1. **Statement**
This Standard outlines the requirements for the use and purchase of mobile phones.

2. **Scope**
Compliance with this standard is mandatory.
This standard applies to all employees, contractors and consultants within the Department of Health divisions and commercialised business units
This standard can be used by Hospital and Health Services either as is, by re-branding, or as a base for a Hospital and Health Service specific guideline.

3. **Requirements**

3.1 **Acquisition**
3.1.1. Selection and purchase of mobile telephone devices and services shall comply with the direction of, and be within the scope of contracts negotiated by Health Services Information Agency (HSIA).
3.1.2. An authority with appropriate financial delegation shall approve the purchase of mobile telephone equipment and services.

3.2 **Allocation**
3.2.1. Mobile telephone device and service allocation shall be based on clearly justified operational needs that are regularly reviewed to ensure that the business requirements still exist.
3.2.2. Mobile telephones shall be allocated to a departmental position, not to an individual, except where the delegated authority grants an exception.
3.2.3. Mobile telephones shall be recovered in a timely manner on termination of employment, transfer of position, or when directed to do so. In the instance of termination of employment, recovery shall be consistent with standard human resources exit procedures.

3.3 **Cost Recovery**
3.3.1. Cost recovery strategies shall satisfy audit and accountability requirements and should not exceed the total amount of the call costs at the time of remittance.

3.4 **Lost or Stolen Device**
3.4.1. Lost or stolen mobile telephones shall be reported to the service provider and manager/supervisor immediately, in order to cancel/suspend the service.
3.4.2. Failure to apply due diligence to the reporting of a lost or stolen telephone as stated above may result in a requirement to reimburse the department for costs incurred on calls made on the telephone during the period that the carrier was not notified.

3.5 **Process for purchasing of mobile phones**
3.5.1. Employees shall only purchase mobile telephones from an approved list that has been endorsed by the Chief Technology Officer (CTO), HSIA. The approved list shall be periodically updated by Network Operations and submitted to the CTO for approval.
3.5.2. Attachment A outlines the purchasing process to be followed by Department of Health staff when purchasing mobile phones.
4. Related legislation and documents

Relevant legislation and associated documentation includes, but is not limited to, the following:

**Legislation**
- Financial Accountability Act 2009
- Financial and Performance Management Standard 2009
- Public Service Act 2008
- Telecommunications Interception Act 2009 (Cth)

**Supporting documents**
- Use of ICT Services Policy
- Use of ICT Services Standard
- Bring Your Own Device (BYOD) Standard
- Print Services Management Standard

**Related policy or documents**
- Code of Conduct for the Queensland Public Service
- Queensland Government Enterprise Architecture, Department of Science, Information Technology, Innovation (DSITI)
  - Use of ICT Facilities and Devices Policy (IS38)
  - Authorised and Unauthorised Use of ICT Facilities and Devices Guideline
  - Access and Use Policy (IS33)
  - Email monitoring and the Telecommunications (Interception and Access) Act guideline
  - Information Security Information Standard – IS18
  - Limited personal use of social media guideline
  - Recordkeeping Information Standard – IS40
  - Retention and Disposal of Public Records Information Standard – IS31
  - Queensland Government Use of Internet and Electronic Mail Policy and Principles Statement
- Officer of the Information Commissioner Queensland
  - Yammer. A private social network?
- Department of Health
  - Data Management Policy
  - Electronic Publishing Policy
  - Information Security Policy
  - Records Management for Administrative and Functional Records Policy
  - Retention and Disposal of Clinical Records Policy
- Queensland Health
  - Discipline HR Policy E10
  - Requirements for Reporting Official Misconduct HR Policy E9
  - Union Encouragement HR Policy F4
  - Health Service Directive – Enterprise Architecture
## Version Control

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<td>01 Jun. 2012</td>
<td>Approved.</td>
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<tr>
<td>2.1</td>
<td>01 Jun. 2013</td>
<td>Updated for Use of ICT services policy.</td>
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<tr>
<td>2.2</td>
<td>21 May 2015</td>
<td>Transferred to new template, content to be reviewed.</td>
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# Attachment A: Purchasing of mobile phones process

## Purchasing of Mobile Phones Process

<table>
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<tr>
<th>Responsibility</th>
<th>Step</th>
<th>Remarks</th>
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<tbody>
<tr>
<td>1. LTR or Employee requiring a mobile phone</td>
<td>Obtain business approval (Local Process)</td>
<td>LTR = Local Telecommunications Representative</td>
</tr>
<tr>
<td>2. LTR in consultation with TPST</td>
<td>Select a Handset that best meets local business requirements and provides best coverage for the region</td>
<td>Approval process for issue of mobile phones will be a local process BUT in line with the Use and purchasing of Mobile Phone guidelines</td>
</tr>
<tr>
<td>3. LTR or other Local Purchasing Officer</td>
<td>Is the selected Phone outside the approved list or is a Smart Phone?</td>
<td>The approved mobile handset list is updated by TPST &amp; posted on QHEPS A business case will need to be submitted for obtaining exemption for a phone not on the approved list or if it is a Smartphone</td>
</tr>
<tr>
<td>4. Local Purchasing Officer or Other</td>
<td>A FAMMIS Requisition is raised for the required phone and/or accessories</td>
<td>Approval to purchase is a local procedure and needs to be either electronically approved or if using paper order process be signed by the appropriate financial delegate</td>
</tr>
<tr>
<td>5. LTR or other Local Purchasing Officer</td>
<td>FAMMIS requisition is released (approved) by Financial Delegate or Line Manager as appropriate</td>
<td>LTR to ensure • Correct Hardware account allocation for billing</td>
</tr>
<tr>
<td>6. LTR or other Local Purchasing Officer</td>
<td>Purchase order raised and order placed with the relevant Vendor via agreed method</td>
<td>Vendor Activity</td>
</tr>
<tr>
<td>7. Vendor or Service Provider</td>
<td>Mobile hardware &amp; invoice dispatched directly to Unit</td>
<td>Local procedure</td>
</tr>
<tr>
<td>8. LTR or other Local Purchasing Officer</td>
<td>Unit Confirms Handset received – Approves payment</td>
<td>Invoice payment is a local procedure</td>
</tr>
<tr>
<td>9. LTR or other Local Purchasing Officer</td>
<td>Vendor invoice paid directly by Unit</td>
<td></td>
</tr>
</tbody>
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