

Mobile Phone for Work Use Policy

Cerebral Palsy Support Network (CPSN) is committed to ensuring that mobile phones and mobile communication devices used for work purposes support the safe, secure and effective delivery of services while protecting the privacy, confidentiality and wellbeing of our clients, employees and stakeholders.

This policy establishes the requirements for the appropriate use of both organisation-issued and personally owned mobile phones when used to conduct CPSN business. It is intended to promote professional conduct, safeguard sensitive information, minimise operational and cyber security risks, and ensure compliance with legislative, regulatory and organisational obligations.

Record of policy development

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

Responsibilities and delegations

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

Policy context

Service Standards	NDIS Practice Standards and Quality Indicators, November 2021 Version 4 National Employment Standards
Legislation	Charter of Human Rights and Responsibilities Act 2006, Victoria Fair Work Act 2009 Equal Opportunity Act 2010 Equal Employment Opportunity (Commonwealth Authorities) Act 1987 Occupational Health and Safety Act 2004 Workplace Gender Equality Act 2012 Award / Industrial Instrument (as applicable to employee) NDIS (Code of Conduct) Rules 2018 NDIS Worker Screening Act 2020 Children, Youth and Families Act 2005 / Child Safe Standards Privacy Act 1988 Freedom of Information Act 1982 (VIC) Privacy and Data Collections Act 2014 (VIC)



Organisation policies	CPSN Code of Conduct Work Health and Safety Policy Privacy & Confidentiality Policy Complaints Management Policy Incident Reporting & Management Policy Bullying and Harassment Policy Diversity and Inclusion Policy Provision of Equipment Policy Flexible Working Arrangements Policy
Other Conventions	United Nations Convention on the Rights of People with Disabilities (CRPD), 2006 United Nations Convention on the Rights of the Child 1989

Definitions

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 compensates 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.

Policy statement

This policy outlines guidelines for the provision and use of mobile phones or mobile phone allowances, to ensure employees can effectively perform their roles from various locations. It aims to facilitate communication via email, phone, SMS, and Microsoft Teams while supporting a healthy work-life balance.

The following positions are recognised as requiring the use of a mobile phone to successfully perform the role:

- CEO
- General Manager Service Delivery



- Human Resources Manager
- CPSN Leadership Team
- CPSN workers

Principles

CPSN is committed to honesty, integrity, accountability and best practice in all aspects of its operations. The following principles underpin these processes:

- ensuring employees who use their personal device for work purposes are not expected to take or respond to work-related calls, messages or emails outside of contracted or agreed working 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.
- employees who are provided with a CPSN mobile phone, or a mobile phone allowance are readily and reasonably accessible via the device during contracted or agreed working hours
- mobile phones may be pre-loaded with applications or settings assigned, which are required to remain in place and active on the phones at all times.
- CPSN-provided mobile phones have all passwords (including access passcode, Apple ID, or similar) recorded on a centralised CPSN database.

Process

Implementing this policy

Within CPSN the following roles communicate and operationalise this policy:

- Chief Executive Officer (CEO)
- Human Resources Manager
- CPSN Leadership Team

Roles and Responsibilities

The CEO

The CEO has delegated authority for all decisions relating to operational matters. The CEO is responsible for:

- delegating authority to CPSN Leadership Team to provide a mobile phone, or allowance, to their staff where they meet the recognised position
- responding to requests for provision of a mobile phone to a person/role not recognised in this policy as requiring a mobile phone and approving where appropriate.



Human Resources Manager:

The Human Resources Manager is responsible for:

- ensuring equitable practice in accordance with this policy and supporting industrial relations legislation
- ensuring the review of policy compliance and supporting the overall integrity of this policy.

The Human Resources Manager may also have responsibilities as listed below for CPSN Leadership Team where any direct reports are included in this policy.

CPSN Leadership Team

Leadership Team are responsible for:

- supporting the arrangement of a mobile phone for employees who are recognised in this policy as requiring a mobile phone
- arranging the Mobile Phone Agreement to be issued to employees receiving a mobile phone or allowance by the Human Resources Manager
- submitting requests, in writing to the CEO, where the Leadership Team deems it appropriate and necessary for an employee/position to be provided with a mobile phone where they are not recognised under this policy.
- communicating and supporting staff in understanding their responsibilities under this policy
- ensuring procedures and work instructions are clear to staff
- monitoring implementation and contributing to the review of the policy.

CPSN Employees

CPSN Employees are responsible for:

- understanding this policy
- upholding their employee obligations
- upholding client safeguarding practices
- upholding work health and safety practices
- returning to their general manager, a signed copy of the CPSN Mobile Phone Agreement where the employee is provided with a CPSN mobile phone or allowance
- adhering to CPSN's Privacy and Confidentiality Policy in using a mobile phone provided by CPSN, or a personal device being used for work purposes
- advising CPSN of any changes to any passcode or password associated with the access to the mobile phone
- treating mobile phones provided by CPSN in a manner that will not damage or adversely affect the phone and ensuring the phone is returned to CPSN in a suitable working order
- notifying their Manager as soon as practicable where their mobile phone becomes damaged, broken, stolen or lost
- ensuring the mobile phone provided by CPSN is used for work purposes only and is not used by non-CPSN staff
- ensuring the device is not used 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



Maintaining appropriate records

CPSN maintains an Asset Register and Password Register; all equipment belonging to CPSN is listed and monitored through the asset register. Records will be kept for seven years.

CPSN records are maintained using cloud-based technology systems, covering HRIS, CRM and Operational documentation. Records kept in these and any subsequent or replacement systems will reflect the principles outlined in this policy.

Review and Monitoring

This policy will be reviewed periodically (at least every two years) or sooner if required due to legislative or operational changes.

Forms & Procedures that apply to this policy

- CPSN Code of Conduct
- Work Health and Safety Procedure
- Privacy & Confidentiality Procedure
- Complaints Management Procedure
- Incident Reporting & Management Procedure
- Bullying and Harassment Procedure
- Diversity and Inclusion Procedure
- Provision of Equipment Procedure
- Flexible Working Arrangements Procedure

Document Revision History

Who	Version	Date	Description of review
CEO	5.0	August 2026	Two yearly review

