

ON-CALL/RECALL ALLOWANCES PROCEDURE



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1 PURPOSE

- 1.1 This procedure outlines how CQUniversity will administer compensation for professional employees required to be on-call or recalled to duty.

2 SCOPE

- 2.1 This procedure applies to CQUniversity fixed-term and continuing professional employees.

3 PROCEDURE

Application

- 3.1 Where there is a need to have certain designations of professional employees (as outlined in the [CQUniversity Enterprise Agreement](#)) available to attend duty on an on-going basis outside normal work hours, or to be recalled to work due to an emergent issue, it is recognised that employees should receive compensation for such duty.
- 3.2 An 'on-call' roster must be established which clearly indicates the dates and times on which individual employees who are available and capable of attending duty outside normal working hours will be on standby. The roster must be issued at a time which will give employees adequate notice of the period they will be on-call. Employees who reside more than one hour's drive from the University will not be rostered. Before employees are rostered it must be firmly established that they will be available at all times during the rostered period.

Provision of a mobile phone

- 3.3 Employees must be issued with a mobile phone for use outside normal working hours, during rostered periods. It is the responsibility of the Division to authorise and supply the phone.

Allowances and benefits

On-call

- 3.4 Employees rostered to be on-call will receive an on-call allowance calculated as a proportion of their normal hourly rate for the number of hours they are required to be on-call. The percentage of the normal hourly rate payable will vary as follows:
- 7.5 per cent of salary for after hours on weekdays
 - 10 per cent of salary for weekends
 - 10 per cent of salary over Christmas closure, and
 - 15 per cent of salary for public holidays.
- 3.5 The above on-call allowances will only be paid to restricted personnel who carry a mobile phone and guarantee their availability, and will be payable whether or not the employee is actually called back to duty.
- 3.6 Where approval is provided by the supervisor, employees may use personal vehicles for travel whilst on-call. In such cases, employees should make sure they have the appropriate insurance cover for business travel when utilising their own vehicle. Refer to the [Australian Taxation Office website](#) for details on rates per business kilometre for use of an employee's own vehicle. Alternatively employees can obtain Cabcharge vouchers from their Division to facilitate any proposed taxi travel whilst on-call.

Recall

- 3.7 An employee recalled to the University to perform work on any day will be paid for a minimum of two hours, with a minimum payment on a public holiday of four hours. Where an employee is able to attend to the matter via phone, email or other personal communication, and is not physically required to return to work, payment will be made at the applicable rate for the actual time worked.
- 3.8 Exception: Electricians and building trades employees will be paid for a minimum of three hours if recalled to duty from midnight Friday to midnight Saturday, and four hours on all other days.

Payment

- 3.9 Divisions should provide the People and Culture Directorate with their on-call roster on a fortnightly basis to facilitate the prompt payment of on-call allowances. Any overtime claims should be made on the standard overtime claim forms. Reimbursement of expenses should be claimed by creating an expense claim in the University's Financial Management System (FinanceOne).

Break in duty

- 3.10 Employees involved in a call-out should be given at least a 10 hour break between the completion of the call-out and the commencement of their next period of duty. If it is not possible to meet this provision, the overtime provisions outlined in the Enterprise Agreement will apply in these circumstances.

4 RESPONSIBILITIES

Compliance, monitoring and review

- 4.1 The Director People and Culture is responsible for implementing, monitoring, reviewing and ensuring compliance with this procedure.

Reporting

- 4.2 No additional reporting is required.

Records management

- 4.3 Employees must manage records in accordance with the [Records Management Policy and Procedure](#). This includes retaining these records in a recognised University recordkeeping information system.
- 4.4 University records must be retained for the minimum periods specified in the relevant [Retention and Disposal Schedule](#). Before disposing of any records, approval must be sought from the Records and Privacy Team (email records@cqu.edu.au).

5 DEFINITIONS

- 5.1 Terms not defined in this document may be in the University [glossary](#).

Terms and definitions

Personal communications: emails, text messages, online chats or direct messages, personal interviews, telephone conversations, live speeches, non-archived social media livestreams (e.g. Instagram Live, Twitter Spaces), unrecorded webinars, unrecorded classroom lectures, memos, letters, messages from non-archived discussion groups and online bulletin boards or other similar mediums.

Recall: when a professional employee is called back to perform work at a time when the employee would not ordinarily be at work and has not been notified prior to last finishing work that he/she would be called physically back.

6 RELATED LEGISLATION AND DOCUMENTS

[Central Queensland University Enterprise Agreement 2017](#)

7 FEEDBACK

- 7.1 Feedback about this document can be emailed to policy@cqu.edu.au.

8 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Vice-Chancellor and President
Delegated Approval Authority	N/A
Advisory Committee	N/A
Required Consultation	Joint Consultative Committee
Administrator	Director People and Culture
Next Review Date	15/09/2025

Approval and Amendment History	Details
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Amendment Authority and Date	Vice-Chancellor and President 24/11/2005; Vice-Chancellor and President 25/10/2010; Vice-Chancellor and President 08/05/2013; Vice-Chancellor and President 4/07/2018; Editorial amendment 24/11/2020; Vice-Chancellor and President 15/09/2022.
Notes	This document was formerly known as the On-Call Allowances – General Staff Policy (last approved 24/11/2005), the On-Call Recall Allowances Professional Staff Procedure (last approved 08/05/2013) and the On-Call/Recall Allowances – Professional Employee Procedure (last approved 24/11/2020).