



Modernised On-Call/Overtime Agreement for University of Adelaide Information Technology and Digital Services (ITDS) Staff

This Agreement replaces the 'On-Call (After Hours, Overtime and Planned Overtime) Agreement for the University of Adelaide Information Technology Services Staff' (implemented 1 July 2007).

This Agreement is to be read in conjunction with:

- a) *The University of Adelaide Enterprise Agreement 2017-2021* (as amended or replaced) ('the Enterprise Agreement').
- b) *The On-Call Roles and Procedures Guide*.

The provisions of this Agreement regarding On-Call and Unplanned Overtime apply to continuing or fixed-term HEO levels 5 – 9 ITDS staff.

The provisions of this Agreement regarding Planned Overtime apply to continuing or fixed term HEO levels 1 – 9 ITDS staff.

1. ON-CALL

1.1 Requirement to be On-Call

- 1.1.1 A staff member may be rostered to be on-call to perform work outside of the ordinary span of hours in clause 2.2.1.1 of the Enterprise Agreement.
- 1.1.2 A staff member classified at HEO10 or higher is considered to be on-call with no extra remuneration other than in exceptional circumstances.

1.2 Payment

- 1.2.1 Payment for being on-call will be:
 - a. weekdays – 7.5% of the staff member's ordinary rate of pay
 - b. weekends – 10% of the staff member's ordinary rate of pay
 - c. public holidays – 10% of the staff member's ordinary rate of pay and a day in lieu to be taken in accordance with the provisions of clause 2.2.
- 1.2.2 Payment will be made:
 - a. irrespective of the number or type of calls received during a roster period
 - b. in addition to any payment for overtime worked as a result of being on-call.



1.3 Conditions

- 1.3.1 Where a staff member is rostered on-call:
- a. They will be rostered in an equitable manner having regard to approved study, personal commitments and responsibilities. Consideration will be given to staff rostering preferences and any extenuating circumstances.
 - b. They will not be rostered to be on-call for two or more consecutive weeks and no more than 18 weeks per year unless agreed to by the staff member.
 - c. They must be contactable by telephone and respond to an incident as follows:
 - i. to acknowledge the incident within 30 minutes;
 - ii. to commence work on the incident within one hour (whether on-site or by remote access).
 - d. They will remain fit to perform their required duties throughout the period they are on-call;
 - e. They may swap their on-call period with another staff member to overcome a particular personal issue. The swapping must be organised between the participating staff members and should not result in an unplanned break in on-call cover.
 - f. They will be provided with necessary equipment or services as determined by management.
- 1.3.2 Staff who are not rostered for an on-call period will not be provided with equipment or services to facilitate working remotely, but will be reimbursed for phone calls, text messages and/or data when responding to a call.

1.4 Contact of Staff Not Rostered On-Call

- 1.4.1 The nature and diversity of the complex IT environment at the University may at times make it difficult for a nominated on-call staff member to resolve all problems they encounter. In certain cases an on-call staff member may need to request help from a staff member who is not rostered to be on-call. In this case the non-rostered staff member will be contacted via telephone and asked to assist on a best endeavour basis. Payment will be in accordance with clause 2.1.4(a) of this Agreement.
- 1.4.2 Staff who receive calls while not on-call will, where possible, have the details of that call managed by staff who are rostered on-call under this Agreement.
- 1.4.3 There is no stated or implied expectation that a technical specialist not rostered to provide on-call services shall make themselves available to provide on-call services whilst not on-call or at work.



2. OVERTIME

2.1 Unplanned Overtime

2.1.1 'Unplanned overtime' means overtime worked as a result of being on-call.

2.1.2 Unplanned overtime will be paid in 30 minute increments at the following rates for all levels up to and including HEO9.

Between 7pm and 10pm on weekdays	Time and a half
Between 10pm and 7am on weekdays Any hours worked after the first three hours on weekdays Weekends	Double time
Public Holidays	Double time and a half

2.1.3 Where a staff member is required to return to work to respond to a call:

- a. They will receive a minimum payment of three hours at the appropriate overtime rate.
- b. Time spent travelling to and from the place of duty will be included in the hours worked for the purposes of overtime payment calculation.
- c. They will be:
 - i. reimbursed by the University for their journey to and from the workplace using the shortest, most practicable route (together with any parking fees) in accordance with the rate per business kilometre determined by the Australian Tax Office from time to time, provided that the staff member will not be required to use a private vehicle for work purposes; or
 - ii. permitted to use a taxi at the University's expense to travel to and from the workplace.

2.1.4 Where a staff member performs the overtime from home or remotely:

- a. They will receive a minimum payment of:
 - i. 30 minutes at the appropriate overtime rate for overtime worked between 7pm and 10pm on weekdays;
 - ii. one hour at the appropriate overtime rate for overtime worked between 10pm and 7am on weekdays;
 - iii. 30 minutes at the appropriate overtime rate for overtime worked on weekends.
- b. No payment will be made for the first three calls received between 7pm and 10pm on weekdays where the staff member can immediately report that they cannot provide relevant assistance.



- 2.1.5 A single minimum payment will apply for multiple call-backs within the minimum payment period.

2.2 Time Off in Lieu of Unplanned Overtime

- 2.2.1 If a staff member and their supervisor agree, the staff member may take time off in lieu of payment for unplanned overtime.
- 2.2.2 Time off in lieu will be calculated based on the time worked multiplied by the overtime multiplier.
- 2.2.3 Time off in lieu may be taken in periods of no more than 10 days.
- 2.2.4 Time off in lieu must be taken within three months after the entitlement has accrued. If time off in lieu is unable to be taken within this period then full payment will be made to the staff member.

2.3 Planned Overtime

- 2.3.1 'Planned overtime' means overtime worked which is not as a result of being on-call.
- 2.3.2 Planned overtime will be paid in accordance with the Enterprise Agreement.
- 2.3.3 HEO8 and HEO9 level staff will be entitled to payment for planned overtime but for time worked only. They will not be entitled to the four hour minimum payment provided for under the Enterprise Agreement.

2.4 Rest Period After Overtime

- 2.4.1 A staff member will be entitled to an 8 hour break between the time of ceasing overtime and the recommencement of duties.