



BOULIA SHIRE COUNCIL

Telecommunication Policy

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Summary:	This policy aims to provide direction for the use of supplied & private mobile phones, landline phones, satellite phones and voice mail facilities by Boulia Shire Council for staff and Councillors.
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Responsible Section:	Corporate Services
Responsible Officer:	Administration Supervisor
Legislation:	Local Government Act 2009

Policy Statement

The purpose of this policy is to provide direction for the use of supplied & private mobile phones, landline phones, satellite phones and voice mail facilities by Boulia Shire Council for staff and Councillors.

Boulia Shire Council appreciates that there are circumstances in which employees need to make and receive personal phone calls during working hours. This Policy sets out the circumstances under which employees may make and receive personal phone calls at work, and the limits of acceptable usage.

This Policy applies to employees, agents and contractors (including temporary contractors) of Boulia Shire Council, collectively referred to in this Policy as "workplace participants".

1. REASONABLE USE OF COUNCILS' TELECOMMUNICATIONS FACILITIES

- 1.1 The Boulia Shire Council's telecommunications facilities are provided for the conduct of its activities. Any use of Council's telecommunications facilities for the conduct of any other business for the financial gain of any other party is expressly prohibited.
- 1.2 All personal telephone calls should be kept as short as possible in the interests of minimising disruption to work. The Council reserves the right to recover costs associated with personal use.
- 1.3 Only local outgoing personal telephone calls are permitted unless the specific permission of your immediate supervisor is obtained and payment must be made for the call directly after.
- 1.4 Telecommunication facilities are not to be used in any way that offends the law or as a device for delivery of offensive or objectionable communications. Offences of this nature may result in dismissal.
- 1.5 Telecommunication facilities are not to be used to access 'charge-for' services or the like.
- 1.6 Personal phone calls should be made where possible in a workplace participant's designated break time.
- 1.7 If a workplace participant is on a personal phone call and a client or customer is waiting, the personal call should be terminated immediately and can be resumed, if urgent, at a later time.
- 1.8 International calls must not be made by a workplace participant without the permission of the Department Manager. Permission will only be granted in extenuating circumstances.

- 1.9 Under no circumstances may workplace participants use Boulia Shire Council's telephones to conduct any business activities, other than for Boulia Shire Council's benefit.
- 1.10 Workplace participants must limit their personal calls to matters which, as a matter of urgency, must be dealt with during working hours and defer other calls to time outside work hours or to break times.

2 CONDITIONS OF USE - COUNCIL PROVIDED MOBILE AND SATELLITE TELEPHONES

- 2.1 An employee may be eligible to have a mobile or satellite phone if, in the view of Boulia Shire Council, it is deemed necessary for the appropriate performance of 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.
- 2.2 Alternatively, Boulia Shire Council may reimburse an employee for the cost of work-related phone calls made from an employee's personal mobile phone where the employee is not provided with a Boulia Shire Council mobile phone.
- 2.3 A mobile or satellite phone provided by the Council remains the property of the Council at all times and any theft or loss must be reported immediately to your direct supervisor and the Director of Corporate Services.
- 2.4 The mobile or satellite phone is provided primarily to allow contact with the employee by other employees or customers or to enable the employee to contact Boulia Shire Council and its customers.
- 2.5 Employees must not use the mobile or satellite phone while operating a motor vehicle.
- 2.6 Employees who have been provided with a mobile phone with email and internet access must comply with Boulia Shire Council's policies dealing with email and internet access where relevant.
- 2.7 The replacement cost of the lost or stolen mobile or satellite phone is to be covered by the designated user where such loss or damage is deliberate, or the result of willful or careless negligence.
- 2.8 Mobile or satellite telephones should not be used for outgoing calls when a landline telephone is available.
- 2.9 If customers expect to find an employee on their Boulia Shire Council's mobile phone rather than on a regular fixed telephone in the office, then

the Boulia Shire Council's mobile phone should be kept on, even when in the office.

- 2.10 The designated user is responsible for the cost of personal calls made from Council mobile or satellite phones where such use is other than a nominal amount. i.e. in excess of \$10 per month.
- 2.11 Minimal use of voicemail is recommended.
- 2.12 On the cessation of their employment with the Council, staff must return all Council mobile and satellite phone handsets including accessories (charger, case, in car charger etc) to their supervisor.
- 2.13 Obsolete, outdated or faulty handsets and/or accessories are to be handed in to the office to be disposed of in an environmentally friendly manner.
- 2.14 Use of mobile phones while overseas is prohibited unless authorised by the Chief Executive Officer.
- 2.15 Use of mobile and satellite phones is subject to the Reasonable Use of Telecommunications Facilities provided in Clause 1 of this policy.
- 2.16 Private Use
 - a) A Boulia Shire Council mobile phone is provided predominantly for work purposes. Therefore, private usage of the mobile phone should be kept to a minimum.
 - b) If Boulia Shire Council believes an employee is using a Boulia Shire Council mobile phone irresponsibly or unreasonably, then the employee may have the phone removed or be requested to reimburse Boulia Shire Council for excessive personal calls.
 - c) In those circumstances, the employee's phone use will continue to be closely monitored until a more reasonable proportion of work-related versus private use is achieved.
 - d) Employees are required to secure Council provided devices with strong passwords and biometric authentication, if available.
 - e) Sensitive information should not be stored on the devices unless absolutely necessary, and encryption must be used for any stored or transmitted data.

3. OWNERSHIP

- 3.1 All telecommunication facilities, and information collected as a result of usage of such devices, remain the property of the Council.
- 3.2 Any theft or loss of Council telecommunications facilities must be reported immediately to your supervisor.

4. MONITORING

- 4.1 The use of Council telecommunication facilities will be treated as Council related. Authorised persons may examine records of telecommunication usage for operational, maintenance, compliance, auditing, security or investigative purposes.
- 4.2 The Council may collect and utilise statistics based on telecommunication facilities provided and used by staff. These user profiles will be provided regularly to the Department Heads when collected.
- 4.3 Monitoring will not include listening to the content of calls where prohibited by applicable legislation.
- 4.4 Use of Council telecommunication facilities constitutes consent to monitoring in accordance with this policy.

5. ENQUIRIES, FAULTS, ACTIVATIONS & DISCONNECTIONS

- 5.1 Any enquiries, faults, activations or disconnections regarding Council telecommunication facilities are to be reported to the Administration Supervisor.

6. BREACH OF POLICY

- 6.1 Violations of this policy may result in restriction of access to the Council's mobile phone service and/or disciplinary action under the Council's Code of Conduct policy.

7. PROVISION OF COUNCIL MOBILE PHONES

- 7.1 Council mobile phone purchases must be authorised by the Chief Executive Officer (CEO).

- 7.2 Council mobile phones will be one of the two standard phones (handsets) evaluated and approved by the Administration Supervisor and IT Officer. The CEO must approve any exceptions to this.
- 7.3 The provision of a mobile phone to a staff member must be authorised by the CEO.
- 7.4 Council mobile phones are to be purchased through the Council's Director of Corporate and Financial Services.
- 7.5 Council mobile phones will be connected via the Council's preferred carriers. Under no circumstances are staff authorised to connect their units to any other provider.
- 7.6 The Council's Administration Supervisor / IT Officer will complete all connections. An account code, authorisation details and an authorised signature must accompany every request for a purchase.
- 7.7 Charges for the Council mobile phone service will be distributed to the appropriate cost centre by the Finance Officer. All account payments will be reviewed and approved by authorised officer prior to payment.

8. MANAGEMENT OF STAFF LANDLINE

- 8.1 Landline telephones where required by Council to be provided to an employee's house are to be approved by CEO and are to be managed through the Administration Supervisor.
- 8.2 If a landline is to be relocated, connected or disconnected it is to be arranged through the Administration Supervisor.
- 8.3 Restrictions on access to STD and international calls are to be decided by the CEO and arranged through the Administration Supervisor.
- 8.4 The Council does not provide a landline for contractors or builders on building projects.
- 8.5 Records are kept by the Council of all outgoing calls made from Council supplied phones.
- 8.6 Any obsolete, outdated or faulty handsets are to be handed to the Administration Supervisor to be disposed of in an environmentally friendly manner.

- 8.7 The Finance Manager will be provided with monthly bills for all landline connections for monitoring purposes.

9. MANAGEMENT OF VOICE MAIL DEVICES

- 9.1 Voicemail is available to all staff and is to be arranged through the Administration Supervisor.
- 9.2 An employee must activate the voicemail set up on their Bouliia Shire Council phone so that calls diverted to voicemail when unanswered or busy. Missed calls should be reviewed in a timely manner (i.e. within 2 hours) and employees should ensure they clear their voicemail regularly. Voicemail set up on Bouliia Shire Council's mobile phone should say "Hello, this is (name) of Bouliia Shire Council. I am unable to take your call right now so please leave your name, number and a short message and I will return your call shortly". This message should be modified if an employee is on leave.

10. PERSONAL MOBILE PHONES IN WORKPLACE

- 10.1 Personal mobile phones are permitted in the workplace subject to the following conditions:
1. They are primarily for work use or emergency contact
 2. Private Calls are to be kept to a minimum
 3. Phones must be on silent or turned off during meetings or when serving customers/front counter.
 4. Phones cannot be used to access the internet, Facebook etc during working hours

Employees who regularly use their personal mobile phones for private purposes during working hours, will be cautioned and where necessary disciplinary action will be taken.

11. WORKPLACE HEALTH AND SAFETY

- 11.1 The use of mobile phones in certain parts of the workplace and in vehicles can create illegal or potentially unsafe situations. Supervisors and managers may 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. Staff are required to comply with such orders, directions and notices issued by supervisors or managers.