

 Wingate Avenue Community Centre	Title: IT PUBLIC AND STAFF INTERNET POLICY	
	Version: 1.1	Approved: October 2014
	Administered: Manager	Next Review: October 2016

Background

Wingate Avenue Community Centre (WACC) has an information technology (IT) network which is based at the Centre. It includes computers and computing devices, software programs, access to the internet and email, and a shared internal network. This IT is provided for the use of staff, volunteers and the public, for the purposes of carrying out duties, learning, teaching, research, professional development and administration.

Purpose

This policy governs the use of all network services, computer equipment and software, owned, leased or used under license by WACC and informs all users, including staff, volunteers and the public, of their rights and responsibilities in relation to the use of the IT. It is consistent with the provision of an environment that respects freedom of inquiry and expression, privacy and confidentiality, the law and due process.

User rights

Users have the right to access and use WACC's IT facilities for legitimate work, study and related purposes. Personal use of IT facilities is a privilege and is to be kept to an incidental level.

WACC cannot guarantee the availability of its IT facilities and reserves the right for them to be unavailable from time to time for either planned or unforeseen circumstances.

User responsibilities

Through the use of the IT facilities users agree to abide by this policy. WACC is to ensure that users are informed of this policy and its availability upon request. Persons using the IT facilities are responsible for their own actions, and are subject to relevant state and federal laws and to the community centre regulations and policies.

Guidelines for all users

The following information applies to all staff, volunteers and members of the public who use WACC's IT facilities and networks.

Compliance

Network and System Administrators treat the content of electronic communications and data as confidential. However, normal operation and maintenance of the systems requires backup and caching of communications and data, the logging of activity, and the monitoring of general usage patterns. Where inappropriate use of IT facilities is detected, reports may be prepared for the purpose of investigating breaches of this for appropriate follow-up action. Such action may require privileged use of information. In all matters relating to privacy and security of individual accounts and communications, including any requests for release of information, staff must abide by the relevant laws and WACC regulations.

Ethical use

Users should observe ethical standards of conduct.

Unethical activities may include:

- obtaining or attempting to obtain a higher level of access privilege or access to facilities without authorisation
- granting access to unauthorised users
- representing yourself as another person

- attempting to modify system facilities, illegally obtain extra resources, degrade the performance of any system or attempt to subvert the restrictions associated with any computer system, computer account or network service
- sending bulk unsolicited mail (commonly known as SPAM)
- illegitimate monitoring of individual users
- disrespecting the physical and intellectual property of others, including legal protections to data and software provided by copyright and licences
- downloading software from the internet and installing it upon WACC's computer equipment without permission

Socially responsible use

Users must ensure that their use of the WACC's IT facilities is socially responsible. In particular Commonwealth and State Laws prohibit harassment and discrimination, vilification or victimisation on grounds such as race, gender, religious belief, political conviction, sexual preference, or disability.

WACC IT facilities must not be used to humiliate, intimidate or offend others particularly on the basis of any attribute prescribed under these laws and policies. This includes the sending of offensive emails, displaying inappropriate screen saver images and accessing inappropriate material, which may inadvertently be observed by others. Pornography and other material that can cause offence to others may not be accessed, held or displayed on any IT facilities at WACC. Users unsure if their activities fall within these parameters should seek advice from appropriate supervisors.

Legal use

Users must ensure their use of the IT facilities complies with all relevant Federal and State legislation as well as all WACC regulations. Illegal activities may include:

- intentional damage of facilities
- violating a software licence
- unauthorised access by 'hacking'
- theft of equipment, software or data
- creation, possession or distribution of illegal pornography (e.g. child pornography)
- any other unlawful activity.

Competent Use

Users should ensure that they are competent in the general use of network and computing facilities and services. In particular users should:

- seek assistance if they do not know how to competently use the facilities.
- Take responsibility for their own health by using good ergonomic practices, ensuring adequate light and taking regular breaks to avoid potential health problems.
- Obtain approval from class teacher or Assistant Manager prior to inserting any CD, USB or downloading any files or programs.

In addition users must accept that WACC cannot be held responsible for any inaccuracies in results or output as a consequence of their use of IT facilities.

Efficient use

Users should ensure technology resources are utilised in the most effective manner to reduce wastage and costs incurred by WACC in providing data storage, access and network capacity. In particular, users will need to adopt responsible approaches to activities that can result in wasteful use of resources including:

- storage of excess mail
- processing and storage of large documents (e.g. video, audio and high resolution images)
- storing personal data or files
- downloading of large files from the internet or programs without permission
- wasteful printing.

Individual IT resource needs vary widely across the centre– this policy does not endeavour to put finite limits on IT usage only to ensure that individual use is relative to the users legitimate needs.

Additional Guidelines for Staff

In addition to the above, staff should adhere to the following guidelines:

- Keep use of the internet to a minimum
- Check that any information you access on the internet is accurate, complete and current
- Ask permission to access the Centre's computers for personal use
- If you receive inappropriate material, delete it immediately. If you continue to receive it, inform the IT Administrator
- Do not download content from internet sites unless it is work related
- Do not download software from the internet
- know how to back-up programs and data for which they are responsible
- assume responsibility for the maintenance and protection of data and software in their charge
- take all practicable measures to ensure current local virus protection mechanisms are in place

Additional Guidelines for Public Computer and Internet Use

The following information applies specifically to members of the public who wish to access WACC's public computers and internet. An abbreviated version, entitled 'Public Computer and Internet Use Poster', (*refer to Appendix 1*), is to be kept on display near the public computers.

Disclaimer

WACC is not responsible for material viewed or downloaded by public users from the internet. Users are cautioned that internet sites may include offensive, sexually explicit and inappropriate material. Users accessing the internet do so at their own risk. In addition, WACC cannot guarantee the authority, accuracy, standard or quality of the information retrieved onto the computer from the internet. WACC is not responsible for security on the internet. Users are advised that third parties may be able to obtain information regarding users' activities.

Use of Facilities

- Costs and conditions for the use of public internet are determined by the Committee from time to time as the need arises.

Accessing the Internet

- Parents or legal guardians must assume responsibility for information selected and accessed through the internet by children less than 18 years of age

- Persons under 12 years of age must be accompanied by a parent/guardian
- No documents are to be saved on the C:/ drive. Installed software/hardware is not to be added, deleted, or modified in any way
- Material displayed during the internet session must be acceptable for viewing in a public area. Deliberate access and display of pornographic and/or sexually explicit or other material which may be offensive to members of the public is prohibited.
- Games which involve repetitive key punching or are deemed graphically violent will not be allowed.
- Use of public computers and internet is for information, education or recreational purposes only. Any unauthorised, illegal or unethical use of computer and internet facilities is prohibited.
- Persons waiting for access to the public computers and internet should not engage in any activity that is harassing or defamatory to current users and should wait in seating area in front reception.
- Access to the internet is available under the following conditions.

Breach of policy

While WACC would generally employ an educative approach, breach of this policy could lead to:

- counselling and/or user education
- appropriate administrative or disciplinary action (which may lead to dismissal or exclusion) in accordance with the rules, policies and enterprise agreements of the centre
- immediate termination of the right to use IT facilities on a temporary or permanent basis
- criminal or other legal proceedings in accordance with State and Federal legislation

Related Documents

- Appendix 1: Public Computer and Internet Use Poster

Adopted by Committee of Management on (date): 20 October 2014

Signed by Chairperson: Renee Hancock 