



Intranet Governance Policy

1. Background

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 [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 unacceptable governance and clinical risks to the organisation, staff and customers and may result in disciplinary action being taken.

2. Policy Statement

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 WACHS Intranet Governance framework which is outlined in this policy and its supporting documents.

The key principles of the WACHS intranet governance are:

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

These principles anticipate the migration of the WACHS intranet content from the TYPO3 environment to the WA Health supported HealthPoint information hub.

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

3. Definitions

TYPO3	The Content Management System used by WACHS for the WACHS Intranet site
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4. Roles and Responsibilities

4.1 Chief Executive Officer

The Chief Executive Officer (CEO) establishes the strategic direction for intranet communications within WACHS.

4.2 WACHS Directors and Managers (Tier 4 “Intranet Section Owner”)

Area and other directors and managers are responsible for:

- approval of the publication of information via the intranet and for ensuring that the information is consistent with the WACHS intranet governance framework and [WA Health Web Guidelines](#)
- 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 media
- managing the process of intranet content development
- ensuring that intranet pages are reviewed and updated at least every six months
- archiving of superseded, updated and withdrawn intranet pages in accordance with the *State Records Act 2000* and *State Records Commission Principles and Standards 2002*, and the Department of Health Record Keeping Plan
- recording the decision trail which leads to the publication of the intranet content in compliance with the *State Records Act 2000* and *State Records Commission Principles and Standards 2002*, and the Department of Health Record Keeping Plan.
- notifying the Systems Development Officer when the Intranet Section Owner changes
- updating the list of editors and administrators for their intranet sections.

4.3 Director, Office of the Chief Executive Officer

The Director, Office of the Chief Executive Office is responsible for the overall management of the WACHS Intranet Governance framework and for the approval of the overall architecture of the WACHS intranet pages.

4.4 Communications Manager and Director ICT

The Manager Strategic Communications and Director ICT are jointly responsible for developing relevant policy documents associated with the WACHS intranet governance framework and identifying and notifying the WACHS Executive Team of risks associated with the intranet.

4.5 Communications Coordinator

The Communications Coordinator is the primary contact for advice concerning the potential creation of new intranet pages.

4.6 Systems Development Officer

The Systems Development Officer is responsible for:

- automated hiding of non-reviewed intranet pages
- TYPO3 training
- issuing regular review reports to Intranet section owners for action
- technical support and maintenance of the content management system.

4.7 Editor

The intranet page editor is responsible for:

- ensuring that the intranet pages for which they are responsible are compliant with the [WA Health Web Guidelines](#) and the WACHS Web Content Checklist – TYPO3
- successful completion of TYPO3 training
- ensuring that Tier 4 management approval is sought and gained for all intranet content, including any updates to content following review
- actioning of error reports to ensure currency of links and other information.

4.8 WACHS Learning and Development Staff

WACHS Learning and Development staff are to ensure that:

- induction training covers basic intranet (including HealthPoint) navigation skills.

4.9 All Staff

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 intranet section owner the revision, removal or deletion of intranet content which is not current, surplus to requirements, or duplicated elsewhere.

5. 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 TYPO3 content management system is not to be used as a document management system (source documents are hyperlinked to TRIM or HealthPoint where possible).

Intranet pages that have not been reviewed and updated within the previous 24 months are to be automatically hidden from view or deleted where appropriate.

6. Intranet Format

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

- [Public Sector Commissioner's Circular 2011-03, Website Accessibility](#)
- [WA Government Website Accessibility Policy](#)
- [Web Content Accessibility Guidelines 2.0](#)
- [WA Health Web Guidelines](#)

The Director, Office of the Chief Executive Officer is responsible for the overall architecture of the WACHS intranet pages.

7. Compliance

Failure to comply with this policy may constitute a breach of the WA Health Code of Conduct (Code). The Code is part of the [Employment Policy Framework](#) issued pursuant to section 26 of the [Health Services Act 2016](#) (HSA) 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 people delivering training or education within WACHS.

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

Intranet pages are to be reviewed for currency and accuracy at least every six months.

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 WACHS Intranet Governance framework.

Those who fail to comply with this policy may face disciplinary action and, in serious cases, termination of their employment or engagement.

8. Evaluation

Monitoring of compliance with this document is to be carried out by the WACHS ICT team via the generation of error and currency reports which are to be provided to intranet section owners for action. The WACHS ICT team is to provide progress reports and relevant statistics for each Executive Team meeting.

9. Standards

[EQuIPNational Standards](#) – Standard 14.8.1

10. Legislation

- *State Records Act 2000*

11. References

[Public Sector Commissioner's Circular 2011-03, Website Accessibility](#)

[WA Government Website Accessibility Policy](#)

[Web Content Accessibility Guidelines 2.0](#)

[WA Health Web Guidelines](#)

12. Related Policy Documents

[Web Content Checklist TYPO3](#)

13. Related WA Health Policies

[WA Health Web Guidelines](#)

14. WA Health Policy Framework

[Information and Communications Technology Policy Framework](#)

**This document can be made available in alternative formats
on request for a person with a disability**

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