

## **Council Member Electronic Communications Policy**

<b>Responsible Directorate</b>	Corporate Services
<b>Responsible Section</b>	Information Communication Technology
<b>Responsible Officer</b>	Manager Information Communication Technology

### **1 PURPOSE**

- A The City of Nedlands is committed to ensuring that all Council Members are efficient, economical and ethical in their use and management of Council resources.
- B The purpose of this policy is to set standards for electronic communications and the sharing of information and to ensure the effective management of the associated risks to ensure a dependable and consistent communications environment and to protect the Council from commercial harm.

### **2 SCOPE**

- A This policy applies to Council Members in their use of Council technology, equipment and services as well as Council Members who use, or access Council technology, equipment and/or services.

### **3 POLICY TEXT**

#### **3.1 Definitions**

- A Definitions and key terms or acronyms are in the table below.

<b>Key Term - Acronym</b>	<b>Definition</b>
Device	Includes Equipment and Mobile Devices
Electronic Communications	Includes not limited to: internet sites and pages, electronic journals and texts, library catalogues, email, discussion lists and forums, online news groups, internet relay chat, council website, electronic newsletters, social media, cloud storage and file transfer / Share data of all kinds
Email	A service that enables people to exchange documents or material in electronic form. It is a system that enables people to send and receive messages through their computers or other devices. Each person has a designated mailbox that stores messages sent by others.

Equipment	Equipment consists of the things which are used for a particular purpose. For instance, computers and machine tools
Internet	A global research, information and communication network providing services such as access to information, file transfer and electronic mail.
Material	Includes data, information, text, graphics, animations, speech, videos and music or other sounds, accessible electronically, including any combination or selection of any of these.
Mobile Device	A small, often handheld computing device typically having a touch style screen and/or a miniature keyboard which is light weight (e.g., mobile phones and tablets).
Multi-Factor Authentication (MFA)	MFA provides enhanced security for your user account. Each login from a network outside City of Nedlands (external network) to services protected by MFA (Such as Office 365, Teams) will require you to authorise using the Microsoft Authenticator Application.
Signature	A signoff clause at the end of outgoing emails.

### 3.2 Passwords and Password Confidentiality

- A It is prohibited for Council Member's to:
- i share their password(s) with others;
  - ii hack into other systems;
  - iii read or attempt to determine other people's passwords;
  - iv breach computer or network security measures; or
  - v monitor electronic files or communications of others.
- B Passwords are considered to be a Council Member's electronic authorisation on Council's computer systems. Individuals are responsible for the security and regular changing of their passwords.
- C Council Members are required to take reasonable precautions to ensure that their password is not known by any other party.
- D Council Members are required to use the Multi-Factor Authentication (MFA) self-enrolment process to register their authentication device(s) and install the mobile authentication application or setup phone number verification.
- E If Council Members are made aware that Devices or Material are stolen or compromised, Council Members are to contact Chief Executive Officer immediately via telephone.

### 3.3 Confidential Messages

- A Confidential information should be sent with caution. Council Members should not send highly confidential messages via the Internet or email.
- B Council Members are advised to work on the assumption that messages may be sent, forwarded, or transmitted to someone other than the intended message recipient. Controlled or limited distribution of messages cannot be guaranteed.
- C Council Members are to be very cautious about committing private, sensitive or confidential messages to electronic communication.
- D Council Members should also be aware that email messages, even if expressed to be confidential, may have to be disclosed in Court proceedings, Freedom of Information requests, or in investigations by the Ombudsman and regulatory bodies. It may be necessary for Council's staff or third parties (under Court or regulatory body appointments) to retrieve and/or disclose electronic information and communications.

### 3.4 Virus Protection

- A Virus infection is most prevalent in non-work-related emails. This includes Malware (malicious software) and phishing (the attempt to obtain sensitive information such as usernames, passwords, and credit card details, often for malicious reasons, by disguising as a trustworthy entity in an electronic communication.) etc.
- B Council Members are not permitted to interfere with the operation of virus protection software on Council computers and computer-based systems.

### 3.5 Identity

- A In the course of their duties Council Members are not permitted to send email or other electronic communication in a manner which conceals or attempts to conceal the identity of the sender.
- B The only exception is where a system's functionality is intended to keep the identity of the sender anonymous, such as feedback forums or electronic surveys.

### 3.6 Personal Use

- A Equipment provided to Council Members by the Council is primarily for Council business use and must be used in accordance with the requirements set out in this policy.

- B Council recognises that a prudent level of use of Electronic Communication may occur, for private purposes. Incidental private use of equipment and services provided to elected members is recognised and approved by Council.

### 3.7 Personal Mobile Devices

- A The Council does not accept responsibility for any loss of personal data, delays, non-deliveries, service interruptions, technical difficulties or malicious activity arising, whether directly or indirectly, out of a Council Member's use of Council's services and facilities on their own personally owned Mobile Device.
- B Council Member's accessing emails with personal Mobile Device must use devices that are receiving operating system updates, and such devices must be configured to receive automated updates as soon possible.
- C Personal Mobile Devices used to connect to Council services must be configured to automatically lock, and require authentication such as facial recognition, fingerprint scan or a pin code to unlock.

### 3.8 Confidentiality Clause

- A All emails issued from Council email accounts must contain Council's standard confidentiality clause:

*"If you are not intended receipt of this message, please delete it and notify the sender. This e-mail (including attachments) may contain confidential and legally privileged information. Any confidentiality or privilege is not waived in case this email is sent to the wrong recipient. Any distribution or use of this communication by anyone other than the intended recipient is prohibited"*

The purpose of this message is to advise any unintended recipients of the confidential nature of the communication. Council's standard email template contains this confidentiality clause.

### 3.9 Unlawful Activities

- A Council Members are not to access or send material that is prohibited or potentially prohibited, provocative, pornographic, offensive, abusive, sexist or racist. This includes not forwarding to others any material of this nature that is received.

- B Unlawful activities are absolutely prohibited, including:
- i gaining access to any material which is prohibited or potentially prohibited, pornographic, offensive or objectionable;
  - ii engaging in any conduct which offends Federal or State laws and regulations;
  - iii embarrassing, bullying or harassing (sexually or otherwise) another person;
  - iv sending or forwarding any material which is defamatory, abusive, sexist, racist or otherwise illegal (see 3.10 below);
  - v acting outside of copyright legislation (see 3.11 below);
  - vi circumventing any filtering or other content access device or software; and
  - vii interfering with electronic records management information.
- C There are serious repercussions arising from such transmission including offences under the *Broadcasting Services Amendment (Online Services) Act 1999* (Cth).

### **3.10 Defamation**

- A Council Members are not to participate in the communication of any defamatory message.

### **3.11 Copyright**

- A Council Members are required to adhere to the requirements of copyright legislation. Intellectual property rights apply to most material on the Internet, including text, graphics and sound and must be adhered to.

### **3.12 Records Management**

- A Emails are Council correspondence and records management requirements, practices and procedures apply to emails and any attachments.
- B All emails, sent or received by Council Members in the course of their duties are Council records and are to be retained as required by the *State Records Act 2000* (WA) and the *Management of Information for Elected Members Council Policy*.
- C Council's electronic records management system (SharePoint) is to be used for this purpose.

### 3.13 Breach of the Conditions of this policy

- A In circumstances where a Council Member breaches conditions of this policy, Council reserves the right to restrict the use or access to the technology, equipment or services and to maintain that restriction at its discretion and may invoke other disciplinary action or sanctions under the Council Member Code of Conduct.

### 3.14 Indemnity by Council Members

- A Council Members indemnify the City of Nedlands against any and all damages, costs and expenses suffered by the City of Nedlands arising out of any unlawful or improper conduct and activity, and in respect of any action, settlement or compromise, or any statutory infringement.

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<b>Delegation:</b>	Nil.		
<b>Council Plan 2023 - 2033</b>	Pillar – Performance Outcome – Effective leadership and governance		