



# Corowa Shire Council

## **MOBILE PHONE POLICY**

The aim of this policy is to provide employees with guidelines regarding the appropriate use of their company supplied mobile phone. Reference is also made to the use of private mobile phones on company business.

### **Eligibility**

An employee will be eligible to have a mobile phone if it is deemed necessary to their position, for example, if the employee's duties require them to spend time out of the office and/or to be contactable outside the normal hours of work.

### **Use**

The mobile phone is provided primarily to allow contact with the staff member by other staff or customers.

All mobile phones within Council's fleet have been set-up to allow free calls between Council-Mobiles. This being the case Council-Mobile to Council-Mobile communications are at no additional cost to Council and are encouraged over Council-Mobile to Landline or Landline to Council-Mobile.

The use of a mobile phone while driving is illegal. If justified, a 'Hands-free Car Kit' may be provided and installed into an employee's car. Most Council passenger vehicles are factory equipped with blue tooth hands-free kits.

### **Private use**

Your mobile phone has been issued to you for work purposes. Therefore, private usage of your mobile phone should be kept to a minimum.

If it is found that an employee is using his or her phone irresponsibly, then the employee may have the phone removed or be requested to reimburse Corowa Shire Council for excessive personal calls.

Also, your phone use will be more closely monitored until a more reasonable proportion of business versus private use is achieved.

### **Use of mobile phones in the office**

If customers expect to find an employee on their mobile phone rather than on a regular fixed telephone in the office, then the mobile should be kept on, even when 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.

Private mobile phones are not to be switched on or used in the workplace during working time except in an emergency, where mutually agreed between an employee and their supervisor or manager, or as authorised by this policy.

### **Mobile phones in meetings**

It is common courtesy to switch mobile phones off before entering a meeting.

Corowa Shire Council understands that extenuating circumstances may exist that requires you to leave your mobile phone switched on during meetings. If this is the case then inform the other attendees prior to the commencement of the meeting that you may be expecting a call so you will be leaving your mobile on during the meeting.

### **Diverting fixed telephone when out of office**

If an employee is out of the office and has his or her mobile switched on, then it may be appropriate for the employee to divert calls coming in via their fixed telephone to their mobile phone.

### **Lost or broken phones**

Corowa Shire Council expects all employees who have been allocated mobile phones to take the utmost care and responsibility for them.

If a phone is lost, it should be reported to the Director Corporate Services, as soon as it is noticed missing.

Depending on the circumstances in which the phone was lost, Corowa Shire Council will be responsible for replacing the phone unless carelessness on the part of the employee can be shown as the cause of the loss. In circumstances where it has been shown that the employee's carelessness contributed to the loss of the phone then the employee may be required to pay the whole, or contribute to, the replacement cost.

If the phone is faulty or broken, then notify the Director Corporate Services, as soon as possible so a replacement phone may be supplied.

### **Termination of employment**

On termination of employment, the employee must return a company issued mobile phone to Director Corporate Services. Any battery chargers or other accessories supplied by the company for use with the mobile phone must also be returned.

In some instances suitable alternative arrangements may be made to enable a mobile phone service transferred to the departing employee.

### **Occupational health and safety**

The use of mobile phones in certain parts of the workplace and in company vehicles can create unsafe situations or potentially unsafe situations.

Supervisors and managers are authorised to issue general notices or particular notices to staff regarding the use of mobile phones if they perceive a real or potential occupational health and safety risk.

Staffs are required to comply with such orders/directions/notices issued by supervisors or managers.

### **Employee's mobile phone used on company business**

With the agreement of an employee manager, an employee may use his or her own mobile phone on company business according to the terms agreed with the relevant manager.

When this occurs, Corowa Shire Council will pay the cost of those calls on the completion of an 'expenses claim form' by the employee.