MOBILE PHONE POLICY

Human Resources
YASC POL 24 – 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
YASC Personal Phone Calls at Work Policy

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

The purpose of this policy is to provide employees of YASC with guidelines regarding the appropriate use of their own private mobile phones whilst at work and YASC supplied mobile phone if applicable to their employment.

4. COMMENCEMENT OF POLICY

This Policy replaces all other policies or arrangements governing the usage of mobile phones (whether written or not).

5. APPLICATION OF THIS POLICY

This Policy applies to all employees of YASC but does not apply to the Elected Arm of Council. This Policy does not form part of any employee's contract of employment.

6. ELIGIBILITY

An employee may be eligible to have a mobile phone if, in the view of YASC, 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.

Alternatively, YASC may reimburse an employee for the cost of work-related phone calls made from an employee's personal mobile phone or provide a "phone allowance" where the employee is not provided with a YASC mobile phone.

7. USE OF MOBILE PHONE

The mobile phone is provided primarily to allow contact with the employee by other employees or customers or to enable the employee to contact YASC and its customers.

Employees must not use the mobile phone while operating a motor vehicle unless a 'Hands-free Car Kit' is installed or 'Blue Tooth' technology is available in an employee's vehicle.

Employees who have been provided with a mobile phone with email and internet access must comply with YASC's policies dealing with email and internet access where relevant.

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Private use of YASC Mobile Phone

A YASC mobile phone is provided predominantly for work purposes. Therefore, private usage of the mobile phone should be kept to a minimum.

If YASC believes an employee is using a YASC mobile phone irresponsibly or unreasonably, then the employee may have the phone removed and/or be requested to reimburse YASC for excessive personal calls that exceeds the call limit per month.

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.

Use of mobile phones in the workplace

If customers expect to find an employee on their YASC mobile phone rather than on a regular fixed telephone in the office, then the YASC's mobile phone 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 in the workplace

Private mobile phones (except when being used for work purposes) must be on silent at all times and may only be answered in cases of emergency or during designated work breaks. Breaches of this clause may lead to disciplinary action including by not limited to, termination of employment.

Voicemail

An Employee must activate the voicemail set up OR Voice to Text set up on their YASC phone so that calls divert to voicemail or Voice to Text when unanswered or busy. Missed calls should be returned in a timely manner (ie within 2 hours) and employees should ensure they clear their voicemail regularly. Voicemail set up on YASC's mobile phone should say "Hello, this is (name), (title) of YASC. 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.

Mobile phones in meetings

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

YASC understands that extenuating circumstances may exist that require employees to leave the mobile phone switched on during meetings. If this is the case, then employees should politely inform the other attendees prior to the commencement of the meeting that they may be expecting a call and so their mobile phone will be left on during the meeting. Where necessary, mobile phones should be switched to silent/vibrate mode in these instances.

Diverting fixed telephone when out of office

If an employee is out of the office, the employee should divert calls coming in via their fixed telephone to their YASC mobile phone.

Lost, stolen or damaged YASC phones

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

If a phone is lost, stolen or damaged, it should be reported to the Director - Corporate Services as soon as that event occurs.

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Depending on the circumstances in which the phone was lost, stolen or damaged, the employee may be held responsible for replacing the phone if the loss, damage or theft was caused or contributed to by the employee's lack of care.

Return of the Mobile Phone

On termination of employment or otherwise at the request of YASC, an employee who has been issued with a YASC mobile phone must return the phone to the Director - Corporate Services. Any battery chargers or other accessories supplied by YASC for use with the mobile phone must also be returned.

8. WORKPLACE HEALTH AND SAFETY

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

9. EMPLOYEE'S MOBILE PHONE USED FOR WORK-RELATED PURPOSES

With the agreement of YASC, an employee may use his or her own mobile phone for work-related purposes according to the terms agreed with YASC.

Where YASC and the employee enter into an agreement, YASC will provide a "phone allowance" where the employee is not provided with a YASC mobile phone.

10. VARIATIONS

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

11. 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

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Chief Executive Officer

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