

Policy

The internet is provided by Lifely for business use. Limited private use is permitted if the personal use does not interfere with the worker's work and that inappropriate sites are not accessed, e.g., pornography, gambling. Management reserves the right to access the system to check if private use is excessive or inappropriate.

Reasonable personal use includes, but is not limited to:

- Personal banking
- Travel or entertainment bookings
- Personal enquiries, such as news, sports results, and research
- Checking personal email
- Confine personal use to before or after work or during authorised breaks.

Inappropriate use includes, but is not limited to:

- Use of Lifely systems to gain unauthorised access to other systems
- Accessing a colleague's communications or data without authorisation
- Downloading or installing software from the internet without obtaining approval from management
- Downloading of music or movies
- Subscribing to services that automatically download content, pop-up advertising or add automatic images or text to emails
- Involvement in money-making email schemes
- Participating in chat rooms
- Accessing pornographic materials
- Accessing materials that are sexually, racially, or otherwise discriminatory
- Emails to harass, defame or abuse – even if intended to be humorous
- Emails which disclose confidential information concerning our participants, our colleagues, or the organisation
- Excessive personal email or internet use
- Conducting any business other than your role as an authorised worker.

Breaches of this policy may result in disciplinary action. The action taken will depend on the seriousness of the violation but may include counselling, formal warning, or termination of employment or contract.

*** Workers need to be aware that some forms of inappropriate internet conduct may lead to criminal prosecution.

Email Use:

1. Email facilities are for formal business correspondence
2. Take care to maintain the confidentiality of sensitive information
3. Limited private use of email is allowed if it doesn't interfere with or detract from the worker's work. However, management has the right to access incoming and outgoing email messages to monitor for excessive or inappropriate use.
4. Non-essential email, including personal messages, should be deleted regularly from the sent items, inbox, and deleted items folders to avoid congestion.
5. Users need to be watchful for spam and virus carriers. Delete any suspicious emails before opening.
6. All emails must display the standard official footer.
7. All emails sent must include the approved business disclaimer and company approved logos/straplines.

The following instructions protect Lifely from the possible impacts of the misuse and abuse of email:

1. Don't email material that is defamatory, breaches copyright or confidentiality, or prejudicial to the good standing of Lifely
2. Emails must not contain gossip about colleagues or material that could be offensive, demeaning, persistently irritating, threatening, discriminatory, involves the harassment of others or concerns personal relationships
3. The email records of other people are not accessible except by management (or persons authorised by management) ensuring compliance with this policy, or by authorised workers attending to a fault, upgrade, or similar situation. Access in each case is limited to the minimum needed for the task.
4. When using email, a person must not pretend to be another person or use another person's computer without permission
5. Excessive private use, including mass mailing, that is not part of the person's duties, is not permitted
6. Failure to comply with these instructions is a performance improvement offence and will be investigated.

In serious cases, the penalty for breach of policy, or repetition of a violation, may include dismissal.

This policy also applies to all workers, contractors, and sub-contractors of Lifely who:

- Have an active profile on a social or business networking sites such as LinkedIn, Facebook, Myspace, Snapchat, Instagram, YouTube, or Twitter
- Write or maintain a personal or 'business' blog
- Post comments on public or private web-based forums or message boards or any other internet sites speaking as a worker of Lifely

This policy does not form part of a worker's contract of employment. Nor does it form part of any contractor or subcontractor's contract for service.

SOCIAL MEDIA

""""think before you post""""

1. Act per Lifely's Code of Conduct
2. Do not engage in activities that have the potential to bring the reputation of Lifely, its workers, participants, or stakeholders into disrepute
3. Do not use the internet in any way to attack or abuse Lifely, its workers, participants, or stakeholders
4. Do not post derogatory or offensive comments
5. Protect your privacy. What you publish will be public for a long time
6. Respect copyright laws
7. Do not provide confidential information
8. Do not use any Lifely logo on any personal social networking sites
9. Do not use your Lifely email address for creating personal accounts with any social networking sites
10. Ensure your profile, and related content is consistent with how you wish to present yourself as a worker
11. Ensure your online activities do not interfere with your job performance

Professional Use of Social Media:

Lifely expects its workers to maintain a highly professional standard of behaviour when using social media for work or personal purposes.

This policy applies to all workers, contractors, and sub-contractors of Lifely who may use social media on both a personal basis or professional basis to contribute to or perform duties such as:

- Maintaining a profile page for Lifely on any social or business networking site (including, but not limited to LinkedIn, Facebook, Myspace, Snapchat, Instagram, YouTube, or Twitter)
- Making comments on such networking sites for and behalf of Lifely
- Writing or contributing to a blog or commenting on other blog posts for and behalf of Lifely
- Posting comments for and on behalf of Lifely on any public or private web-based forums or message boards or other internet sites

Private/Personal Use of Social Media:

Lifely acknowledges its workers, contractors and sub-contractors have the right to contribute content to public communications on websites, blogs and business or social networking sites not operated by Lifely. However, inappropriate behaviour on such sites has the potential to cause damage to Lifely, as well as its workers, participants, business partners or suppliers.

Be aware that others will associate you with your employer when you identify yourself as such. Please ensure that your social media profiles and content are consistent with how you wish to present yourself with participants and other workers along with the wider community.

Lifely workers, contractors, and sub-contractors may use LinkedIn to network with other professionals. In this instance, it is acceptable and encouraged that workers identify themselves and their relationship with the organisation and interact with our online content. As a Lifely representative, it is important that you continue to follow our Code of Conduct and all other Company policies. It is also vital that your LinkedIn content conveys the same positive, optimistic spirit that the organisation instills in all communications. Be respectful of all individuals, races, religions, and cultures; how you conduct yourself in the online social media space not only reflects on you – it is a direct reflection on Lifely.

All workers, contractors, and sub-contractors of Lifely may wish to add friends on your personal Social Networking Site. However, it is not appropriate to have Lifely participants either past or present as friends on your social media profile. This has the potential to create a conflict of interest and may potentially compromise both Lifely and other Lifely workers.

All workers, contractors, and sub-contractors of Lifely must also refrain from posting, sending, forwarding, or using, in any way, any inappropriate material including but not limited to material which:

- is could cause insult, offence, intimidation, or humiliation to Lifely or its participants, business partners or suppliers

- is defamatory or could adversely affect the image, reputation, viability, or profitability of Lifely, or its participants, business partners or suppliers
- contains any form of confidential information relating to Lifely, or its participants, business partners or suppliers

All workers, contractors, and sub-contractors of Lifely must comply with this policy.

Breaches of this policy may result in disciplinary action. The action taken will depend on the seriousness of the violation. Still, it may include counselling, formal warning, or termination of employment, contract or the termination or non-renewal of contractual arrangements.

Suppose any worker, contractor, or sub-contractor of Lifely contributes to or participates in any form of social media related work. In that case, they are always to act professionally and in the best interests of Lifely.

All workers, contractors, and sub-contractors of Lifely must ensure they do not communicate any:

- Confidential information relating to Lifely or its participants, business partners or suppliers
- Material that violates the privacy or publicity rights of another party
- Information, (regardless of whether it is confidential or public knowledge), about participants, business partners or suppliers of Lifely without their prior authorisation or approval to do so; on any social or business networking sites, web-based forums or message boards, or other internet sites

Confidential information includes any information in any form relating to Lifely and related bodies, participants, or businesses, which is not in the public domain. This includes but is not limited to information pertaining to Lifely.

No worker, contractor, or sub-contractor of Lifely is permitted to engage in social media as a representative or on behalf of Lifely unless they first obtain Lifely's written authorisation.

Breaches

Breaches of this policy may result in disciplinary action. The action taken will depend on the seriousness of the violation; this may include counselling, formal warning, or termination of employment or contract.

Outcome:

That LIFELY has a process in place to assist in preventing abuse, assault and neglect and ensuring there is a prompt reporting process. ILMR supports zero tolerance to any form of abuse, assault and neglect promoting a safe environment for participants.

Policy Links:

- [HR 002 – Counselling and Disciplinary Warnings Procedure](#)
- [HR 003 – Bullying, Discrimination, and Harassment Procedure](#)
- [HR 005 – Employee Assistance Program Procedure](#)
- [Man 022 – Code of Conduct](#)

Definitions:

- **Social Media** - includes all internet-based publishing technologies. Most forms of social media are interactive, allowing authors, readers, and publishers to connect and interact with one another. Anyone can often access the published material. Social media include but are not limited to networking sites (i.e., Facebook, LinkedIn), video or photo sharing websites (i.e., YouTube, Snapchat, Instagram), business and personal blogs, micro-blogs (i.e., Twitter), chat rooms and forums.

Standards:

NDIS Quality and Safeguard Standards

- NDIS Practice Standards – Provider Governance and Operational Management

Community Care Common Standards

- Standard 1 – Effective Management

National Quality Standards – Education and Care Service National Regulations – OSHC

- Quality Area 7 – Governance and leadership

Child Safety Standards

- Standard 1 – Governance and leadership

Departments:

- All Departments