

Clause 18

18.0 On call

- 18.1 Where an RMO is rostered on call during normal off duty hours, an on-call allowance of \$8.00 per hour shall be paid in addition to other remuneration. Where an employee is rostered on call on a Public Holiday the rate shall be \$10.00 per hour.
- 18.2 When an employee is rostered on call, has left their workplace, and is called back to work, all hours worked, including travelling time from the place at which the employee receives that call or home (whichever is the case) to the workplace and return will be paid at additional duties rates as provided in clause 15.
- 18.3 The parties recognise the unique arrangements for RMOs as a salaried workforce, and the inclusion in the calculation of a salary category of the average unrostered hours worked by RMOs based on reviews of actual time worked beyond their roster shift end. Where an RMO who is rostered on call has been required to remain at the workplace beyond the general period of time recognised in the unrostered hours component of their salary category and is called on to undertake duties relating to their on-call responsibilities then they shall be eligible to receive the call back payment in 18.4 below despite not having been able to leave the workplace.
- 18.4 Call-backs shall be paid for a minimum of three hours, or for actual working and travelling time, whichever is the greater, except that call-backs commencing and finishing within the minimum period covered by an earlier call-back shall not be paid for. Where a call-back commences before and continues beyond the end of a minimum period for a previous call-back, payment shall be made as if the employee had worked continuously from the beginning of the previous call-back to the end of the later call-back.
- 18.5 Provided that at the request of the RMOs on a particular roster the call backs may by mutual agreement be included in the salary and shown in the run description. The minimum and maximum in this Clause shall apply when calculating any entitlement.
- 18.6 Where an employee is requested by the employer to undertake an additional period of on call to cover for an absent colleague on leave or where there is a vacancy on the roster, the minimum allowance payable for the associated hours on call shall be \$25.00 per hour in place of the amount specified in clause 18.1. This does not apply in the case of an agreed "RMO initiated swap".
- 18.7 Where the employer requires the employee to participate in an on-call roster:
- 18.7.1 The employer shall make available a cell phone or half the cost of a cell phone rental shall be reimbursed to the employee by the employer.
- 18.8 Provided further that:
- 18.8.1 An employee shall be reimbursed the actual and reasonable costs incurred in travelling to and from work when called back to work outside the employee's normal hours of duty.
- 18.8.2 Where employees are required to use their own cars for the purposes of work, the employing District shall pay a private motor vehicle mileage allowance at the standard IRD rate.
- 18.9 Telephone advice when on-call
- 18.9.1 Where an employee is rostered on an on-call roster and receives a work-related telephone consultation where the issue can be resolved over the telephone, and that does not result in on site attendance, they shall be entitled to payment for a minimum one-hour period at the appropriate additional duty rate set out in clause 15.
- 18.9.2 In order to be eligible for payment, each call must be logged and include a file/case note recording relevant details and advice.

- 18.9.3 The employee cannot receive more than one payment (including a call-back payment) in respect of the same hours, and all calls received within the period covered by the minimum one-hour payment will be counted as one call.
- 18.9.4 Any run where the payment for telephone call is factored in to the calculation of run category per clause 18.5 shall not be eligible for this payment.

Overview - Application

Overview

On Call

On call means a period during which an RMO is not required to be continuously on duty but is required by the employing District to be available to be called back for duty. Where an RMO is on call during normal off duty hours, an on call allowance of \$8.00 per hour will be paid in addition to other remuneration. On public holidays the on call allowance will be \$10.00 per hour.

Call Back

Call back is when an RMO has completed a day's work and has left the place of employment and is called back, all hours worked, including travelling time from the place at which the RMO receives that call or home (whichever is the lesser) to the workplace and return will be paid at the applicable additional duties rate.

Where an RMO who is rostered on call has been required to remain at the workplace beyond the general period of time recognised in the unrostered hours component of their salary category, and is called on to undertake duties relating to their on-call responsibilities then they shall be eligible to receive the call back payment in clause 18.4 despite not having been able to leave the workplace. The key consideration is whether the "call-back" work undertaken relates to the on-call or on-duty responsibilities of the RMO.

There is a minimum of 3 hours paid per call-back. If there are multiple call backs during an on-call period that overlap, the RMO will be paid for 3 hours minimum for the 1st call and the balance of the hours worked over and above that for subsequent call-backs. The applicable run description will specify whether call-back has been included in the salary category for the run or if it will be paid per claim in addition to the salary category.

Telephone On Call

This is where an RMO is rostered on an on-call roster and receives a work-related telephone consultation where the issue of patient care can be resolved over the telephone, and that does not result in a call back, they shall be entitled to payment for a minimum one hour period at the appropriate additional duty rate.

In order to be eligible for payment, each call must be logged and include a file/case note recording relevant details and advice. The RMO cannot receive more than one payment (including a call-back payment) in respect of the same hours, and all calls received within the period covered by the minimum one hour payment will be counted as one call. The applicable run description will specify whether telephone on call has been included in the salary category for the run or if it will be paid per claim in addition to the salary category.

Frequently Asked Questions (FAQs)

1. How do you determine what is on call?
 - On call means a period during which an RMO is rostered to be on call and is not required to be continuously on duty, but is required by the employing District to be available to be called back for duty.
2. Do I get additional payment for being on call?
 - Yes, you receive an on call allowance of \$8.00 per/hour. If you are on call on a public holiday this allowance is \$10 per/hour. This is paid whether you are called or not.
 - If you are called back to work, call backs are paid at the applicable additional duties rate for whichever is greater of the below;
 - a minimum of three hours from the time you receive the phone call, or
 - for actual travel and working time
 - In order to be eligible for the above payments, you must have left your place of work and be returning there after being called back.
3. Do I receive additional payment for providing telephone advice?
 - Yes, if you are **on call** and can resolve the issue over the phone, then you will be paid a minimum of one hour at the applicable additional duties rate. However, if the run category already has telephone call factored in, this will not apply.
4. What if I am not rostered to be on call but am asked by the service to cover an RMO absence and pick up an on call shift?
 - If you agree to be on call to cover an absence, the allowance paid will be \$25.00 per/hour. This is instead of the standard allowance detailed above.
 - If you pick up an on call shift as part of an agreed swap between RMOs the allowance rate of \$25.00 per/hour will not apply and you will be paid the standard on call allowance of \$8.00 per/hour.
5. Do I get paid call back when I am supposed to have gone on-call but haven't been able to leave the hospital at the end of my rostered shift?
 - In general call back is only paid where you have left your place of work and are required to return to undertake work. Your run category should include a number of 'unrostered hours' to compensate you for the times where you are required to work beyond your rostered shift end. Unrostered hours are included in the calculation of your run category that sets your regular fortnightly salary.
 - However; if you consider the unrostered hours are insufficient to recognise the amount of time and/or the frequency with which you are being required to stay at work beyond your roster shift end then you should raise this with your RMO Unit and/or Service Manager and STONZ.
 - In instances where the period of time you are remaining at work when you should be on call is regularly beyond the unrostered hours included in the calculation of your run category, the Service should consider exceptional recognition of these instances through payment of additional duties for the additional hours spent at work, when you were supposed to be on call.
 - You should consider agreeing to a run review to ensure the salary arrangements accurately reflect the current workload expectations.
 - If you and your colleagues consider these instances are becoming more common it is recommended that you discuss with the service whether on-call after hours remains an appropriate way to cover duties, and consider alternate options.

Scenarios

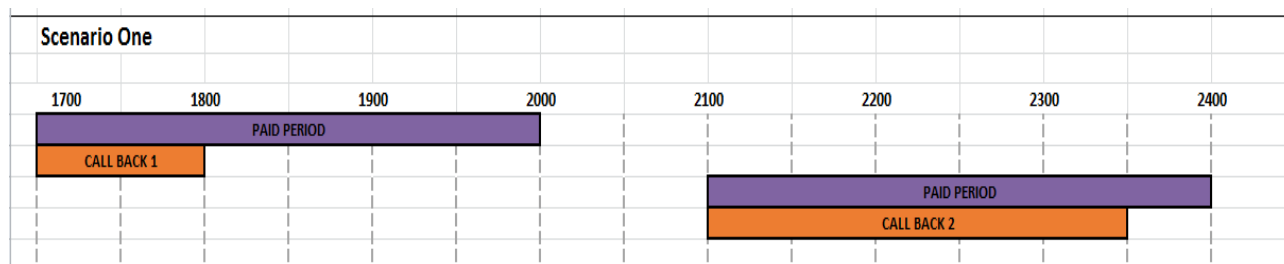
The following are two scenarios to demonstrate how the call back provisions apply where the RMO has left the workplace.

Call Back Scenario 1 - Registrar

If there are multiple call backs during an on-call period that do NOT overlap the RMO will be paid for 3 hours minimum or the hours work (whichever is the greater) for the initial call back and subsequent call backs.

Call back 1 @ 1700 to 1800. The RMO would be paid from 1700 to 2000

Call back 2 @ 2100 to 2330. The RMO would be paid from 2100 to 2400



Call back claim 1 would be calculated as follows:

RMO Type	# Hours 0800 - 2200	ADR 0800 - 2200	# Hours 2200 - 0800	ADR 2200 - 0800	Total \$
Registrar	3	\$85.00	0	\$130.00	\$255.00
Senior Registrar	3	\$120.00	0	\$180.00	\$360.00

Call back claim 2 would be calculated as follows:

RMO Type	# Hours 0800 - 2200	ADR 0800 - 2200	# Hours 2200 - 0800	ADR 2200 - 0800	Total \$
Registrar	1 (2100–2200)	\$85.00	2 (2200–2400)	\$130.00	\$345
Senior Registrar	1 (2100–2200)	\$120.00	2 (2200–2400)	\$180.00	\$480

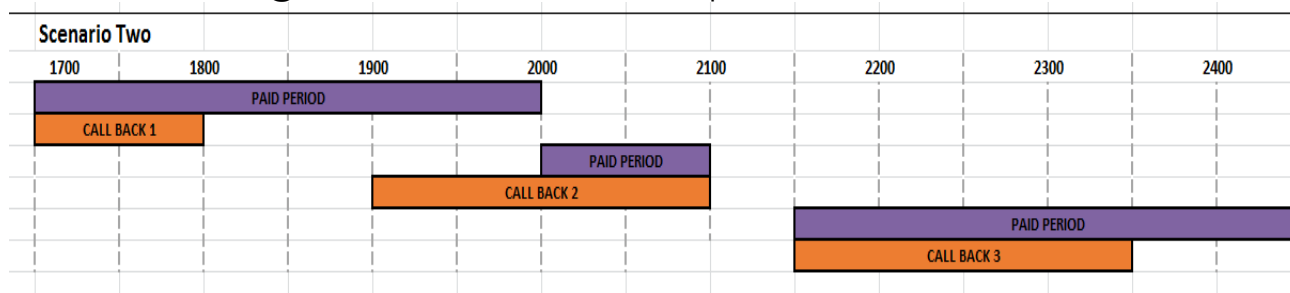
Call Back Scenario 2 - Registrar

If there are multiple call backs during an on-call period that overlap, the RMO will be paid for 3 hours minimum for the 1st call and the balance of the hours worked over and above that for subsequent call-backs.

Call back 1 @ 1700 to 1800. The RMO would be paid from 1700 to 2000

Call back 2 @ 1900 to 2100. The RMO would be paid from 2000 to 2100

Call back 3 @ 2130 to 2330. The RMO would be paid from 2130 to 2430



Call back claim 1 would be calculated as follows:

RMO Type	# Hours 0800 - 2200	ADR 0800 - 2200	# Hours 2200 - 0800	ADR 2200 - 0800	Total \$
Registrar	3	\$85.00	0	\$130.00	\$255.00
Senior Registrar	3	\$120.00	0	\$180.00	\$360.00

Call back claim 2 would be calculated as follows:

RMO Type	# Hours 0800 - 2200	ADR 0800 - 2200	# Hours 2200 - 0800	ADR 2200 - 0800	Total \$
Registrar	1	\$85.00	0	\$130.00	\$85.00
Senior Registrar	1	\$120.00	0	\$180.00	\$120.00

Call back claim 3 would be calculated as follows:

RMO Type	# Hours 0800 - 2200	ADR 0800 - 2200	# Hours 2200 - 0800	ADR 2200 - 0800	Total \$
Registrar	0.5 (2130–2200)	\$85.00	2.5 (2200–2430)	\$130.00	\$367.50
Senior Registrar	0.5 (2130–2200)	\$120.00	2.5 (2200–2430)	\$180.00	\$510.00

Call Back Payments – RMO has not left the workplace

The following scenario is where the situation of an on-duty shift running into an on-call period arises (clause 18.3). The key consideration is whether the “call-back” work undertaken relates to the on-call or on-duty responsibilities of the RMO. It provides clarification around the operation of on call where RMOs are unable to leave the workplace before receiving their first call noting;

- The unrostered hours in the run description need to be checked to determine when the payment of call back will apply
- The RMO is eligible for call back payment at minimum of 3 hours after unrostered hours have been taken into account

Scenario

- The RMO’s shift finishes at 1600 but they need to stay until 1700 to finish ward duties
- The RMO has not left the site and receives a call from the Ward Nurse at 1700 requesting advice on a patient
- The RMO leaves the hospital at 1900 hours

Example 1

- Unrostered hours in the run description equate to 2 hours per day
- Unrostered hours cover from 1600 to 1800
- Entitled to call back from 1800
- Minimum call back payment of 3 hours applies for 1800 to 1900

Example 2

- Unrostered hours in run description equate to 3 hours per day
- Unrostered hours cover from 1600 to 1900
- No call back payment applies because unrostered hours cover any duties to 1900 hours

Example 3

- Unrostered hours in the run description equate to **2** hours per day
- RMO required to start work at 0700
- Unrostered hours cover from 0700 to 0800 and 1600 to 1700
- Entitled to call back from 1700
- Minimum call back payment of 3 hours applies for 1700 to 1900

Comparison STONZ and NZRDA CAs

There are no differences between the STONZ CA and NZRDA CA.