



NAMBUCCA VALLEY COUNCIL TELEPHONE USAGE POLICY No CS 34

Our Vision

Nambucca Valley ~ Living at its best

Our Mission Statement

'The Nambucca Valley Council will value and protect its natural environment, maintain its assets and infrastructure and develop opportunities for its people.'

1 Policy Objective

To ensure that Nambucca Valley Council telephony resources are used appropriately and efficiently, to deliver effective communication and in accordance with other policies, legislation, standards, and business best practice.

2 Related Legislation

Not applicable

3 Definitions

Not applicable

4 Policy Statement

Council owned telephony services are to be used for officially approved purposes in accordance with this policy and the Code of Conduct.

4.1 Authorised Official Use

Official use of Council owned or provided telephony resources means the usage undertaken for a business need to assist in carrying out the work of Council.

Official use includes in general:

- Conduct of work related business
- Communication with colleagues on work related matters, and
- Communication outside the work environment on work related matters

4.2 Authorised Professional Use

Professional use of Council owned or provided telephony resources means permitted activities that support professional development with the authority from the relevant Manager

Professional use includes in general:

- Professional development relating to approved study or research
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- Approved forum, conference or seminar participation
- To engage with a professional or industrial organisation for membership, registration, training/education, performance, conduct or safety
- Council approved or supported personal study

4.3 Authorised Limited Personal Use

Limited use of Council's owned or provided telephony resources means those activities conducted for purposes other than official business or professional development.

The user must be mindful that although some limited personal use is authorised, devices such as mobile phones can be reallocated for operational purposes to another user.

Limited use is permitted under the following conditions and limitations:

- Incurs minimal additional expense to Council
- Does not interfere with the operation of Council
- Is only permitted where it has minimal impact upon resources i.e. bandwidth, available channels
- Does not violate any Council policy or State/Federal legislation;
- Usage may only occur during an employee's own time
- Reasonable personal calls are generally permitted on mobile phones. Some specific call types ('excluded call types') which incur an additional charge are not considered to be Limited Personal Use and are not to be made e.g. Multimedia Message Service (MMS), IDD, Global Roaming
- End users may have their access moderated, restricted or revoked if they are deemed to be excessively utilising services for personal use
- Will withstand public scrutiny and not bring an employee of the Council, a Councillor or Council into disrepute
- Use does not include maintaining or supporting a private business enterprise and/or use for personal gain or profit

4.4 Unauthorised or Inappropriate Use

Unauthorised or inappropriate use of Council owned or provided telephony resources includes

- Usage which infringes copyright
- Involves creating, downloading, storing, viewing or distributing obscene, indecent, offensive or sexually explicit material or material unbecoming to propriety
- Contains untrue information that is likely to damage the reputation of a person in their profession or trade or by which other persons are likely to be induced to shun or avoid or ridicule or despise the person
- Downloading non-business related digital music (e.g. MP3), video (e.g. MPEG) files, applications or images using Council provided bandwidth
- Contains material or images that may offend the recipient or others who may view it
- Bullies or harasses another person or is of a violent nature
- Expresses a view or commits Council to a course of action that is outside your delegated power
- Discriminates against a person on the basis of the person's age, race, gender, religion, marital status, sexual preferences or other unlawfully discriminatory attributes
- Contains Internet addresses or links to material or sites that contain any of the unacceptable content cited above
- Any use that bypasses established and/or official channels of communication as defined by Council reporting relationships including the settlement of personal disputes
- Includes campaigning for personal gain

- Failing to undertake Council security procedures such as virus checking when downloading files and/or software and sharing and/or distributing network or application access passwords
- Any use that would interfere with the day-to-day operations of the Council and places an unnecessary or excessive burden on Council resources, e.g. transmission of electronic files
- Council's call transfer service must not be used to transfer private calls in such a way that Council ends up paying for the cost of the private call
- On-call employees should not use Council mobile telephones to make personal calls while on-call as this may impact Council business related inbound calls from getting through and therefore Council's Business Service Level provision to its customers
- Usage of and access to Excluded Call Types
- When allocated to sections rather than to individuals, mobile phones are NOT to be used for personal calls and
- Any unauthorised use that is not lawful, criminal or unethical, including usage outside permitted conditions and limitations for official, professional or limited personal purposes.

4.5 Problem Reporting

Problems with your Telephone or Mobile handset must be reported to ICT staff via Council's customer request system, or by telephone or email.

4.6 Failure to Comply

Failure to comply with this Policy will be treated as a serious matter and will invoke the disciplinary procedures detailed in the Award.

5.0 History

Department:	Corporate Services	Last Reviewed	Resolution Number
Policy Category	Organisation	MANEX A May 21	
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Contact Officer	MICT		
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