

POLICY NO: 5.3.4

MOBILE PHONE USAGE AND ADMINISTRATION

OBJECTIVE

The purpose of this policy is to provide guidance and to govern the usage of mobile phones by employees of the City.

POLICY STATEMENT

Mobile phones are provided to ensure:

- access to an effective and economical form of communication for both the City and employees for work purposes;
- a form of communication in the event of an emergency; and
- the security of an employee working in isolation.

Date Adopted:	October 2009
Date Amended:	
Date Reviewed:	
Date of Next Review:	October 2014

GUIDELINES AND POLICY PROCEDURE FOR MOBILE PHONE USAGE AND ADMINISTRATION POLICY NO 5.3.4

Mobile phones are a useful communications tool that can improve the efficiency and increase the productivity of employees. As such they should be used in an efficient, lawful, safe and ethical manner.

Employees should not use the mobile phones in a way that could defame, harass, abuse or offend individuals or organisations and are accountable for the appropriate use of their mobile and should abide by this policy.

1. Service Provision

- (a) The Chief Executive Officer shall determine upon recommendation by the Directors:

- the allocation of phones to an employee; and
- the phone type/model to be provided.

Directors have the authority to approve a replacement phone. A replacement phone will be of the same kind (or equivalent) and will not be an upgraded model.

- (b) All mobile phones are on a single corporate contract, negotiated and administered by Corporate Services. All purchase, negotiation, replacement and other matters relating to mobile phones will be carried out by the Manager Financial Services, once approved by the Chief Executive Officer.
- (c) Where a service needs adjustment, checking or advice, requests should be sent to the Finance Officer Purchasing/Contracts. In relation to the day to day care and use of phones, the individual users are responsible. This may be applied in relation to the remaining provisions of this policy.

2. Type of Use

- (a) **Chief Executive Officer/Directors/Managers**

The Chief Executive Officer, Directors and Managers may be provided a mobile telephone as part of their contract of employment. Where provided, use of the mobile phone is in accordance with their contract of employment.

(b) Employee Use

Mobile phone access is provided for officially approved purposes only i.e. City of Vincent business and limited personal use as follows:

- The Employee is entitled to use the mobile phone for reasonable limited personal use. Although there is no requirement for the Employee to record or specify all personal calls on the monthly account, the Employee must provide such details upon specific request from the City to do so.
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- Any private calls that are made, either frequent, long distance (STD or ISDN) or of a long duration may necessitate reimbursement to the City by the user.

Note: The City will pay for acceptable private calls up to the value of \$10.00 per month. This amount will be reviewed from time to time and may be varied at the absolute discretion of the Chief Executive Officer.

Examples

Acceptable calls	Not acceptable
Short calls in the managing of private business and work eg calling child care centre on way home from work, advising of delay etc.	<ul style="list-style-type: none"> - lengthy calls - Weekend calls - Overseas and Interstate calls

- (c) Where there is a two way radio available, all reasonable efforts should be made to use the two way radio for internal communications.
- (d) The City reserves the right to audit any or all mobile phone usage. Employees may be called upon to explain their use of City of Vincent mobile phones and where applicable, reimburse the City for private calls.
- (e) Mobile phone usage should be able to withstand public scrutiny and/or disclosure.
- (f) Section Managers are required to review the mobile phone costs for their area on a monthly basis. A Manager may request that an employee reimburse the City for costs associated with any personal use, customisation of ring tones, displays or programs which are not a standard option of an allocated phone.
- (g) The City may take disciplinary action against an employee who uses the mobile phone contrary to this Policy.

- (h) Mobile phones issued by the City, remain the property of the City. The City may, at any time, withdraw an employee's access to a mobile phone.
- (i) In the event of an employee, who has been allocated a mobile phone, ceases employment with the City, he or she is required to provide the mobile phone to his or her supervisor prior to the cessation of employment, unless otherwise approved by the Chief Executive Officer.
- (j) A mobile phone cannot be allocated to another employee without the prior approval of the Section Manager.
- (k) An employee allocated a mobile phone is to ensure that the phone is switched “on” during working hours, and while on call out.
- (l) The short messaging service (SMS) can be used by an employee for work purposes. However, SMS messages must comply with the City’s Code of Conduct.
- (m) Where a message bank service is connected to a City mobile phone, the employee allocated the phone is to ensure that any greeting message is professional.

3. Lost or Stolen Mobile Phone

An employee, who has been allocated a mobile phone, is required to take proper care of it and to ensure that measures are taken to properly secure it. This includes ensuring it is not left unattended out of the workplace or in a vehicle.

In the event that an allocated mobile phone is lost or stolen, the employee is to contact the Purchasing Officer to suspend the sim card immediately.

An employee who has lost or had stolen a City mobile phone is to notify their manager as soon as possible on that day or the next working day. A Police Report is to be made in these cases.

An employee may be held responsible for any costs incurred if he or she has not taken due care of the allocated mobile phone.

If an employee negligently or repeatedly damages or loses a phone, a second-hand phone will be issued or alternatively, the privilege will be withdrawn.

4. Damage

Damage to a mobile phone is to be reported to the Section Manager for the area as soon as practicable.

An employee may be held responsible for any costs in repairing or replacing a damaged mobile phone as a result of the employee's reckless or negligent action.

5. Recording System

Where a mobile phone(s) is/are shared, the Section Manager is to ensure that a system is in place for the effective management and allocation of mobile phones.

This includes a system for recording the name and signature of the employee allocated the mobile phone and the day, date and time of the usage.

Mobile phones which are shared are to be kept in a secure area when not in use.

6. Form of Communication

Section 3.3 of the *Occupational Safety and Health Regulations* 1996 requires that an employee isolated from other persons, because of time, location or nature of the work, have a means of communication in the event of an emergency, or alternatively there is a procedure in place for regular contact to be made.

Consideration of the regulations must be given by managers and supervisors when determining the allocation of mobile phones.

7. Safe Use of Mobile Phones

Mobile phones are to be used in a safe manner. The following guidelines are to be observed at all times.

A mobile phone (including SMS text messaging) is not to be used in the following situations:

- Whilst driving, unless using a hands free system (SMS text messaging not permitted while driving);
- Whilst refuelling a vehicle, plant or equipment;
- Whilst dealing with chemicals;
- Whilst using any equipment or machinery.

An employee allocated a mobile phone is to make themselves familiar with the owner's guide and specifically the safety guidelines pertaining to its use.

8. Use of personal mobile phones

Where practicable:

- (a) Personal mobile phones are to be set to "*silent mode*" or turned off during work hours and usage should be kept to a minimum.
- (b) Personal mobile phones should not normally be used to make business calls. The City does not undertake to refund any business calls made in this way.