

Overview

The purpose of this provision is to recognise and appropriately compensate nominated members of staff who are on-call for extended periods of time in order to maintain the effective operation of the University.

The following provisions will not be used other than to provide an emergency fault repair or remote monitoring capacity. If changes to working patterns within the areas covered by this policy require rostered work outside normal working hours this will be covered under **11.04 Overtime, Shift Penalties, Loadings and TOIL - General Staff**.

Definitions

"Appropriate Response" means that the staff member "on-call" has taken some action within 30 minutes to begin to address the problem/fault. This could range from remotely accessing the University or travelling to a location where remote access is possible, depending on the location and circumstances of the staff member when the call is received.

"Authorised person" means a member of the University staff or representative of a service provider (e.g. Telstra) who at the time has the responsibility for the provision of an essential service or application which is rendered inoperative by a fault.

"Critical problem" means a problem (systems, network or applications based) that places at significant risk the business continuity of the University (including any of its associated entities) or any of its mission critical activities.

"On-call" means the situation in which a staff member is required to be contactable and available for duty at all times during a rostered period for emergency, remote monitoring, maintenance and/or breakdown work. A staff member "on-call" will not be required to remain at his/her home.

"On-call allowance" means, without limiting the generality of its meaning, the total additional remuneration given to a staff member in respect of a period whilst the staff member is "on-call", irrespective of the number of faults attended to in any one period whilst on call including any contingent periods of tele-working, but not including any overtime as a result of a "call back" to the place of work.

"Ordinary rate of pay" means rate of pay of an staff member's substantive position free of all loadings, bonuses and allowances.

"Rostered on-call period" means all time outside of ordinary working hours within any twenty-four (24) hour cycle where a staff member is rostered on-call.

"24 hour period" means any time after 9:00am on the day of commencement to 9:00am on the following day.

Policy

- 12.28.01** Where a requirement to be available on-call is not specified in a staff member's contract of employment, participation in an on-call roster will be by mutual agreement.

Responsibilities of staff member

12.28.02 During their on-call period the staff member will be responsible for:

- (a) Remaining within a reasonable distance of their place of work and/or home so that they can provide the appropriate response to an alarm or fault within 30 minutes for critical problems.
- (b) Complying at all times while “on-call” with all relevant UNE policy including but not limited to provisions of the *UNE Code of Conduct for General Staff*, the *UNE Alcohol and Other Drugs policy* and policies relating to the use of University equipment as applies from time to time.
- (c) Responding to any automatic alarms that are conveyed to the staff member and any notification of a fault by an authorised person.
- (d) Remotely monitoring any nominated system, application or network as required.
- (e) Rectifying, as necessary, any faults.
- (f) Complying with all audit and insurance requirements with respect to University property provided to the staff member.
- (g) The safe keeping and security of all University property provided to the staff member.

12.28.03 Unless other arrangements are agreed with the relevant Head of Cost Centre or nominee the log book must be completed for the recording of all facts and actions while on-call. The log book must be completed in all cases involving a “call back”. A staff member is required to complete the following details in the log book for any work undertaken while rostered on call:

- Person authorising extended time to resolve
- Nature of the fault or work required
- Reason for a call back to the place of work to perform the work
- The work undertaken
- Outcome of the work
- Times of attendance

12.28.04 A written report will be provided to the staff member's immediate supervisor at the start of the next working day.

12.28.05 The staff member is responsible for the conduct of any person accompanying the staff member during a call back. Under no circumstance should a person who is not authorised be permitted to enter any area where critical communications, networking or server equipment is located.

On-Call Procedures and Guidelines

12.28.06 The staff member will initially respond to any alarm or fault by remote log-in. The staff member will use his/her own judgement and discretion to assess each incident.

- 12.28.07** Where the fault cannot be rectified remotely, the staff member will assess the situation and depending on the level of “emergency” will:
- (a) attend the University (or request another staff member who is suitably qualified to attend the University) to rectify the fault;
 - (b) leave the matter to be rectified at the commencement of the next working day; and / or
 - (c) refer the matter to a more senior, or differently skilled, person if the situation warrants it.

On-Call Kit

- 12.28.08** The University will provide an “On-call Kit” which will be made available to a staff member when they are rostered on-call, and will include necessary equipment to perform duties as required such as:
- (a) Logbook
 - (b) Laptop Computer/remote access device
 - (c) Cellular phone
 - (d) A swipe card for access to relevant areas
 - (e) Other UNE equipment as required from time to time
 - (f) Out of hours contact list
 - (g) Cab charge vouchers
- 12.28.09** The staff member will be responsible for the security and maintenance of all equipment while on-call.
- 12.28.10** The staff member will only use the equipment provided by the University for University business.

Transport arrangements

- 12.28.11** In the event of a call out, the University will provide access to satisfactory transport arrangements. In determining suitable transport arrangements the University will ensure that preferences are considered and that transport requirements suit the type and likelihood of the nature of call-back which could eventuate. Cost effectiveness of transport options will also be considered in determining suitable transport arrangements.

Roster arrangements

- 12.28.12** The staff member will only use the equipment provided by the University for University business.
- 12.28.13** Rostered “on-call” periods for staff will normally be on a weekly basis and where possible arranged annually.
- 12.28.14** Equity considerations and the personal preferences of staff will be considered and where possible facilitated. The intention is to give staff responsibility for the self-management of the process so their lifestyle preferences can be better accommodated. The final arbiter of the roster will be the relevant Head of Cost Centre or nominee.

- 12.28.15** No staff member is to be rostered on call for more than an annual average equivalent to one week on call for every three weeks worked unless mutually agreed between the staff member and the Head of Cost Centre or nominee.
- 12.28.16** The Head of Cost Centre or nominee will provide University Security with the "on-call" mobile phone number and the contact details for ITD senior managers.

On-Call Allowance

- 12.28.17** While rostered "on-call" a staff member will receive a non-superannuable allowance for each 24 hour period. The allowance will equate to 30% of the staff member's ordinary daily rate of pay (excluding any bonuses, loadings and/or allowances).
- 12.28.18** For administrative simplicity, "on-call" payments will not be adjusted for situations where rosters are amended at short notice. In such events it will be the responsibility of the staff member rostered on-call to arrange substitute coverage by another staff member on a reciprocal basis.
- 12.28.19** In the event of a staff member rostered "on-call" falling sick during a rostered period, the staff member must notify their Supervisor or nominee who will organise a substitute person to take over the roster. "On-call" allowance will not be paid for sick leave absences of longer than five (5) consecutive days. In the event of a person falling sick before a rostered period of "on-call" commences the roster will be reorganised by the Supervisor or nominee and "on-call" allowances will not be payable for the period of sick leave.
- 12.28.20** Nothing in this clause prevents flexible working arrangements such as time-in-lieu or overtime.

Payment of Overtime:

- 12.28.21** The "On-call" allowance covers the first 30 minutes of each call. Overtime or time-in-lieu entitlements will apply to faults which take longer than an initial 30 minutes to resolve.
- 12.28.22** Where a staff member estimates that a fault will take longer than 30 minutes to resolve they must first seek the approval of the Supervisor or nominee to carry out the "overtime" work, before they are able to claim overtime or time-in-lieu.
- 12.28.23** The decision on whether the work will be paid as overtime or taken as time-in-lieu will be determined by the staff member.
- 12.28.24** Where it has been approved that a staff member proceed to fix a fault, which can be fixed remotely, and which will take longer than 30 minutes to resolve, overtime or time-in-lieu entitlements will be calculated at time and a one half for the quantum of time worked, excluding the first 30 minutes. The minimum call is 15 minutes.
- 12.28.25** Where a staff member is called back to work outside of their normal working hours, overtime will be paid for work time and up to a total of 30 minutes travel time. The payment will be for at least three hours (inclusive of travel time).

- 12.28.26** Any additional return to the University, for the same or related problem, within the three hour paid minimum overtime period will not attract further payment.

Ten Hour Break

- 12.28.27** Ten hour break provisions will not apply to “on-call” provisions of this policy, but will apply to any “call-back” situations when the staff member is required to work overtime.-

Further Information

HR Client Services	Arts & Sciences	ext. 3319 or 3947
	EBL & EHPS	ext. 3824 or 3433
	Support Services	ext. 2511

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