

Email and ICT Acceptable Use POLICY



Help for non-English speakers

If you need help to understand the information in this policy, please contact the school on 8311 5200 and ask for the relevant Student Coordinators who will organise an interpreter.

PURPOSE

To ensure the acceptable and effective use of Sunshine College email system noting the complexities of the organisation's operation across our multi campus structure.

This policy should be read in conjunction with the DET ICT Acceptable Use policy.

Because of the complexities of our multi-campus structure, it is necessary to communicate via email and therefore there is a responsibility on college staff to check their EduMail account regularly.

In designing this policy, the College acknowledges the importance of respectful face to face personal communication as an important ingredient in building a positive and healthy workplace.

This policy will be reviewed over time in line with DET ICT Acceptable Use Policy guidelines, external and internal research into effective organisational communication strategies.

THE DET ACCEPTABLE USE FRAMEWORK

All users of Department ICT resources are expected to exercise responsibility, use the resources ethically, respect the rights and privacy of others and operate within the laws of the State and Commonwealth, including anti-discrimination and sexual harassment laws, and the rules and policies of the Department, including occupational health and safety obligations to employees and students.

Department ICT resources should not be used for inappropriate or improper activities. This includes pornography, fraud, defamation, breach of copyright, unlawful discrimination or vilification, harassment, including sexual harassment, stalking, bullying, privacy violations and illegal activity, including illegal peer-to-peer file sharing. The audience of an electronic message may be unexpected and widespread, and users should be mindful of this when using ICT resources

DEPARTMENT PROPERTY

Electronic communications created, sent or received using Department email systems are the property of the Department and may be accessed by an authorised person or their delegate in the case of an investigation. This includes investigations following a complaint or investigations into misconduct.

Electronic communications may also be subject to discovery in litigation and criminal investigations. All information produced on users' computers, including emails, may be accessible under the Freedom of Information Act 1982 (Vic) or Freedom of Information Act 1982 (Cth)

Email messages may be retrieved from back-up systems.

COMMUNICATING WITH STAFF

Sunshine College is proud of its professional and respectful interactions with all members of the community.

Email communications will:

- Begin and end with a courteous salutation
- Will be written in a formal register
- Be read within 2 working days of receipt
- Be responded to in a timely manner
- Will be sent when it is convenient for the sender but are not expected to be addressed outside of work hours.
- Carefully read through before being sent (attachments present, spelling/grammar check, correct addressee)

Email communications will not:

- Take the form of a text message
- Replace face to face communication

USE OF REPLY ALL AND DISTRIBUTION LISTS

Sending an email in haste, especially as a result of an event in the workplace is ill-advised. Staff are advised to delay sending emails if upset and consider whether a personal interaction is more appropriate.

- "Reply all" should not be used in sending an unsolicited response to an email received as a user on a DET DL or Sunshine College DL.... *see procedure for using DET DL lists.*
- "Reply all" should be used so that a group of users can be party to a professional dialogue to support consensus in decision making. The response needs to focus on adding value to the conversation and be supported by balanced & professional reasoning.

- “Broadcast” emails aligned to questioning actions or decisions should be dealt with personally, not with a group of email users.
- **Transmission of mail using the DET DL lists**, including the campus DL lists of Sunshine College must be controlled so that users do not receive unnecessary, unwanted, and unsolicited mail as this can reduce the effectiveness and trust in the electronic communication process.
- ***The procedure for using DET DL lists is:***
- The sender must obtain the approval of the College Principal or Campus Principal or through documented agreement (minutes) at an official meeting as laid out in the College Calendar, in this case checking with the Campus Principal or College Principal is advisable, especially if principal class representation was not at the meeting.
- **Unsolicited work-related email may only be sent to multiple users*** where the mailing is related to their Sunshine College Position of Responsibility function and the sender has an appropriate work relationship. For example, College Principal, Assistant Principals, Leading Teachers in charge of a college wide portfolio, Focus Group Leaders mailing to their FG staff, etc.

COMMUNICATING WITH PARENTS

Staff are encouraged to keep respectful and informative communication.

Staff are not expected to read or answer parent emails outside of work hours. Not email should be sent to parents outside of the hours 8.00am- 5.30pm Mon-Fri.

RECORDS MANAGEMENT

Electronic communications are public records and subject to the provisions of the *Public Records Act 1973* (Vic).

DET record management practices for management of email messages must comply with DET policies and guidelines on recordkeeping and management of electronic communications as amended from time to time.

Email messages that are routine or of a short-term facilitative nature should be deleted when reference ceases, as distinct from ongoing business records such as policy or operational records.

Retention of messages fills up large amounts of storage space on the network and can slow down performance.

As few messages as possible should be maintained in a user’s mailbox. Messages for archive should be kept in separate archive files stored on the user’s network home or shared drive.

External Mailing Lists

Users may solicit mail on a particular educational / work related topic by subscribing to a mailing list from which they can also unsubscribe at will. Staff should “unsubscribe” if they are getting unsolicited and unwanted email from external sources to Sunshine College.

If in doubt about the validity of an email you receive, especially in the case of a request to pass over confidential personal information please contact an Assistant Principal and the College ICT technicians for advice, in most circumstances if you are questioning something it is likely to be a scam.

Personal usage, although the DET email system is meant primarily for work use, some personal usage if it is reasonable and does not interfere with work is acceptable.

Scams and Viruses

Never provide personal account information through email.

If the email seems legitimate but unexpected or questionable, visit the company's website and find an email address to contact regarding this issue, or call the company. Many companies appreciate being notified about fraudulent attempts to gain information about their customers.

Do not reply to a 'doubtful message' or click any of the links in the message; instead seek advice from the school's technicians.

Be cautious of opening attachments and being requested to "click on" a link, they may be the gateway to a virus that will infiltrate your computer system.

The following are statements from sections of the DET ICT Acceptable Use Policy which can be found at

<http://www.education.vic.gov.au/Documents/school/principals/infrastructure/ictacceptableusepolicy.pdf>