

Official: Sensitive

Technology Command, and Public Affairs Branch

Intranet Content Policy

March 2022

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Subject Policy and Procedures
Commands responsible: Technology Command, and Public Affairs Branch

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Modification history

Version approval date	Summary of changes
May 2009	New policy approved.
August 2012	Policy reviewed and updated. No major amendments.
December 2014	Changed 'BTSCoconnect' references to 'RASP'. No major amendments.
September 2015	Clarified content responsibility, links on intranet home page, and video formats.
November 2018	Changed 'BTS' references to 'DTI. Merged Hot Topics and Image Banners information as they are now one section. Clarified design/style, and publishing responsibilities. Added WCAG information.
February 2019	Amended typos, moved media requirements to separate intranet page for easier maintenance.
August 2021	Removed obsolete information, combined and simplified related rules.
March 2023	Changed "DTI" references to "Technology Command".

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1. Policy summary

1.1 Introduction and policy position

The NSW Police Force intranet (referred to in this policy as the 'intranet') is a key resource and communication tool for employees to access information required for the day to day functioning of the agency.

An effectively managed intranet improves agency communication and productivity.

Intranet content must be up to date, accurate, accessible easily understood, and comply with requirements in this policy.

1.2 Internet and social media content

Compliance with the following policies is required:

- *Internet Content Policy* (for the NSW Police Force internet site)
- *Official Use of Social Media Policy and Procedures* (for official NSWPF social media sites)
- *Personal Use of Social Media Policy and Guidelines* (for personal use of social media by NSWPF employees)

Additionally, there is other legislation, policy and procedure which relates to this policy.

2. Scope

This document sets standards and accountabilities for managing material or 'content' on the intranet, as well as setting style and maintenance requirements.

This policy applies to all intranet content and all NSW Police Force employees¹. Policy breaches may result in managerial action being taken.

¹ Employee: Police Officer, Administrative Officer, Ministerial Employee or Temporary Employee.

3. Corporate governance

3.1 Design and style

The Web Unit, Technology Command, determines the design and style of the intranet.

3.2 Content

The Commander/Director/Manager of the business unit that owns the content of an intranet site is known as the **Content Owner**, and is responsible for approving and maintaining the accuracy and continuing relevance of the content of their intranet site. Content Owners must comply with all content governance rules.

4. External access to police intranet content

4.1 External oversight

A limited number of external agencies have access to view the intranet, including the:

- NSW Crime Commission
- Police Integrity Commission (PIC), and

- NSW Ombudsman

4.2 Government Information (Public Access) Act 2009

Any content placed on the intranet is potentially available to the public if successfully sought either by subpoena or via application under the *Government Information (Public Access) Act 2009* (NSW).

5. Content rules

Content Owners or their delegates must ensure all content:

- is approved prior to publication
- uses an appropriate writing style
- complies with rules in relation to what is allowed, restricted, and prohibited
- is not duplicated
- where sourced from other agencies, organisations, or individuals:
 - has the required copyright in place
 - is not perceived as being endorsed by NSWPF
- complies with accessibility standards
- is reviewed and updated on a regular basis, and
- is archived and backed up for recordkeeping purposes, where required.

6. Web Unit oversight

Commands should be aware of that if their content has not been reviewed for a significant amount of time, it may be deactivated.

7. Contact details

7.1 Web Unit

For all queries and support requests, please log a ticket via BluePortal.

Online publishing training information is available from the intranet.

7.2 Records Services

Records Services provide assistance on police records and information, including advice on NSW Police Force responsibilities under the *State Records Act 1998* (NSW) for ensuring records are accurately recorded and maintained.

7.3 Corporate Communications Unit

The Digital Media Coordinator, Corporate Communications Unit, works closely with the Web Unit in the development and maintenance of NSWPF intranet content.

8. Definitions

Refer to the glossary.