



TITLE

Acceptable Use of Facilities and Resources Policy

PURPOSE

The purpose of this document is to ensure that the Network's environment, facilities and equipment are utilised in appropriate ways that further the Network's aims and objectives.

POLICY

The Network aims to be a safe and inclusive space where employees, members and other stakeholders can undertake Network business¹ and maintain a healthy social network. This policy is directed at all people accessing the Network office, whether for employment or other purposes.

All people accessing the Network office have a right to feel safe and respected. Any kind of bullying, harassment or violence by any person or group is unacceptable. Any person who feels they have been bullied, harassed or otherwise harmed has a right to lodge a complaint about their experience in accordance with the Feedback and Complaints Policy, and to feel confident that they will be treated respectfully, and their complaint will be taken seriously.

The Network provides a range of facilities and resources for use by employees, members and other stakeholders. These facilities and resources are available primarily for Network business, although the Network supports consumers in their self-advocacy efforts when it is appropriate to do so within resourcing constraints.

In all clauses to follow: References to actions by a particular person or role are taken to include their respective delegates.

RESPONSIBILITIES

People and groups may use the Network facilities as outlined below. If a member requires the use of a facility for an alternate purpose, they should request assistance of a Network employee.

1. All people accessing the Network have the same responsibilities that ensure the Network remains a safe and secure space.
2. People must be courteous and respectful toward others and the Network facilities.

¹ 'Network business' is any activity that directly relates to the work of the Network, according to the Constitution, Strategic Plan and related documents, including but not limited to self-advocacy and Consumer Representation.

3. If a person finds that any object or item is missing or broken, they should report this to a Network employee for purchase, repair or replacement.
4. People may face disciplinary action, such as being asked to leave the Network premises, if they:
 - Act in an inappropriate, offensive or threatening manner towards any other person;
 - Intentionally cause damage to Network facilities;
 - Change any IT system settings or interfere with any data other than their own;
 - Send/make inappropriate, offensive or threatening emails or phone calls, including spam;
 - Consume food or drinks at the computer terminals as spillages can cause irreversible damage to computer components; or
 - Otherwise act in a manner that is inconsistent with the Network's values and guiding principles, as expressed in the Strategic Plan.

Personal Safety

5. Due to the nature of their work, Network employees are not able to be present in the Members Area at all times.
6. Any member or employee who feels at risk of threat or harm at the Network should approach a Network employee who will manage the situation using the most appropriate method available, on a case-by-case basis.

Kitchenette

7. All people utilising the kitchen facility should do so in a respectful manner. This includes cleaning and tidying the space after use.
8. The Network provides hot beverage facilities including a hot water urn, milk, tea, coffee and sugar. Other food and drinks held in the fridge and cupboards should not be consumed without permission as it generally either belongs to someone or is for a Network activity.
9. The Administration Officer is responsible for general, day to day cleaning and organisation of the kitchenette.

Telephone

10. The Network provides telephones for employees and members to use for Network business calls.
11. Employees and members may use these telephones for personal calls, but any calls that are not related to Network business must be kept brief.

Computers and Internet

12. The Network provides access to computers with free internet access for employees and members to use for Network business.
 - a. Employees may also use the computer and internet facilities for personal matters such as accessing email, finding information and other reasonable tasks, provided they do not negatively impact on an employee's capacity to undertake their work.
 - b. Employees may also use the computer and internet facilities for other personal use, e.g. personal study or research, in their personal time outside of their working hours, with the Chief Executive Officer's (CEO) agreement.
13. Members and employees must not save personal passwords, e.g. for email accounts, to Network computers to avoid unauthorised access to and use of their

information and programs. The Network will not be held responsible for any loss or use of information and programs resulting from a breach of this clause.

14. Food and beverages must not be consumed at the computer workstations.
15. Network computers must not be used to access pornographic, violent, offensive, illegal or otherwise inappropriate material.
16. Documents and other objects must not be saved on the desktop or hard drive, but instead may be saved in the following ways:
 - Employees must save all Network documents and other objects on the Network's server in the appropriate folders and/or on an external drive, as appropriate; and
 - Members may save their documents and other objects on an external or other suitable portable device. If available, the Network may provide a flash/USB drive to a member for this purpose on request.
17. Any documents and other objects that are saved to a computer will be deleted to maintain the privacy of computer users.

Multifunction Printer

18. The Network provides a multifunction printer for employees and members to use for Network business.
19. Consumers may print documents required for their self-advocacy needs during Drop-In time e.g. printing a copy of information needed to go to court/tribunal, within resourcing constraints.
20. All printing/copying is to be done in the most cost effective manner possible for its intended purpose i.e. where possible, black and white and double sided options should be used unless it would not be appropriate to do so. Consideration should also be made for printing in a smaller format, such as two-to-a-page, particularly for larger documents.
21. The print and copy functions of the multifunction printer require a password which is held by each Network employee.
22. Any consumer who wishes to print or copy a document may ask a Network employee for assistance to do so.
23. Print/copy functions will not be provided for consumers to print items that are not Network business nor required for self-advocacy needs.

Members Area

The Network provides a meeting space—named the Members Area—for individuals and groups to undertake meetings, forums, training and other Network business.

24. The Members Area can accommodate groups of up to 18 participants.
25. Bookings for the Members Area can be made through the Administration Officer.
26. The Administration Officer must record bookings in the Members Area electronic calendar and on the administrative whiteboard.
27. Events should also be recorded in the membership database, as appropriate.
28. The Network will provide tea and coffee for events held in the Members Area.
29. Any additional catering may be negotiated with the CEO.
30. Individuals and groups utilising the Members Area must leave the facilities neat and tidy.

Mental Health Library

31. The Network provides a library of resources for employees and members for use on the Network premises.
32. Employees and members may borrow an item from the library for a period of up to two weeks through the Administration Officer.
33. The Administration Officer is responsible for maintaining a register of items held in the library, including borrower and return details of any items on loan.
34. Items must be returned by the return date. If the borrower wishes to extend their loan, they must do so in person by bringing the item to the Network office so that it can be inspected to ensure the item is not lost and remains undamaged.

Games

35. The Network provides a collection of board, card and other small games for use during Drop-In times and other planned events.
36. People using these games must do so in a respectful manner and ensure that they return them to their store space when they are finished playing with them.