



HR People + Culture Policy and Guidelines

Current Version

Service Area	Disability, Aged, Community	Version	1.2
Process Owner	Governance Lead CEO COO	Date of Issue	May 2023
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Modification History

Version	Date	Author	Approved by	Description of change
1.0	5/2018	Natashia Telfer	Employsure	Broaden coverage across community
1.1	5/2021	Natashia Telfer	CEO	Facebook group roll out

In conjunction with:

- Daily Operations
- Code of Conduct
- Disciplinary Guidelines

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Employee Media Policy

POLICY STATEMENT

National is committed to providing quality; person centred health care in an environment that is respectful of the individuals and their right to privacy. This extends to communications through Media platforms both formal and social and respectfully ask all clients and families to reciprocate this approach.

SCOPE

This policy applies to all employees of National and recipients of care.

POLICY

To act in the best interest of all parties including but not limited to National, all employees past and present, clients past and present, Government Bodies.

In line with employment contracts and Client Service Agreements, all employees and clients past and present are bound by a non-disclosure agreement to maintain confidentiality as is National. As such, no persons can discuss and/or provide information to external persons and/or entities including media outlets of any kind regarding any of the National Teams, National operations, employees, clients, families, facilities, hospitals and/or other Agencies and/or Community Teams that we are affiliated within.

Defamation

Any person proven to have made defamatory statements across any public forum, may be reported to the authorities, and be held legally accountable. Defamation is a communication from one person to at least one other that harms the reputation of an identifiable third person, where the communicator (the publisher) has no legal defence. The law of defamation aims to balance the right of free speech with protecting a person's reputation against harm.

Formal Media

Formal media is inclusive of News Media, Print Media and Broadcast Media and their related internet platforms. In line with employment contracts, all employees past and present are bound by a non-disclosure agreement to maintain confidentiality. As such, no person can discuss and/or provide information to media outlets of any kind regarding any of the National Teams, National operations, employees, clients, families, facilities, hospitals and/or other Agencies and/or Community Teams that we are affiliated within.

Social Media

Social media is inclusive of any internet based platforms. For example Facebook, Instagram, twitter, online blogs, chat forums, tictok, tumblr.

Any work-related issue or material that could identify an individual who is a client/participant or colleague, which could breach confidentiality and trust and/or adversely affect the Employer, a client/participant or the Employer's relationship with any client/participant must not be placed on any social networking site. This means that, unless otherwise authorised, work related matters must not be placed on any such site at any time either during or outside of working hours and this



includes access via any mobile computer equipment, including mobile phone or other devices and comments/statements are strictly not to be made on public or private forums such as news media and social media.

Likewise, all employees are strictly prohibited from using all forms of social media during work time and/or contacting client/participants/client supports via social media platforms.

National Social Media Access

You may be granted access to the Employer's and/or client/participant social media to complete your duties as directed by the Employer and/or client/participant. Any access to the Employer and/or client/participant's social media must be approved, in writing, by management prior to any work performed. During this access, you must not bring the Employer, its client/participants, suppliers, contractors or any other associated parties into disrepute through the content of your usage. While representing the Employer/client/participant on social media, it is expected that you will exhibit a professional and courteous attitude with customers, your colleagues, suppliers and other members of the public and ensure that you always act in the Employer's best interests. Under no circumstances are you to name clients without prior written consent. Any breach of this policy will be considered serious and may result in disciplinary action.

National's Closed Group Facebook Page

Upon employment, you will be granted access to the Team National Facebook page. This page is a closed group page, only for employees of NHS, NNA and NCC. This group has been created to provide employees with an additional communication platform in a social/emotional support for the team. All participants of the group are expected to uphold the rules set out within the facebook page.

1. **Privacy and Confidentiality:** This space has been created as an informal communication platform only. Under no circumstances should concerns &/or incidents be raised in this space. As per policy, notify National via phone/email.
2. **Be Kind and Courteous:** We're all in this together to create a welcoming environment. Let's treat everyone with respect. Healthy debates are natural, but kindness is required.
3. **No Hate Speech or Bullying:** Make sure that everyone feels safe. Bullying of any kind isn't allowed, and degrading comments about things such as race, religion, culture, sexual orientation, gender or identity will not be tolerated.
4. **Respect everyone's Privacy:** Being part of this group requires mutual trust. Authentic, expressive discussions make groups great, but may also be sensitive and private. What's shared in the group should stay in the group.
5. **No Promotions or Spam:** Give more to this group than you take. Self-promotion, spam and irrelevant links aren't allowed.

Upon termination of contractual obligations, access to the group will be removed by Team National Administrative Users.