

# On-Call & Standby Policy

For Australian Small & Medium Enterprises

Template Version 1.0 | December 2024

## Important Notice

This template provides general guidance on on-call and standby arrangements. Specific entitlements and allowances vary by award and enterprise agreement. Always verify requirements under your applicable industrial instrument.

## 1. Purpose

This policy establishes the framework for on-call and standby arrangements at [Company Name]. It defines expectations, entitlements and procedures for employees required to be available outside normal working hours.

## 2. Scope

This policy applies to:

- Employees required to be on-call or on standby
- All departments where on-call arrangements exist
- Both rostered and unrostered on-call periods

## 3. Definitions

### 3.1 On-Call

An employee who is required to be available to return to work if needed, but is not required to remain at or near the workplace.

### 3.2 Standby

An employee who is required to remain at or near the workplace, or to be ready to commence work immediately when called.

### 3.3 Call-Out

When an on-call or standby employee is required to actually perform work, either by attending the workplace or working remotely.

## 4. On-Call Requirements

### 4.1 Availability

- Remain contactable during on-call period
- Be fit and able to attend work if called

- Respond to calls within [15/30] minutes
- Attend workplace within [30/60] minutes if required

## **4.2 Restrictions**

During on-call periods, employees must:

- Not consume alcohol or substances that impair work ability
- Remain within reasonable distance of workplace
- Keep mobile phone charged and accessible
- Check communications regularly

## **5. Standby Requirements**

- Remain at or near the workplace as specified
- Be ready to commence work immediately
- Greater restrictions than on-call arrangements
- Subject to specific award provisions

## **6. On-Call Allowances**

### **6.1 Types of Allowances**

- On-call allowance for availability period
- Standby allowance (typically higher)
- Call-out payments when work performed
- As specified in applicable award or agreement

### **6.2 Payment Calculation**

- Allowance for each on-call period
- May vary by day type (weekday, weekend, public holiday)
- Minimum hours for call-outs
- Overtime rates may apply

## **7. Call-Out Arrangements**

### **7.1 Minimum Engagement**

- Minimum [2/3/4] hours paid per call-out
- Or actual time worked if longer
- As per applicable award

### **7.2 Multiple Call-Outs**

If called out multiple times during one on-call period:

- Each call-out paid separately if distinct
- Or continuous if within minimum period

- Check award for specific rules

## 8. Rostering On-Call

### 8.1 Fair Distribution

- On-call rostered fairly among eligible staff
- Rotation considered
- Employee circumstances considered

### 8.2 Notice

- On-call roster published in advance
- Minimum [7/14] days notice
- Changes communicated promptly

## 9. Rest Periods

### 9.1 After Call-Outs

- Adequate rest after overnight call-outs
- May require delayed start next day
- Fatigue management applies

### 9.2 Consecutive On-Call

- Limits on consecutive on-call periods
- Appropriate breaks between periods
- Consider cumulative impact

## 10. Refusing On-Call

Employees may decline on-call if:

- Not a requirement of employment contract
- Genuine personal circumstances
- Health or safety concerns
- Subject to operational requirements

## 11. Responsibilities

### 11.1 Managers

- Roster on-call fairly
- Minimise unnecessary call-outs
- Consider fatigue impacts
- Ensure correct allowances paid

### 11.2 Employees

- Remain available during on-call period
- Respond promptly to calls
- Report inability to respond
- Attend work fit for duty

### 12. Record Keeping

- On-call periods recorded
- Call-outs logged with times
- Allowances and payments tracked

### 13. Review

This policy will be reviewed annually or when on-call arrangements change.

### Employee Acknowledgement

I acknowledge that I have read and understood [Company Name]'s On-Call & Standby Policy.

Employee Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_