

# Procedure - On-call and Recall to Duty

## Contents

<b>1</b>	<b>Purpose.....</b>	<b>1-1</b>
<b>2</b>	<b>Scope and Application.....</b>	<b>2-1</b>
	2.1 Principles.....	2-1
	2.2 Definitions.....	2-3
	2.3 Visualisation – On-call Preparedness .....	2-4
<b>3</b>	<b>Related Documents.....</b>	<b>3-4</b>
<b>4</b>	<b>Support and Advice .....</b>	<b>4-5</b>
<b>5</b>	<b>Annex A – Indicative Training/Experience.....</b>	<b>Error! Bookmark not defined.</b>

## 1 Purpose

As an emergency service agency, the NSW SES is required to be ready to respond to the community 24/7 for its legislated roles. This procedure supports the operational requirement to meet this commitment with its paid workforce.

## 2 Scope and Application

1. This procedure does interpret or alter working conditions for employees. It only applies the use of on-call and recall to duty Award provisions in the **operational context**. This does not cover out of hours non-operational aspects which will be directed to the appropriate support branch.
2. This procedure rescinds all previous operational guidance, procedure, and/or policies related to the application of on-call and AHDO.
3. The procedure for claiming on-call and recall to duty is governed by separate policy procedures and is not included in this procedure.
4. These guidelines do not cover shift workers.

### 2.1 Service Need

**The NSW SES is an emergency service agency obligated to respond to calls for assistance from the community 24/7 for its legislated combat roles.**

The NSW SES provides a 24/7/365 service to the community primarily through the response of local Units and Clusters. To support the efforts of Units and Clusters, the provision of and on-call arrangements are in place to support, advise and if necessary, escalate the organisational response to operational activities.

As such, the routine provision of an on-call person or persons will be rostered, maintained and provided in line with operational risk and other identified factors under the Service's Emergency Management Condition (EMCON) protocol.

### 2.2 Principles

1. **On-call arrangements for staff are guided by the relevant Award and the required actions of the Emergency Management Condition (EMCON) of the Area of Interest.**

There should be a direct link between the EMCON status of the Clusters within the area of interest and the level of on-call preparedness. The EMCON status varies from Green at the lowest level of readiness through to Red which indicates an 'actively occurring' incident. The [EMCON](#) guide is located in the Key Document Index.

2. **The Minimum On Call requirement to meet no notice emergency events is set at EMCON status Green.**

As a routine approach to meet the risk of no notice events each Zone will roster an on-call officer. This on-call officer is referred to as the Zone On-call Officer (ZOCO).

**3. On-call as defined for this procedure is a state of readiness.**

A person placed on-call is not expected to actively monitor the operational situation. They are required to maintain themselves in a state of readiness to be recalled to duty if required by the operational situation. The primary method of activation, contact or recall to duty will be via either SMS or voice call to the nominated mobile device.

**4. When contacted, the on-call person is 'Recalled to Duty' for the duration of any subsequent operational tasking.**

Once contacted, any tasking will be considered a recall to duty. Approval to be recalled to duty will be addressed in a subsequent area of the procedure.

**5. On-call Rosters will be maintained locally but hosted centrally in EOS.**

The approved EOS calendar will be the source of truth relating to rosters for on-call officers. The current roster is separated into six<sup>1</sup> individual calendars covering each Zone and the State Duty Operations Controller role. The central suite of calendars will be operated under the authority of the Commander State Operations and maintained by the Operations Officer. Each zone, under the authority of the Zone commander and managed by the Zone Operational Readiness Officer will manage the Zone calendar including:

- Future roster planning.
- Confirmation of current on-call officers.
- Identification of the Primary ZOCO if multiples are on the roster.
- Confirmation of the performance of duty for each roster entry.

**6. Minimum levels of equipment and underpinning process/procedure (escalation) will be provided for on-call staff to facilitate on-call arrangements.**

Officers who are placed on-call should be trained and equipped to perform the expected work when recalled. In addition, the provision of basic equipment, access and procedure should also be provided locally. The routine on-call officer should have access to a mobile phone for recall and if operational communications and tasking of Units or members is anticipated a NSW SES radio (or app). Additional equipment, access and procedure is determined at the Zone level.

**7. 'Operational command' reporting lines and delegations will authorise rosters, performance of duty.**

Preparation, rostering and recording of on-call arrangements is an operational responsibility. Signoff of authorising rosters will be managed by a delegated officer in the operations area. This may include Zone commander or Deputy Zone Commander.

**8. Each Zone and SHQ will have pre-planned escalation and transition arrangements in place.**

Each Zone and SHQ will develop plans for both routine and event specific escalations. This may include matrices for contact in time of escalation and primary and secondary contact details.

In addition to escalation, each zone will have a process of transition from on-call/recall to IMT if formed.

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<sup>1</sup> Not including the Peer Support Roster which is also hosted in the EOS space.

## 9. After Hours Duty Officer (AHDO).

An AHDO is an officer who is rostered on duty during operational events and tasked to monitor flood operations and issue flood bulletins where flood warnings are current when the IMT managing the flood event scales back as a result of low levels of activity and threat. The AHDO would be expected to actively monitor the situation and carry out routine tasks as set by the IC of the event. If they initiate the recall to duty of the IMT they would not normally be expected to form part of that recalled IMT in order to manage fatigue.

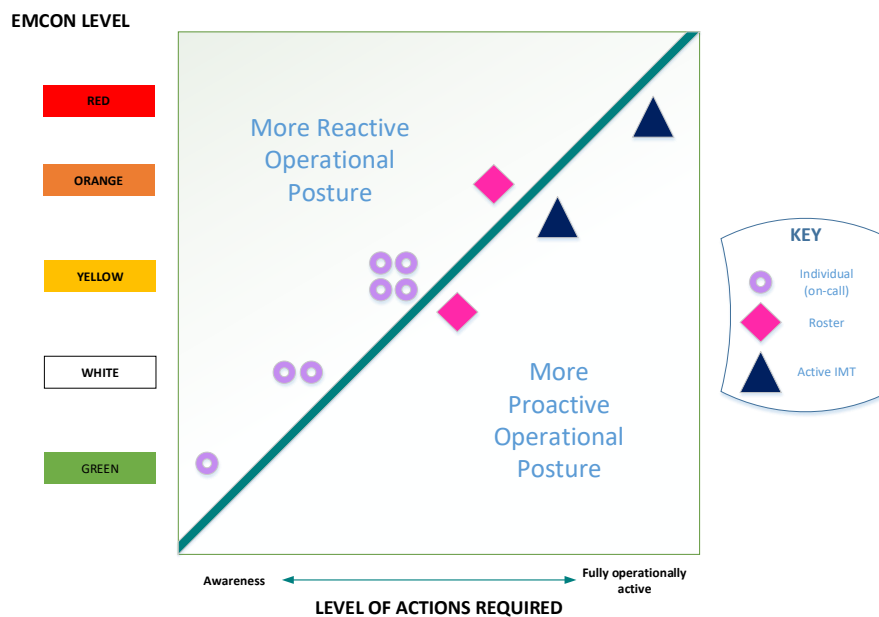
## 2.3 Definitions

<b>Award</b>	In this Procedure, Award is the Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009, and/or the Crown Employees (State Emergency Service) Region Staff Award 2018.
<b>Delegated Officer</b>	An officer with delegation under the Schedule of Non-Financial Delegations and/or Financial Delegation
<b>EMCON</b>	Emergency Management Readiness Condition
<b>Event</b>	Defined in beacon by the event number, commencement time and location. Events are governed by the 'Life Cycle of an Event' procedure.
<b>Flood Alert</b>	A flood alert is a warning product issued by the Australian Government Bureau of Meteorology as part of its flood forecasting and warning services, including a flood watch and a flood warning
<b>On-call</b>	An employee is held in readiness to be recalled to duty if required within an agreed timeframe and purpose. Proactive monitoring and awareness is not expected.
<b>Pre-Formed IMT</b>	A pre-formed IMT is a group of incident specific officers placed on-call/standby for activation for an event.
<b>Recall to Duty</b>	When an employee is directed to return to duty outside the employee's ordinary hours.
<b>Roster</b>	A planning tool and record of past, present and future on-call officers for a particular Zone.
<b>SDOC</b>	The State Duty operations Controller is the rostered position based at SHQ. The SDOC represents the State Controller in operational matters on a day to day basis.
<b>Standby</b>	An instruction given by an authorised operational commander to add time/response component to on-call as required and negotiated.

<b>ZOCO</b>	Zone On-call Officer. There will normally be a designated/primary on-call officer (ZOCO) in each Zone.
<b>ZORO</b>	Zone Operational Readiness Officer. There is one ZORO in each Zone.

## 2.4 Visualisation – On-call Preparedness

The application of on-call arrangements will often vary based on a number of injects. The following figure visualises the potential transition from on-call to functioning IMT across EMCON levels.



## 3 Related Documents

Document	Purpose
<b>Incident Management Policy</b>	Define the State controllers Intent for the conduct of operations
<b>Incident Management Guide</b>	Inform the conduct of operations in the NSW SES.
<b>State Emergency Service Act 1989</b>	An Act of the NSW Parliament that establishes the State Emergency Service, defines its functions, and grants power to the Commissioner and other members to do various things.
<b>Government Sector Finance Act 2018</b>	An Act to establish a framework for government sector financial and resource management in New South Wales; and for other purposes.
<b>Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009</b>	The current common conditions of employment as negotiated by the Secretary of the Treasury and the Public Service Association of NSW.

<b>Crown Employees (State Emergency Service) Region Staff Award 2018</b>	Conditions of employment for Region Staff (as defined in that Award), in accordance with the provisions of the Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009 except where varied by this Award
<b>Code of Conduct and Ethics</b>	Sets out the principles Members are required to uphold, and prescribe specific conduct in areas central to the exercise of NSW SES's functions.
<b>Schedule of Non-Financial Delegations</b>	Covers tasks or functions relating to information and records, emergency management, inter-agency relations and human resources management
<b>Financial Delegations 2018</b>	Covers position titles and their respective limits of financial delegation

## 4 Support and Advice

You can get advice and support about anything in these guidelines from:

- Your supervisor
- Manager Operational Readiness
- Commander State Operations
- Director Operational Response

## Document Control Sheet

<b>Title</b>	SOP On-Call
<b>Current Version #</b>	Version 0.3
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### Version History

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0.3	August 2019	Greg Murphy	Initial draft
0.4	August 2019	Kristy Duffy & Natasa Mitic	Review against Award references
0.5	Sept 2019	Scott Hanckel	Review against feedback

### Approval

Name	Title	Date	Version signed off
Scott Hanckel	Director Operational Response	03 Sep 2019	0.5

