

Mobile Devices and Services - Conditions of Use

The Department of Education and Training **Mobile Devices and Services - Conditions of Use** is provided to all employees who have been allocated use of a Departmental funded mobile device and service. This includes new and existing users. Directors (and above), Managers and supervisors are to ensure users understand the conditions of use. They will be assisted in this obligation by Telecommunication Services Officers.

Integrity and impartiality



Employees are to demonstrate a high standard of workplace behaviour and personal conduct.

Use of mobile devices and services is to conform to the governments' [Code of Conduct for the Queensland Public Service](#) and the department's [Code of Conduct Standard of Practice](#) with respect to:

- inappropriate use of email, Internet and intranet
- respecting the dignity, rights and views of others.

Accountability and transparency



Employees are accountable for resources used in the course of their duties. They are to be economical, and avoid waste and extravagance in use of public resources for proper purposes.

Departmentally owned mobile devices are intended for business use only and use should be able to withstand public scrutiny and/or disclosure of usage with respect to limited private use (including SMS, data use and phone calls.) The department monitors usage of departmental funded voice and/or data services. This includes reviewing data downloads and internet access and expenses incurred.

1. Users are liable for [limiting personal use](#) of the mobile device and service as identified and informed by Directors, Principals and Institute Directors under [Queensland Government policy](#)
2. When available, landline telephones and/or networked computers should be used in preference to mobile devices.
3. Landline services are not to be diverted to mobile devices, nor mobile devices diverted to other mobile services unless there are mitigating and approved circumstances. Preferably, a voicemail message on the landline may refer the caller to the mobile number.
4. If overseas, the mobile device is not to be used for transmitting and/or receiving data unless use of an approved international data plan has been approved by your Director or higher. When travelling overseas, a phone card can be purchased and used for voice calls. Laptops or notebooks with wireless capability can transmit and receive data at local rates.
5. In vacation periods, the mobile device is to be stored securely and not used unless there is a legitimate business requirement.

Health and safety

[Scientific opinion](#) is that, provided mobile devices do not exceed limits of recognised standards, there will be no harmful effects due to exposure to electromagnetic radiation (EMR).

1. Use of mobile devices and use hands free kits is to be limited as much as possible in order to minimise possible exposure risks. The earpiece component is a personal item and is not to be transferred to other users.
2. In accordance with [Transport Operations \(Road Use Management - Road Rules\) Regulation 2009 \(Qld\)](#), drivers must not use a mobile phone while a vehicle is moving or is stationary but not parked. It is recommended that where necessary, a hands free kit is also used.



The department is not liable for fines incurred by the user if they operate a mobile device in a motor vehicle in an unlawful manner.

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Security

The user is responsible for the safekeeping of their mobile device. Mobile devices are an attractive item and loss may lead to misuse and financial loss for the department.

1. Store mobile devices not being used in a secure place, preferably locked away.
2. Contact the carrier and respective Telecommunications Services Officer if a funded mobile device is lost or stolen. All stolen mobile devices should be reported to the police.
3. Use a security personal identification number (PIN) on a departmental funded mobile device. This is especially important if the device has a data plan.
4. Identify the mobile device by stamping, engraving, stencilling or other appropriate method. Mobile devices are not to be marked for the first 30 days following receipt of delivery to maintain manufacturer's warranty.



The department's [equipment management procedures](#) require processes for acquisition and recording of equipment, and for dealing with issues of fraud, private use and misuse of mobile devices.

Contractual Requirements

1. Direct requests for porting a service to a new network to:
 - for schools and corporate business units, through the [Service Centre](#)
 - for TAFEs, through each TAFE institute's telecommunications services officer.
2. Do not expect the department to take over the contract of a privately owned device and/or service if the device and/or service are subject to a binding contract. The department cannot take over a contract of a privately owned device and/or service.
3. When leaving the department, you may request permission to retain the mobile device or service number through a Director or higher. Be aware that the mobile service number belongs to the department and it may not be released.



The department is obligated by contractual arrangements to use mobile devices at government rates on a monthly plan. This also precludes the use of pre-paid mobiles.