

## General Staff On-Call Policy and Procedures

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| <b>Approving authority</b>   | Vice President (Corporate Services)   |
| <b>Approval date</b>         | 23 September 2014   |
| <b>Advisor</b>               | For advice on this policy, <a href="#">contact HR Advisory Services</a>   Human Resources   <a href="mailto:hrrservices@griffith.edu.au">hrrservices@griffith.edu.au</a>              |
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| <b>Document URL</b>          | <a href="http://policies.griffith.edu.au/pdf/General Staff On Call Policy and Procedures.pdf">http://policies.griffith.edu.au/pdf/General Staff On Call Policy and Procedures.pdf</a> |
| <b>TRIM document</b>         | 2014/0003541  |
| <b>Description</b>           | These procedures are to be followed in call-out situations.   |

### Related documents

[Code of Conduct](#)

[Griffith University General Staff Enterprise Agreement 2012-2016](#)

[Overtime Claim Form](#)

[Private Motor Vehicle Usage Form](#)

[\[Introduction\]](#) [\[Scope\]](#) [\[Procedures\]](#) [\[Delegated Authorities\]](#)

## 1. INTRODUCTION

Where an Element has a need to have certain designations of staff available to attend duty on an on-going basis outside normal working hours this will be achieved via the establishment of an on-call roster.

## 2. SCOPE

This procedure applies to all general staff who are rostered for call-out outside normal working hours.

## 3. PROCEDURES

### 3.1 Roster

An on-call roster will be established and will clearly indicate the dates and times on which individual staff members are on standby for call-out outside normal working hours. This on-call roster is intended only for emergencies. Non-critical calls are to be held over for resolution during normal hours.

In establishing an on-call roster the following will be considered:

- i. The work team is consulted with as a whole, with volunteers being sought;
- ii. As part of the consultation process, personal needs such as family and study and personal commitments are canvassed and considered;
- iii. Also, as part of the consultation process, personal preferences of team members are canvassed and considered;

- iv. In the event that a roster is unable to be established due to lack of numbers alternative arrangements shall be sought; and
- v. In the event that more staff members volunteer than required or who have a preference for certain dates, then individuals shall be rostered on a rotational basis having carefully considered (ii) and (iii) above.

At all times during this process the principle of fairness is applied. Where a staff member believes the process has not been fairly applied and they have been adversely affected by the outcome, they may lodge a grievance in accordance with the University's Individual Grievance procedures.

The roster must be issued at a time to give the staff member adequate notice of the period they will be on call. The notice period will normally be a minimum of one month's notice.

The on-call period will normally be limited to a maximum of one week in any one month period. This may be extended, by mutual agreement where operational needs necessitate a longer period.

Rostered staff must be contactable at all times and must arrange their activities so that they are always within one hour's drive from their home campus unless otherwise approved by their supervisor.

### **3.2 Provision of Relevant Equipment**

Staff members rostered for call-out may be issued with a pager or mobile phone for use outside normal working hours, if deemed necessary.

### **3.3 Allowances and Rates**

An on-call allowance at the weekly rate specified in the General Staff Enterprise Agreement will be payable to staff members rostered for call-out standby. This is actioned by the relevant supervisor forwarding an approved on-call roster to payroll.

#### **3.3.1 On-site Call-outs**

- A kilometre allowance for use of a private vehicle, in accordance with the University Use of Private Motor Vehicle Policy, from the staff member's normal place of residence to the University and return will be paid for on-site call-outs.
- Overtime will be paid in accordance with overtime provisions of the Enterprise Agreement, with a minimum of three hours entitlement for each call-out.
- If a staff member is travelling to site to attend a call-out or is on site attending a call-out and is required to attend a further call-out during this period, the staff member shall be entitled to a single call-out claim. If the staff member has returned home and is subsequently called out and required to re-attend the site, then the staff member shall be entitled to a further call-out claim.
- Travelling time to and from the staff member's normal place of residence is part of the on-site call-out time.

#### **3.3.2 Home Base Call-outs**

- Overtime will be paid in accordance with overtime provisions of the Enterprise Agreement, with a minimum of one hour entitlement for each call-out able to be completed via telephone instructions and a minimum of two hours entitlement for each call-out able to be completed via computer intervention by the staff member from "home-base".
- The period of payment will commence from time of receipt of the call.
- In cases of telephone or computer intervention, a staff member receiving a further call-out within the minimum relevant call-out period shall be entitled to a single call-out claim. If a staff member has completed a call-out and the minimum call-out period has expired and subsequently receives a further call-out requiring some form of intervention then the staff member shall be entitled to a further call-out claim.

- Staff members will be entitled to reimbursement of the cost of all outgoing telephone calls made in relation to problem resolution where such calls are not made on University provided telephone equipment.
- Staff members will be entitled to reimbursement of the cost of all outgoing telephone calls made in relation to modem hook-up for the purpose of resolving problems via computer intervention, where such calls are not made on University provided telephone equipment.

### **3.4 Call-out Log**

Each staff member on the on-call roster will be required to maintain a log of call-out activities, whether for on-site or home base call-outs. Whilst recording methods may vary dependent on Element requirements, all will clearly show as a minimum:

#### **3.4.1 Home Base Call-outs**

- The date and time each call commenced;
- The date and time each call was completed;
- The number of outgoing calls made.

#### **3.4.2 On-site Call-outs**

- The date and time each call commenced;
- The date and time each call was completed (inclusive of travel time to and from residence)
- The number of outgoing calls made.

At the completion of the call-out roster period, this log will be submitted with a completed Overtime Claim form.

### **3.5 Disturbance**

In the event that a staff member who is not part of an on-call roster is contacted, due to agreeing to be on a contact list or because of specialist skills and undertakes to deal with an emergency situation then the staff member will be paid in accordance with the allowances and rates described above, with the exception of the weekly on-call allowance.

### **3.6 Break in Duty**

Staff members involved in on-site call-outs are entitled to a ten-hour break between the completion of the call-out and commencement of their next period of duty. If it is not possible to meet this provision, then Agreement rates for the minimum break following overtime will apply.

In the case where the call-out period overlaps the start time for that staff member's normal shift, then that staff member would continue their normal scheduled work period. Safety considerations should be taken into account and at no time, under such circumstances, would a staff member be required to work greater than ten hours. No deduction will be made from the staff member's salary if as a result of complying with this condition the staff member is unable to complete the normal scheduled work period.

Staff members involved in home base call-outs are entitled to an adequate break between the completion of the call-out and the commencement of their next period of normal hours. Consideration should be given on health and safety grounds, taking into account such things as:

- Length of call-out;
- Time of completion of last call-out;
- Number of call-outs during non-work period.

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## **4. DELEGATED AUTHORITIES**

The relevant team supervisor is responsible for approving and signing the on-call roster.