# Public Internet and WI-FI Access Policy

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| **Date adopted** | 26 May 2025 |
| **Adopted by** | Council |
| **Review due** | May 2026 |
| **Responsible officer** | Chief Information Officer |
| **Records reference** | 9208670 |

## 1. Purpose

The Public Internet and Wi-Fi Access Policy establishes guidelines for the responsible and transparent governance of Public Internet and Wi-Fi services, including privacy protections, data security measures, and compliance with relevant laws and regulations. It serves as a guide to enhancing community well-being and facilitating equitable access to information and opportunities.

## 2. Application and Scope

This Policy applies to all Public Internet access points, devices, and users at Melton City Council (Council) sites such as libraries, youth centres, and community centres, and to WI-FI use on personal mobile devices at all Council sites.

## 3. Policy context

Council provides access to electronic devices and internet services in its facilities and sites, including libraries, youth, and community centres.

Any user accessing Council's Public Internet or Wi-Fi, either from a Council owned or electronic device or personal PC or device, must adhere to this Policy.

Council reserves the right to terminate and revoke the computer access privileges of any user not adhering to this Policy.

The provision of Public Internet and Wi-Fi access at Council libraries aligns with the Australian Library and Information Association's (ALIA) Online Content Regulation Statement and the Public Libraries Victoria's (PLV) Statement on Internet Access (2017).

### 3.1 Risk management

Council acknowledges that providing Public Internet and Wi-Fi access at Council sites entails certain technology risks.

Council cannot ensure the safety of a user's data and information, such as Personal Identifiable Information (PII) and financial information, while using the Public Internet and Wi-Fi.

Before connecting to the Public Internet, users must acknowledge the "splash page" Terms and Conditions as follows:

- Council cannot guarantee the security or safety of any personal devices connected to its network.
- Council accepts no liability or responsibility for:
  - Any loss or damage incurred from using personal equipment or transmitting computer viruses.
  - Personal equipment malfunctions or damages to connected computing devices.
  - Protecting the data and information of users who use the Public Internet to conduct electronic transactions of any kind.
- Users using Public Internet and WI-FI at Council locations must understand the hazards and make their own decisions about the authenticity and usefulness of website content.

## 3.2 Filtering

To mitigate exposure to material such as hate speech, hacking, pornography, and illegal downloads, Council must use content filtering, which restricts access to such material.

While Council strives to limit access to such content, supervision of Internet usage for individuals (children) 18 years of age or under remains the responsibility of their parents or legal guardians.

## 3.3 Access and Identification Methods

Council upholds user privacy and confidentiality, as outlined in Council's Privacy Policy and adheres to all legal obligations.
Council may conduct the following:

- Register and administer the user and collect personal information.
- Monitor user activity and session times around Council facilities.
- Collect aggregated, non-personal data relating to usage patterns of public wireless networks.
- Share user data with other levels of government and law enforcement agencies when required by law.

Access to public computers and Internet services at Council libraries are open to individuals who can provide valid identification.
Different facilities or services within Council may require different user identification methods.

**Council Library Conditions of Use**

Library users can book use of a public PC at any library facility to access the Internet.

All users must consent to the terms of use displayed on the splash page at the point of log-in.

All identifiable information is automatically wiped from the device upon log-off.

Users connecting to a Council provided public Wireless Access Points (WAP) using their personal devices may do so as guests without immediate identification requirements. However, they must consent to the terms of use displayed on the splash page. This allows Council to record the device's IP address in its system logs.

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Access to the Internet via public PCs and Wi-Fi at Council libraries is aligned with ALIA Online Content Regulation principle (see Section 6).

- Internet users are responsible for abiding by all copyright, relevant laws and legislation when accessing and or printing materials from the Internet.

- Internet users must not access or transmit any material of an offensive or derogatory manner.

- Parents are responsible for supervising their children's access to Internet resources in the library.

## 3.4 Use of Public WI-FI and User Responsibilities

Council offers wireless Internet access (Public Wi-Fi) at libraries, youth centres, and community centres for web browsing. Council maintains the right to restrict daily access periods, specific file kinds, bandwidth, and download size. Anyone who agrees to and follows the Terms and Conditions can access the Internet at Council facilities. Any specific limits or conditions of use that may exist for a given Wireless Access Points (WAP) will be available on the splash page for that WAP site (see Section 5 in this policy).

For individuals (children) 18 years of age or under, permission must be provided by their parent or legal guardian to use the Library Internet and Wi-Fi service.

Anyone 12 years of age or under who wishes to access Council's Public Internet or Wi-Fi must be accompanied by their parent or legal guardian who must also give their permission.

Council allows users to access its Public Wi-Fi access at the user's risk.

Council may block, suspend, or terminate access to the network for breaches that violate this policy, any law, or infringe any copyright, trademark, trade secret, right of publicity, privacy, or any other right of any person or company.

**User Responsibilities**

- Users are responsible for maintaining up-to-date anti-virus software on their device/s before they use the Council's network.
- Users must be aware that using this Wi-Fi service to connect to the Internet can expose their devices to viruses, intrusions, and other abuses by third-party actors.
- Connecting to peer-to-peer (P2P) file sharing is prohibited (see Section 5 in this policy).
- It is prohibited to use the Council Wi-Fi network to access another person's computer, computer account, files, or data.
- Use of Council's Wi-Fi network outside of Council facilities in public spaces such as footpaths and parks must adhere to this policy.
- Users are responsible for configuring their personal equipment to work with Council's Wi-Fi network.
- Users must not install network devices, such as routers or access points, which provide wireless connectivity in facilities.
- Along with the above, all users must adhere to User Acceptance and responsibilities (see Section 3.7 in this policy).

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## 3.5 Technical Support and Maintenance

Council provides technical assistance for all its IT (Information Technology) assets, which includes public-access PCs and printers. Users acknowledge that Council makes every attempt to resolve issues as quickly as possible however, there are no guarantees of the timing of resolution of any issues.

Council does not provide technical support and maintenance for users' personal devices.

## 3.6 Children

Council is committed to being a child safe organisation by (see Section 6 below including Council's Child Safe Policy):

- complying with the Victorian Child Safe Standards and the National Principles for Child Safe Organisations
- complying with the Victorian Reportable Conduct Scheme
- having a Child Safe Policy.
- Requiring Parents and legal guardians to be responsible for monitoring access to the Internet for children and youth under 18 years of age.

## 3.7 User Acceptance

Use of the Internet at Council facilities implies acceptance of this policy and the conditions of access to the network at each facility, as detailed within the terms and conditions accessible on the splash page provided by Wireless Access Points (WAPs).

Council prohibits the actions listed below, as inappropriate use of the Council's wireless network or as being unacceptable behaviour.

- Illegal activities such as piracy, copyright infringement, and licencing conditions.
- Assuming another person's identity or using another person's access card.
- Attempting to breach or compromise the system or network integrity on any device or network site.
- Accessing restricted sites such as gambling and pornography.
- Activities that may infringe on the facility or site's amenities for other users.
- Attempting to decode or obtain password restrictions.
- Using the Council network to access another person's computer, computer account, files, or data.
- Running programs designed to find or create security loopholes, decrypt intentionally secured data, or gain unauthorised access to any system.
- Spamming, phishing, or spoofing while using the Council's Wi-Fi network.
- Spreading any malicious computer code or software, including viruses, malware, Trojans, keyboard loggers, worms, or data harvesting software.

To ensure compliance with this Policy, Council staff may monitor users when they use public-access computers.

Council reserves the right to access a user's session history if there is any indication of a breach of this Policy.

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## 4. Responsibility/Accountability

| Role | Responsibilities |
|---|---|
| CEO | Ensuring the policy is enforced and adhered to. Responsible for the effective operations of the Council, including being accountable to the Council for the effective management of all risks to those operations. |
| Business Unit Manger | Understand their role as custodians and implement the appropriate information security controls to secure Public Internet and WI-FI. Responsible for ownership and management of risks identified through operations or audits and the implementation of appropriate controls. Consult with the IT Workplace Service Lead for guidance or assistance with information security related risk mitigation controls. |
| Chief Information Officer | Ensuring Council's assets are protected in accordance with Council's risk appetite. Ensuring compliance with external standards and frameworks Providing leadership and direction in managing information at Council Reporting any risks that exceed the Council's appetite in the corporate risk register. |
| Library Staff, Customer Service Representative | Assisting in providing internet services Responsible for managing, monitoring, and controlling internet use to ensure users comply with this Policy. |
| Service Owner | Primary point of contact and responsible for managing, monitoring, allocating resources and controlling internet use to ensure its users comply with this Policy. |

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## 5. Definitions

| Term | Definition |
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| The Act | *Local Government Act 2020* |
| Australian Library and Information Association (ALIA) | ALIA is the national professional organisation for the Australian Library and information services sector. It supports librarians, information professionals, and others working in the field through networking events, conferences, publications, and online resources. ALIA also shapes policy and legislation related to libraries and information services at national and regional levels. |
| Child | A person 18 years of age or under (Council's Child Safe Policy). |
| Identification Method | A method to identify and validate a unique user who requires Council computers and Internet services. |
| Internet Protocol (IP) Address | An auto-generated numerical value is assigned to a device that is required to connect to the Internet. |
| Offensive Material | As determined by a Council officer, any content that could be considered unacceptable for public consumption. <br> This may include but is not limited to: <br> • Pornography or implied sexual activity, child abuse material, depictions of bestiality, material containing excessive violence or sexual violence, and drug use. <br> • Material that advocates the doing of a terrorist act or detailed instruction of criminal activity. <br> • Material that strongly impacts or may cause harm to someone because of their ethnicity, sexual orientation, religion, culture, age, physical appearance, or disability. <br> • Material that causes or promotes any form of bullying, harassment, or family violence. <br> • Material that uses frequent or very strong coarse language. |
| Peer-to-peer (P2P) File Sharing | P2P file-sharing allows computers to download files and make them available to other individuals on a network. |
| Public Libraries Victoria (PLV) | PLV is a collaborative organisation representing public library services in Victoria, Australia. It serves as a forum for user libraries to share resources, collaborate on projects, and advocate for the interests of public libraries across the state. |
| Electronic Devices | Electronic device means a personal computer, cell phone, smart phone, telephone, mobile device, wireless device, tablet, or any other electronic device that allows user to use to access the Services |

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| Term | Definition |
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| Responsible adult | A parent, guardian, carer, teacher, or any adult responsible for a child, youth, or the well-being of another adult. |
| Site | A location at which the Council provides services to the community. |
| Spam | Unsolicited emails sent indiscriminately to multiple individuals or mailing lists. |
| Splash Page | A browser page that appears on a device when it attempts to connect to a Wireless Access Point (WAP). |
| Temporary User | A user who requires one-time or temporary access to Council facilities. |
| User | A person accessing or joining Council's facilities as a user who can access the Public Internet via WI-FI or utilise Council computer assets. |
| Wireless Access Point (WAP) | It is a networking hardware device that allows other WI-FI-enabled devices to connect to a wired device wirelessly. |
| Wi-Fi | This technology enables smartphones, laptops, tablets, and other devices to connect to the Internet and communicate without a wired connection. |

# 6  Related Documents

| Name | Location |
|------|----------|
| Council Privacy Policy 26 February 2024 | Privacy Policy.pdf |
| ALIA Online Content Regulation Policy | http://www.alia.org.au/about-alia/policies-standards-and-guidelines/alia-online-content-regulation |
| Public Libraries Victoria Privacy Policy | https://www.plv.org.au/privacy-policy/<br>Libraries Victoria Member Privacy Policy.pdf |
| Victorian Child Safe Standards | https://www.vic.gov.au/child-safe-standards-definitions |
| National Principles for Child Safe | https://www.childsafety.gov.au/resources/national-principles-child-safe-organisations |
| Council Child Safe Policy | Child Safe Policy.pdf |
| Insert splash screen URLs; acceptance of conditions of use | Splash Screen |
| Guest access for public PC URL | Guest Access for Public |

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