

# **MEDIA AND COMMUNICATION POLICY**

## **Introduction**

While NOSS is aware that mobile phones and social media are an integral part of communication for many employees, overuse of mobile phones and the use of social media can adversely affect the quality of support offered to clients. Social media is particularly open to abuse and misinterpretation. Despite the existence of privacy options, many items published in social media are publicly accessible and it can be difficult to guarantee that sites are fully private.

The following policy will therefore apply to all employees.

## **Mobile Phones**

Mobile phone use during work hours will be kept to a minimum. Personal calls should be restricted to emergencies.

## **Social Media**

Social media is any online technology tool that enables people to socially interact via the internet to share information. Social media includes:

- Social networking sites (eg Facebook, Myspace, LinkedIn, Bebo)
- Blogging sites (including Twitter)
- Video and photo sharing sites (eg Flickr, YouTube)
- Weblogs (including personal blogs and blogs hosted by the media)
- Forums and discussion boards (eg Yahoo! Groups or Google groups)
- Online encyclopaedias (eg Wikipedia)

With regard to social media, NOSS employees will not:

- access social media or games during work hours.
- discuss any work issues on social media at any time. This includes:
  - any personal information about NOSS clients or employees;
  - any client related issues (whether or not the client is identified);
  - any inappropriate, false or malicious comments regarding NOSS, its clients or employees.
- speak on behalf of NOSS unless authorised by the General Manager to do so.

Disclosing any form of organisational information in a social network environment is a breach of the NOSS Privacy Policy, which may result in disciplinary action being taken.

## **Media Releases**

No staff member should communicate with the media about NOSS unless authorised by the Public Officer.

All policy statements provided to the media will be approved by the General Manager.