3 October 2024

Fact Sheet

On-Call Factsheet for Service Delivery Management

Purpose

To outline how on call arrangements will operate within the Service Delivery Management team, eHealth NSW.

The Customer and Management Bridge serves as a critical interface between technical incident personnel and business stakeholders, ensuring effective communication, decision-making, and coordination during major incidents. This process aims to minimise the impact and disruption of incidents to customers, business operations, and reputation damage. It utilises communication channels and sits in parallel to the technical bridge during major incidents to support the timely coordination of updates, resource allocation and critical decision making for key stakeholders including senior management, technical, communication, business resilience and customer teams.

Where required to support the business all team members (staff members and agency contractors) may be required to participate in an on-call roster

Award Provisions

The Health Employees Conditions of Employment (State) Award outlines the on-call provisions for award covered staff employed under the Health Managers (State) Award.

NOTE: Any references to the NSW health award conditions are not applicable to agency contractors unless otherwise specified.

What is 'On Call'?

"On Call' means a period a team member is required to make himself/ herself available outside of a normal rostered/ allocated work hours.

Clause 10 'On-Call'

In summary, the Award provides that:

- The payment of an on-call allowance does not apply to persons employed as Health Manager Level 5 and above.
- Staff members on call shall receive an on-call allowance (per 24 hours):
  - A lower rate for days they are rostered to work
  - A higher rate on rostered days off
  - Only one allowance shall be payable in any period of twenty-four hours

- – On-call rostering arrangements are made in consultation with affected staff members
- Wherever possible the employer shall supply an on-call mobile telephone to staff rostered on call (*Note: in addition to the Award requirements rostered staff will also be provided with a laptop including SIM card for internet coverage*).
- A rostered staff member shall be available to answer calls personally and must not utilise an answering machine.
- A staff member rostered on call must contact their manager (as required) immediately it becomes known that the employee shall be unavailable for rostered duty
- Employees must be able to respond appropriately within a reasonable timeframe as determine by the employer.

Clause 9 'Overtime'

The Award provides that employees required to work overtime after leaving the employer's premises to provide support resolution shall be paid for such work at the appropriate overtime rate.

NOTE: *This section applies to Agency Contractors except for references relating to on-call allowance and overtime entitlements.*

On-Call Arrangements

The on-call allowance aims to compensate staff for having to make themselves readily available (both for travel and work at the site and/or for remote telephone/online consults) during the on-call period, whether any contact is made or not.

Staff required to perform on-call shall be paid in accordance with the Award.

Call Backs (Remote)

A call back occurs when a staff member who is on-call is contacted to provide support. The employee is entitled to claim a minimum of one hour at overtime rate from the time of first contact. Any time after the first hour will be paid based on actual time worked at overtime rates.

Example #1

Saturday 10:00am – an on-call staff member is contacted by the Major Incident Management (MIM) Manager for an on-call escalation. Staff member is briefed of the issue and referenced to incident ticket number.

Saturday 10:10am - staff member proceeds to establish the Customer and Management bridge with all required stakeholders.

Saturday 11:25am – Incident is resolved, informs stakeholder(s), and liaises with the MIM Manager to close the bridge.

1 hour and 25mins of work is claimed at overtime rate.

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Payment for Agency Contractors

Agency contractors are not entitled to be paid an on-call allowance.

An agency contractor is entitled to claim a minimum of one hour from the time of first contact. Any time after the first hour will be paid based on the hourly rate or pro-rated day rate of the agency contractor.

Team members (staff and agency contractors) may request the above time worked to be compensated by way of time in lieu of overtime.

On-Call Procedures

The Customer and Management Bridge can be activated 24/7 and in parallel with the Technical Bridge upon the identification of a major incident. As per the Major Incident Management Escalation Process, the Major Incident Manager calls the Service Delivery Manager on call representative to assess whether a customer and management bridge is required based on the below criteria:

- Statewide P1's and P1's that have a clinical impact
- Customer requests bridge to be established
- eHealth NSW Management/Executive requests bridge to be established
- Service/Product Owner requests bridge to be established
- Coordination with customers to test services/applications is required.

The Service Delivery Manager representative sends predefined teams meeting invitation and SMS message to key stakeholders, including customer representatives, business leaders, communications services and business resilience teams, and other relevant parties as required.

Upon bridge activation, the Service Delivery Manager assesses the need for phone calls to loop in additional stakeholders, based on the incident urgency and impact. The cadence for updates and check-ins will be decided by the group at each bridge checkpoint to ascertain actions and next steps.

Team members should notify the Group Manager, Service Delivery Management of any on-call work that extends past 5 hours and/or requires on-site attendance. Team members use their discretion to escalate at any time based on the complexity, priority, and customer impact.

On-call Response

Team member who is on-call must be able to respond to a call as soon as possible, and our guideline targets are:

Timing	P1 Scenario
Immediate	MIM elevates incident to P1 and engages on call engineer (level 1 escalation)
05 minutes	MIM escalates to Support Tower Director (level 3 escalation) who will decide if ED escalation is required and if a technical SME (level 2) engagement is needed. The Support Tower Director will also be asked to assess if any Business Resiliency processes need to be triggered (e.g. Disaster Recovery, Crisis Management)
10 minutes	MIM will engage On Call SDM to perform Customer and Management bridge assessment.

The MIM Manager will escalate to management in cases where on-call response timelines are not met.

On Call and Leave

Team members taking planned or unplanned leave are not eligible to participate in an on-call roster. Team members must inform their reporting manager in the first instance when he/she becomes aware that they will be taking leave and unable to participate in an on-call roster and/or provide out of hours support.

Unexpected Absence While On Call / Planned Work Non-Attendance

An 'unexpected absence/ Planned Work Non-Attendance' can occur when a staff member or agency contractor suddenly becomes unavailable to work rostered duties because of illness, in a case of an emergency, or any other unforeseen circumstances.

In the case of an 'unexpected absence/ Planned Work Non-Attendance' the staff member or agency contractor must take reasonable steps to inform their manager of his / her inability to attend rostered duties and as far as possible and state the estimated duration of absence.

The responsible Manager must ensure an alternative arrangement is put in place as to ensure continuity of service delivery can be maintained. For example, transferring rostered duties to an available team member and/or agency contractor.

Agency contractors must not participate in on-call if work non-attendance is expected to extend beyond one day and/or is unable to meet the on-call requirements.

Allocated Days Off (ADO)

Staff may not participate in on-call while on an ADO, unless otherwise mutually agreed between the employee and the manager in writing. In such case, the staff member must ensure that they still comply with the on-call requirements set in the factsheet.

Note: Agency contractors are not eligible for leave entitlements prescribed in the *Health Employees Conditions of Employment (State) Award* and *Leave Matters for the NSW Health Services Policy Directive – PD2023_045.*

Payment for On-Call and Call-Backs

Payment for on call and call backs will be processed through the roster system for staff members and Fieldglass for agency contractors.

Claims for all call-backs must be submitted by way of overtime/call-backs/ via email to the Group Manager/direct Manager (Glenn Ryan) for review and approval on the next working day. This email requests the team member to itemise the:

- Date and time of call
- Call start/finish times

The email must also be accompanied by appropriate supporting documentation from the MIM/Service Desk system which includes:

- MIM Incident Number
- Contact name and phone number of caller

Failure to produce documentation outlined above may result in the claim for payment being declined.

Expenses reasonably incurred by staff in attending sites and resolving after hours calls will be met by eHealth NSW as per the Award, provided receipts can be produced (including fares/mileages related to travelling to and from the site). Limits, rates and conditions of related travel costs are in accordance with relevant Award and *NSW Health Official Travel Policy Directive PD2015_019.*

Responsibilities

Managers

- Establish an on-call roster to meet operational needs in consultation with affected team members
- Ensure the roster is available for team members two weeks in advance of the first rostered shift
- Ensure adequate training and equipment is provided to rostered team members.
- Ensure relevant on-call and call-back payments are process correctly via the roster system and/or Fieldglass

Team Members

- Be available to respond to calls when on call
- Advise your direct manager as soon as practicable when you become aware that you:
  - Are unavailable to perform duties and/or be contactable due to illness, emergencies and any other unforeseen circumstances
  - Do not have adequate and/or functional equipment to effectively carry out rostered duties
  - Are unable to travel or require organised transportation to attend to an onsite call
- Understand the escalation path and contact information for other on-call teams
- Provide information to an escalation/handover/transfer recipient(s)
- Understand that in some circumstances may be lacking documentation/ complete information and apply best effort response or resolution
- Advise manager of any issue with technology, on-call process, communication, customers and escalation
- Ensure on-call claims are referenced to MIM Incident number and/or reasonable documentation
- Planned leave activity. It is expected for the team member to work with their reporting manger to ensure on-call duties are not affect by any planned leave
- Abide by relevant eHealth Policies, Awards and OH&S regulations otherwise specified.

After Hours Escalation

Where an escalation is required outside of standard hours at the discretion of a staff member and/or on-call work extends past 5 hours and/or site attendance occurs. The follow conditions and procedures apply:

Manager

- Team Managers will be supplied a work phone and laptops
- Team/ Group Managers will provide best effort availability
- Managers up to and including HM4 will be paid overtime payments in accordance with the Award.
- Agency contractors engaged as a Manager at HM4 equivalent positions are eligible to claim the applicable overtime performed.

Team member

- Staff member and agency contractor will have access to:
  - Service Desk / MIM Incident Manager
  - On-Call Contact list
  - Line Manager's contact number
  - Divisional Manager's contact number
- Taking into consideration the criticality of the issue, staff member can apply a '3 strike approach' (3 attempts of contact 10 minutes apart) before escalation to the Divisional Manager
- After the third attempt, staff member can escalate to the Divisional Manager
- Otherwise, heightened escalations can occur through the MIM incident manager.

For More Information

Please speak to your manager for any questions or advice required in relation to on-call procedures.

- Glenn Ryan – Acting Group Manaager, Service Delivery Management

Managers who require further information regarding related Award conditions should contact their HR Business Partner – eHealth NSW.

- Christine Ters