

## Telephone Policy

### Policy overview

The Telephone Policy is designed to provide guidelines to staff regarding the use of personal mobile phones and workplace phones.

### What do I need to do?

You need to carefully read through the Telephone Policy to make yourself familiar with the contents of the policy and with Service guidelines. You are expected to comply with this policy as amended and implemented from time to time.

Employees are expected to adhere to the Telephone Policy. Failure to comply with the policy may lead to disciplinary action including termination of employment.

### Policy and further information

To the extent that the contents of the Telephone Policy refers to obligations on K1 Payroll Pty Ltd, they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions or representations on which a staff member may rely.

Your Manager is available to assist with any queries you have relating to the policy which is detailed below.

## Telephone Policy

Landline phones and mobile phones should be used in an efficient, lawful, and ethical manner. Staff are requested that when using telephone communication for business they:

- Should not use phones in a way that could defame, harass, abuse, or offend individuals or organisations;
- Be mindful of the manner and tone of their discussions and response;
- Be aware of the influence they may have on third parties (including children, parents, and other interested persons);
- Avoid excessive personal use of such equipment; and
- Avoid interstate and overseas communication unless connected with the activities of K1 Payroll Pty Ltd.

### Personal mobile telephones

If staff are required, in the course of their duties, to make business-related phone calls on a personal

mobile phone, K1 Payroll Pty Ltd will reimburse staff for the mobile phone call costs, provided that the employee has provided reasonable substantiation for the calls made.

Staff are required to refrain from use of their personal devices, such as mobile phones, tablets, and smart watches, during the times they are working with the children and families. This includes for any phone calls, text messaging or using or checking any social media service.

Should a staff member need their phone close for personal emergency circumstances, they must seek permission from their manager. If permission is given it must be on silent and remain out of contact with the children.

For security and confidentiality reasons, staff are not to take photos of the children using their own phones or tablets.

### **K1 Payroll Pty Ltd telephones**

Whilst we recognise that employees may need to use a phone to attend to personal matters during working hours, we ask that employees exercise common-sense when using the telephone at work.

The policy stipulates that limited personal use of K1 Payroll Pty Ltd telephones is permitted and should not take up unreasonable time or interfere with your work duties. Staff are to advise their manager if they need to use the K1 Payroll Pty Ltd landline.

### **Company mobile telephones**

K1 Payroll Pty Ltd may authorise a K1 Payroll Pty Ltd mobile phone to be assigned to an employee. The mobile phone remains the property of K1 Payroll Pty Ltd at all times.

Staff assigned a K1 Payroll Pty Ltd mobile phone must take reasonable care for its security and must ensure the phone is kept in good condition. Failure to take reasonable care of the mobile phone assigned to them may result in the employee losing mobile phone privileges and the employee being liable for any loss or damage whether caused directly or indirectly.

Staff are permitted to make a reasonable volume of personal calls on the K1 Payroll Pty Ltd mobile phone assigned to them. However, they will be required to reimburse K1 Payroll Pty Ltd for the cost of personal calls where the volume becomes excessive or unreasonable, in the reasonable opinion of K1 Payroll Pty Ltd.

K1 Payroll Pty Ltd telephones should not be used to make personal international or national long distance calls.

Employees are permitted to access the internet, if provided with a smart phone, for work purposes. Where possible internet should be accessed using available Wi-Fi bandwidth. If Wi-Fi is unavailable employees may use mobile data up to the limit of their plan per month. Please speak to your manager to find out what your limit is. Telecommunication service providers (i.e. Telstra/Optus etc.) may alert users if excessive use of mobile data has occurred and employees must adhere to these warnings and immediately cease use of internet services. Employees must not use mobile data for excessive personal use. If the Service incurs additional costs as a result of an employee's excessive use of data, the Service is permitted to deduct the additional costs from the employee's wages, unless a reasonable explanation can be provided.

In cases of persistent overuse of K1 Payroll Pty Ltd mobile phone for personal use, K1 Payroll Pty

Ltd may also require that the employee surrenders the mobile phone.

Upon termination of employment, or otherwise upon request, the handset, attachments, and SIM must be returned by employees.