

ON CALL & CALL BACKS

WHAT YOU

need to know

Resources for Doctors-in-Training

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On Call and Call Back

Significant changes have been made to the Public Hospital Medical Officers Award with regards to on call and call back arrangements. Effective from 1 July 2024, Clause 12 of the Award has been deleted and replaced with a new Clause 12, which removes remote clinical appraisals and creates new on-call classifications with increased payments.

I understand there are now two forms of on call. How do they differ?

On call (clinical) duty means you are required to hold yourself in readiness and to provide remote clinical support or attend a hospital to perform work as clinically appropriate, if called upon to do so.

On call (relief) duty means you are required to hold yourself in readiness to attend a hospital to perform work in the event of an emergent situation if called upon to do so, but not to provide remote clinical support.

What can I expect to be paid for an on call period?

You will be paid a daily allowance for being on call, which compensates you for all your time on call other than performing call-back duty.

How much is the on-call allowance?

- On call "clinical" rostered day on - **\$106.20/ 24hr period**
- On call "clinical" rostered day off - **\$213.20/ 24hr period**
- On call "relief" rostered day on - **\$35.00/ 24hr period**
- On call "relief" rostered day off - **\$50.00/ 24hr period**

What am I paid if I attend a call back at the hospital?

Subject to the conditions below, you will be paid for all time worked at the appropriate overtime rate, with a minimum of four hours at such rates

Do I need to stay at work for the full four-hour minimum payment period?

You are not required to work the full four-hour minimum payment period if you have completed the work you were called back to perform and any additional work you were required to undertake while in attendance at the hospital, within a shorter period.

What if I am called back into the hospital and I work more than 4 hours?

You will be paid for all time worked at overtime rates

What if I am notified that I am required to attend a hospital to perform work while I am still at work?

If you are required to attend a hospital to perform any work, whether notified before or after leaving your employer's premises, you shall be paid for all time worked at the appropriate overtime rate, with a minimum of four hours at such rates.

What does the 'appropriate overtime rate' mean?

Time and a half for the first two hours and double time thereafter.

OR

Double time for any work conducted on a Sunday

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How will I know when my recall period is over?

Employers are required to have processes in place for the formal release of officers from recall duty.

How can I expect to be paid if I am recalled more than once?

If you have been formally released by your employer and are subsequently recalled again during the four hour minimum payment period, you are entitled to another four hour minimum payment.

However, if you are not formally released and are recalled again during the four hour minimum payment period, you are not entitled to any additional payment until the expiration of the four hour period.

What about remote clinical appraisals?

Remote clinical appraisals are no longer able to be claimed and, the new on call "clinical" payment includes a component to reflect the requirement to provide clinical advice remotely whilst on call. If you are on on-call (clinical) duty, you are not entitled to any additional payment for time spent providing remote clinical advice or support.

You are also not entitled to be paid any additional amount for time spent answering a call or travelling to a hospital to perform call-back duty.



If you have any questions with regards to the information contained in this document or related to on call or call backs, please contact our Workplace Relations team on 9439 8822 or via email at workplace@amansw.com.au

This information is for general guidance only and should not be used as a substitute for obtaining specific assistance or advice. AMA (NSW) will not be liable for any decision made or action taken in reliance on the information in this document.



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