



## AFP National Guideline on mobile phones

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### 1. Disclosure and compliance

This document is classified **UNCLASSIFIED** and is intended for internal AFP use.

Disclosing any content must comply with Commonwealth law and the [AFP National Guideline on disclosure of information](#).

#### Compliance

This instrument is part of the AFP's professional standards framework. The [AFP Commissioner's Order on Professional Standards \(CO2\)](#) outlines the expectations for appointees to adhere to the requirements of the framework. Inappropriate departures from the provisions of this instrument may constitute a breach of AFP professional standards and be dealt with under Part V of the [Australian Federal Police Act 1979](#) (Cth).

## 2. Acronyms

<b>AFP</b>	Australian Federal Police
<b>SIM</b>	Subscriber Identity Module
<b>SMS</b>	Short Message Service

## 3. Definitions

**Additional services** – means phone services outside of basic services, such as internet access, international roaming, data plans etc.

**Appointee** – is defined in s. 4 of the [Australian Federal Police Act 1979](#) (Cth).

**Approver** – means, in this guideline, an appointee at or above AFP Band 9.

**Basic service** – means voice calls and SMS within Australia only.

**Custodian** – means, in this guideline, an appointee issued with an official AFP mobile phone and/or SIM card.

**Pool mobile phone** – means a mobile phone which is available for shared use within a team or section of the AFP.

**Personal calls/use** – means phone calls of a personal nature, not required for work purposes and not related to an emergency.

**Security classified information** – is defined in the [AFP National Guideline on information management](#).

**Smartphone** – means a mobile phone which is capable of connecting to the internet.

**Use** – means, in this guideline, SMS, voice calls and internet/data access.

## 4. Guideline authority

This guideline was issued by the Chief Information Officer using power under s. 37(1) of the [Australian Federal Police Act 1979](#) (Cth) as delegated by the Commissioner under s. 69C of the Act.

## 5. Introduction

This guideline details appointees obligations regarding obtaining and managing official mobile phones and using SIM cards.

It should be read with the:

- [Commissioner's Financial Instructions](#)
- [AFP National Guideline on procurement and contracting](#).

## 6. User responsibilities

When using AFP official mobile phones, custodians must:

- uphold the AFP's core values
- protect the integrity and reputation of the AFP
- comply with all applicable Australian laws and AFP governance.

Custodians are responsible for:

- the safe custody of equipment until it is:
  - formally transferred to another appointee
  - returned to the issuing authority
  - returned to the National Assets Team for final disposal
- protecting the equipment against theft, unauthorised access, illicit use, unauthorised modification or intentional damage
- ensuring that the internet/data usage is in operated within the scope of the associated mobile account data pack or service
- accounting and paying for private calls made using an official mobile phone, including any internet/data usage incurred on a basic service package.

## 7. Obtaining mobile phones and voice/data services

Department of Finance and Deregulation established a Whole of Australian Government Telecommunications Commodities Carriage and Associated Services Panel which must be used for all mobile phone procurements.

National Procurements and Contracts (NPC) has established contracts under this panel and business areas must obtain:

- handsets and accessories through [NPC Fleet & Logistics](#)
- data and voice services through the [Mobile Telephone Accounts Team](#).

## 8. Approval process

Before endorsing a request for an official mobile phone, including purchasing handsets and/or additional services, an approver must:

- verify that an official operational/business need exists, for example if the appointee's duties:
  - require frequent absence from their base office and there is an important and ongoing need to maintain contact to conduct AFP business

- take them away from AFP official communications facilities (including radio)
- continually require the appointee to be contactable outside of normal working hours and this cannot be met practically by alternative communications systems
- consider security and privacy issues connected with using mobile phones (e.g. AFP phone security policy, on-board cameras, video-conferencing facilities, voice recording, data storage devices, etc.)
- confirm that budget funds can cover upfront and ongoing service charges.

## 9. Official use

Except where there is an overriding operational and/or business need, appointees should use radio communications, AFP corporate voice systems or landlines in preference to mobile phones for official business communications.

AFP mobile phones must be used in a professional and acceptable manner and in line with the values and conduct expectations in the [AFP Commissioner's Order on Professional Standards \(CO2\)](#).

Unacceptable and/or inappropriate use of an AFP mobile phone must be reported in accordance with the reporting obligations in CO2. This use includes:

- sending any content amounting to unlawful discrimination, sexual harassment or bullying
- downloading or distributing pornographic images or non-standard ring tones.

### Call forwarding/diverting

AFP desktop phones must not be diverted to mobile phones unless authorised in writing by an approver. If available, voicemail should instead be used to record a message including the mobile number.

Approved diversion requests should/must be forwarded to the [ICT Support Centre](#) stating the reason and the period required.

### International roaming

International roaming can be enabled on a mobile service when travelling outside Australia if no other communication means are readily available and/or where a strong operational requirement exists.

Approved requests for international roaming must be sent for action via email to the [Mobile Telephone Accounts Team](#).

To avoid incurring additional costs, custodians using smartphones should/must deactivate all internet connectivity including:

- RSS feeds
- automatic syncing for background data
- data roaming.

## 10. Personal use

Appointees must identify all personal use on their official mobile phone invoice and complete the [Mobile Phone Declaration](#) (AFP Forms) within 7 days of receipt. All personal use must be reimbursed in March each year, or when the total cost reaches \$20.

Personal use includes reasonable calls to family while on official AFP travel (i.e. one 10 minute call per 24 hours), unless otherwise determined in writing by a Manager or Office Manager before the travel commences.

Completed declaration forms must be forwarded to the Mobile Telephone Accounts Team via the Finance Processing Team and payment should be made via Insight! or to the National Cashier.

Any personal use allowed by an individual workplace agreement need not be reimbursed under this section.

## 11. Private phones used for work purposes

If approval is given for the use of an official AFP SIM card in a privately owned mobile phone, the use of the phone is governed by this guideline.

The use of private mobile phones for official business:

- must be authorised in writing by an approver
- is at the appointee's own risk and any damage to, or loss of, an appointee's personal mobile phone under any circumstances will not be covered by the AFP unless authorised as above.

If a SIM card with only basic service access is used in a smartphone the custodian of the phone is responsible for any data/internet charges.

To transfer an account from a private phone to an AFP account, authorisation must be obtained from an approver. The Mobile phone Accounts Team must be notified of approval before transfer can occur. The approver is responsible for any security aspects regarding the transfer.

## 12. Security

Appointees must use all AFP corporate voice systems, including mobile phones, in accordance with s. 22 of the [AFP National Guideline on using Information and Communications Technology](#).

Appointees requiring access to secure voice telephony to transmit security classified information for operational reasons should contact the Communication Security Team, [ICT Security](#) for advice and assistance.

## 13. Asset management

On receipt, custodians must ensure all official mobile phones are recorded as assets within their business area in Insight!.

When transferring or disposing of mobile phones, custodians must ensure:

- the equipment transfer (or disposal) is recorded in Insight! (see 'Forms' menu)
- they advise the [Mobile Telephone Accounts Team](#) of transfers between business areas/members
- phone equipment requiring disposal is transferred to the National Assets Team.

Appointees must send all requests for SIM card deactivation to the Mobile Telephone Accounts Team for actioning.

## 14. Pool mobile phones

Pool mobile phones must be managed by a nominated appointee who:

- receives the monthly account
- is recorded in Insight! as issued with the asset.

Individual users of pool mobile phones must:

- identify their personal use on each monthly invoice
- reimburse the AFP for all personal use (see s. 10 above).

## 15. Loss, theft or damage

To avoid liability for a lost or stolen mobile phone, the custodian must:

- immediately contact Telstra (on 125 111) and request that the service is blocked
- notify the Mobile Telephone Accounts Team and NPC Fleet & Logistics as soon as possible of the loss, theft or damage.

Appointees must also report the loss, theft or deliberate damage of an official mobile phone as per s. 8.2 of the [AFP National Guideline on the Security Incident Reporting Scheme](#).

Once the report is finalised by AFP Security, the custodian must forward a copy of the report and a completed Board of Inspection form, to the National Assets Team. Further to this the custodian needs to complete a disposal through insight for the asset and tick the box saying security incident form has been completed, this will remove the phone from the assets register.

## 16. Further advice

Queries about the content of this guideline should be referred to the Coordinator Business Governance.

## 17. References

### AFP governance instruments

- [AFP Commissioner's Order on Professional Standards \(CO2\)](#)
- [AFP National Guideline on procurement and contracting](#)
- [AFP National Guideline on the Security Incident Reporting Scheme](#)
- [AFP National Guideline on using Information Communications Technology](#)

[Commissioner's Financial Instructions](#)

## Other sources

- [Mobile Phone Declaration](#) (AFP Forms)