



COMMUNICATION - POLICY & PROCEDURE

1. INTRODUCTION

The Glasser Australia (GA) Board (called the "Board" in this policy) uses a range of electronic tools/platforms to communicate with faculty, members and the broader community. Electronic communication is essential for sharing GA related information and updates with members, faculty and the broader community. GA communications will be professional, culturally sensitive, timely, appropriate, relevant to principles of Choice Theory, Realty Therapy and Lead Management.

GA recognises that Board members, employees and faculty may need access to Electronic Media Systems, and Associated Tools in order to successfully fulfill their role. In addition, GA supports the right of employees to have access to reasonable personal use of Electronic Media Systems and Associated Tools in the workplace.

2. PURPOSE

This policy sets out guidelines for acceptable use of Electronic Media Systems, Associated Tools and Written Communication by Board Directors, faculty, and employees of GA. Access to Electronic Media Systems, and Associated Tools are provided to GA Board members, faculty, and employees for the primary purpose of assisting them in carrying out the duties of their role and the business of the Board. The purpose of this policy is to also ensure the credibility of GA's reputation.

3. SCOPE

This policy applies to the following, collectively referred to as Employees'.

Board	Employees	Faulty	Contractors (including employees of contractors)	Volunteers
✓	✓	✓	✓	✓

4. DEFINITIONS

4.1 "Electronic Media Systems" includes, but is not limited to:

- Email
- Internet
- Intranet
- Voicemail
- Instant messaging and chat facilities, and
- Online discussion groups

4.2 "Associated Tools" refers to technology required to access the Electronic Media Systems such as:

- Phones
- Computers
- Tablets

5. POLICY

5.1 Employees may use Electronic Media Systems, Associated Tools and Written Communication provided by GA for:

- Any work-related purposes;
- Limited personal use (for details see Procedures, below);
- More extended personal use under specific circumstances (for details see Procedures, below).

5.2 Where employees use Electronic Media Systems and Associated Tools belonging to or paid for by GA, whether or on off the premises (including when working remotely), properly authorised employees of GA may access any of those tools or associated data to ensure that the organisation's policies are being adhered to. Such Electronic Media Systems, Associated Tools and data should not be regarded as private in nature.

5.3 GA may, at its discretion, monitor:

- Storage volumes;
- internet sites visited;
- downloaded volumes;
- suspected malicious viruses;
- instant messaging;
- emails;
- computer hard drives.

6. COMPANY EQUIPMENT & PROPERTY

6.1 All Electronic Media Systems and Associated Tools such as phones and laptops supplied by GA to the Board member or employee remains the property of GA and must be maintained in good working order, subject to reasonable wear and tear.

6.2 GA may, at its discretion, provide employees with Associated Tools to perform their role, and may install programs or software to track the location and use of that tool. Such programs or software must not be removed from the Associated Tool by the Board member or employee without prior written approval from GA.

6.3 GA reserves the right to monitor use of its I.T. equipment at all times, including during any remote working arrangement.

7. RESPONSIBILITIES

7.1 It is the responsibility of the President to ensure that:

- Employees are aware of this policy;
- any breaches of this policy are dealt with appropriately.

7.2 It is the responsibility of Board members or employees to ensure that their use of Electronic Media Systems and Associated Tools conforms to this policy. Board members or employees are expected to be respectful and professional in all communications using GA's Electronic Media Systems and Associated Tools.

7.3 Primary purpose

Access to Electronic Media Systems and Associated Tools is provided by GA for the primary purpose of carrying out the tasks and duties associated with a particular role.

7.4 Limited personal use

Board members and employees may engage in limited personal use of Electronic Media Systems and associated tools, whether or not they are provided by GA, in connection with work where it:

- Is infrequent and brief;
- Does not interfere with the duties of the employee or her/his colleagues;
- Does not interfere with the operation of GA;
- Does not compromise the security of GA or of its systems;
- Does not compromise the reputation or public image of GA;
- Does not impact on the electronic storage capacity of GA;
- Does not decrease network performance (e.g. large email attachments can decrease system performance and potentially cause system outages);
- Incurs no additional expense for GA;
- Does not violate any laws and/or regulations;
- Does not compromise any of the confidentiality requirements of GA;
- Does not fall under any of the "unacceptable use" clauses outlined below.

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.

7.5 Permitted extended personal use

There may be times when employees need to use the internet or email for extended personal use. An example of this could be when a Board member or employees needs to use the internet to access a considerable amount of material related to a course they are undertaking. In these situations, it is expected that:

- The employee advises and negotiates this use with the President beforehand in order to obtain approval;
- The time spent on the internet replaces all or part of an employee's break/s for that day, or that they adjust their timesheet accordingly for that day.

7.6 Access to electronic data

GA may need to access any and all Electronic Media Systems and Associated Tools. GA may authorise particular Board members or employees to inspect any files or messages recorded on its electronic media at any time for any reason. GA may also recover information that a user has attempted to delete, and employees should not assume that such data will be treated as confidential.

7.7 Unacceptable use

Board members or employees may not use Electronic Media Systems and Associated Tools provided by GA 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 GA (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 GA's values;
- Create or exchange advertisements, solicitations, chain letters or other unsolicited or bulk email.
- Play games.

7.8 Security

Board members and employees must ensure that when not in use, Associated Tools are locked and stored securely. For security reasons, tools should not be left unlocked or unattended in public for any reason. Board members or employees must not leave Associated Tools in a locked vehicle unless GA has provided prior written approval for this to occur.

Board members and staff must ensure that all personal tools and devices used for the purpose of GA business are covered against malware and other technological interferences such as hacking.

8. BREACH OF THIS POLICY

8.1 Any breach of this policy may result in disciplinary action up to the immediate termination of an employee's engagement or employment.

8.2 Other disciplinary action that may be taken includes, but is not limited to, issuing a warning, suspension or disconnection of access to internet, email and computer use (whether permanently or on a temporary basis) and withdrawal of access to and use of Associated Tools.

GLASSER AUSTRALIA (GA) COMMUNICATION POLICY & PROCEDURE

9. REVIEW

Policy Title	Communication Policy and Procedure		
Developed by	Cathy O'Toole & Cathy Dillon		
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