



# Tips for supporting the online wellbeing of staff



This tip sheet provides suggestions for supporting staff who use digital technologies and online platforms or services – encouraging them to create and maintain healthy relationships with technology and seek help if they need it. This advice is relevant for all staff members.

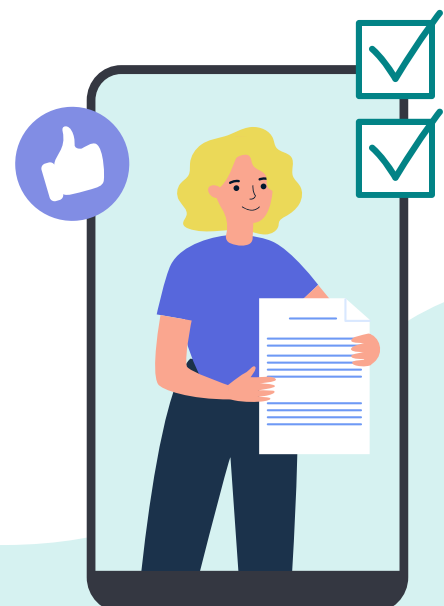
**Wellbeing isn't only physical. It covers mental, emotional, social and cognitive dimensions of health.**

Positive online experiences help maintain staff wellbeing, while negative experiences can affect their ability to perform their duties – it is important they receive appropriate support if online incidents occur.



## Policies and procedures

- Ensure policies, procedures and codes of conduct set clear expectations about what is considered acceptable communication online and that staff know where to find them.
- Encourage staff to be familiar with the social media policy of your organisation. If your organisation doesn't have a relevant policy, [eSafety's Guide for social media use, video sharing and online collaboration](#) can help to create a policy, as well as offering advice about how to use social media.
- Set professional boundaries and expectations for the use of social media and other digital platforms and services. These should include information about how to have appropriate interactions with students and other members of staff while maintaining professional relationships.
- Ensure staff have access to training related to learning management systems (LMS) and other digital platforms and services, including webinars, video conferencing tools and apps used by the institution.





## Encourage help-seeking and wellbeing

- Respond promptly to all reports of online abuse directed at staff by others, including students, by following the [Guide for dealing with online abuse of tertiary staff](#).
- Promote eSafety's guide to [reporting online harm](#) among staff and students, which outlines strategies when dealing with online abuse.
- Promote [eSafety's advice on image-based abuse](#), which includes sexual extortion (or 'sextortion') and 'revenge porn'.
- Provide clear lines of referral to [eSafety](#), employee assistance providers, human resources units, safe community units and external support agencies for staff reports of online abuse.
- Encourage staff to seek help that supports them to look after their online wellbeing.

## Set positive examples

- Help staff manage their workload and time spent online by encouraging them to establish set times to deal with their inbox and conduct student consultations. Setting boundaries is especially important where student interaction and teaching is mainly online.
- Implement strategies to minimise work-related stressors, such as not sending emails or conducting student consultations outside of regular business hours, ensuring you meet obligations under the [Right to Disconnect](#).
- Encourage staff to maintain their privacy online.