Policy name	**Computers, Internet and E-mail Policy and Procedure**
Responsible person	CFO and Marketing and Technology Coordinator
Staff involved	All Staff, Students, Users
Review dates	2020
Related documents	**Legislation:** Occupational Health & Safety Act 2004 (Vic); Crimes Act 1958; Crimes Amendment (Bullying) Act 2011 (Vic); Charter of Human Rights and Responsibilities Act 2006; Education and Training Reform Act 2006 (Vic); Equal Opportunity Act 2010 (Vic); Privacy Act 1988 (Com); Privacy and Data Protection Act 2014 (Vic); Crimes Amendment (Protection of Children) Act 2014; Working with Children Act 2005 **Policies:** Information Security Policy & Procedure, Data Breach Response Policy & Procedure, Risk Management Policy & Procedure; Records Management and Record Keeping Policy & Procedure; Privacy Policy & Procedure; Social Media Policy & Procedure; Cyber bullying Policy & Procedure; Harassment, Discrimination, Victimisation, Bullying Policy & Procedure **Other:** Risk Management Plan; Marketing & Technology Job Description; Code of Ethics; Codes of Conduct; General Information for Participants; VCAL Computer, E-Mail and Internet Usage Contract.

Policy Context

This policy and procedure sets out the guidelines for acceptable use of the organisation's computer network, including internet and email by employees, students, volunteers and members of Wyndham Community and Education Centre Inc. (Wyndham CEC). The primary purpose for which access is provided is to carry out the duties of employment or training.

The use of Wyndham CEC Information Technology resources carries with it responsibilities. Users must at all times remember that when using Wyndham CEC Information Technology (IT) resources, these resources be are to be used primarily for education/ business purposes.

This Policy covers the following broad areas:
- electronic file management and storage, please refer to Information Security Policy & Procedure, Records Management and Record Keeping Policy & Procedure, Privacy Policy & Procedure, and Data Breach Response Policy & Procedure for detailed guidelines;
- acceptable and unacceptable use of computers, internet, email and social networking sites, please refer to Social Media Policy & Procedure, Cyber bullying Policy & Procedure and Harassment, Discrimination, Victimisation, Bullying Policy & Procedure for detailed guidelines;
- access to computer files, please refer to Information Security Policy & Procedure, Records Management and Record Keeping Policy & Procedure, Privacy Policy & Procedure, and Data Breach Response Policy & Procedure for detailed guidelines;
- email and internet etiquette, Information Security Policy & Procedure, Records Management and Record Keeping Policy & Procedure, Privacy Policy & Procedure, and Data Breach Response Policy & Procedure, Social Media Policy & Procedure, Cyber bullying Policy & Procedure and

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Harassment, Discrimination, Victimisation, Bullying Policy & Procedure for detailed guidelines; and,
* maintenance of computer systems.

This policy and procedure should be applied in conjunction with the Information Security Policy & Procedure and the Data Breach Response Policy & Procedure.

General Policy Guidelines

Electronic File Management and Storage: Information held on a computer or on a Wyndham CEC server, needs to be managed in a similar way to hard copy filing systems. This includes naming documents, storing documents appropriately, data back-ups and archiving information. All employees with a domain logon have their files stored and backed up. It is important to report any accidental deletions or missing documents or folders immediately to IT Support:
ITSupport@wyndhamcec.org.au

Failure to do so may result in data being irretrievable from Wyndham CEC's backups. Server backups occur twice a day, at 7am and 12pm.
All employees will receive a copy of this policy and procedure on employment or at induction. It is also available on our website at www.wyndhamcec.org.au and on SharePoint via your allocated logon.

Users are responsible for all use of their computer account(s). They should make appropriate use of the system and network-provided protection system features and take precautions against others obtaining access to their computer resources, users should lock their computer before stepping away from their desk. Individual password security is the responsibility of each user. See Information Security Policy & Procedure for more information.

Users are reminded that Wyndham CEC retains ownership over all electronic documentation including email messages created by its employees as part of their employment.

Acceptable use of Computers, Internet, Email and Social Networking sites:
All employees, volunteers, students, users and members accessing computer facilities at Wyndham CEC or owned by Wyndham CEC, should do so in an ethical and lawful manner that abides by Wyndham CEC's policies, procedures and codes.

As a user you are required to:
* use Wyndham CEC computer facilities primarily for education/ business purposes;
* use moderation when using computers for personal use;
* abide by the conditions of software licence agreements;
* access only those files and data that are relevant to your work, which are publicly available, or to which you have authorised access;
* prevent unauthorised use by not disclosing your login and password to others.

Unacceptable use includes, but is not limited to:
* creating and exchanging messages that are offensive, harassing, obscene or threatening;
* accessing unauthorised or illegal websites;
* accessing any material that is fraudulent, discriminatory, threatening, bullying, racist or sexually explicit or otherwise inappropriate or unlawful;

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- creating, storing or exchanging information in violation of copyright laws;
- exchanging or advertising work related information via social networking sites such as Facebook without approval (see Social Media Policy);
- online contact with a child or their family (unless authorised);
- wilful damage of computer or computer related equipment and,
- any activity that is contrary to Wyndham CEC's policies, procedures and codes.

Any illegal activities will be reported to police. For more information regarding information sharing, access control, authorisation and authentication please see Information Security Policy & Procedure.

Access to Computer Files: As part of its Risk Management strategy, Wyndham CEC implements a system of different levels of access to information (see Information Security Policy & Procedure and Records Management and Record Keeping Policy & Procedure). Only the CEO and senior management team have access to each other's electronic files. Employees issued with a computer log in and password should under no circumstances share these details with anyone, either internal or external to Wyndham CEC. If a password has been compromised, IT Support must be informed immediately to have the password reset. See section 7.5 in the Information Security Policy and Procedure for more details.

In VCAL, individual logins and passwords are allocated to every student. When a student has not yet been allocated their computer logon they are to use the temporary logon. IT Support allocates a new temporary logon and password for student use every week. Students should under no circumstances share these details with anyone, either internal or external to Wyndham CEC. If a password has been compromised, IT Support must be informed immediately to have the password reset. A password self-reset system has been implemented for VCAL students should they fail to remember their password. On first logon students must complete a registration for password self-reset, this process involves selecting security questions along with answers that will be used to self-reset the student's password.

Email Etiquette:
Wyndham CEC's email facilities are provided fundamentally for work purposes. However, Wyndham CEC will accept limited and reasonable personal use of its email facilities, if it is in all respects otherwise compliant with this policy and is:
- Occasional;
- Trivial in terms of amount of Wyndham CEC resources used; and
- Is not for personal commercial purposes, private commercial gain or for the significant promotion of private beliefs.

Guidelines for Personal Use
Staff are not to use the 'All Staff' email group lists without prior approval from Senior Management.

If approval from Senior Management is granted, emails sent to all staff must include the following statement 'this email has been approved by Wyndham CEC Senior Management'.

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Guidelines for Work/Business Use

Emails informing staff of Wyndham CEC's own programs, events, well-being activities, sustainability initiatives or maintenance at head office will be sent to all staff, no matter what venues they work from.

From time to time, staff will also be invited to 'opt-in' to other Wyndham CEC initiatives that have been approved by Senior Management. For example, fund raising initiatives for charity or staff well-being initiatives.

Email messages should be answered in a timely manner (3 working days).

When preparing an email the following should be considered:
- Emails must be sent from your Wyndham CEC email address only;
- Emails should not contain any offensive material;
- Emails should not cc other Wyndham CEC staff indiscriminately;
- Emails should not contain words in CAPITAL LETTERS;
- Emoticon use should be minimised; and,
- Emails should be signed off with your name.

For consistency, personalised signatures are not to be created and used; uniform signatures will be produced automatically by the email server. No spam email should be intentionally perpetrated. See section 7.8 of the Information Privacy Policy & Procedure for more information about digital messaging.

Internet Etiquette: Use of the Internet for private or personal use during working hours should be kept to a minimum. This includes the use of social networking sites such as Facebook. Employees are cautioned about posting messages or information that refer to work, work related matters, volunteers or fellow colleagues on social networking sites that may not be appropriate or which may be deemed offensive. The Social Media Policy & Procedure should be read in conjunction with this Policy for further information and guidelines.

Maintenance of Computer Systems: All necessary precautions are to be taken to protect the organization from computer failure, such as virus control measures, regular maintenance and updating of all computer hardware and software as required. No illegal software is to be loaded onto the computers of the organization, all software installations must follow procedure as set out in the Information Privacy Policy & Procedure. All reasonable security measures are to be taken to ensure the safety of computer and associated equipment. Wyndham CEC will employ IT qualified staff to ensure the safety and security of all electronic files.

Procedures

Reporting of computer and computer related equipment issues
Computer and computer related equipment issues at 4 Synnot St are to be reported to VCAL Administration, once reported basic troubleshooting will be performed. If basic troubleshooting does not achieve a positive result the issue is to be reported to IT Support at ITSupport@wyndhamcec.org.au.

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Computer and computer related equipment issues at 20 Synnot St, Steam Packet House, Corio Central Shopping Centre, Corio – Hendy St and Wayaperri House should be reported to IT Support at ITSupport@wyndhamcec.org.au

IT Support staff will make a determination on the severity of a reported issue, and support will be allocated based on this information.

Software updates and new software installs
Due to the potential time requirements involved to upgrade or install new software all requests for new or updated software must be requested via your manager for tabling at the next senior management meeting.

Users may not attempt to modify Wyndham CEC's IT Facilities including its computer system and network facilities or attempt to crash systems. They must not tamper with any software protection, hardware configuration or restrictions placed on computer applications or files unless instructed to do so by a member of IT Support.

Guidelines for Teachers, Trainers and students in the use of computers and the internet in the classroom:
Computers and the internet provide opportunities to enhance the student learning experience by providing access to global information and resources to assist with student learning outcomes.

Use of Wyndham CEC computers and internet resources are intended for learning and research. Responsible use of these resources by students, with guidance from teaching staff, will provide a secure and safe learning environment.

Students using Wyndham CEC computers and the internet have the responsibility to report inappropriate behaviour to their teachers or trainers. Students must abide by this policy and its guidelines.

All usage of computer rooms will be monitored; computer rooms located at 4 Synnot St are additionally monitored by security cameras.

Teachers/Trainers will ensure that:
- students do not save files to the Hard Disk Drive. They should save to their own logon where allocated, or a USB;
- any problems with computers are to be reported as per the **Reporting of computer and computer related equipment issues** above;
- any student found accessing any material that is fraudulent, discriminatory, threatening, bullying, racist, sexually explicit or otherwise inappropriate or unlawful are to be reported to senior management;
- anyone found performing malicious activities are to be reported to senior management;
- anyone found wilfully damaging computer or computer related equipment, are to be reported to senior management;
- all students are aware of this policy at enrolment and induction;
- all students in youth programs including VCAL sign the Computer, E-Mail and Internet Usage Contract form at enrolment

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Students will ensure that:
- once issued with an individual computer login and password, they will under no circumstances share these details with anyone, either internal or external to Wyndham CEC;
- they report any computer problems to the teacher or trainer present;
- no settings for virus protection, spam or filtering that have been applied are disabled or bypassed;
- computer and the internet usage is related to learning;
- no chain letters or email hoaxes will be forwarded knowingly;
- no viruses will be forwarded knowingly;
- no inappropriate or unlawful material is sent or published, including offensive, abusive, racist, sexually explicit or discriminatory comments;
- no threatening, bullying or harassing behaviour occurs;
- no defamatory information about a person or the organisation occurs;
- they report any internet site accessed that is considered inappropriate;
- ensure privacy and confidentiality are maintained;
- they don't plagiarise information or fail to acknowledge sources used in their work.

Students will be aware that:
- they are held responsible for their actions while using computers and internet at Wyndham CEC;
- the misuse of internet and computer equipment may result in disciplinary action which includes, but is not limited to, the withdrawal of access;
- they could be held accountable and responsible for wilful damage to computer equipment and any associated costs;
- their emails are archived and their web browsing is logged;
- personal or sensitive information in emails or on websites, could be used as records in investigations, court proceedings or for other legal reasons;
- computer rooms located at 4 Synnot St are monitored by security cameras;
- student computers reset on restart, as such all work saved locally to a computer will be deleted on restart;
- any illegal activity will be reported.

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