere with any password. It is prohibited for anyone to:

- share their password/s with others either directly or indirectly e.g. by having passwords written down in obvious locations;
- hack into other systems;
- read or attempt to determine other people's passwords;
- breach computer or network security measures; or
- monitor electronic files or communications of others except by explicit direction from the ICT Coordinator.

You may be required to disclose your password/s to the ICT Coordinator upon request.

4.3. Identity

No e-mail or other form of electronic communication may be sent which conceals or attempts to conceal the identity of the sender.

4.4. Inappropriate/Unlawful Use

The use of Council's electronic devices and communication systems to make or send fraudulent, unlawful or abusive information, calls or messages is prohibited. Council staff or Elected Members who receive any threatening, intimidating or harassing telephone calls or electronic messages should immediately report the incident to the Manager Organisational Development, or in Elected Members cases, the Chief or Deputy Chief Executive Officer.

Any Council staff member or Council member identified as the initiator of fraudulent, unlawful or abusive calls or messages may be subject to disciplinary action, including under the relevant Code of Conduct, and possible criminal prosecution.



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The use of hand held mobile phones whilst driving is an offence under the Australian Road Rules and Council will not be responsible for the payment of any fines incurred as a result of the unlawful practice.

All Council staff and Elected Members should be aware that it is illegal to record telephone conversations, unless it is authorised under the Listening and Surveillance Devices Act 1972.

Inappropriate use includes (but is not limited to):

- use of Council's electronic communications facilities to intentionally create, store, transmit, post, communicate or access any fraudulent or offensive information, data or material including pornographic or sexually explicit material, images, text or other offensive material;
- Cyber-bullying activities
- gambling activities;
- representing personal opinions as those of the Council; and
- use contrary to any legislation or any Council policy.

Use of Council electronic communication facilities must NOT violate Federal or State legislation or common law. It is unlawful to transmit, communicate or access any material, which discriminates against, harasses or vilifies colleagues, Elected Members or members of the public on the grounds of-

- gender;
- pregnancy;
- age;
- race (nationality, descent or ethnic background);
- religious background;
- marital status;
- physical impairment;
- · HIV status; or
- sexual preference or transgender.

4.5. Use of Internet and Intranet

Authorised users may be granted access to internet services over the Council network subject to the requirements of their role within the Council.

The Council automatically filters internet access to internet services over its network and blocks access to individual websites or categories of internet content that it considers inappropriate.

Confidential or restricted information regarding the Council business practices and procedures or personal information about any Council Employees, Elected Members, ratepayers, members of the public or contracting third parties should not be published on the Council internet site or intranet site, unless required by legislation.



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It is inappropriate to:

- download or install any software without authorisation from the ICT Coordinator:
- download large files such as those containing data, video, picture images, or graphics for personal use;
- stream video, music, web radio or TV stations other than to fulfill a specific purpose within the range deemed as acceptable limits of personal use;
- post on or access social media such as Facebook, Twitter other than to fulfill a specific purpose within the range deemed as acceptable limits of personal use;
- play online games
- visit inappropriate web sites including chat rooms, on-line gambling, sexually explicit or pornographic web sites (as stated previously).

4.6. Use of Email

Any opinions expressed in E-mail messages, where they are not business related, should be specifically noted as personal opinion and not those of the Council.

In addition to inappropriate usage restrictions for electronic communication facilities mentioned above, E-mail is not to be used for (applicable to external & internal systems):

- non-business purposes ie 'junk' mail;
- sending or distributing 'chain' letters, 'hoax' mail or for other mischievous purposes (spam). Only business related subscriptions are permitted;
- soliciting outside business ventures or for personal gain;
- distributing software which is inconsistent with any vendor's licence agreement; and
- unauthorised accessing of data or attempt to breach any security measures on the system, attempting to intercept any data transmissions without authorisation.

Care should be taken in responding to internal E-mails addressed to 'Everyone' as any responses sent by pressing the 'Reply to All' button will be addressed to ALL staff. As such, Council staff and Elected Members are advised to take care in writing emails. Individual replies should be directed to the sender using the 'Reply' button.

4.7. Use of USB Devices/Smart Phones and Cloud based storage programs for transporting Electronic Files

Unless otherwise authorised, Employees are restricted from using USB's, Smart Phones or cloud based software to transport Council's electronic records due to the risk of virus/malware infection from computers not within Council's network. Access is provided to specific Employees who have an identified business need. Access to files on USB's can be provided to Employees by Information Services upon request.



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Where a business need for cloud based transfer of information is identified, Dropbox is Council's preferred software for the transfer of Corporate files to and from relevant contacts. If Employees require access to Dropbox, they must lodge a request with ICT Coordinator who will confirm the business need and arrange approval from the relevant Manager and CEO if appropriate.

4.8. Security & Confidentiality

Council staff and Elected Members should be alert to the fact that sensitive or personal information stored on or electronic devices or conveyed through electronic communication facilities cannot be guaranteed as completely private.

The potential exists for sensitive information to be read, intercepted, misdirected, traced or recorded by unauthorised persons unless it has been encoded or encrypted. Such practices are normally illegal, but there can be no expectation of privacy.

E-mail systems should not be assumed to be secure. Council staff and Elected Members are advised to exercise care and discretion. E-mail messages are perceived to be instant in nature and instantly disposed of. They are retained by both the recipient and the sender until specifically disposed of and then only usually into what is called a trash file. There may also be an additional back up facility which retains the message for a period of time. It is often stored on a network file server where it can be copied onto a back up tape as routine data protection. That back up tape is a copy of the file even if it is eliminated from the sender and recipient's computers.

Passwords or a PIN (personal identity number) protection must be activated on all mobile electronic devices where any Council material is stored such as mobile telephones, tablets and laptop computers that are vulnerable to theft.

Information regarding access to Council's computer and communication systems should be considered as confidential information and not be divulged without authorisation. Users are expected to treat electronic information with the same care as they would paper-based information, which is confidential. All such information should be kept secure and used only for the purpose intended. Information should not be disclosed to any unauthorised third party. It is the responsibility of the user to report any suspected security issues.

Council staff and Elected Members should either shut down or sign out of their computers at the end of the day. Council staff and Elected Members should also lock their computer desktop or log off when leaving their desk unattended during the day (no matter the timeframe it is unattended for). It is recommended that password protection option be turned on with the screen saver function on their desktop.

Ensure all files related to Council business are stored on the relevant network drives. These files should not be stored on desktops or local drives e.g. C: drive. Be vigilant in reporting any changes in operation, error messages and problems experienced with their computers to the ICT Coordinator.

All Emails sent outside the Council must contain a warning similar to below. The purpose of such a message is to impress on any unintended recipient notice of the confidential nature of the Email. It will sometimes be appropriate to make the same



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statement for internal messages. Please advise the ICT Coordinator if this warning is not present in the footer of your emails.

WARNING: The contents of this email are confidential and may be subject to legal professional privilege and copyright. No representation is made that this email is free of viruses or other defects. Virus scanning is recommended and is the responsibility of the recipient. If you have received this communication in error, you must not copy or distribute this message or any part of it or otherwise disclose its contents to anyone.

4.9. Virus Protection

Council staff and Elected Members are not to import non-text files or unknown messages into your system without having them scanned for viruses. Email attachments are common. Virus infection is most prevalent in non-work related emails. The majority of viruses are enclosed in chain letter or joke attachments. Council staff and Elected Members are not to open, view or attempt to read attachments of any description (eg games, screen savers, documents, executable files, zip files, joke files or other mails), unless they have been scanned for viruses.

4.10. Mobile Device Usage

4.10.1 Allocation

Mobile phones are a communication tool issued to assist employees in the performance of their duties

In determining a mobile phone application the Chief Executive Officer (**CEO**) should take into account the follow:

- (a) The need for the user to be contactable at all times including after hours and weekend contact.
- (b) A requirement for the user to be contactable or the contact suppliers, ratepayers, other staff etc., whilst in the field.
- (c) Work Health and Safety issues such as where a worker may regularly be working remotely or alone.
- (d) Other work needs that may warrant the issue of a mobile phone.

All requests for a new mobile phone must be on the appropriate form and approved by the CEO.

4.10.2 Mobile Phone Agreement

Each employee allocated a mobile service must enter into a Mobile Phone Agreement with council acknowledging:

- That they have received and read this policy.
- That they will comply with the requirements of this policy.
- The details of any mobile telephone and accessories serial numbers issues to them.
- They accept responsibility for the equipment.
- Their requirement to reimburse Council for and charges incurred due to use that is outside of the requirements of this policy.



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- That any Council owned service, device or associated equipment remains at all times the property of Council and will be returned.
- termination of employment, when required by this policy, or when requested by the CEO.

4.10.3 Purchasing

All purchasing of Council owned mobile handsets and accessories will be centralised through the ICT Coordinator to ensure all handsets and services are consistent throughout Council.

All Mobile telephones, contracts, reimbursements will be reviewed on a two yearly cycle.

4.10.4 Bring Your Own Contract (BYOC), Bring Your Own Device (BYOD)

Council may consider approving a staff member who has been allocated a mobile service the ability to BYOC or BYOD, if the following conditions are met:

- The staff member is in a role that will not require a phone to be provided to another staff member or contractor in the approved staff member's absence.
- The staff member agrees to be responsible for providing and maintaining their contract and/or device.
- There is no additional cost to Council, the staff member agrees to cover all
 costs above the standard reimbursement rates (Appendix 1) and
 understands that reimbursement will be immediately cancelled if the mobile
 service is deemed as being no longer required for Council business.
- The device meets or exceeds the security and management provisions on the equivalent Council owned device.
- There are no issues regarding the future ownership of the mobile phone number.
- The device is deemed suitable for the task by the ICT Coordinator.

4.10.5 Meeting Protocol

It is considered inappropriate for mobile phones to be turned on during Council meetings and any other meetings attended as a representative of the District Council of Grant. As such, all mobile phones are to be turned off in such instances thereby allowing the call to go to message bank for retrieval at a more appropriate time. In some cases it may, however, be appropriate for a user to swICTh a phone to the silent function to enable receipt of urgent calls.

4.10.6 Use of Mobile Phones

4.10.6.1. General

The mobile phone is provided primarily to allow contact with the staff member by other staff or customers. All mobile services owned by Council have been set-up to allow free calls and text messages between other Council owned mobiles. Mobile phones are to be used only in instances where a regular



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Council telephone service is not accessible. Council owned mobile device or services are only be used by the specified approved user or by another staff member or person acting in Council's best interest.

4.10.6.2 Personal Usage

Council mobile services are provided for business use, however, from time to time, the phone may be used for personal use, if important, while on Council business. This privilege should not be abused or the use of the mobile phone may be restricted or removed. If a staff member's mobile phone is not used in accordance with this policy or the monthly bill is deemed to be unreasonable they will be asked to justify their account. This could include going line by line through the account. Council's mobile phone plans include a generous amount of included calls and other services. Any charges incurred that are outside of or exceed these included services would be deemed as unreasonable use. Council will seek reimbursement for unreasonable use. Where Council has agreed to allow a staff member to BYOC the staff member is responsible for all charges above the standard reimbursement rates.

4.10.6.3. Unauthorised Usage

Mobile phones must not be used to access premium services. Any call or service that is not charged at the mobile carrier's standard rate is deemed as a premium service. Examples of premium services include: directory services such as Call Connect, 1900 services, international service, ringtone providers, and calls or text messages to competitions or surveys. By default, the following services are disabled on all Council Mobile Phones:

- 1900 numbers
- International Services and Roaming

4.10.6.4. Illegal Usage

Approved users must abide by all Federal, State and Local laws and regulations when using a Council mobile phone. In particular, mobile phones must not be used to communicate or record offensive, obscene, threatening, abusive or defamatory information, nor discriminate against, harass or vilify others on any grounds. The phone must not be used to record any conversations unless all parties are advised that they are being recorded.

4.10.6.5. Periods of Leave

Council mobiles phones are provided to staff to assist them in the conduct of Council Business. When an approved staff member with a mobile phone goes on leave their phone must remain with Council if that phone is required for Council business in their absence. This decision regarding Council's business need will be made by the approved staff member's manager. If the leave is greater than one week, prior approval must also be obtained from the CEO. In the case a mobile phone is taken by the staff member on leave then any additional costs incurred whilst on leave are to be reimbursed to Council and responsibility for this rests with the approved user.

4.10.6.6. Monitoring of Usage



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Council will exercise the right to monitor and log any matter relating to the use of a mobile phone. Monitoring of mobile phone accounts will be undertaken on a regular basis as a means of ensuring compliance with this policy and to identify any irregularities. Council reserves the right to recover any amounts due to Council through the approved user making incorrect assessments of private or personal telephone charges. Any inconsistencies of a possible fraudulent nature will be immediately reported to the CEO.

4.10.7. Safe Use of Mobile Phones

The use of mobile phones in certain parts of the workplace and in Council vehicles can create unsafe or potentially unsafe conditions:

- The use of a mobile phone that is not installed with hands free car equipment, whilst driving a motor vehicle is illegal. If hands free equipment is installed, mobile phone usage should still be limited as it still has the potential to be a hazardous activity. All traffic infringements incurred while using a mobile phone are the responsibility of the approved user and Council accepts no responsibility whatsoever. There is anecdotal evidence without any scientific evidence, that mobile phones may cause a potential hazard of omitting electromagnetic radiation. Therefore, care needs to be taken when using a mobile phone. As such, users are advised to minimise the use of mobile phones, keep calls short and use hands free devices where available.
- Mobile phones fitted with camera or recording equipment must be used appropriately and in accordance with privacy guidelines.

4.10.8. Care of Mobile Phones and Accessories

Mobile phones and accessories are to be maintained in reasonable condition. It is the responsibility of the approved user to ensure that the mobile phone and accessories are kept in good order.

Mobile phones must be kept in a secure/safe location at all times and must never be left unattended, e.g. in a vehicle.

4.10.9 Lost or Damaged Phones and Accessories

Council expects people who have been allocated a mobile phone and accessories to take the utmost care and responsibility for them.

If a mobile phone or accessory is lost or stolen Council's ICT Coordinator must be advised immediately during normal business hours. The mobile phone is to be barred for all outgoing services and any other precautions undertaken until it is either found or replaced.

If a mobile phone or accessory is faulty or broken, the ICT Coordinator must be advised as soon as possible so that repairs can be carried out or a replacement phone supplied.

The approved user may be asked to replace or reimburse Council for an equivalent replacement phone or accessory if the staff member's negligence is found to responsible for the cause of the lost, stolen or damaged item.



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4.10.10 Termination of Employment

On termination of employment, the employee must return the mobile phone to the ICT Coordinator. Any battery chargers, hands free equipment and/or other phone accessories supplied by Council for use with the mobile phone must also be returned.

The ownership of the mobile phone number is retained by council under all circumstances (e.g if the phone is made redundant or employment is terminated for any reason).

4.11. Defamation

It is unlawful to be a party to or to participate in the trafficking of any defamatory message. To defame someone, defamatory material, including words or matter, must be published which is or is likely to cause the ordinary, reasonable member of the community to think less of the defamed person (the plaintiff) or to injure the plaintiff in his or her trade, credit or reputation.

For the purpose of defamation law, "publication" is very broad and includes any means whatsoever that we use to communicate with each other, including electronic messaging. A message containing defamatory material made electronically is, by its very distribution, "published". A message containing defamatory material is also published if it is simply received electronically and forwarded on electronically. The Council is at risk of being sued for any defamatory material stored, reproduced or transmitted via any of its facilities.

4.12. Copyright

Not all information on the Internet is in the public domain or freely available for use without proper regard to rules of copyright. Much of the information is subject to copyright protection under Australian law, and by Australia's signature to international treaties, protected at international levels too. "Use" includes down loading, reproducing, transmitting or in any way duplicating all or part of any information (text, graphics, videos, cartoons, images or music) which is not in the public domain.

Council staff and Elected Members should not assume that they can reproduce, print, transmit or download all material to which they have access. Council staff and Elected Members have rights to use material consistently with the technology or the rights of the owner of the material. Material reproduced outside permitted uses or without the permission of the owner may be unlawful and may result in legal action against the staff member or Council member and the Council.

4.13. Monitoring & Breaches

Council may monitor, copy, access and disclose any information or files that are stored, processed or transmitted using Council's electronic communication facilities. Such monitoring will be used for legitimate purposes only (such as legal discovery) and in accordance with any relevant legislation and/or guidelines.

Council's ICT Coordinator will undertake periodic monitoring, auditing of activities to ensure staff and Elected Members' compliance with the acceptable usage of electronic communication facilities in reference to this policy.



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Council staff and Elected Members who violate any copyright or license agreements are acting outside the scope of their employment terms and roles respectively, and will be personally responsible for such infringements.

All Council staff and Elected Member will be required to enter into an **Electronic Use Policy Agreement** (Form IT004) to acknowledge they understand their obligations under this policy.

Council staff and Elected Members who do not comply with this policy may be subject to disciplinary action, including termination of employment for Council staff, and subject to criminal or civil proceedings. Council staff and Elected Members should report breaches of this policy to their manager or ICT Coordinator.

4.14. Record Keeping

Electronic communications which are sent and received in the conduct of Council business are official records of Council and are required to be maintained in good order and condition under the State Records Act 1997. Reference should be made to Council's Records Management Policy for the record keeping procedures to be used to properly record electronic communications.

5. Responsibilities

Council's Deputy Chief Executive Officer and ICT Coordinator are responsible for ensuring the requirements of this Policy are met.

6. References / Other Documents

6.1. Legislation

Local Government Act 1999

State Records Act 1997

Freedom of Information Act 1991

Copyright Act 1968

Privacy Act 1988

Surveillance Devices Act 1972

Cybercrime Act 2001

Spam Act 2003

6.2. Council Policies / Procedures

Code of Conduct for Council Employees (as legislated)

Code of Conduct for Council Members (as legislated)

Media Communication and Social Media Policy (ADMPOL11)



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7. Review

This Policy shall be reviewed by the District Council of Grant at a minimum, once within every four (4) year Council term (or on significant change to legislation or other matters which could affect this policy).

Action	Date	Minute Reference
Adopted	19 June 2006	06189.2
Reviewed	07 April 2008	08102.2
Amended	19 August 2013	13090.1
Amended	6 June 2016	16067.4.1
Minor formatting amendments	4 May 2020	Governance Officer
Amended	14 June 2022	Management Team