[Insert organisation name/logo]

# COMPUTER AND PHONE USE GUIDELINES

## 1. Overview of the Guidelines

The guidelines relate to client use of **[insert organisation name]** computers and phones. Staff are to communicate these guidelines to clients during orientation and as required. Staff are to support clients to:

* Comply with these guidelines and government laws at all times
* Only use computers and phones which have been allocated for client use
* Ensure, as far as possible, the equipment provided by the organisation is equally accessible to everyone in the service.
* Avoid using the organisation’s computing resources to seek out, access or send any material of an offensive, obscene or defamatory nature. This is prohibited and may result in removal of telecommunication privileges.

These guidelines are supported by a basic Computer Use Do’s and Don’ts poster on display next to clients omputer stations.

## 2. Guidelines

### 2.1 Computer Use

#### 2.1.1 Booking Computer Time

Computer use may be booked in advance, or (if available) on the spot, for a period of up to **[insert time]**, using the **Client Computer Booking Sheet**. Clients will finish computer use on time.

#### 2.1.2 Computer Rules

Staff will take all appropriate steps to inform and educate clients about the Computer Rules (see section 3 of this document) and to implement them.

The Computer Rules Poster are placed in areas where clients will be using computers.

#### 2.1.3 Computer Monitoring

**[Insert organisation name]** monitors logs of internet usage which may reveal information such as which servers (including websites) have been accessed by the client and email addresses used.

### 2.2 Email Use

Clients do not have access to an **[insert organisation name]** email address. If an email address needs to be obtained, it will be done so through a free provider (e.g. gmail, hotmail)

### 2.3 Phone Use

Clients may use a landline phone to make telephone calls which relate to their individual treatment plan.

### 2.4 Mobile Telephones

Clients in residential facilities do not have access to **[insert organisation name]** or personal mobile phones.

### 2.5 Monitoring Activities

Staff will maintain an awareness of the sorts of activities for which clients are using computers and phones and respond to inappropriate use.

## 3. Rules for Using the Computer

You are entitled to use the computer during the time it is booked. Please ensure you finish on time so that other clients can use the computer.

### 3.1 Your safety

Do not give your full name, address, phone number or other information which could identify you (e.g. your photo or location) to any person you meet on the internet.

Do not arrange to physically meet a person you have met on the internet.

### 3.2 Monitoring

A staff member might check on what you are viewing during or after you use a computer. Do not attempt to stop them finding out what you are viewing.

### 3.3 Inappropriate behaviour

The computer is not to be used for:

* illegal use of copyright material (music, movies, etc.): downloading, copying, swapping, storing, burning/ripping, etc.
* crime-related activities
* gambling
* pornography
* racism, homophobia or vilification (e.g. in games, emails, etc.)
* harassing, intimidating, stalking or threatening someone - this is a crime.

### 3.4 Technical Restrictions and Offences

The computer is not to be used to:

* Load software (e.g. download from the internet, bring it in on a disk or a USB)
* Download very large files or access streaming audio or video without checking with staff first
* Change the settings, preferences, folders etc. on computer equipment
* Attempt to access agency documents which are not your own
* Spread viruses, or disrupt or break into any computer, server or network.

### 3.5 Consequences

If you break these rules, then depending on how serious it is, staff may:

* Provide you with an initial warning of consequences
* Restrict your access to the computer
* Restrict access to other equipment or to take part in other activities.