PERSONAL PHONE CALLS AT WORK POLICY

Human Resources
YASC POL 23 – V7

2026

YARRABAH ABORIGINAL SHIRE COUNCIL
56 Sawmill Rd Yarrabah, QLD 4871

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1. LEGISLATION AND AUTHORITY

The Local Government Act 2009 (Qld)
Local Government Regulation 2012 (Qld)
YASC Code of Conduct

2. COUNCIL'S STATEMENT

Yarrabah Aboriginal Shire Council ('YASC') conducts its business with integrity, honesty and fairness. All employees are expected to work within the rules and actions of YASC will comply with all relevant laws, regulations, codes and corporate standards.

Everyone representing YASC must reflect the highest standards of behaviour. Our relationships are critical to the ongoing success of our organisation. Our leaders have responsibility for fostering a culture where ethical conduct is recognised, valued and applied at all levels.

This policy is to be read in conjunction with the Code of Conduct, which outlines our standards of behaviour and workplace culture are in accordance with YASC's principles.

3. PURPOSE

YASC 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.

4. COMMENCEMENT OF POLICY

This Policy replaces all other policies or arrangements governing personal phone calls at work (whether written or not).

5. APPLICATION OF THIS POLICY

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

6. ACCEPTABLE USAGE

YASC's telephones are provided for legitimate business use.

The making and receiving of personal phone calls by workplace participants whilst at work is a benefit and not a right. However, YASC does recognise that in some circumstances workplace participants may need to make or receive personal telephone calls. Where a workplace participant needs to make or receive a personal phone call during work hours the following procedures apply:

- personal phone calls should be kept as short as possible in the interests of minimising disruption to work;
- personal phone calls should be made where possible in a workplace participant's designated break time;
- 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;
- calls must not be made to fee for service numbers;
- Interstate or international calls must not be made by a workplace participant without the permission of their Director. Permission will only be granted in extenuating circumstances. If

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permission for such a call is given, the workplace participant may be asked to reimburse YASC for the personal phone call(s) made;

- under no circumstances may workplace participants use YASC's telephones to conduct any business activities, other than for YASC's benefit;
- 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;

7. BREACHES OF THIS POLICY

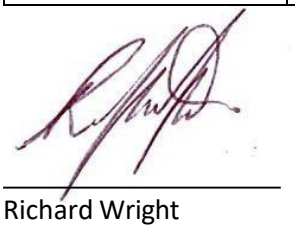
A breach of this policy may lead to disciplinary action including, but not limited to, termination to employment.

8. VARIATIONS

YASC reserves the right to vary, replace or terminate this policy from time to time.

9. DOCUMENT CONTROL

Adoption Date:	12 January 2016	Resolution No.	Version No. 1
Amended Date:	30 January 2020	Resolution No. 03:30/01/2020	Version No. 2
Amended Date:	17 February 2021	Resolution No. 05:17/02/2021	Version No. 3
Amended Date:	18 May 2022	Resolution No. 09:18/05/2022	Version No. 4
Amended Date:	29 June 2023	Resolution No. 11:29/06/2023	Version No. 5
Reviewed Date:	26 July 2024	Resolution No. 12:26/07/2024	Version No. 6
Reviewed Date:	19 August 2026	Resolution No. 28:19/08/2026	Version No.7
Next Review Date:	2027		
Responsible Officer:	Chief Executive Officer		



Richard Wright
Chief Executive Officer

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