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# Intranet Governance Policy

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## 1. Purpose

The WA Country Health Service (WACHS) maintains its Intranet as a primary internal communication tool. The WACHS Intranet complements the information provided via the Department of Health's (DoH) [HealthPoint](#) Intranet site.

The WACHS Intranet supports organisational performance and individual practice. Its content enables WACHS to standardise the approach toward the attainment of goals, values and objectives, to ensure the achievement of desired standards of health service delivery, to minimise risk and to meet legislative and governance requirements.

All staff are responsible for being fully conversant and compliant with the Intranet pages that relate to their work. The use of, or reliance upon, Intranet pages which have not been endorsed in accordance with this policy poses risks to the organisation, staff and customers.

## 2. Policy

### 2.1 Summary

The design and maintenance of the WACHS Intranet is to follow quality improvement principles and comply with legislative requirements so that communication processes are consistent throughout the health service.

All Intranet content is to be progressed to publication through the process outlined in this policy and supporting documents.

The key principles of published content are:

- currency (all information is to be current and regularly reviewed)
- connectivity (source documents are hyperlinked to Records Manager (TRIM) or HealthPoint where possible)
- singularity (minimal content with no duplication of information)
- functionality (primary views reflect the functional needs of users).

All staff are encouraged to regularly identify and recommend the revision, removal or deletion of Intranet content which is not current, surplus to requirements, or duplicated elsewhere.

### 2.2 Document and Content Management

Intranet content is to:

- reflect WACHS purpose, vision, and strategic intent
- hyperlink to relevant international, national, State Government and departmental standards, policies and directives
- promote consistency in standards of service delivery
- clearly identify roles and responsibilities

- be concise and written in terms and language that are familiar to the intended audience
- support and empower staff in the delivery of high-quality customer service
- assist efficient and effective work practices
- facilitate a process of continuous review and improvement.

The SharePoint Online Content Management System (CMS) is not to be used as a document management system (source documents are hyperlinked to TRIM using the correct method, or HealthPoint where possible).

Sensitive and confidential materials are to have the appropriate level of file or folder access restriction applied in TRIM prior to uploading hyperlinks to the Intranet.

Intranet pages that have not been reviewed and updated within the previous 12 months are to be automatically hidden from view or deleted where appropriate.

## 2.3 Intranet Format

The format and layout of the WACHS Intranet is to reflect best practice in Intranet design, currency and accuracy in accordance with:

- [WA Government Website Accessibility Policy](#)
- [Web Content Accessibility Guidelines \(WCAG\) 2.0](#)
- [Digital Services Content Writing Guide](#)

## 3. Roles and Responsibilities

The **Chief Executive** establishes the strategic direction for Intranet communications within WACHS.

The **Chief Executive** is responsible for:

- the overall management of the [Intranet Governance Framework Policy](#)
- the approval of the overall architecture of the WACHS Intranet pages.

**Directors and managers** (Tier 4 "Site Owner) are responsible for:

- approval of the publication of information via the Intranet and for ensuring that the information is consistent with the policy, [Intranet Publishing Guide](#) and [Digital Services Content Writing Guide](#)
- monitoring of accuracy and currency of that information within their area of functional responsibility
- demonstrating the need for Intranet page development, including ensuring that the information is not covered by other endorsed DoH or WACHS platforms
- managing the process of Intranet content development
- ensuring that Intranet pages are reviewed and updated in conjunction with the Online Communications Coordinator who will lead quarterly reviews
- archiving of superseded, updated and withdrawn Intranet pages in accordance with the [State Records Act 2000](#) (WA) and [State Records Commission Principles and Standards 2002](#), and the [WA Health Information Storage Policy](#)
- recording the decision trail which leads to the publication of the Intranet content in compliance with the [State Records Act 2000](#) (WA) and [State Records Commission Principles and Standards 2002](#), and the [WA Health Information Storage Policy](#)
- notifying the Online Communications Coordinator when the Site Owner changes

**Manager Communications and Director IM&T** are jointly responsible for:

- developing relevant policy documents associated with the WACHS Intranet
- identifying and notifying WACHS Executive of risks associated with the Intranet.

The **Online Communications Coordinator** is responsible for:

- content management and quarterly review
- advice concerning the potential creation of new Intranet pages
- applying SharePoint CMS access permissions, review and revocation to nominated representatives of business areas that need to regularly update content
- reviewing requests and providing advice concerning the potential creation of new Intranet pages
- reviewing and uploading approved content into the live Intranet environment
- development and delivery of training and support materials
- actioning of error reports to ensure currency of links and other information
- provision, review and revocation of edit access to nominated representatives of business areas that need to regularly update content
- keeping a log of Intranet edits, requests and associated approvals
- working with business areas that need to update out-of-date information.

The **ICT Support Officer** is responsible for:

- technical support and maintenance of the CMS.

The **Content Editor** is responsible for:

- ensuring that the Intranet pages for which they are responsible are compliant with the [Digital Services Content Writing Guide](#)
- successful completion of training
- ensuring that Tier 4 management approval is sought and gained for all Intranet content, including any updates to content following review.

**All WACHS staff** are responsible for:

- familiarising themselves with existing, new, and updated WACHS Intranet pages which relate to their area of work
- identifying and recommending via the relevant Site Owner the revision, removal or deletion of Intranet content that is not current, surplus to requirements, or duplicated elsewhere.
- are required to work within policies and guidelines to make sure that WACHS is a safe, equitable and positive place to be

## 4. Monitoring and Evaluation

### 4.1 Monitoring

Monitoring of the effectiveness of the policy and the implementation of key requirements will be carried out through ongoing audit activities undertaken by WACHS Communications in conjunction with the WACHS Executive.

Intranet pages are to be reviewed quarterly for currency and accuracy by relevant leads in conjunction with the Online Communications Coordinator.

Each review is to establish whether an Intranet page remains active, is to be revised, or withdrawn. At the time of review, the page content is to be evaluated for relevance, currency and ease of use and compliance with the [Intranet Governance Framework Policy](#).

The Online Communications Coordinator will offer support throughout this process.

## 4.2 Evaluation

Prior to formal review of this policy, the Online Communications Officer will evaluate compliance and effectiveness in order to inform potential changes in future iterations.

An overview of all quarterly audits will be used to identify trends and provide recommendations, where applicable.

Communications is to provide progress reports and relevant statistics to Executive upon request.

## 5. Compliance

This policy includes mandatory requirements under the [State Records Act 2000](#) (WA).

Failure to comply with this policy may constitute a breach of the WA Health Code of Conduct (Code). The Code is part of the [Integrity Policy Framework](#) issued pursuant to section 26 of the [Health Services Act 2016](#) (WA) and is binding on all WACHS staff which for this purpose includes trainees, students, volunteers, researchers, contractors for service (including all visiting health professionals and agency staff) and persons delivering training or education within WACHS.

WACHS staff are reminded that compliance with all policies is mandatory.

## 6. References

- Government of Western Australia “Website Accessibility Policy.” Accessed 2 June 2023, <https://www.wa.gov.au/accessibility>
- W3C “Web Content Accessibility Guidelines (WCAG) 2.0.” Accessed 2 June 2023, <http://www.w3.org/TR/WCAG20/>
- Government of Western Australia “Digital Services Content Writing Guide”. Accessed 2 June 2023, <https://www.wa.gov.au/government/publications/digital-services-content-writing-guide>

## 7. Definitions

Term	Definition
<b>SharePoint</b>	The Content Management System used by WACHS for the WACHS Intranet site
<b>Intranet</b>	An internal computer network for sharing information, tools and other services, usually behind a firewall or closed network not accessible to the general public.
<b>HealthPoint</b>	HealthPoint is the WA Health network of intranet systems providing Health Service Providers with individual, but interconnected intranets.

## 8. Document Summary

<b>Coverage</b>	WACHS-wide
<b>Audience</b>	All WACHS staff
<b>Records Management</b>	Non Clinical: <a href="#">Corporate Recordkeeping Compliance Policy</a>
<b>Related Legislation</b>	<a href="#">State Records Act 2000</a> (WA)
<b>Related Mandatory Policies / Frameworks</b>	<ul style="list-style-type: none"> <li>• <a href="#">WA Health Communications Policy Framework</a></li> <li>• MP 0051/17 <a href="#">WA Health System Language Services Policy</a></li> <li>• MP 0145/20 <a href="#">WA Health Information Storage Policy</a></li> </ul>
<b>Related WACHS Policy Documents</b>	<ul style="list-style-type: none"> <li>• <a href="#">Corporate Recordkeeping Compliance Policy</a></li> <li>• <a href="#">Intranet Governance Framework Policy</a></li> </ul>
<b>Other Related Documents</b>	<ul style="list-style-type: none"> <li>• <a href="#">Intranet Publishing Standards and Style Guide</a></li> </ul>
<b>Related Forms</b>	<ul style="list-style-type: none"> <li>• <a href="#">WACHS Hub Request Form</a></li> </ul>
<b>Related Training Packages</b>	Nil
<b>Aboriginal Health Impact Statement Declaration (ISD)</b>	ISD Record ID: 1858
<b>National Safety and Quality Health Service (NSQHS) Standards</b>	6.04
<b>Aged Care Quality Standards</b>	NA
<b>National Standards for Mental Health Services</b>	NA

## 9. Document Control

Version	Published date	Current from	Summary of changes
5.00	26 Sept 2023	26 Sept 2023	Change of policy title, change of review period for updated pages, reminder of file and folder security requirements in TRIM.

## 10. Approval

<b>Policy Owner</b>	Chief Operating Officer
<b>Co-approver</b>	N/A
<b>Contact</b>	Manager Strategic Communications
<b>Business Unit</b>	Communications
<b>EDRMS #</b>	ED-CO-13-21453
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