

<b>POLICY:</b>	EMAIL AND INTERNET
<b>DATE ADOPTED:</b>	Director Corporate Services & Finance's Report #1 Policy 5 December 2012 Council 6 February 2013 Minute Book No. 11477
	Director Corporate Services & Finance's Report #1 Policy 7 November 2007 Council 21 November 2007 Minute Book No. 10284
<b>ORIGINAL ADOPTION:</b>	Director Corporate Services Report #1 Policy 1 December 2004, Council 8 December 2004 Minute Book No. 9416 (former BCC Policy)
<b>FILE REFERENCE:</b>	03.00065
<b>OBJECTIVE:</b>	To enhance the timely sharing of information, improve staff productivity, and increase customer accessibility to Council

## **PROTOCOLS FOR USE OF COUNCIL RESOURCES FOR INTERNET AND EMAIL**

### **1. Access**

Access to the use of Council resources for internet and emails is to be made available to all staff, Councillors and authorised persons who require such access to support the carrying out of official duties and who have access to a computer that is connected to the Council computer network.

Access to individual mailboxes/email addresses should normally be restricted to the individual and the system administrator. However, broader access to a mailbox/email address may be organised when such access adds value to the business function and is authorised by the Manager. Staff who are absent due to leave must organise delegated access to their mailbox/email address prior to commencing on that leave. With the authority of a Manager or Director, such delegated access should be controlled and limited to one person, unless the Manager or Director instructs there to be more.

A copy of this protocol must be signed by the staff member prior to a network login being created and placed in his/her personal file. See Attachment 1.

### **2. Acceptable Uses**

The following uses are acceptable and encouraged:

- Investigations, research and support of vendor's products. This may include the retrieval and distribution of information, technical material, support documentation or promotional material that may assist users in their daily operations.
- Peer group communications including retrieval and distribution of electronic messages, documentation, contributing or participation in group forums.
- Use of network resources for personal or academic reasons during the staff members' own time. Personal use does not extend to any activities that may provide personal commercial gain or interfere with other users work for the Council.

### **3. Unacceptable Uses**

The following uses are unacceptable and are expressly prohibited:

- Conducting activities such as unsolicited distribution of advertising material.
- Using the network for conducting personal business transactions.
- Creating, transmitting or knowingly activating a computer virus.
- Creating or distributing chain letters, personal advertising etc to individuals or lists of individuals so as to cause a nuisance or congest the Council's network.
- Using an account owned by another user who is authorised for internet access to gain unauthorised access to the internet.
- Allowing unauthorised users to access the internet or email using your login I.D.
- Forging email messages.
- Posting anonymous messages.
- Personal use of the network for obtaining illegally distributed or unlicensed software.
- Sending or requesting messages or documents that are inconsistent with Council's policies.
- Using the internet to access store or distribute pornographic, racist, sexist, inflammatory or otherwise offensive material.
- Misrepresenting the Council or uses that are considered malicious or unethical.
- Performing excessive downloads from the internet.
- Uses that may violate any Federal or State laws such as copyright infringement.
- Emails between Councillors and Staff
- Emails that interfere with the ability by others to conduct Council business
- Posting messages and/or reading other posts on social networking sites (Facebook, Twitter etc) that are not related to Council business.

#### 4. Email Address Format

The format for Council email addresses incorporates the user name and a domain name.

The user name is set up by the Information Services section. Two categories have been developed, one for internal addressing and one for external addressing.

The internal address category uses the first name followed by the full family name (i.e. "Fred Bloggs").

The user name and domain name combine to form the internal email address. Individual internal email addresses are (as an example):

Fred Bloggs/BathurstCC@BathurstCC

The external address category uses the first name followed by a full stop followed by the family name as the user name. The domain name is "bathurst.nsw.gov.au".

Therefore, Council's email address is:

[council@bathurst.nsw.gov.au](mailto:council@bathurst.nsw.gov.au)

and the example user name would be:

[peter.fawkes@bathurst.nsw.gov.au](mailto:peter.fawkes@bathurst.nsw.gov.au)

#### 5. Standards For Outbound Email

Outbound email should include a standard footer (signature file) that incorporates the sender's name, email address, position, organisation, organisation email address, direct phone number and statement relating to the employing body's opinions.

For example:

Fred Bloggs  
Miscellaneous Services  
Bathurst Regional Council  
158 Russell Street Bathurst NSW 2795  
Phone: 02 6333 6xxx  
Fax: 02 6331 7211 (or other more appropriate number)  
Mobile: (if applicable)

The above footer is filled out with data contained within the Council address book and staff are encouraged to ensure that their record within this address book is accurate and up-to-date.

Below this footer is the Council disclaimer, which is not visible when an email is created, but is attached to every outbound email via our filter.

The text of that disclaimer is as follows:

*"This message is intended for the addressee named and may contain confidential information. If you are not the intended recipient, please delete it and notify the sender. Views expressed in this message are those of the individual sender, and are not necessarily the views of Bathurst Regional Council, unless otherwise stated."*

*For the purposes of the Copyright Act, the permission of the holder of copyright in this communication may be taken to have been granted, unless stated otherwise, for the copying or forwarding of this message, as long as both the content of this communication and the purpose for which it is copied or forwarded are work related."*

## **6. Monitoring**

Council reserves the right to monitor all internet access and email messages received by and contained within Council's computer system(s) and will do so to support system maintenance, system management, document management, investigate illegal use or wrongdoing, support Council's Policies, support legal requirements and for any business purpose. Monitoring shall be undertaken by the Information Services section, and occasionally monitored by Manager Information Services or any other authorised Officer.

## **7. Disciplinary Action**

The Information Services section or other staff should report misuse to their Director or to the General Manager for appropriate action within Council's standard conditions of employment and HR guidelines.

Any disciplinary action taken will be in accordance with the guidelines set out in Council's Performance Management and Disciplinary policy.

## **8. Privacy/Confidentiality**

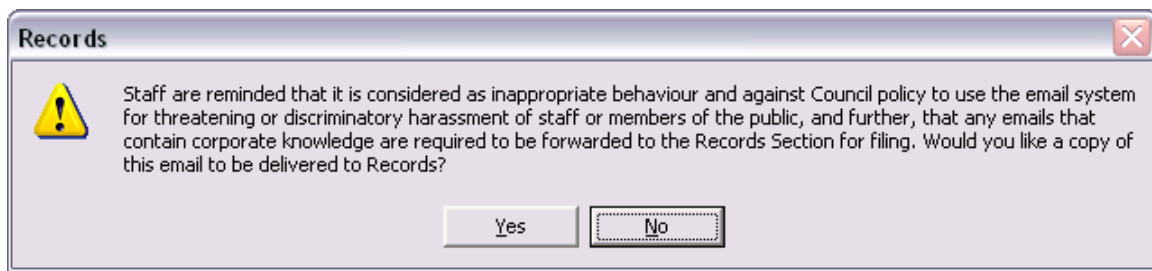
The internet and email Policy and associated Protocols for Use of Council Resources for internet and email abide by the Government Information (Public Access) Act and the Privacy and Personal Information Protection Act and Council will make every effort to ensure that these standards are followed.

## **9. Ethics/Personal Use**

The internet and email system has been developed to support Council's business function and enhance communication. The Council will allow reasonable personal use and staff are encouraged to use good judgment and integrity when they do so.

## **10. Records/Document Management**

All email messages are recognised as organisational records and shall be properly managed for record keeping purposes.



This can be managed by answering Yes to the above question and following the prompts for details

File Number: Council File i.e. Xx.xxxxx  
Your Reference: Other parties reference  
Full name: Other party  
Title: Position  
Organisation: Company name

Email messages must be registered in the Records Management system if they are of organisational significance and/or will need to be referred to again.

Messages indicated as being of a personal nature may be stored on the computer network, but not necessarily incorporated into the Document Management systems.

## **11. Staff Termination, Absenteeism And Leave**

Terminated staff shall have no right to access their former email mailbox.

Staff who are on leave must organise for their email to be redirected to another member of staff who is available during the period of leave. The redirection shall be authorised by the appropriate Manager or Director. Absent staff must recognise that their email messages will be redirected to other staff to ensure the work flow continues.

**Attachment 1**

I hereby declare that I have read and understand the Protocols for use of council resources for internet and email. I declare that I agree to abide by these protocols and acknowledge that any unacceptable conduct on my part will see my privileges withdrawn and potential disciplinary action commenced.

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Signature

Name

Date

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Approved (Director)

Name

Date