

ON-CALL/RECALL ALLOWANCES – PROFESSIONAL EMPLOYEE PROCEDURE



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1 PURPOSE

- 1.1 Where there is a need to have certain designations of professional employees 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; these procedures outline how this is to occur.

2 SCOPE

- 2.1 This procedure applies to CQUniversity professional employees.

3 PROCEDURE

Application

- 3.1 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

- 3.2 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

- 3.3 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% of salary for after hours on weekdays
 - 10% of salary for weekends
 - 10% of salary over Christmas closure, and
 - 15% of salary for public holidays.
- 3.4 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.
- 3.5 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

- 3.6 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 or email and is not physically required to return to work, payment will be made at the applicable rate for the actual time worked.
- 3.7 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

- 3.8 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

- 3.9 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 monitoring, reviewing and ensuring compliance with this procedure.

Reporting

- 4.2 No additional reporting is required.

Records management

- 4.3 Staff must maintain all records relevant to administering this procedure in a recognised University recordkeeping system.

5 DEFINITIONS

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

Terms and definitions

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 University staff and students may provide feedback about this document by emailing policy@cqu.edu.au.

8 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Vice-Chancellor and President
Advisory Committee to Approval Authority	Vice-Chancellor's Advisory Committee
Administrator	Director, People and Culture
Next Review Date	4/07/2021

Approval and Amendment History	Details
Original Approval Authority and Date	Council 06/12/1993
Amendment Authority and Date	24/11/2005; Vice-Chancellor and President 25/10/2010; Vice-Chancellor and President 08/05/2013; Vice-Chancellor and President 4/07/2018.
Notes	