



Personal Use of Communications Technology Policy

Scope

This policy applies to Brook RED Community Members, Nominated Support People, Board Members, employees, volunteers, and students on placement.

Purpose

This policy sets out guidelines for acceptable use of Brook RED's communication technology including internet, email, telephone, printing, and messaging usage.

Principles

To ensure that Brook RED's communications technology are available for business use, that these are used efficiently and effectively, and that Brook RED is not brought into disrepute through inappropriate use. Brook RED also wishes to support employees who may have external commitments to attend to these in balance with organisational needs.

Policy

Brook RED's internet, email, telephones, and messaging technology are primarily to be used for the business purposes of assisting employees in carrying out their work and to support Community Members in working toward their recovery. Employees, Community Members, and other stakeholders may use Brook RED communications technology for limited personal use and permitted extended use in particular circumstances.

Limited personal use of communications technology:

- Is infrequent and brief
- Does not interfere with the duties of the employee or their colleagues
- Does not interfere with the business of Brook RED
- Does not compromise the security of Brook RED's data and communications technology systems
- Does not impact on Brook RED's electronic storage capacity
- Does not decrease Brook RED's network performance

Examples of limited personal use include paying a personal bill online, sending a short personal email, speaking briefly to a family member to organise child care arrangements, and messaging to coordinate a personal meeting for after work.

Extended personal use of communications technology is permitted at times in negotiation with Line Manager. Examples of permissible extended personal use include speaking with family in the event of a family emergency or tragedy, using Brook RED computers to complete personal school work after hours, using the internet to look for personal accommodation during lunch and break times.

Employees, Community Members and other stakeholders should be aware that, while not a regular activity, all emails and internet use, including specific websites visited may be monitored by Brook RED.

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Employees, Community Members, and other stakeholders using Brook RED communications technology for personal use must ensure that the technology is not used to seek out, access, store or send any material of an offensive, obscene, or defamatory nature. Brook RED communications technology may not be used in a manner that:

- Violates any laws
- Is designed to harass, offend, or threaten
- Creates unsolicited bulk communications
- Compromises the privacy of Brook RED Community Members
- Exchanges any confidential and/or sensitive information owned by Brook RED, or
- Causes Brook RED to incur any penalties, fines, or fees not previously approved by Line Manager

References

None

Document Control and Record of Changes

Version	Effective Date	Approved by	Summary of Change	Date of Next Review
Version 01	January 2017	Eschleigh Balzamo	Introduction of new policy	-
Version 02	April 2017	Eschleigh Balzamo	Change of format	January 2018
Version 03	May 2017	Eschleigh Balzamo	Change to version control	January 2018
Version 04	September 2019	Eschleigh Balzamo	Review and Update	January 2021
Version 05	June 2021	Eschleigh Balzamo	Review and Update	July 2023
Version 06	August 2023	Eschleigh Balzamo	Review and Update	August 2025
Version 06.01	September 2025	Blake Barber	Review	September 2026

The General Manager has overall responsibility for this policy. If there are any questions regarding this policy, please direct these to the Business Services Manager or General Manager.

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