On Call Allowance

Where emergency duty cover is necessary to facilitate operational requirements, on call payments will be made. The amount of payment is determined locally in consultation with Human Resources and increases annually in line with pay awards.

Managers receive a higher on call payment to reflect their responsibility for determining appropriate action to be taken on receiving emergency calls.

A session of duty on weekdays (Mondays to Fridays) shall be the period from the usual closing of an office on one day and its opening the following morning. At weekends and public holidays, one session will comprise 12 hours. Staff who are required to be on call on a bank or public holiday (including those falling at a weekend) shall in addition be granted compensatory leave of absence.

Staff must be able to attend the University within 2 hours in response to any emergency call out. (This reflects the standard emergency response time for contractors in the construction industry using a measured term contract).

Payment for emergency call out will be made at standard overtime rates. The minimum call out period for which appropriate overtime will be paid is 2 hours.