

	<b>ONE2ONE POLICY</b>			
	<b>Title</b>	Electronic Media – Use of	<b>Policy No</b>	24
	<b>Indicator</b>	CM2 – Governance and Operational Management	<b>Review Date</b>	06/01/21

## 1. PURPOSE AND SCOPE

The purpose of this policy is to outline the rules and boundaries of use of electronic media by staff and volunteers at One2One.

This policy has been framed around the NDIS Practice Standards and applies to all of One2One’s supports and services.

## 2. POLICY STATEMENT

One2One sometimes provides computers and other electronic media for use by staff and volunteers to undertake the work of the organisation, to advance its core business and to enhance its profile in the community. Computers and phones are available for staff and volunteers to seek information and resources to help with their work, communicate with relevant parties, and to respond to opportunities. Electronic media are not to be used for inappropriate activities such as those of a sexual or criminal nature.

## 3. POLICY CONTENT

The following procedures are to be implemented to enable the organisation to meet its policy objective of ensuring that computers are used for the benefit of One2One consumers and its work. One2One staff and volunteers will:

- 3.1 Make computers available to staff and volunteers for their use in One2One work.
- 3.2 Use computers to communicate with stakeholders, such as consumers, service agencies, suppliers and sponsors.
- 3.3 Respond to email and phone communications as soon as is practicable.
- 3.4 Use auto-reply systems where applicable.
- 3.5 Use courteous and respectful language when using electronic media.
- 3.6 Employ disciplinary procedures if a staff or volunteer is found to be using One2One computers, phones or social media inappropriately; i.e. use verbal and written warnings and then cessation of employment if inappropriate use of the computers persists. Such disciplinary action will be at the discretion of the Director and in line with the staff grievance policy and procedures.
- 3.7 One2One reserve the right to monitor @One2One issued email addresses during a staff members employment tenure.
- 3.8 Mobiles provided to One2One consumers are for staff use only and for the purposes of conducting One2One related work. No apps, internet browsing or personal use is permitted.

#### **4. PERFORMANCE STANDARDS**

- 4.1 Staff and volunteers of One2One use electronic media for the work in advancing the well-being and good life outcomes of consumers and their families/carers.
- 4.2 Any staff found to be using electronic media for inappropriate purposes or uses which are harmful in any way to consumers and their families/carers will be disciplined accordingly.

#### **5. POLICY REVIEW**

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One