4.1 HOURS OF WORK FOR SUPPORT STAFF – INCLUDING ALTERNATIVE AND FLEXIBLE HOURS OPTIONS

1 Introduction

The hours of work arrangements for support staff are set out in the UTS Support Staff Agreement 2006 (the Agreement). This document provides further information in relation to hours of work arrangements and must be read in conjunction with the Agreement.

2 Summary of Hours of Work Arrangements

All support staff work a four-week work cycle. Full-time staff will work 140 hours over the four-week work cycle. Part-time and casual staff will work a pro-rata number of hours over the four-week work cycle (e.g., a part-time staff member who is employed as 0.5 of full-time will work for 70 hours over the four-week work cycle). For further information about the four-week work cycle, refer to Section 3 of this document.

Support staff work according to one of the following three hours of work models:

> Standard Day Work
> Shift Work
> Alternative Hours Arrangements.

Staff are designated as either Standard Day Staff or Shift Workers, usually on appointment, but can be granted approval to work on Alternative Hours Arrangements on a temporary or on-going basis. Refer to Section 4 for further information about work models.

Full-time or part-time support staff who work in accordance with any of the above work models may, subject to the agreement of their supervisor, work under one of two Flexible Hours Options:

> Rostered Day Off Scheme
> Flextime Scheme.

Casual staff are not eligible to participate in the Flexible Hours Options. Refer to Section 5 for further information on Flexible Hours Options.

Support staff who work in accordance with any of the above work models may be required to work reasonable overtime. A supervisor must approve overtime or time in lieu of overtime normally in advance of the additional hours being performed. For further information about overtime or time in lieu of overtime refer to Section 6.
The University provides and staff are required to take **meal breaks, rest pauses, and minimum breaks** between work on successive days in accordance with the arrangements set out in Section 7.

Some staff may be required by the University to be “on-call” outside normal working hours to perform duties. For further information about on-call refer to Section 8.

A minimum engagement period may apply to **casual staff**. Casual staff have access to a fourth work model called an Agreed Hours Arrangement. Casual staff may request and be granted approval to work an Agreed Hours Arrangement to allow them to perform their work at times which suit their personal circumstances. The way that the hours of work arrangements (including overtime) apply to casual staff is set out in Section 9.

3 Four-week Work Cycle

Full-time staff will work 140 hours over the four-week work cycle. The normal pattern of attendance is usually five seven-hour days per week which is equal to a 35 hour week.

The normal pattern of attendance can vary under the following circumstances:

- the staff member has approval from their supervisor to participate in a Flexible Hours Option (ie Rostered Day Off Scheme and Flexitime Scheme). Refer to Section 5.
- the staff member and supervisor agree to an Alternative Hours Arrangement. Refer to Section 4.3.
- the staff member and their supervisor agree, as a one off or ad hoc arrangement, to a different pattern of attendance during a work cycle (for example, the staff member may work extra hours one day and then commence work later than usual on another day).

4 Hours of Work Models

4.1 Standard Day Work

Staff designated as day staff perform their weekly hours within the span of 7.00am to 7.00pm Monday to Friday (excluding public holidays). A day staff member will work their daily hours within the span of hours as required by their supervisor.

Work unit requirements may change from time to time and if this affects the “established pattern of hours” worked by staff then changes to hours must be introduced in accordance with the requirements of Clause 34.6 of the Agreement. The introduction of shift arrangements into areas which have been operating under standard day arrangements must be undertaken in accordance with Clauses 35.4 and 35.5 of the Agreement.
A day staff member may be required by their supervisor to complete a timesheet in a format approved by their supervisor\(^1\). All staff approved to participate in the Flexi-time Scheme must record their hours (see below 5.2 Flexitime Scheme). The timesheet must be submitted to the supervisor at the end of the four-week work cycle and must also be approved by the supervisor. Timesheets should be retained for six years in accordance with the State Records Act 1998 (NSW) (University Records can assist with the filing and retention of timesheets).

### 4.2 Shift Work

Staff designated as shift staff perform their hours of work according to a shift roster. The span of hours for shift workers extends beyond 7.00am to 7.00pm Monday to Friday. Shift staff will be provided with two consecutive days off per week unless otherwise agreed between a staff member and supervisor.

Shift staff may be paid a shift loading depending on the commencement time of their shift. Clause 35.6 of the Agreement sets out shift loadings. Shift staff will need to claim the relevant shift loading by completing a “Salary – Claim for Payment Form” available from [http://www.fsu.uts.edu.au/pdfs/salary_claim_timesheet_form.pdf](http://www.fsu.uts.edu.au/pdfs/salary_claim_timesheet_form.pdf). At the time of writing, the University is piloting online claim for payment of shift loadings via “Employee Self Service” in the neo HR/Payroll system. In the future the online arrangements will replace the form.

A work unit may introduce shift arrangements for staff who are designated as day staff in accordance with the managing change clause (Clause 32) and Clause 35.5 of the Agreement.

A shift staff member may be required by their supervisor to complete a timesheet in a format approved by their supervisor\(^2\). The timesheet must be submitted to the supervisor at the end of the four-week work cycle and must also be approved by the supervisor. Timesheets should be retained for six years in accordance with the State Records Act 1998 (NSW) (University Records can assist with the filing and retention of timesheets).

### 4.3 Alternative Hours Arrangements

Standard Day Staff or Shift Workers can apply to work under an Alternative Hours Arrangement on a temporary or on-going basis.

An Alternative Hours Arrangement would suit a staff member who works regular hours but not in the standard seven hour day or 35 hour week pattern. The following are examples of Alternative Hours Arrangements:

- compressed working hours; for example, working all weekly or fortnightly hours over four or nine days, respectively to allow one day off per week or fortnight respectively;

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\(^1\) Most organisational units have a timesheet format in place. If there is no standard timesheet format in place refer to the forms section of the HRU website for a simple electronic timesheet - [http://www.hru.uts.edu.au/forms/index.html#timesheet](http://www.hru.uts.edu.au/forms/index.html#timesheet)

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late start times or early finish times one or more days per week to accommodate regular family or other personal appointments and/or peaks and troughs in workload

Alternative Hours Arrangements must comply with the following:

(a) for day staff, daily hours must remain within the span of hours (ie 7.00am to 7.00pm, Monday to Friday)

(b) the number of hours (excluding meal breaks) that can be worked must not exceed the following:
   - nine hours per day
   - 45 hours per week
   - 140 hours per four-week cycle

(c) the hours must be regular, that is the same pattern of hours will apply across the work cycle and from work cycle to work cycle.

The following process is required to establish an Alternative Hours Arrangement:

(a) the staff member and supervisor must agree in writing to the details of the work arrangements including a date of commencement of the arrangement (normally ten working days or more from the date of the agreement). A supervisor cannot impose an alternative hours arrangement on a staff member – the arrangements must be agreed.

(b) the alternative hours arrangements must be supported by the Dean/Director

(c) the Director Human Resources or nominee must approve the alternative hours arrangement

(d) the staff member will be informed in writing that their alternative working hours arrangement has been approved.

Once the Alternative Hours Arrangement is in place, the staff member’s pattern of work will be entered into the neo HR/Payroll system. When applications for leave are submitted, the system will automatically determine the appropriate number of hours applicable to the period of the leave (eg if a staff member normally works five hours on a Monday then five hours will be deducted from the appropriate leave balance when the staff member takes leave on a Monday).

Staff who are given approval to participate in an Alternative Hours Arrangement must complete a timesheet in a format approved by their supervisor. The timesheet must be submitted to the supervisor at the end of the four-week work cycle and must also be approved by the supervisor. Timesheets must be retained for six years in accordance with the State Records Act 1998 (NSW) (University Records can assist with the filing and retention of timesheets).
5 Flexible Hours Options

Staff (excluding casuals), whose working hours are in accordance with any of the work models described in Section 4 above (that is, Standard Day, Shift Work and Alternative Hours), are eligible to apply to their supervisor to participate in either the Rostered Day Off or Flexitime Schemes. Such schemes provide participating staff with flexibility in their working hours by allowing them to work extra time in order to take time off during normal working hours.

The Rostered Day Off or Flexitime Schemes must not be used by supervisors as a mechanism to avoid payment of overtime.

5.1 Rostered Day Off Scheme

The rostered day off (RDO) scheme ensures consistency in hours of duty while providing staff with one full day off work in each four-week work cycle.

The conditions under which the RDO scheme operates are as follows:

(a) all support staff (excluding casuals) will be eligible to apply to their supervisor to participate in the scheme

(b) staff who are given approval to participate in the RDO scheme may be required by their supervisor to complete a timesheet in a format approved by their supervisor. The timesheet must be submitted to the supervisor at the end of the four-week work cycle and must also be approved by the supervisor. Timesheets should be retained for six years in accordance with the State Records Act 1998 (NSW) (University Records can assist with the filing and retention of timesheets)

(c) during each four-week work cycle, staff work 140 hours over 19 days and take the twentieth day off. In other words, an extra seven hours (22 mins per day) must be worked over 19 working days. The daily additional time will accrue towards the RDO on public holidays and each day of paid sick, annual and personal leave

(d) the RDO should normally fall on the same day of each four-week cycle except under the following circumstances:
   > the supervisor may give approval for the staff member’s normal RDO to be changed to a different day in that, or the following, four-week work cycle.
   > if workload does not permit the RDO to be taken as normally scheduled, the supervisor can:
     • direct the staff member to take an alternative day off
     • credit the staff member’s annual leave with the day, or
     • approve payment of overtime (overtime would be paid at the rate of time and half for the first two hours and double time thereafter)

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3 Most organisational units have a timesheet format in place. If there is no standard timesheet format in place refer to the forms section of the HRU website for a simple electronic timesheet - http://www.hru.uts.edu.au/forms/index.html#timesheet
if the RDO falls on a public or University holiday in which case the supervisor can direct the staff member to take an alternative day off or credit the staff member’s annual leave with the day.

(e) A supervisor may cancel a staff member’s participation in the RDO Scheme under circumstances such as:

> the staff member is not complying with the conditions of the RDO Scheme, for example, the staff member’s attendance pattern is such that the additional daily time to allow for an RDO to be accrued is not being worked

> operational requirements can no longer accommodate the staff member’s participation in the RDO scheme.

5.2 Flexitime Scheme

The Flexitime Scheme allows a staff member, with approval, to adjust their starting times, finishing times and meal breaks from day to day and to accumulate time for flexi leave.

The conditions under which the flexitime scheme operates will be as follows:

(a) all support staff (excluding casuals) will be eligible to apply to their supervisor to participate in the Flexitime Scheme

(b) staff who are given approval to participate in the Flexitime Scheme must complete a timesheet in a format approved by their supervisor. Starting and ceasing times and the duration of meal breaks must be recorded and calculated to the nearest five minutes. The timesheet must be submitted to a supervisor at the end of the four-week work cycle and must be approved by the supervisor. Timesheets must be retained for six years in accordance with the State Records Act 1998 (NSW) (University Records can assist with the filing and retention of timesheets)

(c) starting and ceasing times and meal breaks must be consistent with operational requirements, as determined by the supervisor. A supervisor may require a staff member to work the notional minimum number of standard daily hours (ie, seven hours for a full-time staff member) on any one day

(d) staff may accumulate credit or debit hours throughout the four-week work cycle, in accordance with the following:

> hours will be worked within the span of hours (eg 7.00am to 7.00pm Monday to Friday for day staff), unless otherwise agreed between the staff member and supervisor. Where the staff member and supervisor agree that hours can be worked outside of the relevant span of hours such hours will accrue at ordinary rates (not as overtime)

> any form of approved leave (except flexi leave) will be treated as a standard day (ie normally seven hours)

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4 Most organisational units have a timesheet format in place. If there is no standard timesheet format in place refer to the forms section of the HRU website for a simple electronic timesheet - http://www.hru.uts.edu.au/forms/index.html#timesheet
at the end of the four-week cycle, the number of credit or debit hours carried forward must not exceed ten hours unless a local arrangement is approved (refer to 5.2(i) below). If ten hours is exceeded the following arrangements apply to the excess debit / credit hours:

- debit hours - the excess hours accumulated will be “charged” to the staff member’s annual leave or long service leave balance or treated as leave without pay
- credit hours - the excess hours accumulated will be forfeited. Supervisors will ensure that staff do not consistently forfeit excess hours as a result of requests for flexi leave being refused.

(e) Staff will normally take accrued flexi leave during the four-week cycle in which it is accumulated. A staff member must obtain approval from the supervisor prior to taking flexi leave. Such approval will be subject to operational requirements and the parameters set for the work group. A staff member must not take flexi leave on the assumption that it will be approved. The normal practice for flexi leave is either one day or two half days per four-week work cycle but supervisors are not restricted by this practice and may agree to alternative arrangements. It is not necessary for a staff member to have a credit (positive) balance before taking flexi leave.

(f) The following arrangements will apply to staff departing the University with debit/credit hours at the completion of their last day of service:

> debit hours – the University will recoup debit hours from available annual or long service leave balances or seek direct repayment if available leave balances are insufficient to cover debit hours
> credit hours – payment will be made under the following circumstances:
  - where an application for flexi leave which would have eliminated the accumulated credit hours was made and refused during the period of notice; or
  - in any other exceptional circumstance approved by the relevant Dean/Director.

(g) Staff who transfer from one work unit to another and who are given approval to continue to participate in the Flexitime Scheme will carry their debit/credit hours to the new work unit, and will comply with the flexi leave parameters approved for that new work unit. If the staff member is not granted approval to continue to participate in the Flexitime Scheme in the new work unit, the debit/credit hours will be dealt with in the same manner as for staff departing the University (refer to (f) above).

(h) A supervisor may cancel a staff member’s participation in the Flexitime Scheme circumstances such as:

> the staff member’s performance is being managed in accordance with the managing unsatisfactory performance provisions of the Agreement
> the staff member is not complying with the conditions of the Flexitime Scheme
> operational requirements can no longer accommodate the staff member’s participation in the Flexitime Scheme.
An organisational area may develop local arrangements for flexitime to accommodate their own needs. These local arrangements must be documented and approved by the Director, Human Resources or nominee prior to their implementation and must be applied consistently and fairly. Managers should seek assistance from their HR Partnership team if they are contemplating the development of local flexitime arrangements.

6. **Overtime**

A staff member can be required by their supervisor to work reasonable overtime at overtime rates. Where possible, supervisors should give at least 48 hours notice that overtime is required.

Overtime may be paid or accrue as time off in lieu of overtime. Time off in lieu of overtime may be available subject to agreement between the staff member and supervisor. Time off in lieu of overtime will accrue at the rate equivalent to the amount of overtime that would otherwise have been paid.

6.1 **When overtime applies**

To be eligible for overtime or time in lieu of overtime, a staff member must be required by their supervisor to work additional hours on an overtime basis. The arrangements applicable to the overtime or time in lieu of overtime must be agreed in advance of the additional work being performed. Overtime (as a payment or time in lieu) will occur when a staff member is required to work as set out within the tables below:

<table>
<thead>
<tr>
<th>Standard Day Work</th>
<th>Shift Work</th>
<th>Alternative Hours Arrangement</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt; outside of the ordinary span of hours for day staff (ie 7.00am to 7.00pm, Monday to Friday)</td>
<td>&gt; more than seven hours in any day</td>
<td>&gt; outside of the ordinary span of hours for day staff (ie 7.00am to 7.00pm, Monday to Friday)</td>
</tr>
<tr>
<td>&gt; more than seven hours in any day</td>
<td>&gt; more than 35 hours in any week</td>
<td>&gt; more than nine hours in any day</td>
</tr>
<tr>
<td>&gt; more than 35 hours in any week</td>
<td>&gt; more than 140 hours in the four-week cycle</td>
<td>&gt; more than 45 hours in any week</td>
</tr>
<tr>
<td>&gt; more than 140 hours in the four-week cycle</td>
<td></td>
<td>&gt; more than 140 hours in the four-week cycle</td>
</tr>
</tbody>
</table>
## Flexible Hours Options

<table>
<thead>
<tr>
<th>RDO Scheme</th>
<th>Flextime Scheme</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt; outside of the ordinary span of hours for day staff (ie 7.00am to 7.00pm, Monday to Friday)</td>
<td>&gt; outside of the ordinary span of hours for day staff (ie 7.00am to 7.00pm, Monday to Friday) unless there is an agreement between the staff member and supervisor that the staff member can accrue flexitime outside of the relevant span of hours (refer to 5.2(d) first sub-point, above)</td>
</tr>
<tr>
<td>&gt; more than 140 hours in the four-week cycle plus credit time towards RDO</td>
<td>&gt; more than 140 hours in the four-week cycle plus credit hours of flexitime</td>
</tr>
</tbody>
</table>

Note: Given the flexible nature of the flexitime scheme, it is important that the staff member and supervisor agree about the amount of additional time worked that will be handled as flexileave rather than overtime or time in lieu of overtime.

Overtime applies to part-time staff in the same way as for full-time staff. Part-time staff cannot be required to work additional hours on a day that they would not normally work. Refer to Section 6.6 for arrangements associated with additional hours for part-time staff which do not occur as overtime.

Refer to Section 9 for information about overtime for casual staff.
### 6.2 Rates payable for overtime

Overtime (as a payment or time in lieu) will be calculated as follows:

<table>
<thead>
<tr>
<th>Monday to Friday</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt; 150% of the staff member’s ordinary rate of pay for the first two consecutive hours, and &gt; 200% of the ordinary rate of pay for the rest of the overtime where more than two hours overtime is worked on any one occasion.</td>
<td>&gt; 150% of the staff member’s ordinary rate of pay for the first two consecutive hours, and &gt; 200% of the ordinary rate of pay for the rest of the overtime where more than two hours overtime is worked on any one occasion</td>
<td>&gt; 200% of the ordinary rate of pay  &gt; a minimum payment of three hours except when overtime is worked immediately before or after a rostered shift.</td>
</tr>
</tbody>
</table>

Arrangements for payment for work performed on a public holiday are set out in Clause 37, (Payment for Work on Public Holidays) of the Agreement.

For Shift Workers, shift loadings will not be paid when overtime is paid.

### 6.3 Meal allowance during overtime

Staff who are required to work overtime and who take at least a half hour unpaid meal break may claim a meal allowance as set out below:

- breakfast $12.78 (paid when the staff member is required to work at least two hours overtime prior to 8.00am)
- lunch $16.57 (paid when the staff member is required to work at least two hours overtime prior to 1.00pm and two hours after 1.00pm)
- dinner $30.16 (paid when the staff member is required to work at least two hours overtime after 5.00pm).

### 6.4 Claim for payment of overtime

Overtime claims must be submitted at the end of the four-week cycle in which the overtime was worked.
An overtime claim must be submitted on a “Salary – Claim for Payment Form” available from http://www.fsu.uts.edu.au/pdfs/salary_claim_timesheet_form.pdf. At the time of writing, the University is piloting online claim for payment of overtime via “Employee Self Service” in the neo HR/Payroll system. In the future the online arrangements will replace the form.

6.5 Taking Time off in Lieu of Overtime

Time off in lieu of overtime must normally be taken within one month of the overtime being worked at a time approved by the supervisor and subject to operational requirements.

If the time off in lieu of overtime cannot be taken, the time may be credited to the staff member’s annual leave balance with the agreement of the Dean/Director.

6.6 Additional Hours for Part-time Staff

Part-time staff may agree with their supervisor to work additional hours but not as overtime. Such additional hours will be paid at the relevant casual rate of pay (including the casual loading).

An arrangement to work additional hours may occur when a part-time staff member and a supervisor agree to increase the staff member’s weekly or fortnightly hours during a work cycle. When this arrangement is for more than a single work cycle then an application for a temporary or permanent variation to hours of work should be made (refer to the Temporary Variation to Hours or Mode of Employment - Principles and Procedures, HR Manual 3.17).

7 Meal breaks, rest pauses and minimum breaks

7.1 Rest pauses

A rest pause is a paid break from duty; for example, to have morning or afternoon tea. A staff member who works more than four hours in a day is entitled to a rest pause of ten minutes which should be taken at a time that does not interfere with the continuity of work where such continuity is necessary in the opinion of their supervisor. Staff who work a seven hour day will be entitled to one ten minute rest pause per day.

7.2 Meal breaks

A meal break is an unpaid break in order to have a meal which is usually lunch for day staff. The unpaid meal break will be for a minimum of 30 minutes and will be taken at a time agreed between a staff member and their supervisor. A staff member will not be required to work for more than five hours without taking an unpaid meal break.

7.3 Minimum breaks between work on successive days

A staff member is to be allowed at least ten consecutive hours off duty between work on successive days. For further information on minimum breaks, refer to Clauses 36.11 to 36.13 (under the heading “Minimum Breaks”) of the Agreement.
8 On-call

To ensure that the University operates effectively at all times, it may be necessary to roster staff to be 'on-call' outside normal working hours to perform duties relating to the maintenance of equipment and systems and the provision of critical services.

When a staff member is 'on-call' they will be available:
> for immediate contact
> to provide immediate assistance remotely
> to be called-back to duty within a reasonable period.

8.1 When on-call applies

Supervisors will give staff four weeks notice of a requirement to be on-call. A shorter period of notice may be agreed between a staff member and supervisor. In the scheduling of on-call responsibilities for staff, individual circumstances, family commitments and required expertise and skills will be taken into consideration. Staff shall, where practicable, be periodically relieved from any requirement to be on-call.

The arrangements associated with on-call do not apply where the staff member and supervisor have arranged in advance for duties to be undertaken outside normal hours of duty through overtime or flexitime arrangements.

8.2 On-call allowance

Staff will be paid an allowance for the time they are on-call. If a staff member who is on-call becomes unavailable due to illness or other unforeseen circumstances, the staff member will, where possible, notify their supervisor or other appropriate officer. The on-call allowance may cease if a staff member continues to be unavailable.

The on-call allowance for all staff is set at 2% of the hourly rate for Level 7 Step 5 as applies from time to time. The daily rates are set out in Schedule 4 of the Agreement.

Staff who are on-call receive additional remuneration when they perform their duties remotely without returning to the workplace (ie “remote call-out”, see 8.3.1 below) and when they are required to attend the workplace in order to perform the duties (ie “call-back”, see 8.3.2 below).

8.3 Remote call-out and call-back

8.3.1 Remote call-out

“Remote call-out” occurs when a staff member who is on-call is required to perform duties outside their ordinary hours (after leaving the University premises) and where these duties can be performed remotely without requiring a return to the workplace.
The payment for remote call out will be 150% of the staff member’s ordinary rate of pay. The following arrangements will apply:

> the remote call out payment will apply for the time taken to set up equipment for use and actual time on duty, accumulated over a fortnight pay period

> a minimum payment of one hour within a fortnight pay period will apply when a staff member performs remote call out duties during the fortnight. No payment will be made if no remote call-out duties are performed.

8.3.2 Call-back

“Call-back” is where a staff member who is on-call is required to perform duties outside their ordinary hours (after leaving the University’s premises) which require a return to the workplace.

A staff member who is called-back to duty will be paid at 200% of the staff member’s ordinary rate of pay. The following arrangements will apply:

> the call-back payment will apply for actual travel time to and from the workplace and time on duty

> a minimum payment of three hours will apply to the first call-back attendance on any one day. The minimum payment will not apply for a second or subsequent call-back so the staff member will receive the call-back payment for actual travel time to and from the workplace and time on duty

> the three hour minimum payment will not apply when the call-back duties commence prior to the staff member’s normal starting time and merge into the staff member’s normal working hours. The staff member will receive the call back payment for the period from commencement of travel from home to the staff member’s normal starting time.

Staff who live outside the Sydney metropolitan area will not be expected to return to duty on call-back more than once in one day but must notify their supervisor or other appropriate officer of the matter requiring attention.

8.3.3 Claim for payment of Remote call-out and call-back

Staff who are rostered to be on-call should keep a log of the time worked outside normal work hours. The log should clearly identify when work is performed as remote call-out and as call-back. The information collected through the log will assist staff to complete the “Salary – Claim for Payment” form available from [http://www.fsu.uts.edu.au/pdfs/salary_claim_timesheet_form.pdf](http://www.fsu.uts.edu.au/pdfs/salary_claim_timesheet_form.pdf). This form will allow for the recording of only the total hours of remote callout or call-back performed each day during a pay fortnight.
Below are some notes that will facilitate processing of salary claims by Payroll for work performed by remote call-out and call-back:

> *complete separate “Salary – Claim for Payment” forms for remote call-out and call-back work. Write either “REMOTE CALL-OUT” or “CALL-BACK” clearly on the top of the Salary – Claim for Payment.*

> *on each “Salary – Claim for Payment” form complete the date column and the last column. In the last column, provide total time outside normal hours for the day involved in remote call-out or call-back. In completing time per day for call-back, please note that a three hour minimum payment applies to the first attendance on call-back in a day.*

### 8.4 Telephone and other equipment

Prior to the commencement of any period of on-call, the supervisor will discuss with the staff member the equipment (eg mobile telephone, computing facilities, etc) that will be required in order to fulfil their responsibilities while on-call.

The work unit will provide the staff member with a mobile telephone and other equipment required to fulfill their responsibilities during the period they are on-call unless other arrangements are agreed between the staff member and supervisor. If a mobile telephone is not provided, a staff member who is on-call will be reimbursed for all work related calls made from their personal telephone connections during the period they are on-call.

### 8.5 Transport

Prior to the commencement of any period of on-call, the supervisor will discuss arrangements for the staff transport if called-back to duty. If a staff member chooses to use their own car for a call-back to their work place, they will be paid mileage allowance for travel between work and home, and will be reimbursed for any toll and parking fees. Otherwise taxis will be used for travel for call-back to duty and staff will, where practicable, be provided with University taxi vouchers or a taxi charge card for this purpose. If taxi vouchers or a taxi charge card cannot be provided, the staff member will be reimbursed for taxi fares.

### 9 Casual Staff

#### 9.1 Work Models

Casual staff may work in accordance with any of the hours of work models applicable to support staff; that is, Standard Day Work (refer to Section 4.1), Shift Work (refer to Section 4.2) or Alternative Hours Arrangements (refer to Section 4.3). They also have access to an “Agreed Hours Arrangement” which is a form of Alternative Hours Arrangement.
An Agreed Hours Arrangement will apply when a casual staff member chooses to perform work outside of the span of hours to suit their personal circumstances and this is supported by their supervisor and the Dean/Director (or nominee) and approved by the Director, Human Resources (or nominee). A casual staff member working under an Agreed Hours Arrangement will not be entitled to shift loadings and specific overtime arrangements will apply (refer to 9.3 below). A casual staff member may apply for an Agreed Hours Arrangement by completing an Agreed Hours Arrangement – Casual Staff Form at http://www.hru.uts.edu.au/manual/forms/conditions.html (under the heading, Variation of Employment).

9.2 Minimum period of engagement

The minimum period of engagement for a casual staff member is three hours, regardless of whether there is a requirement to be in attendance for three hours of work, except for a casual staff member who:

(a) is a student (undergraduate or post graduate) and who is expected to attend the University on that day in his/her capacity as a student, shall have a minimum engagement of one hour. Without limiting the generality of this Clause, for the purpose of this Clause, a student will be taken as being expected for attendance on any Monday to Friday during the main teaching weeks of the University, other than public holidays

(b) has a primary occupation with another employer, or who has their primary occupation within the University in other than the casual employment in question, will have a minimum engagement of one hour

(c) in order to meet his/her personal circumstances, requests and his/her supervisor agrees to an engagement for less than three hours.

The minimum period of engagement will not normally apply to Alternative Hours or Agreed Hours Arrangements.

9.3 Overtime

Overtime for casual staff must be approved by a supervisor in advance of the time being worked. Overtime for casual staff must be paid (time in lieu of overtime is not available). Overtime for casual staff is calculated in the same way as for non-casual staff (refer to section 6.2). When calculating payment of overtime for a casual staff member, the casual loading is removed.
Overtime for casual staff will occur when a staff member is required to work as set out within the table below:

<table>
<thead>
<tr>
<th>Standard Day Work</th>
<th>Alternative Hours Arrangement</th>
<th>Agreed Hours Arrangements</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt; more than seven hours in any day</td>
<td>&gt; outside of the ordinary span of hours for day staff (ie 7.00am to 7.00pm, Monday to Friday)</td>
<td>&gt; more than nine hours in any day</td>
</tr>
<tr>
<td>&gt; outside of the ordinary span of hours for day staff (ie 7.00am to 7.00pm, Monday to Friday)</td>
<td>&gt; more than nine hours in any day</td>
<td>&gt; more than 45 hours in any week</td>
</tr>
<tr>
<td></td>
<td>&gt; more than 45 hours in any week</td>
<td>&gt; more than 140 hours in the four-week cycle</td>
</tr>
<tr>
<td>&gt; more than nine hours in any day</td>
<td>&gt; more than 140 hours in the four-week cycle</td>
<td>Note: the staff member will not be eligible for overtime for work performed outside the normal span of hours (ie for day staff 7am to 7pm Monday to Friday and Saturday/Sunday) because of the nature of the Agreed Hours Arrangement</td>
</tr>
</tbody>
</table>

**Shift Work**

| > more than seven hours in any day |
| Note: Overtime payments will be in substitution for, and not cumulative upon, shift loadings. |

**9.4 Shift loadings**

Only casual staff designated as Shift Workers will be eligible to be paid shift loadings. Staff working on Agreed Hours Arrangements will not be entitled to shift loadings because of the nature of the Agreed Hours Arrangement.

**9.5 Meal breaks, rest pauses and minimum breaks**

The same arrangements apply as for non-casual support staff (refer to section 7 above).

**9.6 On-call**

Casual staff cannot be rostered to be on-call.

**9.7 Claim for casual work**

Casual support staff must complete a “Salary – Claim for Payment Form” available from http://www.fsu.uts.edu.au/pdfs/salary_claim_timesheet_form.pdf each fortnight in order to receive payment for the work performed, including any overtime or shift loadings. This form must be signed by their supervisor and submitted to the Pay Office before the fortnightly pay deadline.
At the time of writing, the University is piloting online casual staff salary claim via “Employee Self Service” in the neo HR/Payroll system. In the future the online arrangements will replace the form.

10 Authorities and Accountabilities

10.1 Supervisor

Responsibilities include:

> advising staff of expectations in relation to hours of work (eg work unit requirements, arrangements associated with rest pauses and meal breaks, etc) and notifying them of changes to hours of work expectations (eg changes to “established pattern of hours” etc) in accordance with these guidelines and, if applicable, the Agreement
> ensuring that staff work their hours in accordance with the relevant work model
> approval or otherwise of staff participation in Flexible Hours Options, ensuring that staff who are granted such approval comply with the conditions of the relevant scheme (ie RDO or Flexitime Scheme) including submission of timesheets for supervisor approval
> approval in advance of any overtime to be worked by staff
> advance notice in accordance with these guidelines of on-call and/or shift rosters
> authorisation of claims for overtime, shift loadings, work performed during on-call (ie remote call-out and call back) and casual work (unless the delegation of such authorisation is at a higher level in the work unit hierarchy).

10.2 Dean / Director

Responsibilities include:

> endorsement of staff member and supervisor agreement in relation to Alternative Hours Arrangements or Agreed Hours Arrangements (applies to casual staff only and may be approved by nominee of Dean / Director)
> approval of the payment of any flexi leave credit hours where exceptional circumstances exist for staff departing the University
> approval of credit to a staff member’s annual leave balance for time in lieu of overtime which cannot be taken.

10.3 Director Human Resources or nominee

Responsibilities include:

> approval of Alternative Hours Arrangements or Agreed Hours Arrangements (applies to casual staff only) following agreement between the staff member and supervisor and endorsement by the Dean/Director
> approval of local arrangements for Flexitime.

11 Related UTS and Other Relevant Documentation

UTS Support Staff Agreement 2006
12  Contacts

For assistance in relation to these hours of work guidelines please contact the following:

<table>
<thead>
<tr>
<th>Claims</th>
<th>relevant Payroll Officer. For contact details for Payroll staff refer to the following website: <a href="http://www.fsu.uts.edu.au/about/index.html#payroll">http://www.fsu.uts.edu.au/about/index.html#payroll</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff enquiries in relation to the guidelines or the Agreement</td>
<td>Staff Services on email <a href="mailto:staffservices@uts.edu.au">staffservices@uts.edu.au</a> or extension 1060</td>
</tr>
<tr>
<td>Supervisor / manager enquiries</td>
<td>relevant HR Partnership team. Refer to HRU Services and Contacts webpage - <a href="http://datasearch2.uts.edu.au/hru/services/ms.cfm">http://datasearch2.uts.edu.au/hru/services/ms.cfm</a></td>
</tr>
</tbody>
</table>

13  Approval and Revisions Tables

Approval

<table>
<thead>
<tr>
<th>EFFECTIVE DATE</th>
<th>12 November 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>REVIEW DATE</td>
<td>2010 (following replacement of Support Staff Agreement 2006)</td>
</tr>
<tr>
<td>ACCOUNTABLE OFFICER</td>
<td>Director, Human Resources Unit</td>
</tr>
<tr>
<td>CURRENT INCUMBENT</td>
<td>Beverley Bosman</td>
</tr>
<tr>
<td>IMPLEMENTATION OFFICER</td>
<td>Senior Workplace Relations and Policy Specialist</td>
</tr>
<tr>
<td>CURRENT INCUMBENT</td>
<td>Lisa Carroli</td>
</tr>
</tbody>
</table>

Revision/Modification History

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Current title</th>
<th>Summary of changes</th>
<th>Approved/rejected</th>
<th>Approval authority</th>
<th>Resolution or file number</th>
</tr>
</thead>
</table>

4.1 Hours Of Work For Support Staff – Including Alternative And Flexible Hours Options – 12 November 2008
## ATTACHMENT 1 - HOURS OF WORK MODELS AND FLEXIBLE HOURS OPTIONS

<table>
<thead>
<tr>
<th>Standard Day Work</th>
<th>Shift Work</th>
<th>Alternative Hours Arrangement</th>
<th>Agreed Hours Arrangement</th>
<th>Flexible Hours Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relevant section above</td>
<td>Section 4.2</td>
<td>Section 4.3</td>
<td>Section 9.1</td>
<td>Section 5.1</td>
</tr>
<tr>
<td>Description</td>
<td>Five seven-hour days per week within the span of hours (refer below) as required by the work unit.</td>
<td>Hours are performed according to a shift roster and extend beyond the standard span.</td>
<td>Regular hours but not in the standard 7 hour day or 35 hour week pattern. Must be agreed in writing between staff member and supervisor, supported by Dean/ Director and Director HR.</td>
<td>Applies to casual staff only when the casual staff member chooses to perform work outside the span of hours to suit their personal circumstances. Must be supported by supervisor, Dean/ Director (or nominee) and Director, HR.</td>
</tr>
<tr>
<td>Span of hours</td>
<td>7.00am – 7.00pm, Monday - Friday</td>
<td>Beyond 7.00am – 7.00pm, Monday - Friday</td>
<td>7.00am – 7.00pm, Monday - Friday</td>
<td>May be beyond 7.00am – 7.00pm, Monday – Friday as approved</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>RDO Scheme</th>
<th>Flexitime Scheme</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relevant section above</td>
<td>Section 5.1</td>
<td>Section 5.2</td>
</tr>
</tbody>
</table>

**Span of hours**

- **Standard Day Work**: 7.00am – 7.00pm, Monday - Friday
- **Shift Work**: Beyond 7.00am – 7.00pm, Monday - Friday
- **Alternative Hours Arrangement**: 7.00am – 7.00pm, Monday - Friday
- **Agreed Hours Arrangement**: May be beyond 7.00am – 7.00pm, Monday – Friday as approved
- **Flexible Hours Options**: Provides one full day off per month while providing consistency in hours of duty.

Staff select their starting and ceasing times and meal breaks and accrue flexi leave.
<table>
<thead>
<tr>
<th>Standard Day Work</th>
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<th>Flexible Hours Options</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>When overtime applies</strong>&lt;sup&gt;5&lt;/sup&gt;</td>
<td>outside span of hours more than seven hours / day more than 35 hours / week more than 140 hours / four-week cycle</td>
<td>more than seven hours / day more than 35 hours / week more than 140 hours / four-week cycle</td>
<td>outside of the span of hours for day staff – span does not apply to shift workers more than nine hours / day more than 45 hours / week more than 140 hours / four-week cycle</td>
<td>more than 140 hours / four-week cycle outside of the span of hours for day staff – span does not apply to shift workers</td>
</tr>
<tr>
<td>Timesheet or other record keeping</td>
<td>Timesheet may be required by supervisor</td>
<td>Rosters Timesheet may be required by supervisor</td>
<td>Approval of Alternative Hours Arrangement to be held on HRU file. Timesheet required</td>
<td>Timesheet required</td>
</tr>
<tr>
<td>Other comments</td>
<td>Changes to established pattern of hours to be made in accordance with these guidelines and the Agreement</td>
<td>To introduce shift arrangement to a work unit refer to the Agreement</td>
<td>May be initiated by either the supervisor or the staff member. Hours must be negotiated, agreed and approved.</td>
<td>Initiated by the staff member. Not an automatic entitlement. Subject to approval by supervisor.</td>
</tr>
</tbody>
</table>

Note: shift loadings will not be paid when overtime is paid.

Timesheet or other record keeping may be required by supervisor.

Approval of Alternative Hours Arrangement to be held on HRU file.

Approval of Agreed Hours Arrangement to be held on Payroll file with casual appointment.

For standard day worker, work outside span for flexitime (not overtime) may be agreed between the staff member and supervisor.

Changes to established pattern of hours to be made in accordance with these guidelines and the Agreement.

May be initiated by either the supervisor or the staff member. Hours must be negotiated, agreed and approved.

Initiated by the staff member. Not an automatic entitlement. Subject to approval by supervisor.

Initiated by the staff member. Not an automatic entitlement. Subject to approval by supervisor.

<sup>5</sup> To be eligible for overtime the staff member must be required by their supervisor to work extra hours on an overtime basis.