



Employee Personal Phone Use & Rest Breaks Policies & Procedures

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TABLE OF CONTENT

Policy / Procedure	Page
EMPLOYEE PERSONAL PHONE USE AND REST BREAKS	3
Scope	3
Purpose.....	3
Best Practice Guide	3
Further Advice or Assistance	4
Effectiveness and Review	4

EMPLOYEE PERSONAL PHONE USE AND REST BREAKS

Scope

- Applies to all 123 Support Services employees including the management team, at all times during service provision

Purpose

123 Support Services understands its obligations to provide high quality supports and services in a safe and competent manner, and in a way that respects the rights of clients.

This guide provides employees with our expectations in relation to employee personal mobile phone use and rest breaks during paid support times. Includes both shared home and individual contract support.

A reference to a personal mobile phone in this guide encompasses any similar digital device such as a smart watch, smart phone or tablet. 123 Support Services recognises that most people carry or wear one of these devices and use them on a regular basis.

123 Support Services believe the people 123 Support Services provide support and services to require your undivided attention and concentration to ensure they remain the focus of our work. 123 Support Services also acknowledge the need for support staff to access rest breaks.

Best Practice Guide

Unless required for an emergency, personal phones and other digital devices are to be used in the following way:

- Phones are to be placed out of sight during support provision. Their use can be intrusive and a distraction, your attention and concentration needs to be client focused at all times
- Phones are to be placed on silent mode during support provision. Incoming calls, messages and alerts can impact on the quality of interaction with the people you are supporting and seriously interfere with your support responsibilities
- Phones are not to be used for unauthorised photographs, video or audio recordings. This could interfere with safety and compromise the dignity, privacy and confidentiality of the people you support
- If you are required to use your phone to complete an online report (normally individual contracts) ensure you do that in the final minutes of your shift - shared home reports are completed and submitted from the house laptop
- Use your phone only during agreed employee rest breaks
- Have a conversation with the people you are supporting and ensure they know you are leaving the immediate area for a rest break, and when you expect to return

- Have a conversation and negotiate rest breaks with other staff if they are on shift with you. Ensure they know you are leaving the area for a rest break, and when you expect to return
- Carefully consider workload and crucial support times before taking a rest break. E.G. mealtimes, medication administration, personal care assistance, lifestyle activities, appointments and other community involvement
- If you are providing 1:1 support and not able to completely leave the area for a rest break, ensure the person you are supporting is aware you will be taking a short break, then move away to an area close by or in line of sight if it is safe to do so
- Alternatively, in a 1:1 support situation if you are relaxing and having a cup of coffee or chat with a client after the completion of an activity or appointment, a conversation may be able to negotiate an agreement where you could briefly check your phone

Be mindful of your co-workers and support each other to share rest breaks in the fairest way possible.

The following is a guide for the maximum number of rest breaks; this is in line with expected 10 minute rest breaks for all employees:

- 3 Hour shift – one break
- 5 Hour shift – two breaks
- 8 Hour shift – three breaks

Further Advice or Assistance

Further advice and information can be obtained from the:

» 123 Support Services' Administration Officer:

- by phoning: 07 4361 6848;
- by emailing: admin@123supports.com

Effectiveness and Review

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.