

TELEPHONE, EMAIL AND INTERNET USAGE POLICY

Passion HealthCare (PHC) has complex communications systems which are vital to the Companies successful provision of healthcare professionals to Clients. This policy is to guide staffmembers in the acceptable usage of such systems.

Telephony

PHC's telephone systems are vital to our operations. They are our core communications with Clients and staffmembers and therefore must be kept free for operational purposes. The Company understands that staffmembers may, at times have the need to use the system for personal purposes. In this case the staffmember must use it in a responsible manner, being of short duration and must not interfere with organisational requirements.

Computer Facilities

Passion HealthCare (PHC) makes provision for efficient computer facilities to maximise the effectiveness of staffmembers in order to deliver services to our staffmembers and clients. These facilities also have the ability to be used for private purposes. The usage of computer facilities for purposes other than for organisational operations is not acceptable without prior approval from PHC management.

Staffmembers have access to defined areas of the shared devices, files and databases. Intentional unauthorised attempts by persons to gain access to restricted facilities, if found to have occurred, will be subject to disciplinary processes.

Electronic Communications (Email etc)

The primary purposes of Electronic Communications within PHC are;

1. Communications for work related purposes within the PHC Group; and
2. Communications for work related purposes with people outside of PHC Group.

Staffmembers should be aware that if approval is given for purposes other than for organisational operations then they should acknowledge and adhere to the following:

- The staffmember should exercise restraint in the usage of email etc and use it responsibly in line with the organisations values. It is important to understand that there is the potential for **legal action** both against the company and against the individual staffmember. Professional and courteous language should be used at all times.
- PHC in applying generally accepted community standards, does not accept and will not tolerate the receipt or distribution of offensive emails (racial slurs, sexually explicit materials, discriminatory references, jokes etc), the use of offensive screen savers or other uses of the Company's facilities and networks that would breach our Equal Opportunity policies.
- Staffmembers should discourage external parties from delivering to the organisational network offensive materials or files that may contain viruses or other threats to the systems.
- Distribution of confidential information to third parties without authorisation is prohibited.
- Distribution of information which infringes copyright laws is prohibited.
- Personal business activities via electronic means is not acceptable.

The email system and email transmissions are the property of PHC and as such, PHC is responsible for the system. PHC currently does not, except with reasonable cause and then only in exceptional circumstances where it may reasonably be concluded that improper use has occurred, monitor email traffic, attachments,

Internet access or computer usage. PHC does however reserve the right to activate discrete monitoring and surveillance of staffmember computer facilities use, if there is evidence of inappropriate use of those facilities. Staffmembers should be aware that deleted emails are recoverable through the computer back up systems that are in place.

Internet Usage

The above concerning electronic communications also apply to Internet usage. Personal Internet usage is strongly discouraged due to the risks to the companies systems. Under no circumstances should staffmembers download software from the internet. Unlicensed software or software not approved by PHC is not to be installed on any of PHC's systems. PHC reserves the right to monitor Internet sites which are accessed by staffmembers and will take appropriate action if it considers that inappropriate or illegal use of the Internet may be occurring.

Privacy

Under the federal privacy legislation, the use or disclosure of a staffmembers privately directed or received email and computer usage is arguably subject to the national privacy principles. The content of this policy informs staffmembers of PHC's purposes of collection and possible disclosure of personal information that otherwise may be considered subject to privacy constraints. Issues considered in relation to alleged improper use of computer facilities and any details which may be personal to a staffmember will be placed on the staffmembers personnel file to become part of the staffmembers record.

Company Expectations

PHC expects that all its staffmembers will accept and understand this policy which is designed to ensure both the security and integrity of the Company's facilities and compliance with local workplace standards legislation.

All staffmembers will regularly change their passwords, delete their own unwanted material from servers, maintain their email file, ensure the security of their local data, etc to ensure that the computing facilities operate at an optimum level of service.

Use of Clients Telephony & Electronic Commuications

Staffmembers should adhere to the Client's Policy & Procedures regarding the use of the above communications medium and if not contraindicated by such, should apply the same principles as outlined in this Policy.

Breaches of this Policy

Staffmembers should be aware that if an investigation reveals that any of this policy is breached then that will lead to appropriate action which may include disciplinary processes up to and including possible termination of employment.

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| Position: | Managing Director |
| Date: | 2010 |