Social Networking Policy

Date approved:	27 June 2013	**Date Policy will take effect:**	1 July 2013	**Date of Next Review:**	June 2014
Approved by:	Chief Executive Officer				
Policy Custodian:	Security				
TRIM File Reference:					
Supporting procedures, guidelines and forms:	Australian Government Information Security Manual (ISM) Protective Security Policy Framework (PSPF) AGMO Better Practice Guidelines				
References & Legislation:	*CrimTrac Enterprise Agreement 2011-2014* *Public Service Act 1999 (Cth)* *Australian Public Service Commissioner's Directions 2013* *Privacy Act 1988 (Cth)*				
Related Policies	CrimTrac Acceptable Use of the Internet and E-mail Policies APS Code of Conduct at CrimTrac Policy Australian Government Information Security Manual (ISM) Protective Security Policy Framework (PSPF) AGMO Better Practice Guidelines				
Audience:	All CrimTrac employees, secondees and contractors				

Released by CrimTrac under the FOI Act 1982

Table of Contents

1. Purpose of Policy 3
2. Application and Scope 3
3. Version Control and Change History 3
4. Definitions 3
5. APSC Guidance 4
6. Social networking – restrictions relating to use 5
7. No access to Social networking sites using CrimTrac facilities 5
8. Identifying oneself as a staff member of CrimTrac 5
9. Recommending others 6
10. Referring to clients, customers or partners 6

11. Classified or Proprietary information 6
12. Terms of Service 7
13. Copyright and other legal considerations, including defamation and libel 7
14. Considerations regarding your co-workers and the use of social networking sites 7
15. Breaches of this Policy 7

Released by CrimTrac under the FOI Act 1982

1. Purpose of Policy

1.1 CrimTrac is supportive of the Government 2.0 initiative to create an enhanced participatory form of government through the use of various technologies including the appropriate use of social networking platforms.

1.2 As a nationally recognised leader in the security of personal and sensitive information, CrimTrac is mindful of its reputation and conduct.

1.3 CrimTrac's unique position in relation to the holding of personal and sensitive information makes it imperative to remain conscious of the need to avoid any action which may bring the agency into disrepute.

1.4 The purpose of this policy is to provide all CrimTrac employees, secondees and contractors with a framework and a set of principles to support them in the appropriate use of social networking platforms, and remind them of their obligations under the Australian Public Service Values, Code of Conduct and Employment Principles.

2. Application and Scope

2.1 This policy applies to all CrimTrac employees and secondees.

2.2 This policy applies to all contractors engaged to provide services to CrimTrac.

3. Version Control and Change History

Version Control	Date Effective	Approved By	Amendment
1	June 2011	Deputy CEO	Introduction of policy
2	January 2012	Deputy CEO	APSC Guidance – hyperlink updated
2	July 2013	CEO	Minor amendments to policy as a result of changes to the *Public Service Act 1999*

4. Definitions

Word/Term	Definition
APS	The Australian Public Service
APS Code of Conduct	has the same meaning as in the *Public Service Act 1999* (Cth), being a statement of the standards of behaviour and conduct that are expected of people who work in public employment.
APS Values	has the same meaning as in the *Public Service Act 1999* (Cth), which set out the commitment to the public interest and the operating standards that Government, Parliament and the Australian community can expect from APS Staff. The values underpin relationships and behaviour.
APS Employment Principles	has the same meaning as in the *Public Service Act 1999,* that being the range of values that relate specifically to employment and workplace relationships in the APS.
Chief Executive Officer (CEO)	CrimTrac's Chief Executive Officer (CEO) is appointed to the position under section 65 of the *Public Service Act 1999*.
CrimTrac Agency	The CrimTrac Agency is an executive Agency that provides support for the national law enforcement and crime prevention environment, through specifying, delivering

Released by CrimTrac under the FOI Act 1982

	and maintaining modern, high-quality electronic police information services and investigative tools.
Conflict of Interest	Conflict of interest can be defined as actual, potential or perceived depending on how circumstances evolve. Broadly speaking a conflict of interest is a situation in which a public official's decisions are able to be influenced or may be perceived to be influenced by the official's personal interests.
Consultant	An individual or organisation engaged under contract on a temporary basis to provide recommendations or high level specialist or professional advice to assist decision-making by management. It is the advisory nature of the work that differentiates a consultant from a contractor.
Contractor	An individual or organisation engaged under a contract (other than as an APS employee) to provide services, including sub-contractors.
Delegate	As defined in the CrimTrac Finance and HR delegation schedules
Employee	An individual who works under a contract of employment on a non-ongoing or ongoing basis in accordance with the Public Service Act 1999. Employees include: Senior Executive Staff: An employee defined as an SES officer and engaged under a contract of employment in accordance with the Public Service Act 1999. Ongoing: An employee engaged for an ongoing (indefinite) term under the Public Service Act 1999. Non-ongoing: Non-ongoing employment (ie: a non-ongoing employee) is employment of a short-term nature either for a specified term, for the duration of a specified task, or for duties that are irregular or intermittent as defined in the Public Service Act 1999.
ISM	Australian Government Information Security Manual
MMORPGs	Massively Multi-player On-line Role Playing Games
MMORLGs	Massively Multi-player On-line Real Life Games
PSPF	Attorney-Generals' Department - Protective Security Policy Framework
Secondee	A temporary movement of an existing permanent employee to a role that is external to that agency. The employee remains an employee of their home jurisdiction.
Social networking	On-line communities of people who wish to share interests and/or activites, or who are interested in exploring the interests and activities of others. Social networking sites includes: • sites hosted externally, including Facebook, e-Harmony and Twitter, etc; • general chat/blog sites (such as Yahoo, MSN, etc); • file/photo sharing sites (Flickr, Picasa, etc); • other sites including MMORGS and MMORLGs; and, • new social networking sites as they develop in the future. The definition also includes the term 'social media'.

Released by CrimTrac under the FOI Act 1982

5. APSC Guidance

Policy Principles

5.1 Use of social networking sites by CrimTrac employees and secondees is governed by the APS Values,Code of Conduct and Employment Principles together with CrimTrac's guiding principles and values.

5.2 CrimTrac employees and secondees are expected to maintain the same high standards of conduct and behaviour on-line as they would in other activities, and are reminded of their obligations to act in accordance with the requirements of the APS Code of Conduct when participating online or making public comment which is, or is likely to be perceived as being, in connection with their employment in the APS and CrimTrac.

5.3 CrimTrac employees and secondees must ensure that they fully understand the APS Values and how they should be applied to on-line communications. The APS Values are:

a. ***Committed to service***
The APS is professional, objective, innovative and efficient, and works collaboratively to achieve the best results for the Australian community and the Government.

b. ***Ethical***
The APS demonstrates leadership, is trustworthy, and acts with integrity, in all that it does.

c. ***Respectful***
The APS respects all people, including their rights and their heritage.

d. ***Accountable***
The APS is open and accountable to the Australian community under the law and within the framework of Ministerial responsibility.

e. ***Impartial***
The APS is apolitical and provides the Government with advice that is frank, honest, timely and based on the best available evidence.

5.4 All contractors engaged to perform work for or on behalf of CrimTrac are required to adhere to the same standards of behaviour and conduct which is expected of CrimTrac employees when participating online or making public comment which is, or is likely to be perceived as being, in connection with work undertaken for or on behalf of CrimTrac.

6. Social networking – restrictions relating to use

6.1 CrimTrac is not yet in a position to take advantage of social networking sites to support its consultation or community related initiatives. In many instances using social networking sites may be inappropriate given CrimTrac's law enforcement related functions.

6.2 As a consequence of 6.1, CrimTrac has determined that the use of social networking sites is a strictly personal activity. This means that social networking is an activity that is

a. only to be conducted by individuals outside of the workplace;
b. separate from all CrimTrac duties and sponsored events; and
c. without the use of CrimTrac equipment.

7. No access to Social networking sites using CrimTrac facilities

7.1 To protect ourselves and our reputation CrimTrac has blocked access to social networking sites from internet/web filtering gateway.

8. Identifying oneself as a staff member of CrimTrac

8.1 As a number of social networking sites have fields in the user profile for work experiences, job title, etc, it is appropriate to provide guidance on the appropriateness of including references to CrimTrac in this public community.

Released by CrimTrac under the FOI Act 1982

8.2 If you choose to identify yourself as staff member of CrimTrac when engaged in social networking, you must do the following:

a. If you identify yourself as a member of CrimTrac (as an employee, secondee or contractor engaged by CrimTrac), you are essentially, identifying yourself as a representative of CrimTrac. Everything you say, therefore, reflects on CrimTrac's image and reputation.

b. By choosing to identify yourself as a representative of CrimTrac you are agreeing to:

i. represent the agency in a professional manner at all times, and;

ii. behave and communicate in a manner that does not, or could not be interpreted as bringing, the Agency into disrepute.

c. If you identify yourself as a CrimTrac employee, secondee or contractor engaged by CrimTrac, on any personal blog and/or other personal posts, you are required to ensure that these communications contain a disclaimer that the opinions expressed are solely those of the author and do not represent the views of CrimTrac.

9. Recommending others

9.1 If you belong to a social networking site where you are able to write recommendations or referrals for friends and associates, and you do this as a representative of CrimTrac, this may give the appearance that CrimTrac endorses the individual being represented.

9.2 As a consequence of 9.1, we ask CrimTrac employee, secondees and contractors not to make recommendations or referrals where you can clearly be identified as a member of CrimTrac.

10. Referring to clients, customers or partners

10.1 CrimTrac employees, secondees and contractors must not refer to clients, customers or partners of CrimTrac without obtaining their express permission to do so.

11. Classified or Proprietary information

11.1 In accordance with the PSPF and ISM, any classified data/information or other proprietary information of CrimTrac and the Commonwealth is not to be discussed or referred to on social networking sites, even in private messages between site members.

11.2 Classified information is:

a. any official information that is not explicitly approved for public release; and

b. includes any information about, or contained on, CrimTrac corporate or business systems.

11.3 Proprietary information includes, but is not limited to:

a. Financial information;

b. Intellectual property;

c. Information about our services and customers.

Released by CrimTrac under the FOI Act 1982

12. Terms of Service

12.1 It is generally the case that social networking sites will require users, when they sign up, to agree to abide by a "Terms of Service" agreement and agree to follow general online etiquette.

12.2 When you sign up to a social networking site, you are responsible for reading, knowing and complying with the Terms of Service Agreement and etiquette of the sites you use.

13. Copyright and other legal considerations, including defamation and libel

13.1 When participating in social networking sites, CrimTrac employees, secondees and contractors should, at all times, be cognisant of copyright and plagiarism considerations and laws relating to libel and defamation.

13.2 The guiding principle to be applied when participating in social networking sites is, 'if you don't have something good to say, don't say anything at all'.

14. Considerations regarding your co-workers and the use of social networking sites

14.1 When inviting a co-worker to be a 'friend' via a social networking site, CrimTrac employees, secondees and contractors should consider the implications of inter-mixing personal and professional environments.

14.2 Supervisors should consider the appropriateness of asking direct reports to be 'friends' due to the sensitivities which may be implicit within a direct reporting relationship.

15. Breaches of this Policy

Employees

15.1 Any breach of this policy may result in misconduct action under the APS Code of Conduct and CrimTrac Code of Conduct Policy and/or referral to the Australian Federal Police or other relevant authorities.

15.2 Possible sanctions under the Public Service Act 1999 (Cth) for a breach of the APS Code of Conduct include:

a. Termination of employment

b. Reduction in classification

c. Reassignment of duties

d. Reduction in salary

e. Deductions from salary, by way of fine

f. A reprimand.

Consultants, Contractors and Specified Personnel

15.3 If a Consultant, Contractor or Specified Personnel breach this policy, CrimTrac may action its rights under the relevant contract, including termination of services.

Released by CrimTrac under the FOI Act 1982

Secondees

15.4 If a Secondee breaches this policy, CrimTrac may take action in accordance with the provisions outlined in the relevant secondment or employment agreement and may refer the matter to the Australian Federal Police or other relevant authorities.

Released by CrimTrac under the FOI Act 1982

ecurity - Internet Explorer
http://edmoretraining.com.au/crimtrac/modules03/cabl.php

ICT Security

CrimTrac has seven key security points in relation to ICT.

- all systems are logged and monitored (including internet and email) and may be reported
- if you receive a suspicious email, do not open the attachment or click on any links. Notify IT Security
- do not attempt to access information on unauthorised media
- use strong passwords and maintain security of your access credentials
- be mindful of social engineering and the information you post on social networking sites
- ensure information is correctly classified and handled appropriately
- report any suspicious activity



Click Next to continue.

Released by CrimTrac under the FOI Act 1982

CRIMTRAC

Exercise 3: ICT Security

CrimTrac has seven (7) ICT security practices and principles.

What are they?

1. All systems are to be logged and monitored
2. Do not to open attachments or links in suspicious emails
3. Do not attempt to access information on unauthorised media
4. Use strong passwords and secure your access credentials
5. Be mindful of information posted on social networking sites
6. Ensure information is correctly classified and handled
7. Report any suspicious activity

Released by CrimTrac under the FOI Act 1982