

	Policy Type:	Governance and Sustainability
	Policy No:	GS07
	Creation Date:	March 2018
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	Next Review:	March 2020
	Responsible Officer:	CEO
ORGANISATION POLICY		
TITLE:	Social Media	
PURPOSE:	<p>This policy describes the standards expected of staff of Family Support WA in their use of social media.</p> <p>The Social Media Policy applies to all Family Support WA staff, including employees, volunteers and employees on leave.</p>	
NATIONAL DISABILITY SERVICES STANDARD:	<p>Standard 1: Rights</p> <p>Standard 2: Participation and inclusion</p> <p>Standard 6: Service Management</p>	
LEGAL CONSIDERATION:	<p><i>Disability Services Act 1993 (WA)</i></p> <p><i>Privacy Act 2012 (Cth)</i></p> <p>Family Support WA Constitution</p>	

It is important that Family Support WA maintains a positive reputation in the community. Social media plays an important role in communication and is a source of information for the wider community, as well as people with disabilities and their families.

Social media includes social networking sites, blogs, forums, comment sections and other online media that allow user participation and interaction.

All social media use

Family Support WA staff should understand that Family Support WA Values and the Family Support WA Staff Code of Conduct apply to all social media use.

The Code of Conduct requires that staff, amongst other things:

- respect the right of clients, their families and carers, to dignity, privacy and confidentiality
- treat everyone with respect and courtesy, and without harassment or bullying
- maintain appropriate boundaries in all dealings with clients, their families and carers
- at all times behave in a way that upholds Family Support WA values and the integrity and good reputation of Family Support WA

The Family Support WA Code of Conduct and Family Support WA Values apply even if material is posted anonymously or using a pseudonym, as staff must be mindful that their identity and place of work may be revealed.

Possible sanctions, including termination, may apply if staff are found to have breached the Family Support WA Code of Conduct through their use of social media.

Despite the existence of privacy options, material published in social media is publically accessible. Employees are advised that anything published or shared online is permanent and can be viewed by a potentially large audience. Always apply the following test: 'Would I want my supervisor, colleague, or a person I support to see this content published?'

Staff shall not engage in direct social media contact with individuals supported by Family Support WA, their family members or carers, without specific written authorisation from the Chief Executive Officer. This includes friending, following, commenting, liking or in any way maintaining contact through any social media platform, as well as text messaging or similar communication methods.

Official social media use

Official representation of Family Support WA in social media is by written authority of the Chief Executive Officer, or the Board of Directors. Guidelines for official representation and use of social media will be established as part of that authorisation.

Unofficial social media use

Acceptable unofficial use of social media while at work will include reasonable private use, consistent with this policy and other relevant policies.

When using social media in an unofficial capacity, whether at work or not, staff should ensure that a comment they make is not (or could not be perceived to be):

- made on behalf of Family Support WA
- a criticism of Family Support WA that could seriously disrupt the workplace
- a gratuitous personal attack that might reasonably be perceived to be connected with their work with Family Support WA
- compromising the reputation of Family Support WA, including the reputation of other Family Support WA staff
- breaching the privacy or confidentiality of any person supported by Family Support WA
- showing disrespect towards people with disabilities, their families and carers.

Staff in doubt about acceptable use of social media as Family Support WA staff member should speak to their immediate supervisor, in the first instance

CEO Signed:



Date: 08 / 03 / 2018