




EMAIL POLICY

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RATIONALE

To ensure simple rules and etiquette is followed for the professional use of emails at all times at Wirraka Maya Health Service Aboriginal Corporation (WMHSAC)

EVIDENCE BASE

The Privacy Act 1988.

RACGP Standards for General Practices, 5th edition: Core Standard 6, Criterion 6.3 and Criterion 6.4

RACGP Using email in general practice – Guiding principles

RELATED DOCUMENTS

Confidentiality and Privacy of Personal Information policy (Doc 005)

Code of Conduct Policy(Board and Employee) (Doc 189)

IT Systems Use and Audits policy (Doc 116)

IT Management policy (Doc 115)

INTRODUCTION

Email is one of the most important communication tools used in business today as it is viewed as the standard way of communicating within the organisation amongst colleagues, external contacts and business partners. Email provides an effective way of communication however it is important

that all staff follow certain rules and etiquette to ensure this tool is used professionally at all times. The rules and etiquette guidelines in this policy are applicable to all employees, managers and board members of WMHSAC

USE OF EMAIL

WMHSAC email services and resulting information is owned by the organisation which gives WMHSAC the right to monitor email usage.

Before sending an email consider if this is the right tool to use, this method should **not** be used if the topic is sensitive.

If email is the appropriate tool for the task ensure all emails are finished with a signature including the organisation approved logo.

If an employee is going to be on leave for more than one day, the Out of Office Assistant should be used.

Ensure the email only includes relevant information for the recipient and is concise. Correspondence to major stakeholder such as funding bodies will require approval by the CEO and COO. Company email must **NOT** be used inappropriately. Examples of inappropriate use includes;

- Any confidential information being sent to unauthorised individuals
- Giving access of emails to unauthorised individuals
- Using work email to try and sell goods or services
- Sending emails with harmful, abusive, threatening, harassing or obscene content
- Sending emails that could constitute a criminal offence
- Sending any email with an attached virus knowingly, as this can damage the IT systems of WMHSAC.
- Do not request delivery and read receipts unless you have a real purpose for it. If you wish to know when a message was received, ask the recipient in person.
- Do not overuse **Reply to All**, use this only if you really need your reply to be seen by each person who received the original message.

Before sending any email, read thoroughly, check for appropriate grammar, spelling, inappropriate comments or inappropriate information.

WMHSAC **does not** communicate with patients via email.

If an email is received and breaches any part of this policy notification must be given to line managers to investigate, if the email is believed to be harmful ensure notification is given to Compliance officer or Human Resource.

MANAGING EMAIL RECORDS

It is important to store emails that are necessary for business records and delete ones that are not needed.

Storage of these electronic documents and records is subject to WMHSAC record management procedures. Personal emails are **NOT** to be used for work related purposes, this includes sending work related emails to personal emails from work mail, unless approved by the CEO, this will only occur in special circumstances such as IT email systems failing.

REMOTE ACCESS TO EMAILS

Remote access to work emails will only be approved by COO or CEO and can only be accessed via a WMHSAC electronic device which will be supplied by WMHSAC.