

**ADMINISTRATIVE AGREEMENT**

**FOR**

**CITEC ON-CALL ARRANGEMENTS**

**2009**

## CITEC ON-CALL ARRANGEMENTS

In accordance with Section 2.2 On-Call of the Certified Agreement between the CITEC and the The Queensland Public Sector Union of Employees (QPSU), it is hereby agreed between the parties (General Manager, CITEC, Department of Public Works and the General Secretary, Queensland Public Sector Union of Employees) that the following conditions shall apply to those persons employed by CITEC who are required to work on-call arrangements.

### 1. APPLICATION

The on-call arrangements outlined in this Agreement shall apply to CITEC employees who are required to be available outside of standard or rostered working hours to urgently service work requests from CITEC clients and/or work units in CITEC. These work requests may be received by pager, telephone or mobile telephone.

To be eligible to receive payment for the ACTIVE on call allowance, an officer must sign the On Call Agreement Form (refer Appendix A) indicating a clear commitment to meeting on call responsibilities.

### 2. ON CALL CLASSIFICATIONS

There are two (2) on call classifications viz. **ACTIVE** and **ESCALATION**. Details are as follows -

**ACTIVE** - refers to officers who are -

- (a) required to be available for an on-call period outside of standard or rostered working hours,
- (b) required to accept certain lifestyle restrictions so that they might respond to call outs in a prompt and professional manner, and
- (c) paid an on call allowance for the on call periods for which they are required to be available.

**ESCALATION**- refers to officers who are -

- (a) included on an Escalation List for their work group for emergency situations out of standard working hours.
- (b) normally only contacted when an issue cannot be satisfactorily resolved by an officer who is on call. (i.e. ACTIVE)
- (c) not required to be available outside standard or rostered working hours.
- (d) not subject to lifestyle restrictions applicable to the **ACTIVE** classification.

- (e) paid the on call allowance applicable to the specific on-call period in which the officer is contacted and performs call out duties.

### **3. RESPONSIBILITIES**

#### **3.1 ACTIVE**

Officers who are paid an on call allowance (**ACTIVE**) must accept the following responsibilities as part of their on call arrangements -

Telephone acknowledgment of any pager message or callout within fifteen (15) minutes. Where possible, a mobile phone will be supplied to the on-call officer to facilitate this.

If work is to be performed from home, then this work is to commence without delay and within one (1) hour of receipt of the pager message or callout.

If a site visit is required, then the officer is to arrive on site within one (1) hour from the time the visit is determined to be necessary.

The officer must remain within the Greater Brisbane Area for the period they are on call. If the on-call officer lives outside these limits, then where possible they must not travel further away from the Brisbane CBD.

The on-call officer is to maintain a blood alcohol level of less than 0.05 for the period they are on-call.

Details relating to each callout are to be recorded in accordance with CITEC procedures.

Non conformance with any of the above requirements may result in payment of the allowance not being made for the period of non conformance. The appropriate Director would decide on "non payments" based on recommendations from the Unit Managers. Any disputes on "non payment" would be addressed through the Department's Grievance Resolution process.

#### **3.2 ESCALATION**

The following responsibilities apply to officers on Escalation Lists for their work groups -

The officer should respond as soon as practicable to the callout or pager message. It is expected that the existence of the officer on the Escalation List implies that they will respond in most cases, however is not compulsory for the Escalation Officer to respond.

Where the Escalation Officer knows in advance that they will not be able to respond to callouts for an extended period (eg. Recreation leave), they will ensure that the Escalation List reflects this and where possible will nominate an alternative escalation contact.

If the officer is required to make a site visit their blood alcohol level must be less than 0.05.

Details relating to each callout are to be recorded in accordance with CITEC procedures.

#### **4. ON CALL PERIODS**

For the purposes of this agreement a week is defined as Monday 1900 hours to Monday 0600 hours.

On-Call periods for which an officer is eligible to receive the on-call allowance are -

(a) Weeknights:        Mon    1900 to Tues 0600  
                                  Tue    1900 to Wed 0600  
                                  Wed   1900 to Thur 0600  
                                  Thur   1900 to Fri 0600

(b) Weekends:        Fri     1900 to Sat 0600  
                                  Sat    0600 to Sat 1800  
                                  Sat    1800 to Sun 0600  
                                  Sun    0600 to Sun 1800  
                                  Sun    1800 to Mon 0600

(c) Public Holidays (to be paid at the weekend rate):  
                                  1800 on preceding day to 0600 on Public Holiday  
                                  0600 on Public Holiday to 1800 on Public Holiday  
                                  1800 on Public Holiday to 0600 on next day

#### **5. PAYMENT FOR ON-CALL**

##### **5.1 ALLOWANCE**

The on-call allowance is payable for a week, weekend or individual on-call period as defined in Section 4 above. An officer must be on-call for the entire period to receive an on-call allowance.

Calculation of the on-call allowance is based on the relevant hourly rate for a PO2(1) classification level. The rate for each weeknight and weekend shifts are 7% and 14% respectively of the PO2(1) hourly rate multiplied by 12. This arrangement provides for any increase in the PO2(1) hourly rate to also increase the on-call allowance.

To illustrate, the following calculation is applied to determine the weekly on-call allowance:

4 week nights x 12 x 7% x the relevant hourly rate of PO2(1)  
5 weekend shifts x 12 x 14% x the relevant hourly rate of PO2(1)

	<b>Current rate</b>	<b>Rate as at 01.10.09</b>	<b>Rate as at 01.10.10</b>	<b>Rate as at 01.10.11</b>
<i>Where the employee is on call on any week night in accordance with section 4(a) – for each instance</i>	\$19.53	\$20.81	\$21.23	\$22.08
<i>Where an employee is on call for weekend or a public holiday in accordance with section 4(b) and 4(c) – for each instance</i>	\$39.06	\$40.82	\$41.46	\$44.15
<i>Where the employee is on call for the whole week- for each instance</i>	\$273.42	\$285.74	\$297.22	\$309.07

## 5.2 CALLOUT TIME (OVERTIME)

For the purposes of this Agreement, any unscheduled overtime performed while an officer is on-call is referred to as “callout time”.

**The weekly ACTIVE on-call allowance also includes payment for the first 2 hours of any callout time worked for each week.**

Any additional callout time is paid in accordance with existing overtime arrangements under the Public Service Award-State with cut off limits (in terms of classification levels eligible to be paid overtime) determined by Governor - in - Council; and other related Policy Determinations applied in CITEC.

Where an officer is On Call (ACTIVE) for only part of a week, the following reference table is provided to determine the amount of call out time (over as opposed to 2 hours for the week) to be included in the allowance -

**Table 1: Callout time included for partial weeks**

On-call Periods making up Partial Week	Number of on-call periods	Amount of callout time included in the on-call allowance
Fri 1900 to Mon 0600	Five	1 hour 15 minutes
Mon 1900 to Tue 0600 Tue 1900 to Wed 0600 Wed 1900 to Thu 0600 Thu 1900 to Fri 0600 Fri 1900 to Sat 0600	Five	1 hour 15 minutes
Wed 1800 to Thu 0600	One	15 minutes
Mon 1900 to Wed 0600 Thu 1900 to Fri 0600 (Note: These periods are not consecutive)	Three	45 minutes
Sat 0800 to Sat 1800 Sat 1800 to Sun 0600	Two	30 minutes

The included callout time is subtracted from the total callout time worked for each week (ie. Seven consecutive days) to determine the amount of paid callout time.

The minimum callout paid associated with on-call are -

15 minutes for work performed at home.

2 hours for a site visit (including travelling time to and from the site).

Any claim for meal allowances in conjunction with callout time worked when re-called to duty will be considered in accordance with the *Public Service Award –State*, CITEC's Certified Agreement, and the relevant Directive relating to overtime meal allowances.

## **6. FATIGUE LEAVE**

The On-Call officer is entitled to a ten hour fatigue break after resolving a callout and before resuming work during standard working hours, under the following circumstances:

The time to resolve the callout is two (2) hours or greater.

The accumulated time to resolve callouts received in a single on-call period is (two) 2 hours or greater.

The officer will not be disadvantaged by this break. The time sheet of the on-call officer who has taken a fatigue break will reflect that a standard day was worked. If an on-call officer eligible for a fatigue break is required to return to work less than ten (10) hours after resolving a callout, the officer may be eligible to receive overtime rates for each hour worked until the fatigue break is taken, in accordance with provisions of clause 6.4.9 *Fatigue leave* of the *Public Service Award – State* .

## **7. CONTINUOUS ON-CALL**

Wherever possible, arrangements should be made to ensure that officers are not on-call for more than (two) 2 consecutive weeks without alternating the on-call responsibilities with one (1) or more officers. In extenuating circumstances, it is allowable for an officer to be continuously on-call for a maximum of 13 weeks. This should be sufficient time for alternative on-call arrangements to be made.

## **8. REIMBURSEMENT OF TRAVEL AND TELEPHONE EXPENSES**

Where a site visit is required, if the officer uses their own and/or public transport, reimbursement shall be paid in accordance with the relevant Directive relating to motor vehicle allowances. Public transport costs will be reimbursed on presentation of tickets. Parking expenses will be reimbursed, however officers should try CITEC's parking areas and street parking in the first instance. To claim reimbursement for these expenses officers must complete appropriate claim forms.

Similarly, telephone expenses incurred by the officer during the resolution of a callout problem shall be reimbursed. (e.g. calls made from a modem or telephone at the officers place of residence.) Records of calls must be kept and a claim submitted.

## OPERATION OF AGREEMENT

This Agreement shall take effect from the ..... day of ..... 2009 and shall remain in force from that date and until varied or rescinded.

Signed by the General Manager )  
CITEC )  
)  
)  
)  
)  
)

In the presence of -

Signed for and on behalf of the )  
The Queensland Public Sector )  
Union of Employees )  
)  
)  
)

In the presence of -

## APPENDIX A - ON CALL AGREEMENT FORM

An on-call officer is an important part of the total service offered to CITEC clients. A high level of reliability must be ensured by any officer agreeing to be on-call. The on-call officer is expected to respond to after hours service requests without delay and to complete the request in the shortest possible time.

The responsibilities of the on-call officer are as follows:

- (1) Telephone acknowledgement of any pager message or callout within fifteen minutes. Where possible a mobile phone will be supplied to the on-call officer to facilitate this.
- (2) If work is to be performed from home then this work is to commence as soon as possible but within one hour of receipt of the pager message or callout.
- (3) If a site visit is required then the officer is to arrive on site within one hour from the time the visit is determined to be necessary.
- (4) The officer must remain within the Greater Brisbane Area for the period they are on-call. If the on-call officer lives outside these limits, then where possible they must not travel further away from the Brisbane CBD.
- (5) The on-call officer is to maintain a standard of professional conduct consistent with the Department of Public Works Code of Conduct.
- (6) The on-call officer is to maintain a blood alcohol level of less than 0.05 for the period they are on-call.
- (7) Details relating to each callout are to be recorded in accordance with CITEC procedures.

On-call officers agreeing to carry out these responsibilities are entitled to;

- (1) Payment of the on-call allowance.
- (2) Payment for callout time worked excluding the first two hours callout time worked in a one week period.
- (3) Reimbursement for reasonable travelling and/or phone expenses where receipts/records are kept.

Continuous on-call periods are limited to two weeks, except by mutual agreement. The procedures for dispute avoidance and settlement outlined in the CITEC Certified Agreement will be followed where continuous on-call exceeds thirteen weeks.

Non Conformance to these guidelines will be recorded in CITEC's Service Management System and the allowance will not be paid for the corresponding period.

Dated this ..... day of ..... 2009.....

On-Call Officer ..... Supervisor .....