

Mobile Phone for Work Use Procedure

This procedure outlines the minimum requirements for the safe, secure and appropriate use of mobile phones for work-related purposes at Cerebral Palsy Support Network (CPSN). It provides employees with clear guidance on the use of organisation-issued and personally owned mobile devices when conducting CPSN business, including expectations relating to professional conduct, privacy and confidentiality, information security, workplace health and safety, and acceptable use.

All employees are responsible for complying with this procedure and exercising sound judgement when using mobile devices in the course of their employment. Managers are responsible for ensuring employees understand their obligations and for addressing any concerns or breaches in accordance with CPSN policies and applicable legislation.

Record of procedure development

Version	Date approved	Date for review
Version 5.0	August 2026	August 2028

Responsibilities and delegations

This procedure applies to:	Members, Clients, and where appropriate, their decision makers, all staff, workers, volunteers, contractors, and the Board of CPSN
Procedure approval:	CEO
Review of Procedure Compliance	Human Resources Manager
Specific responsibilities:	CEO General Manager Service Delivery Human Resources Manager CPSN Leadership Team CPSN Workers



Procedure statement

This procedure describes **how** CPSN implements its Mobile Phone for Work Use Policy. The policy describes CPSN's intention and standard in relation to the use of mobile phones for work. This procedure details how CPSN approaches the need for mobile phones for work use, mobile phone allowances, and appropriate usage of mobile phones.

Definition

Remote and Hybrid Working

A work arrangement where employees perform their duties from an approved work location outside of a traditional office environment, such as their home, while remaining connected through digital communication and collaboration tools. Depending on the requirements of their role, employees may also work from client locations, community settings, or attend approved meetings, training, events or other work-related activities. CPSN operates as a remote-first organisation and does not maintain a central physical office. Employees are expected to work in accordance with agreed working arrangements

Mobile Phone Allowance

Under Fair Work definitions, a mobile phone allowance is a payment made by an employer to an employee to cover the costs of using a personal mobile phone for work-related purposes. This allowance contributes to compensating employees for expenses incurred while using their phone for tasks such as calls, texts, or data necessary for their job.

Prohibited

something that is officially or legally forbidden or not allowed.

Social Media

Refers to online platforms and applications that enable users to create, share, and interact with content and connect with others through posts, messages, and multimedia.

Worker means any person engaged by CPSN to perform a service, paid or unpaid, and may include but is not limited to employees, consultants, contractors, employees of a labour hire company, apprentices, trainees, students or volunteers.

Procedure

Purpose of this Procedure

This procedure guides the use of mobile phones for work use, promotes consistency, good practice, and provides an accountability tool against which people's actions and compliance with the procedure can be measured.

The Mobile Phone for Work Use Policy outlines the roles and responsibilities for implementation of the policy. These roles and responsibilities are embedded within this procedure **Procedure**

Provision of device or allowance

Positions deemed to require use of a mobile phone are detailed in the Mobile Phone for Work Use Policy includes where an employee is deemed to require use of a mobile phone to successfully perform their duties. In such circumstances, the employee will be provided with the device upon commencement, or when approval is granted. Where an employee agrees to use their personal device for work purposes in order to successfully perform their duties, they will be provided with an allowance for this use. CPSN currently pays an allowance of \$32.32/month, via Electronic Funds Transfer with the employee's wages on a fortnightly basis, with the fortnightly amount being



\$16.16. CPSN will also consider related updates to the applicable Award determination or industrial instrument's direction on Phone Allowances.

Requests to use a personal device and receive an allowance should be made to CPSN prior to CPSN purchasing a device for the employee.

Employees and their manager will sign a Mobile Phone Agreement. [Mobile Phone Agreement.docx](#)

Employees who use their mobile phone for the purpose of time, attendance, training or compliance purposes are not entitled to a phone allowance or CPSN provided mobile phone. All employees are required to possess ability to be contacted by CPSN in relation to their duties as part of their employment.

Appropriate use of CPSN provided mobile phones and of a personal device used for work purposes

Employees who are provided with a CPSN mobile phone or are approved to use their personal device for work purposes are provided these devices / approvals to support them to successfully perform their duties.

Such device should only be used within the rostered or contracted hours of employee engagement. Employees should not use such device outside of contracted or agreed working hours and should switch off the phone outside of these agreed hours.

This does not preclude reasonable work-related contact outside of ordinary working hours where it is consistent with an employee's role, level of responsibility, contractual obligations, or operational requirements. Employees in management and executive positions may, from time to time, be required to respond to urgent or time-sensitive matters outside of standard working hours where such contact is reasonable, necessary and proportionate to the responsibilities of their role.

Personal use, such as for the use of private messaging and social media is prohibited as follows:

- a) For CPSN owned devices prohibited at all times
- b) For personal devices prohibited during working hours

Employees must not use mobile phones while operating a motor vehicle unless a legal "hand-free car kit" is installed and the phone is connected prior to driving.

Employees must not use the device for any purpose, or in any way, that damages the reputation of CPSN or in a way that could negatively impact CPSN, CPSN's members, or other CPSN stakeholders.

Privacy passcode

All phones, personal or CPSN provided, that are used for work purposes must have a passcode to restrict anyone other than the employee from using or accessing the phone.

Employees must adhere to CPSN's Privacy and Confidentiality Policy and Procedure and ensure the mobile phone is kept secure and information on the device pertaining to CPSN and/or CPSN clients is kept private.

CPSN provided mobile phones will be provided with a passcode pre-set. The passcode is recorded on CPSN's Asset Register and Password Register. If an employee changes the passcode on the CPSN provided mobile phone, they must advise their manager of this information.

Where an employee sets up an AppleID, Google Account or similar on the CPSN provided device, they are required to use their CPSN email address and provide the password to CPSN via their manager.



Maintenance and care

CPSN will provide employees with a protective cover for CPSN provided mobile phones or reimburse them for the cost up to \$30 employees must continue to use this protective cover.

Employees are required to treat the device with care and avoid damage, loss or theft.

Where damage, loss or theft occurs, employees are required to notify their manager as soon as practicable to assess the damage or report the item as lost or stolen.

Monitoring and Review

This procedure will be reviewed every 2 years, or sooner if legislation, NDIS standards, or organisational requirements change.

Maintaining appropriate records

Records will be kept for seven years.

CPSN records are maintained using cloud-based technology systems, covering HRIS, CRM and Operational documentation. CPSN maintains an Asset Register and Password Register; all equipment belonging to CPSN is listed and monitored through the asset register.

Document Revision History

This document is only valid on the day it was printed.

Who	Version	Date	Description of review
CEO	5.0	August 2026	Two Yearly Review

Forms & Policies that apply to this procedure

- [Mobile Phone Agreement.docx](#)

