

Wongaburra Society

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POLICY – SOCIAL MEDIA AND DIGITAL DEVICES S2-ACP-024	
APPLICATION:	ALL STAFF
VERIFIED BY:	CHIEF EXECUTIVE OFFICER

POLICY STATEMENT

Wongaburra will ensure individuals, aged care workers and Wongaburra's reputation are protected from any unauthorised and undesirable practices on or connected to interactions with Social Media and Communication or Recording Devices (such as Mobile Phones, iPads, Cameras, etc.) which may have the potential to cause adverse, harmful, invasive, privacy and confidentiality breaching, confusing, costly and/or other undesirable effects.

POLICY

Aged care workers, Volunteers, Contractors, individuals must also read the Privacy and Data Breach Policy in conjunction with this policy.

Many Social Media factors could adversely affect the harmonious and effective operation of an aged care facility; e.g. *(including but not limited to the following:)*

- Persons posting unauthorised work related information and/or images on Social Media Sites, e.g. Facebook
- Downloading and displaying at the workplace or to persons at work unauthorised information or images from Facebook and/or other Social Media Internet Sites
- Posting unauthorised messages which may identify the workplace and/or its' residents, staff, volunteers and visitors.
- Using Facebook or other Social Media sites at work for personal reasons during paid working time or during unpaid time spent at the workplace
- Using Facebook or other Social Media Sites as a forum for continuing outside of work, work related matters, performance issues, conflicts or personal grievances
- Breaching privacy and confidentiality obligations
- Using Social Media as an unauthorised alternative to authorised internal emails
- Talking about other staff over social media (work related matters)

- Causing embarrassment to persons by the release of, or exposure to, information or images via Social Media
- Accessing and displaying to persons and/or posting confidential or private information or images via Social Media which may result in legal action by a person or persons
- Acting irresponsibly via Social Media Sites which may potentially result in the Workplace being required to seek legal action and/or the Workplace being exposed to Workplace Insurance Risks.

PROCEDURES

- The Policy to be displayed at interviewing prospective new staff, workplace students, *certain* contractors and volunteers to ensure understanding of the requirements of the Policy & Procedures, prior to persons being offered a position or accepted as a volunteer, student or contractor on-site
- Staff, Residents and Volunteer Handbooks will include references of this Social Media and Digital Devices Policy.
- Any deviation from this Social Media and Digital Devices Policy to be treated as a serious disciplinary matter and handled accordingly.
- Any downloaded, shared or posted improper images, recordings, photographs or information of Wongaburra society and its consumers will be treated as a serious disciplinary matter and handled accordingly.
- Any unauthorised and unacceptable use of Social Media at the workplace, either on paid or unpaid time will be treated as a serious disciplinary matter and handled accordingly
- Any 'personal' (see examples above) use of Wongaburra Internet Service will not be authorised by any manager, supervisor or other person in authority at the work place unless the individual request is taken to The Board and that individual request, and only that individual request, may be authorised by The Board for that time only.
- This policy along with the Privacy Policy and Data Breach Policy shall be made available in: Main Reception areas in – Nursing Home and Hostel, as well as in staff rooms and Administration office.
- No Staff or volunteers are permitted to use Wongaburra IT systems (computers, printers, internet system, search engines, websites, etc.) for personal online shopping.
- Wongaburra resources (such as printers, paper and ink, etc.) are not to be used for the production of personal documents, items, cards or photographs (not directly related to work).

- All persons on commencing work or unpaid duties at the workplace are to be shown the location of the Social Media Policy and must read it thoroughly to comply with the policy.
- All persons already employed, either on paid or unpaid duties will be given a copy of the Social Media Policy and must sign and date for receipt of same.
- No person having access to a workplace computer is to engage on any Social Media Site or personal use email platforms whilst on the property, during any paid or unpaid time, the only exception being HR, for purposes of recruitment and/or background checks only and/or the CEO or CCM for similar purposes only.
- No person whilst on-site and involved in paid or unpaid duties will, via use of their own computer or phone, engage in any of the aforementioned activities.
- Paid time is for staff contributing to workplace duties – it is not for socialising on chat sites, dating sites, shopping sites or other Social Media Sites.
- Unpaid time at the workplace is for a stated and authorised reason and not for socialising on chat sites, dating sites, shopping sites or other Social Media Sites.
- No person off-site is to post or share offensive, damaging, inflammatory, unauthorised or confidential images or information about or to Wongaburra, its processes, its residents, their families and friends, its staff, volunteers or the Board.

Mobile Phone or Recording Devices

- Mobile phones must not be held by staff on their person, or used, during the term of the person's rostered shift, or whilst carrying out unpaid duties, unless during break times and then only for authorised uses only. The only exception to this is in the case of a one-off family or other emergency and at the discretion of the Clinical Care Manager, HRA or CEO after requesting permission to discuss that one-off event with their supervisor.
- Staff, volunteers, residents and contractors are strictly prohibited from taking unauthorised photographs, video or recordings of any kind.
- If any individual takes any unauthorised videos, recordings or photographs, these must be deleted from any digital systems and any hard copies destroyed and evidence of these actions provided to the management.
- If any individual is found in breach of this policy, this will be considered **Serious Misconduct** and will be handled accordingly.

Wongaburra Marketing and Clinical-Related Imagery

- Certain staff, as approved by the management are permitted to take photographic and video materials (with the consent of the individual) for marketing and advertisement purposes.
- Only Charge Nurses and Registered Nursing Staff are permitted to take pictures to manage the residents' clinical needs, particularly for the purposes of Wound Management and consultation with external medical practitioners.
- For training purposes, photographs or video of staff or residents may be used (with documented and signed consent from involved parties).
- Staff, Volunteers, Contractors must not engage in any of the above activities, any breach may constitute serious disciplinary actions

Note: the above examples are some examples of unacceptable and unauthorised Social Media activity and unauthorised use of mobile phones or digital recording devices at or in relation to Wongaburra.

No Staff member, Resident, Volunteer, Contractor is permitted to breach this policy content in any circumstances, except where there is agreed permission by the Board or delegate in writing.

RELATED AGED CARE QUALITY STANDARDS

- Standard 2 – The Organisation

RELEVANT LEGISLATION

- Aged Care Act 2024
- Privacy Act 1988 (amended by the Privacy Amendment (Private Sector) Act 2000)