



Government of **Western Australia**
Department of **Health**

ACCEPTABLE USE STANDARD – Computing & Communications Facilities

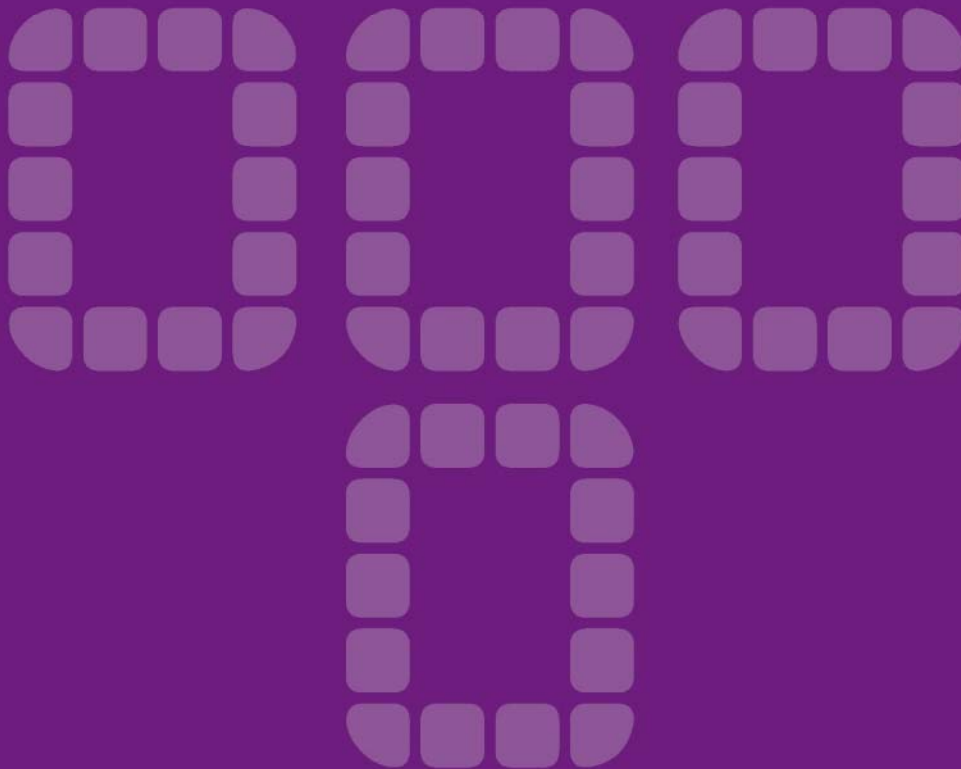


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Synopsis of Standard

This standard establishes the minimum obligations incumbent upon all staff who have access to WA Health computing resources including e-mail and the Internet.

General Obligations

Staff must use WA Health computing resources in a responsible manner, taking into account the consequence their actions may have on others. Staff must not use WA Health computer facilities:

- a) for any unlawful, illegal, malicious or improper purpose;
- b) to transmit, publish or communicate material which is defamatory, offensive, abusive, harassing, indecent, menacing, unwanted or otherwise unlawful or unauthorised;
- c) to knowingly transmit a computer virus or other malicious computer program;
- d) in any way which interferes with its availability for other users or otherwise interferes in the proper operation of WA Health computing resources;
- e) to access without permission or damage another's computer system;
- f) to infringe others' intellectual property rights;
- g) to disclose private or confidential information of another;
- h) to store, publish, display, distribute or post material that is obscene, offensive, defamatory, abusive or that violates any law or regulation;
- i) to enable a minor to access material inappropriate for a minor;
- j) to conduct or promote a private business;
- k) to breach any laws or infringe any third party rights or to breach any standards, content requirements or codes promulgated by any relevant authority or industry body.

Personal Use

Personal Use is activity that is conducted for purposes other than accomplishing official or WA Health business. Staff are specifically prohibited from using WA Health computing resources to maintain or support a personal private business. The veto on using WA Health computing resources to support a personal private business also includes employees using WA Health computing resources to assist relatives, friends, or other persons in such activities.

Staff may, however, make limited personal use under this Standard of WA Health computing resources as long as it complies with the Reasonable Personal Use criteria below.

Reasonable Personal Use

Staff are permitted **limited** reasonable personal use of WA Health computing resources.

To be reasonable it must:

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- a) be lawful;
- b) comply with this Standard;
- c) not result in loss of employee productivity;
- d) not interfere with official duties;
- e) result in only minimal additional expense;
- f) not be with a view of personal profit, favours or gain;
- g) not expose WA Health to potential litigation;
- h) not interfere with any individual's reputation (by means such as slanderous language), employment or other obligations;
- i) not tarnish the reputation of WA Health.

Minimal Additional Expense

The employee's personal use of WA Health computing resources is limited to those situations where WA Health is already providing equipment or services and the employee's use of such equipment or services shall not result in any additional expense to WA Health or the use will result in only normal wear and tear or the use of small amounts of electricity, ink, toner or paper etc. Examples of minimal additional expenses include making a few photocopies, using a computer printer to printout a few pages of material, making occasional brief personal phone calls, infrequently sending personal e-mail messages, or limited use of the Internet for personal reasons.

WA Health Network Monitoring

The WA Health computer network logs all transactions and communications, whether private or business related. Although pervasive, systematic and ongoing surveillance of staff e-mails and internet access logs will not occur, WA Health may monitor or investigate staff internet access and e-mail accounts and usage of the service. This will only occur to confirm compliance with the requirements of this Standard or investigate possible incidents of hacking, breaches of security or unauthorised access etc.

Breach of Standard

Breaches of this Standard will be regarded as a serious matter and WA Health may take disciplinary or legal action when a breach is identified

This standard complies with the requirements of the Public Sector Code of Ethics, which stipulates that staff must conduct themselves in accordance with accepted community standards.

1 Purpose

This Standard sets out acceptable behaviour for the use of WA Health's computing resources by all WA Health staff. The provision of this Standard is intended as a minimum requirement that must be complied with and is not meant to be exhaustive.

The Purposes of this Standard are to:

- a) ensure staff are aware of their role, responsibilities and obligations when using WA Health computing resources;
- b) prevent misuse of electronic communications;
- c) ensure staff recognise the privilege of reasonable private use of WA Health computing resources and the limits associated with that use;
- d) inform staff of WA Health's obligation to electronically store e-mail messages sent or received by staff and also inform staff that records of internet use may be monitored for compliance with this policy;
- e) identify the consequences of breaching this Standard or any other socially acceptable requirements when using WA Health computing resources;
- f) ensure WA Health and its staff members are not exposed to unethical behaviour such as error, fraud, defamation, breach of copyright, unlawful discrimination, illegal activity, privacy violations and computing resource service interruptions as a consequence of staff actions; and
- g) avoid conduct that violates any written law whether or not expressly mentioned in this Standard,.

This standard complies with and should be read in conjunction with the Public Sector Code of Ethics.

1.1 Standard Scope

Use of the WA Health's computing resources includes all electronic transmissions to (for example, the receiving of an e-mail) or through (for example, forwarding that e-mail onto others) the WA Health computer network. This Standards scope also includes the acceptable use of other electronic facilities such as office equipment for example, PC's, photocopiers, fax machines etc., across WA Health including all public hospitals and premises with WA Health contracted arrangements and covers use of all associated networks, internet access, e-mail, hardware, dial-in access, data storage, software, telephony services and voice-mail etc.

1.2 To Whom Does the Standard Apply?

The Acceptable Use Standard applies to all WA Health staff and includes but is not limited to:


- a) all staff, contractors, casuals, students and volunteers;


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- b) operators of any WA Health services;
- c) any external organisation or their staff and, organisations offering outsourcing arrangements for WA Health.

Individual Health Services may adopt a more restrictive set of personal use policies at the discretion of their Chief Executive.

REMEMBER

	<p>Staff will be required to provide an acknowledgment (by signing a Declaration Form issued by Health Corporate Network (HCN), that this Standard has been provided to them and read and understood by them. The signed Declaration Form will be held on each individual staff member's personal file.</p>
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	<p>Staff should consult this standard regularly to ensure that their activities conform to the most recent version, which is held on the <u>Information Management and Technology Policy</u> intranet site, other policies mentioned in Associated Policies, Standards, and Guidelines should also be periodically reviewed for later versions.</p>
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2 Standard Statements

2.1 STANDARD STATEMENT 1: Reasonable Personal Use

Staff will be permitted limited / reasonable personal use of WA Health computing resources.

Personal use should not result in loss of employee productivity (for example, by excessive use outside break periods), interference with official duties or other than "minimal additional expense" to WA Health in areas such as:

- a) communications costs for voice, data, or video image transmission or downloads; use of consumables in limited amounts (for example, paper, printer ink, printer and photocopier toner);
- b) general wear and tear on equipment; such activities include but are not limited to excessive use of photocopiers and printers;
- c) excessive data storage on storage devices such activities include but are not limited to saving large video images onto computer disk;
- d) transmission impacts with moderate e-mail message sizes, such as e-mails with small attachments, such activities include but are not limited to not attaching large video images to e-mails which are not work related;

In all cases personal use must be reasonable and not taking advantage of the privileges provided.

To be reasonable it must:

- a) be lawful and comply with the Public Sector Code of Ethics;
- b) comply with this Standard;
- c) comply with a), b), c), d) above;
- d) not be with a view of personal profit or gain, such activities include but are not limited to conducting private business activities during working hours;
- e) not expose WA Health to potential litigation such activities include but are not limited to claiming to represent WA Health when acting in a private capacity;
- f) not interfere with any individual's reputation which may include but not limited to using slanderous language, employment or other obligations;
- g) not tarnish the reputation of WA Health.

2.2 STANDARD STATEMENT 2: General Obligations

WA Health computing resources must be used responsibly.

Unauthorised or inappropriate use of WA Health computing resources could result in loss of use or limitations on use of equipment, disciplinary or adverse actions, criminal penalties and/or staff or other users being held financially liable for any cost of inappropriate use.

Staff should act professionally in the workplace and refrain from using WA Health computing resources for activities that are inappropriate. Misuse or inappropriate **personal** use of WA Health computing resources includes:

- a) any personal use that could cause congestion, delay, or disruption of service of any WA Health computing resource. For example, greeting cards, video, sound or other large file attachments can degrade the performance of the entire computer network;
- b) the creation, downloading, viewing, storage, copying or transmission of sexually explicit or sexually oriented materials;
- c) the intentional creation, downloading, viewing, storage, copying or transmission of materials related to illegal weapons, terrorist activities, and any other illegal activities or activities otherwise prohibited;
- d) use for commercial purposes or in support of "for-profit" activities or in support of other outside employment or business activity (e.g. consulting for pay, administration of private business, sale of goods or services etc.)
- e) engaging in any outside fund-raising activity, including non-profit activities, endorsing any product or service, participating in any lobbying activity, or engaging in any prohibited partisan political activity;
- f) posting agency or personal information to external newsgroups, bulletin boards or other public forums without authority, including information, which is at odds with WA Health's missions or positions. This includes any personal use that could create the perception that the communication was made in one's official capacity as a WA Health staff member, unless appropriate WA Health approval has been obtained;
- g) establishing personal, commercial and/or non-profit organizational web pages on WA Health owned equipment;
- h) use of WA Health computer systems as a staging ground or platform to gain unauthorised access to other computer systems or other illegal computer trespass for example, hacking;
- i) the creation, copying, transmission, or retransmission of chain letters or other unauthorised mass mailings regardless of the subject matter for example, retransmission of e-mails which asks you to forward it onto friends etc.;
- j) use of WA Health computing resources for activities that are illegal, inappropriate, or offensive to fellow staff or the general public. Such activities include, but are not limited to: hate speech, or material that

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- ridicules others on the basis of race, creed, religion, colour, age, sex, disability, national origin, or sexual orientation;
- k) the addition of personal computing resources to existing WA Health facilities without the appropriate management authorization, such activities include but are not limited to connecting personal PDA devices or laptops to the WA Health computer network;
 - l) use that could generate more than minimal additional expense to WA Health (see 2.1 STANDARD STATEMENT 1: Reasonable Personal Use);
 - m) the intentional unauthorised acquisition, use, reproduction, transmission, or distribution of any controlled information including computer software and data that includes information subject to copyrighted, trade marked or material with other intellectual property rights (beyond fair use, for example, quoting the source), proprietary data, or export controlled software or data;
 - n) the intentional unauthorised internal or external transmission of any information subject to the Privacy Act for example, patient information;
 - o) the distribution of unauthorised newsletters;
 - p) using another person's digital authentication or logon number and password;
 - q) sending anonymous messages for example, by removing the 'FROM' e-mail address;
 - r) avoiding established security procedures such activities include but are not limited to not encrypting patient information which is sent over the internet or via e-mail; and
 - s) use any software that is designed to prevent identifying who is accessing information.

2.3 STANDARD STATEMENT 3: General Security Obligations

WA Health computing resources and information must not be placed in jeopardy.

General security issues include:

- a) Staff must be aware that any use of WA Health computing resources, including e-mail and network access, is made with the understanding that such use potentially may not be secure, private, or anonymous, for example, it may be subject to disclosure under the Freedom of Information Act.
- b) Electronic data communications may be disclosed within WA Health to employees who have a need to know in the performance of their duties, for example, with appropriate approval technical staff may employ monitoring tools in order to maximize the utilization of computing resources. Also inappropriate use may be reported to human resource or other authorised staff, for example, Corporate Governance Directorate, who investigate inappropriate use.

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- c) The privacy rights of any individual WA Health member of staff will not be violated (unless proven that such rights have been misused/violated inappropriately or vexatiously – see 2.8 SECURITY STATEMENT 8: Breach of Standard).
- d) Staff should also treat e-mail correspondence as if it was a permanent record. Even though e-mails sent or received may be deleted, they may still be retrieved from back-up storage.
- e) WA Health does not allow or where breached, will not be responsible for any non-work related content that staff may publish via websites, e-mail, newsgroups, online forums or other publishing mediums accessed through the WA Health computer network.

To assist with general security staff will:

- a) not share their password;
- b) change their password if anyone else may know it;
- c) activate the screen saver or lock the workstation if they are away from their desk; and
- d) always log out when finished using the system.

REMEMBER



Staff are responsible for the use of their computer logon and password. If you believe it has been compromised in any way, you must report it immediately to your supervisor.

2.4 STANDARD STATEMENT 4: Ethical Use of WA Health Computing Resources

WA Health computing resources will only be used in an ethical manner and in accordance with accepted public sector and community standards.

General computer etiquette includes:

- a) not violate any applicable laws or regulations;
- b) respect the conventions of other networks;
- c) respect the legal protection afforded by copyright, trademarks, license rights and other laws to materials accessible via WA Health computing resources for example, excessive photo copying of privately published material (books etc.)
- d) respect the privacy of others and to observe the provisions of the Commonwealth Privacy Act 1988;

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- e) use the computing resources in a manner which does not interfere with or disrupt other users;
- f) refrain from acts that waste computing resources or prevent other users from receiving the full benefit of the services for example, tying up the only printer by printing large files during peak activity or downloading video images which may impact on system performance for others; and
- g) comply with the Public Sector Code of Ethics.

2.5 STANDARD STATEMENT 5: Unethical Use of WA Health Computing Resources

WA Health computing resources will only be used in a way that complies with relevant Commonwealth and State Government laws including those that govern appropriate internet and e-mail use.

Staff are strongly advised where applicable to their duties familiarise themselves with relevant laws and to operate within them.

- a) WA Health computing resources cannot be used by any staff member, whether directly or indirectly, whether knowingly or otherwise, for any conduct that may, be unlawful or illegal, including, and without limitation, any conduct that fails to satisfy any provisions of any legislation, regulations or other subordinate legislation, including the Privacy Act.
- b) Staff will not take any action which results in themselves or WA Health breaching, or being involved in a breach of a law (including [The Western Australian Criminal Code, 440A](#) which addresses “unlawful use “ of computers), order or regulation (including a foreign law, order or regulation, if your duties involve representing WA Health internationally), a mandatory code of conduct, for example a number of internet sites have their own Acceptable Use Policy which you must agree to before using the service, or a voluntary code of conduct that staff have agreed to comply with for example, recognising intellectual property.
- c) Staff will not use WA Health computing resources, which results, or could result, in damage to property or injury to any person for example, harassing, menacing or stalking people.
- d) Staff will not use WA Health computing resources to:
 - a. send, display, access, make available, publish or distribute or otherwise be involved in material that is likely to be considered unsuitable for minors;
 - b. send, display, access, make available, publish or distribute or otherwise be involved in content which contains restricted material;

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- e) Staff will not use WA Health computing resources to enable a minor to access material inappropriate for a minor or to establish (or try to establish) contact with a minor not otherwise known to you unless it is part of your official WA Health duties.
- f) Staff will not use WA Health computing resources to incite discrimination, hate or violence towards one person or group because of their race, religion, gender or nationality.
- g) Staff will not use WA Health computing resources to send, display, access, make available, publish, or distribute or otherwise be involved in material that a reasonable person would consider obscene, defamatory or offensive;
- h) Staff will not use WA Health computing resources to:
 - a. engage in any or misleading or deceptive business or marketing practice;
 - b. provide or promote illegal pyramid selling schemes or unlawful gambling or gaming activities.
- i) Staff will not use WA Health computing resources to:
 - a. infringe on any person's rights (including intellectual property rights and moral rights);
 - b. constitute a misuse of any person's confidential information, for example accessing information (including patient information) staff are not entitled to have access to;
 - c. results in a breach of any obligation owed to any person or organisation, for example, releasing Commercial-In Confidence material;
- j) Staff will not use WA Health computing resources to:
 - a. undertake any activity which impedes or has the potential to impede WA Health's ability to provide its service for example, connecting any computing equipment to the network which does not have anti virus protection;
 - b. make or receive transmissions of any type or quantity which adversely affect the operation or jeopardise the use of WA Health services, or its performance for other staff members for example, receiving automatic video news updates which are not work related that may downgrade system performance;
 - c. undertake acts that waste resources or prevent other users from receiving the full benefit of WA Health services for example tying up printers or photo copiers with non work related material.
- k) Staff will not use the WA Health computer network to:
 - a. indiscriminately send unsolicited, unwanted, or inappropriate messages, especially commercial advertising in mass quantities;
 - b. provide capability which permits third parties to send SPAM for example, providing staff e-mail addresses to marketing companies etc.;
 - c. cause an adverse effect on any computing resource, or data belonging to any party;
 - d. access anyone else's systems, networks or data without consent, regardless of whether or not such access or use has any adverse effect on the system, network, or data;

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- e. create, send, or alter in any way the contents of an electronic message for the purpose of hiding, obscuring or deleting the source of the message or making the message appear to come from someone other than you.
- l) Staff will not use WA Health computing resources to:
 - a. harass, menace, upset, annoy or inconvenience any person;
 - b. send bulk unsolicited e-mail to others;
 - c. send e-mail that hides or obscures the source of the e-mail, that contains invalid or forged headers or domain names or deceptive addressing;
 - d. receive responses from bulk unsolicited e-mail where the original was distributed by the end user, even if not via the WA Health network;
 - e. relay e-mail using a third party's mail server without their express permission;
 - f. collect or harvest screen names or e-mail addresses of others for the purpose of sending unsolicited e-mails or for exchange;
 - g. send large or numerous e-mails with the purpose of disrupting another's computer;
 - h. establish any unauthorised Peer to Peer (P2P) facilities;
 - i. send e-mail that may damage or affect the performance of the e-mail recipient's computer; or
 - j. persistently send e-mail without reasonable cause or for the purpose of causing annoyance, inconvenience or anxiety to any person.

2.6 STANDARD STATEMENT 6: Record Keeping

Electronic communications records are part of the business records of WA Health.

Where a physical communication would be retained as part of the records of WA Health, an equivalent electronic communication should be printed and retained in the same way. This is especially so if documents held electronically are part of the business records of WA Health or are essential to the preservation of a proper audit trail for any decision made.

2.7 STANDARD STATEMENT 7: Compliance Monitoring and Controls

WA Health has a legal obligation to monitor computer resources.


WA Health legal obligation includes logging all computer network transactions and communications, whether private or business related. Although pervasive, systematic and ongoing surveillance of staff e-mails and internet access logs will not occur, WA Health may monitor or investigate staff internet access and e-mail accounts and usage of the service. This will only occur to confirm compliance with the requirements of this Standard or investigate possible incidents of hacking, breaches of security or unauthorised access etc.

2.8 STANDARD STATEMENT 8: Breach of Standard

Disciplinary action may occur for breach of this standard.

- a) Breaches of this standard will be regarded as a serious matter and WA Health may take disciplinary or legal action where a breach is identified. At its absolute discretion, WA Health reserves the right to suspend or terminate staff access to any or all services provided if WA Health forms the view that they have breached the terms of this Standard.
- b) WA Health will not automatically assume an allegation of unacceptable use until the facts have been assessed or a law enforcement agency or other relevant government authority requires immediate action.
- c) All instances of suspected staff misconduct, including breach of this policy, will be reported to the Corporate Governance Directorate who may then report the incident to the Corruption & Crime Commission.


REMEMBER

	<p>The Acceptable Use Standard contains 8 major statements:</p> <p>Standard Statement 1: Reasonable Personal Use.</p> <p>Standard Statement 2: General Obligations</p> <p>Standard Statement 3: General Security Obligations</p> <p>Standard Statement 4: Ethical Use of WA Health Computer Resources</p> <p>Standard Statement 5: Unethical Use of WA Health Computer Resources</p> <p>Standard Statement 6: Record Keeping</p> <p>Standard Statement 7: Compliance Monitoring and Controls</p> <p>Standard Statement 8: Breach of Standard</p>
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3 Background

Staff employed by WA Health may require access to the Department's computing resources. Staff will be expected to use these resources, which may include access to the WA Health computer network, for use of e-mail and the Internet, in accordance with the Public Sector Code of Ethics and other relevant State and Commonwealth legislation. When computing resources are used for legitimate internet access WA Health expects staff to have a basic knowledge of how the Internet functions, the types of uses, which are generally acceptable, and the types of uses, which are to be avoided. Common sense is the best guide as to what is considered acceptable use.

REMEMBER

	<p>Reference to an Act, law, Code of Conduct or other document includes a reference to the Act, law Code of Conduct or other document as amended from time to time.</p>
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4 Associated Policies, Standards and Guidelines

Associated IM&T policies can be located on the [Information Management and Technology Policy](#) intranet site:

- Computer Virus Protection and Security Software Standard;

- Information Security Policy;
- Logon Standard;
- Mobile Computing and Portable Storage Devices Policy;
- Network Access Standard;
- Software License Management Standard.

4.1 WA Health Operational Directives

WA Health Corporate Governance Directorate - Operational Directive OD 36/07 [WA Health Misconduct Reporting](#)

4.2 Related Legislation

4.2.1 PUBLIC SECTOR STANDARDS

Public Sector Management Act 1994 (WA)

Western Australian Public Sector Code of Ethics

All WA Government employees are required to be familiar with and have an understanding of the WA Public Sector Code of Ethics.

4.2.2 STATE AND COMMONWEALTH ACTS

Censorship Act 1996 (WA)

Under the Censorship Act “restricted material,” means an article that a reasonable adult, by reason of the nature of the article, or the nature or extent of references in the article, to matters of sex, drug misuse or addiction, crime, cruelty, violence or revolting or abhorrent phenomena, would regard as unsuitable for a minor to see, read or hear.

Privacy Act 1988 (Cth)

Schedule 3 of the Privacy Act identifies conditions under which personal information can be Collected and Use of Disclosure.

State Records Act 2000 (WA)

The State Records Act 2000 came into full operation on 1 December 2001. This Act was established in response to recommendations of the WA Inc. Royal Commission, which exposed shortcomings in government recordkeeping practices. It imposes obligations on government organisations that will have an impact on the way they manage their records.

Trade Marks Act 1995 (Cth)

A user must not copy a trademark or logo belonging to another party. Trade Marks infringement will expose the user to liability for damages.

Trade Practices Act 1974 (Cth)

The Trade Practices Act contains provisions, which prohibit passing off and misleading, and deceptive conduct. If a user were to copy material from an external site onto a WA Health network (including features such as logos and

trademarks) so that persons accessing the website would believe that WA Health had been authorised to carry the material, this would constitute passing off misleading and deceptive conduct.

Copyright Act 1968 (Cth) - Copyright Infringement

Covers copyright material owned by third parties (such as computer programs, literary, dramatic, musical or artistic works, sound recordings, music recordings, cinematograph film)

4.2.3 WESTERN AUSTRALIAN CRIMINAL CODE

The Western Australian Criminal Code, 440A

Failure to comply with the Acceptable Use Standard could result in criminal proceedings under the WA Criminal Code.

4.2.4 ANTI-DISCRIMINATION LEGISLATION

Commonwealth and State laws and WA Health's Equal Opportunity policy prohibit sexual harassment and discrimination, vilification or victimisation on certain grounds such as race, gender, sexual preference, disability, or status as a parent or carer. WA Health ICT facilities must not be used to humiliate, intimidate or offend others on the basis of their race, gender, or any other attribute prescribed under anti-discrimination legislation.

Equal Opportunity Act 1984 (WA)

Sex Discrimination Act 1984 (Cth)

Disability Services Act 1993 (WA)

Disability Discrimination Act 1992 (Cth)

Racial Discrimination Act 1975 (Cth)

Mental Health Act 1996 (WA)

United Nations Convention on the Rights of Persons with a Disability.

4.2.5 SPAM AND E-SECURITY

Australian Communications and Media Authority (ACMA)

ACMA is responsible for enforcing the **SPAM Act 2003 (Cth)** and actively works to fight spam in Australia. Under the Spam Act 2003 it is illegal to send, or cause to be sent, unsolicited commercial electronic messages. The Act covers e-mail, instant messaging, SMS and MMS (text and image-based mobile phone messaging) of a commercial nature.

ACMA also plays an important role in e-security in Australia, gathering evidence and assisting in protecting Australians from computer fraud and identity theft. Further information is available on the [ACMA spam and E-security](#) pages.

5 Version Control

Purpose:	1. Stipulate minimum standards of behaviour when using WA Health
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	information and communications technology equipment.				
Relevant To:	WA Health		Approval Authority:	SHEF ICT Sub-committee	
Effective Date (DG Approved):	24 April 2008 (OD 0114/08)	SHEF ICT Approved Date:	27 February 2008	Expiry Date:	To Be Advised
Responsible Group:	Information Policy & Support		Enquiries Contact:	Manager, Information Policy (08) 621 35406	
<p>Summary of Changes From Original Version: <i>Amendment 1: February 2009 – 1. Annual Review. Removed Declaration Form from Standard as HCN has its own version for issue with starter packs. 2 Reformatted to align with other policies.</i></p>					

6 Glossary

Classification Board is the Classification Board established under the *Classification (Publications, Films and Computer Games) Act 1995* (Cth).

A **Computer Network** is an interconnection of a group of computers.

Computing Resources for the purpose of this standard these include but not limited to computing equipment (including video conferencing) and centres; office equipment (such as photocopiers and fax machines) voice and data networks and equipment; portals; and Systems operation.

Electronic Messaging includes all forms of electronic communications to other individuals including e-mail, instant messaging, web to SMS, Internet chat and online forums.

Employee non-work time times when the employee is not otherwise expected to be addressing official business. Employees may, for example, use WA Health office equipment during their own off-duty hours such as before or after a workday (subject to local office hours), lunch periods, authorized breaks, or weekends or holidays (if their work station is normally available at such times).

Filtering Solutions means Internet filtering software or system approved for use under the Internet Industry Association Content Codes of Practice registered under the *Broadcasting Service Act 1992* (Cth). The Internet Industry Association provides a list of approved filtering solutions on its website – www.ii.net.au

Hacker has several common meanings, the unifying characteristic of which is only that it refers to a person who is an avid computer enthusiast. It is most commonly used as a derogatory statement by the mass media to refer to a person who engages in illegal computer trespass, which is its original meaning but it can also refer to people engaged in ethical hacking, to the members of the open source and free software community or to home computer hobbyists.

iPod – a brand of portable media players designed and marketed by Apple.

iTunes – software used to transfer music to devices e.g. MP3 players.

Logon number The logon number is a unique alphanumeric string allocated by the system administrator and used to identify a computer system user. The logon number is used in conjunction with a secure password to gain access to a computer system.

Minimal additional expense - the employee's personal use of WA Health computing resources is limited to those situations where WA Health is already providing equipment or services and the employee's use of such equipment or services shall not result in any additional expense to WA Health or the use will result in only normal wear and tear or the use of small amounts of electricity, ink, toner or paper. Examples of minimal additional expenses include making a few photocopies, using a computer printer to printout a few pages of

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material, making occasional brief personal phone calls, infrequently sending personal e-mail messages, or limited use of the Internet for personal reasons.

Network a group of computers and peripheral devices (e.g. printers, modems, VOIP telephones, all other network devices) connected to allow users to communicate and share information and resources including any combination of voice, video and/or data between users.

NEWS The Internet NEWS system is an interactive service, which allows users to receive and post information relating to most areas of human endeavour. Topics covered range from humanities to computer science and include both recreational and educational information.

Online Forum mean a forum accessible on the Internet that is generally devoted to the discussion of a specific topic area and includes (but is not limited to) newsgroups, message boards, chat rooms or mailing lists.

Password An alphanumeric string assigned by an individual user for the purpose of gaining access to a computer system. Used in conjunction with the logon number the password must be unique and protected at all times by the user.

Peer to Peer (P2P) is a system of communication between computers, known to be used for the illegal sharing of pirated movies, music, software, illegal images and copyrighted information. The Corruption and Crime Commission (CCC) has recommended that it not be allowed in all Government Departments.

Personal Information is information or opinion about a person whose identity is apparent or can reasonably be ascertained from the information or opinion.

Personal use activity that is conducted for purposes other than accomplishing official or WA Health business. WA Health employees are specifically prohibited from using government office equipment to maintain or support a personal private business. Examples of this prohibition include employees using a government computer and Internet connection to run a travel business or investment service. The veto on using government office equipment to support a personal private business also includes employees using WA Health computing resources to assist relatives, friends, or other persons in such activities. Employees may, however, make limited use of WA Health office equipment to, for example but not limited to, paying accounts on line.

Phishing is the process of attempting to acquire sensitive information such as usernames, passwords and credit card details by masquerading as a trustworthy entity in an electronic communication.

Potentially Prohibited Content means that content so defined by the Broadcasting Services Act, 1992 (as amended).

Privilege in the context of this policy, that WA Health is extending the opportunity to its employees to use WA Health computing resources for personal use in an effort to create a more supportive work environment.

Acceptable Use Standard - Computing & Communications Facilities

However, this policy does not create the right to use WA Health computing resources for non-government purposes. Nor does the privilege extend to modifying such equipment, including loading personal software or making configuration changes.

Prohibited Content means that content so defined by the Broadcasting Services Act, 1992 (as amended).

Push Technology Push transactions are often based on information preferences expressed in advance - a "subscription" model. A home computer user might "subscribe" to various information "channels". Whenever new content was available on one of those channels, the server would "push" that information out to the user.

R rated includes (but is not limited to) material containing excessive and/ or sexual violence, implied or simulated sexual activity, or materials which deal with issues or contains depictions that requires an adult perspective.

RC rated includes (but is not limited to) material containing detailed instruction in crime, violence or drug use, child pornography, bestiality, excessive violence or sexual violence, real depictions of actual sexual activity or obscene material.

Restricted Access System means a 'restricted access system' as referred to on the Australian Communications and Media Authority website at www.acma.gov.au.

Sensitive Information includes information or opinion about a person's health, racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of professional or trade associations, membership of a trade union, sexual preferences or practices, or criminal record.

Spam means unsolicited commercial electronic messages, or the sending of such messages, that do not include accurate sender information and do not contain an unsubscribe facility, as defined in the *Spam Act 2003* (Cth).

Staff any person employed by WA Health and includes all staff, contractors, casuals, students and volunteers; operators of any WA Health services; any external organisation or their staff and organisations offering outsourcing arrangements for WA Health..

X rated includes (but is not limited to) material containing real depictions of actual sexual activity.