TITLE: MOBILE TELEPHONE AND WIRELESS HANDHELD DEVICES POLICY

Purpose
The purpose of this policy is to:
1. Establish a uniform and consistent approach to the acquisition, allocation, control and use of mobile telephones for business purposes.
2. Facilitate official communications, by providing mobile phones to staff where a business need exists.

This policy is an adjunct to the WA Health Acceptable Use Standard – Information Communications and Technology (ICT), which defines the acceptable behaviour expected of users and intending users of WA Health ICT resources.

SCOPE
This policy applies to all WA Health staff employed within the following entities:
- Department of Health
- Metropolitan Health Service
- WA Country Health Service.

This policy covers all mobile telephones and wireless handheld devices owned or leased by WA Health entities including (but not limited to):
- Standard mobile telephones
- Blackberry mobile devices
- JasJams
- iPhones
- Two way radios.

POLICY STATEMENT
1. Mobile telephones will only be allocated to WA Health staff with a genuine demonstrated business need.

2. Mobile phones must be used in a responsible manner for example, where possible use landlines in preference to mobile phones.

3. Staff must accept full responsibility for using their WA Health mobile telephone in an honest, ethical, safe and legal manner and with regard to the rights and sensitivities of other people.

1 For the purpose of this policy the term ‘mobile telephones’ includes wireless handheld devices.
4. Mobile telephone use must be in accordance with WA Health policies and all relevant federal and state legislation. Such legislation shall include, but not be limited to legislation covering privacy, copyright, freedom of information, intellectual property and occupational health and safety.

5. Staff who have been allocated a mobile telephone will identify personal usage and reimburse WA Health on receiving the service provider's invoice. Outstanding personal calls must be paid for on termination of employment.

**Remember**

| ![X] | Staff should consult this policy regularly to ensure that their activities conform to the most recent version, which is held on the Information Management and Technology Policy intranet site, other policies mentioned in Associated Policies, Standards, and Guidelines should also be periodically reviewed for later versions. |
| ![X] | Reference to an Act, law, Code of Conduct or other document includes a reference to the Act, law Code of Conduct or other document as amended from time to time. |
GUIDELINES TO ASSIST WITH POLICY COMPLIANCE

ALLOCATION
WA Health entities may only allocate mobile telephones to personnel with demonstrated business need. The provision and ongoing use of mobile telephones is to be based on a range of operational criteria including, but not limited to, the following:

- Duties involving an itinerant role, with a need to respond or report on demand when staff are off-site
- On-call duties, particularly involving direct patient care
- Time critical situations (e.g. emergency services, emergency management)
- Cost effective situations where mobile telephone costs can be demonstrably offset against efficiency gains (e.g. preventative maintenance)
- Occupational Safety and Health requirements in respect to staff safety issues.

The provision and ongoing use of mobile data services through devices such as BlackBerry to access email and web based services shall be based on the following criteria:

- Senior Officers requiring immediate access to email and other web based services whilst out of the office environment for management or operational requirements (generally Senior Executive positions – Tier 3 and above)
- Clinicians required to monitor and manage hospital activity and/or patient care through immediate access to web based health applications (Bedview, ED activity)
- Other exceptional business needs where productivity will be significantly enhanced.

Ongoing access to a mobile telephone must be approved by the relevant Divisional Head / Executive Director. Ongoing access to mobile telephones containing advanced features (e.g., access to mobile data services via BlackBerry) will require approval by the relevant SHEF member or their nominated representative.

Staff requesting access to a mobile telephone must submit a condition of use form (see Mobile Telephone Approval and Procurement and Conditions for Use Form) to the Telecommunications Infrastructure Branch (TIB) within the Health Information Network.

Management should regularly review the rationale for allocation of mobile telephones, including approvals for replacement of lost or damaged units.

PROCUREMENT AND SERVICES
Purchase of equipment or services may only proceed when a completed Mobile Telephone Approval and Procurement and Conditions for Use Form has been received by the TIB. A copy of this form is to be retained by the TIB for audit purposes.

Procurement of all mobile telephone services (hardware and network carrier) shall be in accordance with the Department of Treasury and Finance (DTF) guidelines and WA Health’s Managed Operating Environment. The TIB is responsible for oversight and direction of the Managed Operating Environment.

Mobile telephones will be issued with a standard feature set that will include:
- Making and receiving of voice calls
• Message bank facility
• Call diversion
• Sending and receiving of SMS messages.

Requests for mobile telephone services other than the standard feature set (e.g., International dialling, WAP services and alternative network carrier) would need to be approved by the relevant SHEF member or their nominated representative.

PRIVACY AND CONFIDENTIALITY
Advanced mobile telephone features such as email, internet access, photography, etc, have the capacity to infringe on the privacy of others. Users are requested to ensure that the privacy of all visitors, patients and staff etc. is respected. This means that recording and transmitting of images and audio files of individuals must only be done with the specific consent of the individuals or the consent of the carers of the individuals.

Communications made via mobile telephones are not necessarily secure. Therefore, care should be taken when communicating confidential information.

USE OF MOBILE TELEPHONES
Mobile telephones are provided to officers for work-related purposes. Mobile telephones are not to be used where a land line phone is accessible. There may be circumstances where private use is warranted or unavoidable. Officers are expected to be reasonable and responsible in their use at all times. Charges for personal use must be reimbursed as outlined below.
Mobile phones are not to be used for:
• Conducting private commercial activities
• Party political or campaigning purposes
• Access to fee incurring information services for unofficial or unnecessary purposes.

Officers need to be aware that their call times and types are monitored by TIB. Officers may be required to explain any excessive call times and charges. Inappropriate or unreasonable private use of departmental telephone facilities will require the officer to refund the amount relating to such calls. Officers may also be subject to disciplinary action and other punitive measures available through legislative provision such as the Public Service Regulations and the Criminal Code where appropriate.

Any costs incurred on personal calls from a WA Health provided mobile telephone will require re-imbursement by the individual concerned, and the nominated payment processed in accordance with local procedures. When signing the Mobile Telephone Approval and Procurement and Conditions for Use Form staff accept responsibility for reimbursement of personal call costs. WA Health entities must put in place procedures for mobile telephone users to sight and sign-off phone bills or call records issued by service providers, and reimburse the WA Health entity for any personal use charges.

RADIATION
Australian mobile telephones must comply with Australian Communications Authority (ACA) radiation standards. In all mobile telephones, radio frequency (RF) or electromagnetic energy (EME) is emitted by both the handset and the antenna.
While the use of attachments to minimise RF EME exposure has not been fully validated, personnel may request allocation of handsfree attachments (microphone and earpiece) or handsfree car kits to reduce mobile telephone proximity while in use. Other actions which may reduce the exposure to RF EME are:

- Not utilising a mobile telephone when an alternative means is available (i.e. fixed wire telephone)
- Reducing the frequency of use and duration of calls
- Using mobile telephones in an open area, so that the phone transmits at a lower level
- Fully extending the antenna if an antenna is fitted.

ENVIRONMENT (ELECTRO-MAGNETIC INTERFERENCE)

From the scientific evidence available, indications are that WA Health entities would be safe in allowing mobile telephones to operate as close as 0.5 metres to 2 metres from electronic equipment. However, it is recommended that the two-metre exclusion zone be retained. Recent testing completed in the Australian context by biomedical engineers, Telstra Research Laboratories and the Therapeutic Goods Association, supports this view.

The use of mobile telephones devices is not permitted in critical care areas such as Intensive Care Units, Operating Theatres and Special Care Nurseries, except where use is justifiable in special circumstances such as emergencies. In these circumstances, it is recommended that the two-metre rule be observed when the mobile telephone is switched on.

Visitors and patients should be reminded through appropriate signage that their mobile telephones are to be switched off when in areas other than designated mobile telephone usage areas such as patient lounges, day rooms and amenities areas. Patients using infusion pumps or other mobile medical equipment should be advised to take care when entering designated mobile telephone usage areas. In General Ward areas personnel should set an example to patients and visitors by limiting their use of mobile telephones to emergency situations only.

USE WHEN OPERATING A MOTOR VEHICLE

It is an offence against the Road Traffic Code (Regulation 265) to use a hand-held mobile telephone whilst driving.

Options available to drivers of vehicles include:

- Switching the phone off
- Diverting the phone to a carrier network service message services and retrieving messages at the conclusion of the journey
- Use of a hands-free kit. Where prolonged in-vehicle use of a hands-free mobile telephone is required, it is recommended that the vehicle be parked in a designated legal parking place.

The payment of fines issued for inappropriate use of a mobile telephone will be the responsibility of the driver.

While the legislation does not apply to CB Radios or other Two-way Radio devices, similar safe practices are encouraged.
SIGNAGE
Where required, WA Health facilities must be clearly signposted at all access points as “mobile free”. Signs must comply with the requirements of Australian Standards AS 1319-1994. Signs must be clearly visible and be of a professional standard and provide a clear indication of the restrictions imposed within the designated area.

DEVICE CARE
Staff have an obligation to use their allocated mobile telephone in a responsible, informed and safe manner. Staff are responsible for the security of the devices at all times and may be held liable for any negligence resulting in lost, stolen or damaged units. Mobile telephones should not be left in vehicles or in the office unattended.

In the event of a mobile telephone being lost or stolen, the following immediate actions are to be undertaken:

- Report the loss to the relevant carrier advising that a mobile telephone has been lost and request the service be “barred from outgoing calls”
- If stolen, report the loss to the WA Police Department, and obtain an official report number for insurance purposes
- Report the loss to the TIB and relevant business unit.

Any delay in reporting the loss, which results in misuse of the mobile telephone, may contribute to the officer being held responsible for any costs or damages.

ACCOUNTING AND MONITORING
The charges of the mobile telephone, accessories and all ongoing costs will be charged to the officer’s cost centre. Account management procedures must be established to ensure mobile telephone accounts are closely monitored and any inappropriate use identified and resolved with the user immediately to instil practice that is compliant with this policy.

Mobile telephone usage should be periodically reviewed for compliance with this policy with a view towards assessing that:

- Assigned mobile telephones are being used responsibly
- WA Health funds are only being expended on work related charges
- Personal calls are identified by the user and the reimbursement process followed.

Where mobile telephones are allocated on a shared basis (e.g., pool phone, on call, etc), the management process should include records of allocation and procedures for all such staff to complete Conditions of Use agreements.

Mobile telephones no longer required for business use must be returned immediately to the Telecommunications Coordinator/Manager for re-allocation or cancellation.

PRIVATELY OWNED MOBILE TELEPHONES
The use of privately owned mobile telephones for WA Health related purposes is not supported except in special circumstances where prior management authorisation for work use has been obtained. In these circumstances, call costs only will be reimbursed.
CENTRAL INVENTORY
A register of all approved mobile phones will be maintained by TIB and will include the following information:

- Officer's Name
- Location (branch/section)
- Mobile number
- Make / model
- Serial number
- Carrier
- Type of Plan
- Date of connection.

In addition, staff issued with a departmental mobile telephone are required to record their number on the Internal (electronic) Telephone Directory.

DEFINITIONS

Mobile Telephone & Wireless handheld devices
Mobile telephones and wireless handheld devices are any mobile device that incorporates telephony functions and/or accesses public mobile telecommunications networks and services. This can include:

- Standard mobile telephones
- Blackberry Mobile Devices
- JasJams
- iPhones
- Two way radios.

SMS
Short Messaging Service. A text messaging facility using the mobile telephone keypad to create the message.

BACKGROUND
Mobile telephones are an integral business tool within WA Health and are used throughout business units across the organisation. Mobile telephones allow staff to manage information efficiently, especially when they are outside their normal office environment (e.g. when travelling interstate or otherwise off-site).

Access to and use of mobile telephones needs to be properly managed in a safe, secure, efficient and accountable manner. The development of this policy reinforces the significance of these communication mediums and the need for governance, regulation and review.

IMPLEMENTATION
Divisional Heads and Executive Directors are responsible for ensuring that all staff within their divisions/directorates adhere to this policy.

All mobile phone allocations are to be reviewed annually in accordance with this policy. All new requests for additional or replacement mobile telephones will be assessed against
this policy. Where current mobile telephone allocations are no longer deemed appropriate, devices should be returned to the TIB immediately and the service should be terminated.

An audit of the central register will be conducted by the TIB on an annual basis, with a summary report and recommendations for efficient and accountable ongoing management of mobile phones to be submitted to the Chief Information Officer.

**REVIEW**

In order to ensure currency and ongoing relevance to WA Health, this policy will be reviewed on a 2 yearly basis by Health Information Network.

**Associated Policies, Standards and Guidelines**

Associated IM&T policy can be located on the Information Management and Technology Policy intranet site:

- Mobile Computing and Portable Storage Devices Policy
- Telephone Diversion Policy

**RELEVANT LEGISLATION**

- Public Sector Management Act 1994
- Premier’s Circular 24/01.

**VERSION CONTROL**

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**Summary of Changes From Original Version**

*July 2009* – Added 5 policy statements and removed mention to CDMA.