

<p>Purpose and Scope Access4u accepts that staff may at times require occasional and timely access to a telephone or personal mobile phone to manage work and family commitments.</p>
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Responsibilities and delegations	
This policy applies to	All Access4u employees, volunteers and students and is designed to ensure the duty of care to all customers is observed at all times.
Specific responsibilities	<p>Managers will ensure that:</p> <ul style="list-style-type: none"> • They discuss employees' responsibilities in the context of the Access4u Code of Conduct. • Employees are aware and understand the policy and guidelines. • The guidelines are monitored and enforced when necessary • They provide leadership by example.
Policy approval	CEO

Policy context – this policy relates to:	
Standards	NDIS Practice Standards
Legislation	<i>NDIS Act 2013</i> <i>Motor Traffic Act 1961 (SA)</i> <i>Privacy Act 1988</i>
Contractual obligations	Individual staff contract of employment
Organisation policies	Workforce Health and Safety Professional Ethics and Conduct Motor vehicle Use Policy and Procedures Bullying and Harassment Prevention in the Workplace Policy Code of Conduct Privacy and Confidentiality Policy
Forms, record keeping, other documents	

1. Operation

1.1 Guidelines for the use of personal phones approved for business use

Where Access4u have approved the use of your personal phone / device for business purposes, its use must be in line with this and other related organisation policies, be appropriate use in the workplace and not breach legislations.

1.2 Guidelines for the Use of Personal Mobile Telephones Unlawful Use.

It is illegal to make, send or forward fraudulent, unlawful, bullying or abusive information, calls or messages. Employees who receive any threatening, intimidating or harassing telephone call or electronic text messages should immediately report the incident to their Supervisor / Manager.

Any employee who initiates or forwards fraudulent unlawful, bullying or abusive calls or text messages may be subject to disciplinary action and possible criminal prosecution.

The use of a hand-held mobile phone / devices while driving is an offence under the *Motor Traffic Act* and a breach of Access4u's Motor Vehicle Policy. Access4u will not be responsible for the payment of any fines incurred and may take disciplinary action against any employee who is found to have committed a breach of legislation.

1.3 Personal Use

Rules for personal use of mobile phones / devices in the workplace are as follows;

- All employees who are responsible for supporting people with disability are required to restrict the use of their mobile phones for emergencies only for the duration of their shift / working hours unless specific permission has been given by their Manager/Supervisor.
- Unless specific permission is granted, employees are only allowed to use their personal mobile phones to make personal calls or respond to personal messages during authorised breaks or at the end of their shift.
- During working time, staff who have been given permission to use their mobile phones should always put the safety of the customer first.
- Use of personal mobile phones / devices for legitimate purposes with permission will be infrequent and brief, using less disruptive or distracting features such as message bank and vibration alert to receive important calls or messages. Mobile phones should not excessively disrupt the employee or others by constant ringing or beeping.
- Staff are to use their mobile phones / devices in a responsible manner and be aware of situations where using their mobile phone / device might distract them and cause a risk to customer safety, annoy or disturb others or breach the confidentiality of the subject of their telephone conversation.
- Use of mobile phones / devices is not permitted when driving or using equipment that requires the employee's full attention to operate safely. Health and Safety risks are to be considered and managed at all times.
- Mobile phones / devices should be switched off during meetings and training sessions unless approved.