



Department of
Education

Online Services Acceptable Use policy

Effective date: 29 July 2025

Version: 1.1

Last update date: 5 August 2025

Table of contents

1. Policy statement	3
2. Policy rules	3
3. Responsibility for implementation and compliance	3
4. Scope	3
5. Supporting procedures	4
6. Definitions	4
7. Related documents	5
8. Contact information	6
9. History of changes	7
10. More information	7
Policy review date	7
Policy last updated	7

1. Policy statement

Access to Department online services and Department owned devices is provided to assist the Department in achieving its goals. The Department expects employees to use these resources in an ethical, legal, appropriate and acceptable manner.

2. Policy rules

Department online services and Department owned devices must be used in accordance with the Online Services Acceptable Use procedures. Employees are required to use Department online services and Department owned devices in a manner that complies with the Department's Code of Conduct and Standards (staff only) and all relevant Australian and West Australian Government laws, including those that govern appropriate internet, email, and social media use.

3. Responsibility for implementation and compliance

Principals and site managers are responsible for implementing the policy.

Line managers are responsible for compliance management.

4. Scope

This policy applies to all employees.

Guidance

This policy applies to:

- accessing Department online services
- accessing any online service using Department owned devices.

5. Supporting procedures

Online Services Acceptable Use procedures

6. Definitions

Inappropriate content

Content considered unacceptable, unsuitable or harmful to students, staff or the school community, or that risks bringing the Department into disrepute. Such content includes but is not limited to material that is pornographic, racist, sexist, inflammatory, threatening, bullying, hateful, obscene or abusive in nature or content which promotes or encourages inappropriate, violent, or illegal activities. Content will not be considered inappropriate when used for educational purposes in accordance with the WA curriculum.

Guidance

Employees wanting to access content for educational purposes that may otherwise be considered inappropriate should first consult with their line manager.

Online services

Any online service or system that may be accessed from Department owned devices, personally owned devices or via other external connectivity, through digital or telecommunication networks or licences provided by the Department, including but not limited to:

- telecommunication (fixed and mobile) and related services
- email, calendaring, instant messaging, web conferencing and discussion groups
- content management systems, file sharing and storage
- internet and intranet access, Web browsing and social media.

7. Related documents

Relevant legislation or authority

Children and Community Services Act 2004

Commissioner's Instruction 40: Ethical Foundations

Copyright Amendment (Digital Agenda) Act 2000

Public Sector Management Act 1994

Related Department policies

Cyber Security

Duty of Care for Public School Students

Intellectual Property

Risk and Business Continuity Management

Software Use

Staff Conduct and Discipline

Student Mobile Phones in Public Schools

Students Online in Public Schools

Other documents

[Access software licences \(staff only\)](#)

[Code of Conduct and Standards \(staff only\)](#)

[Copyright for Schools Guidelines](#)

[Manage your password and user validation question \(staff only\)](#)

[Manage users on shared devices in schools \(staff only\)](#)

[Protect student and network security in schools \(staff only\)](#)

[Use copyright materials in schools \(staff only\)](#)

[Use social media in your school \(staff only\)](#)

8. Contact information

Policy manager:

Director, Operations and Customer Service, ICT Directorate

Policy contact officer:

Principal Consultant, ICT Directorate

Other contact:

Customer Service Centre (CSC)

T: (08) 9264 5555

7:30 am – 5:00 pm Monday to Friday (excluding public holidays)

9. History of changes

Effective date	29 July 2025
Last update date Policy version no.	1.0
Notes	Director General approved for publication on 18 June 2025

Effective date	29 July 2025
Last update date	5 August 2025
Policy version no.	1.1
Notes	New link (renamed) Commissioner's Instruction 40: Ethical Foundation (Approval D25/0662263)

10. More information

Supporting content

Procedure

[Online Services Acceptable Use procedures](#)

Policy review date

29 July 2028

Policy last updated

5 August 2025