



**Blackall-Tambo**  
Regional Council

# **Mobile Phone Policy**

**(Council)**

**11 August 2015**

Policy Number: Admin 21

Version Number: Three

**Chief Executive Officer**  
**Ken Timms**

**Mayor**  
**Cr Barry Muir**

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# Mobile Phone Policy (Council)

## 1 RESOLUTION

08/08A/15

## 2 PURPOSE

This policy is:

- To clarify the allocation of Council mobile phones to employees and Councillors,
- To ensure that Council staff are accessible,
- To facilitate timeliness of responses to Council’s customers,
- To enhance communications and to ensure clear understanding of the responsibilities of users and management, and
- To outline the procedures to be followed when assessing business needs for the use of a mobile phone and to provide procedures for the acceptable usage of mobile phones and/or mobile phone accounts for the Council.

This is to establish a best practice procedure of the use of mobile phones.

## 3 OBJECTIVE

To establish a best practice mobile phone procedure which will ensure appropriate use of mobile phones and accounts to facilitate business and community communications.

## 4 RESPONSIBILITY

Mobile phones have been issued to all managers, supervisors, selected foremen and some employees who are in positions where their job position demands a phone.

Some of these Council employees are those who need to be contactable in case of an emergency such as a “call out” situation.

The intended use of Council mobile phones shall be to facilitate communication between staff and the external community. This is to allow users to better perform the duties assigned to them and to allow greater efficiency in administrative and service functions.

### 4.1 SIGN ON / OFF

All phones issued must firstly be authorised by Council’s management team and secondly the accepting officer will sign a receipt for the relevant equipment.

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## 5 NETWORK PROVIDER

### 5.1 TYPE OF NETWORK

Council currently has a Next G mobile phone network.

### 5.2 SERVICE PROVIDER

All mobile phones are on a “Telstra” Fleet Plan.

Council’s preferred equipment supplier will be as per Council’s Procurement Policy.

### 5.3 TELSTRA FLEET PLAN BENEFITS

One of the Telstra fleet plan benefits is that one mobile phone user can call another mobile user and get the phone call for free. Therefore it is recommended that if you need to call a staff member who has been allocated a mobile phone and you have been allocated a mobile phone you call that staff member with your Council mobile phone.

## 6 REPLACEMENT POLICY FOR PHONES

### 6.1 SCOPE

This section explains how the phones will be replaced and who will be responsible for the choosing of the new phones.

### 6.2 REPLACEMENT OF MOBILE PHONES

Mobile phones will only be replaced when they are no longer functioning and cannot be economically repaired or they are out dated and need updating.

If lost or stolen the incident must be reported to your Manager, who will take the appropriate action, advising both the Finance Manager for claiming for insurance and the Information Technology Officer to cancel the phone.

#### 6.2.1 MALFUNCTIONING PHONES

- a) Malfunctioning phones are to be reported to the Information Technology Officer.
- b) The Information Technology Officer will arrange inspection and send away for repairs.
- c) Where the phone can be repaired, the Information Technology Officer will authorise repairs. The cost of repairs will be met by the Department “owning” the phone.
- d) Where the phone cannot be economically repaired, the Information Technology Officer will organise a replacement phone that will be purchased.
- e) Phones being replaced are to be traded-in for the Information Technology Officer to dispose of the phone. They are not to be retained for other staff.

#### 6.2.2 OUT DATED PHONES

- a) Old phones or out-dated phones will be replaced when the phones no longer do what they were purchased for, or the role of the Officer has changed and they need a more advanced phone.

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- b) If a new phone has been issued to an employee, that phone will not be replaced within two years unless a malfunction has occurred.
- c) Where the phone is ready to be replaced, the Information Technology Officer will authorise a replacement. The replacement costs will be met by the Department “owning” the phone.
- d) Phones being replaced are to be traded-in for the Information Technology Officer to dispose of the phone. They are not to be retained for other staff

**6.2.3 PHONE TYPES**

Council has decided upon certain phones for the fleet to use. These phone types are with the Information Technology Officer. Usually a phone will be replaced with the same phone you currently have. If that phone is no longer available, it will be replaced with an updated version.

Certain phones may be changed to a different type of phone as long as it is on the list the Information Technology Officer has.

Currently as of 30/10/2014 Council uses a Telstra Tough Phone and a Nokia Windows 8 Phone.

**7 AUTHORISED MOBILE PHONE ACCOUNT OFFICER**

In relation to the purchase, negotiation, replacement and other matters surrounding mobile phones the responsible officer is the Information Technology Officer.

Where a service needs adjustment, checking or advice, this officer is to be notified or consulted before proceeding.

In relation to account enquires and adjustment to accounts the Creditors Officer, Information Technology Officer and the Chief Executive Officer are nominated officers with Telstra.

In relation to the day to day care and use of mobile phones, the individual users are the responsible officers as may be applied in relation to further provisions of this policy.

**8 USAGE**

All users must abide by the terms of this policy.

**8.1 USE OF MOBILE PHONES IN THE OFFICE**

In circumstances where a fixed telephone is available to make outgoing calls then use of the mobile phone for that purpose is discouraged.

Except for the purpose of calling another Council mobile phone.

**8.2 MOBILE PHONES IN MEETINGS**

It is common courtesy to switch mobile phones off before entering a meeting. Blackall-Tambo Regional Council understands that extenuating circumstances may exist that require you to leave your mobile phone switched on during meetings. If this is the case then inform the other attendees prior to the

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commencement of the meeting that you may be expecting a call so you will be leaving your mobile on during the meeting.

In addition, the Officer is to switch the phone to silent.

### **8.3 COUNCIL USE**

Council’s mobile phones are to be used for Council business only, unless otherwise agreed and documented in a Council Employee’s “Employment Package” or personnel file. Council mobile phones are not to be used for individual “business” or private matters related to income generating activities.

#### **8.3.1 ALL COUNCIL BUSINESS CALLS WILL BE PAID BY COUNCIL**

All Council phone accounts are monitored and responsible officers (users) shall be responsible for the use and explanation of call charges when requested.

The allocation of costs will be to the Department in which the officer works unless otherwise specified.

### **8.4 PRIVATE USE**

Personal calls may be made in cases of ill health or personal safety of family members or properties, while you are on Council business. Due diligence should be applied and the duration of the call is to remain brief (less than 3 minutes).

All personal calls that are made will need to be reimbursed to the Council if they are over \$20.00 per month.

When travelling home late, you can call your family member to notify them that you are just leaving, this is classed as a work call because of safety purposes.

If frequent, long distance or long duration calls are made during work hours, you may be called in to explain why.

Each month, monthly statements are generated and sent out to be reviewed by each Officer to mark off their personal calls so Council can be reimbursed. In addition, each statement is reviewed by the Manager of Finance and any discrepancies or oddities will be referred to the employee’s Manager for explanation.

### **8.5 STOLEN / LOST PROPERTY PROCEDURE - NOTIFICATION WITHIN 24 HOURS**

Should a mobile phone be lost or stolen, the responsible officer must report the matter to the Chief Executive Officer/Manager for replacement and the Information Technology Officer will notify the Service Provider. Council’s Manager of Finance should also be advised for insurance purposes and to the Police if applicable.

### **8.6 STORAGE OF PHONES**

Responsible officers must use and take care of the mobile phones in their possession in a responsible manner. Breakages, damage and loss of equipment may lead to the employee having to reimburse the Council for any associated costs incurred relating to the repairs or replacement of the affected equipment.

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Responsible officers are required to keep mobile phones clean and in a serviceable condition.

Keep batteries charged at all times and report all irregularities immediately.

There are a number of built in protection mechanisms that you may need to use in the operation and day to day use of a mobile phone and they are as follows:

- Activate the “Keypad Lock” (Check your user manual), and
- If the phone is to be sent away for repairs, hand it into the Information Technology Officer who will make the necessary arrangements.

### **8.6.1 HOME**

At home the mobile phone must be secure at all times. Use the keypad lock if needed, as you are responsible for the call charges billed to the mobile phone you have been issued.

### **8.6.2 VEHICLE**

Mobile phones are not to be left in vehicles while unattended and must be secured. There is a tendency for vehicles to be broken into for the sake of stealing a mobile phone.

## **8.7 HANDS FREE OPERATION**

The use of mobile phones whilst driving is forbidden unless your phone has been Blue Toothed to the vehicle’s stereo system. It is an offence (driving without due care) to use mobile phones whilst operating a motor vehicle and the incursion of fines will be solely at the employees cost. Any vehicle damage incurred as a result of this practice, which is not recoverable through insurance, may possibly be recovered from the employees.

## **8.8 PROCEDURE FOR UPGRADE**

Purchases can only be initiated through Councils Information Technology Officer.

The Chief Executive Officer reserves the right to allocate or move mobiles throughout the organisation to the best advantage of Council.

Phones will generally be upgraded in accordance with the provisions of this policy.

## **8.9 SECURITY - PIN NUMBERS**

PIN numbers are applied to mobile phones. It is recommended that facility is used at all times to minimise security risks as discussed elsewhere in this policy.

PIN numbers stay with the “Sim Card” of the mobile phone, and they have generally been allocated to the main user of a mobile phone.

## **8.10 MESSAGE BANK - MANDATORY**

Message Bank is installed on all mobile phones within Council and is to be used and accessed.

All Officers are expected to answer all voice mail within 3 hours of phone activation as a matter of courtesy.

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All Officers are expected to check their voice mail first thing in the morning. Noting not all voice messages are notified when they are made.

Do not leave phones on during meetings, seminars or when representing Council at other venues / locations.

### **8.11 HOLIDAY/LEAVE USAGE**

Certain Officers who have phones assigned to them will need to surrender them to the replacing Officer and to take note whom has them so as to report any calls or damages while on they were on leave.

## **9 EMERGENCY USAGE - CIVIL DISASTER**

All mobile phones issued to officers are done so on the specific understanding that in the event of a civil disaster, the Chief Executive Officer reserves the right to take any phone for the purpose of assisting in relief operations.

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# 10 USER DECLARATION FORM

Declaration of Mobile Phone Policy Acceptance

User Details:

Family Name: \_\_\_\_\_

Other Names: \_\_\_\_\_

Position: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Number Issued to Staff: \_\_\_\_\_

User Declaration - Conditions of Use:

- I understand that the mobile phone I will have access to is Councils and must not be shared to any unauthorised person.
- I understand that the mobile phone may only be used for the purposes for which they have been provided and are not to be used for other projects, games, 'hobby computing', or private or consulting work (unless authorised).
- I understand that the mobile phone must not be inappropriately or irresponsibly used.
- The mobile phone allocated to me is for my exclusive use to assist me in my job. I will not allow another person to misuse it.
- I agree to comply at all times with this Mobile Phone Policy.
- I agree that if I lose this phone, that I may have to replace the phone at my expense.

I understand and agree to the above Conditions of Use.

SIGNATURE: .....

PRINT NAME: .....

DATE: .....

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## **11 CHANGES SINCE LAST REVISION**

- 13/07/2011      New Policy to reflect current procedures.
- 11/11/2014      Review and update current procedures  
Satellite Phone removed, no longer have one.  
Council reimbursement changed from \$5 to \$10 due to what it cost Council to generate bill.
- 11/08/2015      Council reimbursement changed from \$10 to \$20 due to what it cost Council to generate bill.

## **12 RECORDS**

When completed and approved the original, signed hard copy of the policy is filed in the Master File.

Electronic copies are saved in the appropriately labelled folder in InfoXpert.

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