

CITATION: *EMPLOYEES OF QUEENSLAND GOVERNMENT DEPARTMENTS  
(OTHER THAN PUBLIC SERVANTS) AWARD - STATE 2003  
(A/2011/2) - Amendment*  
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QUEENSLAND INDUSTRIAL RELATIONS COMMISSION

*Industrial Relations Act 1999* - s. 125 - making, amending and repealing awards; and  
s. 129 - flow-on of certified agreements

**Department of Justice and Attorney-General AND The Queensland Public Sector Union of Employees  
(A/2011/2)**

**EMPLOYEES OF QUEENSLAND GOVERNMENT DEPARTMENTS  
(OTHER THAN PUBLIC SERVANTS) AWARD - STATE 2003**

COMMISSIONER FISHER

11 February 2011

AMENDMENT

This matter coming on for hearing before the Commission at Brisbane on 11 February 2011, this Commission orders that the said Award be amended as follows as from 11 February 2011:

By deleting clause 5.10.2 and inserting the following in lieu thereof:

5.10.2 *On call allowances*

- (a) An employee instructed by the employer or a duly appointed employee to be available on call outside the ordinary working hours for duty, shall be paid, in addition to the ordinary rate of pay, an allowance based upon the hourly rate of the classification of Professional Officer level 3, paypoint 4 as prescribed in the *Queensland Public Service Award - State 2003* in accordance with the following scale:
  - (i) where the employee is on call through the whole of a Saturday, Sunday or a public holiday - 95% of the hourly rate in respect of such instances;
  - (ii) where the employee is on call during the night only of a Saturday, Sunday or a public holiday - 60% of the hourly rate per night; and
  - (iii) where the employee is on call on any other night - 47.5% of the hourly rate per night.
- (b) For the purpose of calculating the hourly rate, the divisor shall be based upon a 38 hour week and calculated to the nearest 5c.
- (c) For the purposes of clause 5.10.2 "night" shall be deemed to consist of those hours falling between 7.00 p.m. and 6.00 a.m. or mainly between such hours.
- (d) Employees on call who undertake duties without the need to leave the employee's place of residence shall be entitled to the following:
  - (i) Where providing advice, referring callers to other staff or organisations, taking details of complaints/incidents for resolution during ordinary hours or directing other staff to attend an incident (normally no greater than 10 minutes for each occurrence) - payment at the prescribed overtime rate for the actual time worked up to a maximum of 2 hours on any one day, provided that where at least 4 calls in this category are taken between 10.00 p.m. and 6.00 a.m., such calls shall be deemed to constitute a minimum of one hour's work;
  - (ii) Where undertaking normal duties (e.g. correcting/resolving faults via internet, making and receiving phone calls in order to manage an incident other than provided for in (i) above) - payment at the prescribed overtime rate for actual time worked with a minimum payment of one hour for each time the employee performs such duties:

Provided that should such employee be recalled again to perform duties separately within the minimum one hour period, no further payment shall apply.

Provided that the employee will be responsible for the recording of such requests which will require subsequent verification by the Chief Executive Officer.

Dated 11 February 2011.

By the Commission,  
[L.S.] G. SAVILL,  
Industrial Registrar.

Operative Date: 11 February 2011  
Amendment - On call allowance  
Released: 15 February 2011