



SBMAQ DISCUSSION LIST PROTOCOL

When using the SBMAQ discussion list, you are bound by the principles of the Code of Conduct.

Our SBMAQ discussion list has been established so that school Business Services Managers across our state can network, be updated with the latest information and request assistance and advice from their colleagues on relevant topics.

All publications on the discussion list are archived by the Department for review. Any items on the discussion list are considered to be company confidential and not to be disclosed to third parties i.e. those who are not members of SBMAQ.

The discussion list is for active members of SBMAQ. All members of the discussion list must adhere to the membership requirements outlined in the SBMAQ constitution to have access to the SBMAQ discussion list.

There are over 740 Business Services Managers/Administration Officers who are members of our SBMAQ discussion list – an automatic benefit of SBMAQ membership. Remember our membership is bigger than some of the larger FaceBook pages. It is important to remember that when you post to the discussion list, which it is a public forum and privacy cannot be guaranteed. Please be mindful of what you post.

Below are the guidelines on the use of this discussion list –

1. **STAFF INTRANET, INTERNET AND EMAIL USAGE POLICY** - Don't forget that this discussion list is provided by our employers – Education Qld. (Code of Conduct Principle 5: Economy and Efficiency and Standard of Practice Ethics Principle 4; 4.3 Use official resources, public property and facilities appropriately. We need to follow the procedures outlined in ICT-PR-004 Using the Department's Corporate ICT Network. Sections of this state *"The provision of internet and email facilities are for officially approved purposes."* *"Individual officers may be held personally responsible for any use of intranet, internet and email services that does not comply with these principles"*. *"EQ reserves the right to monitor any or all internet – or intranet-related activity and to monitor and inspect any or all email messages sent or received by EQ officers using departmental resources."* – *"employees must not use these facilities to disrupt communication and information or degrade network services by sending unsolicited commercial electronic messages (spamming), other junk email including chain email or other inappropriate use."*



2. **PRIVACY** – Remember, the privacy of an email message cannot be guaranteed. Be aware that an email message could be forwarded, printed or permanently stored by anyone. You might misdirect your email message, even when you are careful. Do not put something in an email message that you would not want to be read by everybody. If you receive a message which is intended for someone else, let the sender know. The deletion of an email message does not remove the backed-up copy.

3. **CONFIDENTIALITY** – Remember to respect the privacy of students and their families. Do not use any identifying data about students on the discussion list. Revealing such information is a breach of Section 426 of the Education General Provisions Act 2006 and could result in discipline.
Please also remember to adhere to strict confidentiality of staff, external suppliers, other organisations and the wider community. If you are having a problem with any of these groups, please do not post this on the discussion list. This is not the place to deal with any issues you may have. If you have any feedback regarding a supplier, or other third party organisations or comments on DETE staff, please either email directly or talk directly to the person. The discussion list is not the appropriate tool for this communication.

4. **LANGUAGE** – Email cannot show the subtleties of your voice or body language. You might think your message says something one way, but it may be perceived differently by the person receiving the email. Avoid attempts at irony or sarcasm. If you receive a message that upsets you – do not respond immediately – avoid “flaming” (sending back an angry or rude message). Remember that typing in capital letters is equivalent to shouting at someone. Remember that all emails sent to the discussion list are kept in archives by DETE. **If you are making offensive comments or statements about the department or a policy via email, these statements are available by the department at any time and can be used in other forums against you.**

5. **REPLY TO SENDER / REPLY TO ALL** - Be sure to look at the list of recipients before you press send. Your reply email may go to more people than you realise (the reply you intended for 1 person, could go out to the whole discussion list – over 740 people!). If your reply is likely to be of interest or of benefit to others on the list, reply via the SBMAQ discussion list. **Remember when you send “Me too” or “thanks” your email is being sent to over 740 inboxes, so please refrain from replying all and email the person directly.**



- 6. SIGNATURE BLOCK / DISCLAIMER** - Department policy requires all employees to use a signature block and disclaimer on the bottom of their emails which shows their name, position title, work unit (school), phone number & fax number. To add signature block and disclaimer, go to TOOLS – OPTIONS – MAIL FORMAT – SIGNATURE. This way it automatically comes up on every email you send and identifies the sender. An example of the disclaimer is as follows:

This message (including attachments) is intended for the addressee named above. It may also be confidential, privileged and/or subject to copyright. If you wish to forward this message to others, you must first obtain the permission of the author. If you are not the addressee named above, you must not disseminate, copy, communicate or otherwise use or take any action in reliance on this message. You understand that any privilege or confidentiality attached to this message is not waived, lost or destroyed because you have received this message in error. If you have received this message in error please notify the sender and delete from any computer.

Unless explicitly attributed, the opinions expressed in this message do not necessarily represent the official position or opinions of the State of Queensland or the Queensland Department of Education. Whilst all care has been taken, the Department of Education disclaims all liability for loss or damage to person or property arising from this message being infected by computer virus or other contamination

- 7. Cultural Diversity** – Please also consider cultural diversity when responding to an email. Remember our schools are full of many cultural backgrounds, low socio economic areas, people with disabilities etc. When you post an email regarding a certain culture, or minority group you may offend others on the discussion list without being aware of it.
- 8. FORWARDING** – You should request permission of the sender before you forward on their message. In the disclaimers on the bottom of your emails, it states that you must obtain permission – you must not disseminate, copy, communicate or otherwise use or take any action in reliance on this message. Litigation can result in people not observing the constraints of this disclaimer and disciplinary action could occur if it is proven that someone has forwarded an email on to a third party.
- 9. Giving Advice or information on DETE procedures or policies** – Remember when giving advice or information on DETE procedures or policies, it is imperative to make sure your source is correct. Best practice is to provide links to the relevant policy or procedure or encourage members to seek advice from the relevant policy areas or their regional office to clarify your advice.