Personal Phone Calls at Work Policy

1. Purpose

1.1 Education Centre of Australia Pty Ltd (‘ECA’) appreciates that there are circumstances in which employees need to make and receive personal phone calls during working hours. This Personal Phone Calls at Work Policy (‘Policy’) sets out the circumstances under which employees may make and receive personal phone calls at work, and the limits of acceptable usage.

2. Commencement of Policy

2.1 This Policy will commence on and from 1 January 2014. It replaces all other policies or arrangements governing personal phone calls at work (whether written or not).

3. Application of this Policy

3.1 This Policy applies to employees, agents and contractors (including temporary contractors) of ECA, collectively referred to in this Policy as ‘workplace participants’.

4. Acceptable usage

4.1 ECA’s telephones are provided for legitimate business use.

4.2 The making and receiving of personal phone calls by workplace participants whilst at work is a benefit and not a right. However, ECA does recognise that in some circumstances workplace participants may need to make or receive personal telephone calls. Where a workplace participant needs to make or receive a personal phone call during work time the following procedures apply:

(a) personal phone calls should be kept as short as possible in the interests of minimising disruption to work;

(b) personal phone calls should be made where possible in a workplace participant’s designated break time;

(c) if a workplace participant is on a personal phone call and a client or customer is waiting, the personal call should be terminated immediately and can be resumed, if urgent, at a later time;

(d) calls must not be made to fee for service numbers;

(e) STD or international calls must not be made on a ECA phone by a workplace participant without the permission of the Supervisor. Permission will only be granted in extenuating circumstances. If permission for such a call is given, the workplace participant may be asked to reimburse ECA for the cost of the personal phone call(s);

(f) under no circumstances may workplace participants use ECA’s telephones to conduct any business activities, other than for ECA’s benefit;

(g) workplace participants must limit their personal calls to matters which, as a matter of urgency, must be dealt with during working hours and defer other calls to time outside work hours or to break times;

Variations

ECA reserves the right to vary, replace or terminate this Policy from time to time.
Policy version and revision information

Policy Authorised by: David Tulloh  
Title: Operations Director  
Original issue: 1/01/2014

Policy Maintained by: David Tulloh  
Title: Operations Director  
Current version: 1

Review date: 1/01/2015

Workplace participant acknowledgement

I acknowledge:

- receiving the ECA Policy;
- that I will comply with the Policy; and
- that there may be disciplinary consequences if I fail to comply with the Policy, which may result in the termination of my employment.

Your name: 

Signed: 

Date: 

__________________________________________

__________________________________________

__________________________________________