



# Procedure

## School cleaners emergency call out

### Audience

All state schools

Implementation Date: 29/06/2018

Version: 3.0

### Purpose

This procedure outlines the approach to be adopted for emergency call outs of cleaners and how cleaners can claim additional hours worked.

### Overview

A cleaner will be asked to formally indicate a preparedness to attend work for emergency circumstances call outs, outside their ordinary working hours.

Cleaners attending the workplace for an emergency circumstance call out will be paid a minimum of two hours at overtime rates in accordance with the [General Employees \(Queensland Government Departments\) and Other Employees Award - State 2015](#).

### Responsibilities

#### Cleaners

- Inform the principal if they are willing or unwilling to attend work for an emergency circumstance call out.
- Understand the responsibilities associated with volunteering to attend an emergency circumstance call out.
- Follow all instructions given by the alarm responding agents or repair contractors. For example, do not enter school grounds unless directed to do so by the alarm responding agent or the repair contractor.
- Ensure that personal safety is paramount and not compromised by any risks or hazards associated with the emergency circumstance call out. For example:
  - Do not directly attend to an emergency circumstance without an alarm responding agent being present.
  - Do not physically apprehend a break-in suspect.
  - Do not attempt to extinguish a fire unless it is reasonably safe to do so, and ensure that firefighting is always secondary to the safety of people.
- Comply with the department's [School security procedure](#).



## Principal, or nominated officer

- Ensure that cleaners are aware of the responsibilities associated with volunteering to attend an emergency circumstance call out, and the importance of complying with the department's [School security procedure](#).
- Ensure the safety of staff engaged in emergency call outs in accordance with department's school security procedure.
- Ensure all claims are made using the appropriate payment form.
- Authorise payment if satisfied the cleaner has attended an emergency circumstance call out.

## Process

### 1. Consent to be contacted

- Principal or nominated officer discusses with the cleaner their willingness to attend emergency call outs if required.

### 2. Request for emergency call out

- The principal or nominated officer can ask the cleaner to attend an emergency call out.
- Even if the cleaner has previously indicated they are prepared to attend work for emergency circumstances call outs, they have the right to say no at the time of the request.
- It is the responsibility of the principal or nominated officer to source an alternative person to attend the call out.
- If an employee declines to attend an emergency call out on several occasions, the principal or nominated officer should confirm whether the cleaner is still willing to assist.

### 3. Emergency call out

- Cleaner attends the emergency call out, ensuring they comply with the responsibilities listed in this procedure.

#### 4. Request for payment

- **Permanent or temporary cleaner** completes [Claim for payment form](#) (DoE employees only).
- **Casual cleaner** completes the [Casual cleaners' fortnightly claim for payment schedule form](#) (DoE employees only).
- Form is given to the principal or nominated officer.

#### 5. Authorisation of payment

- If satisfied that the cleaner attended the emergency call out, the principal, supervisor or delegated officer authorises payment and emails the form to the cleaners' payroll team at [payrollct@qed.qld.gov.au](mailto:payrollct@qed.qld.gov.au).
- Disputes over payment should be managed in accordance with Clause 7 Dispute Resolution as provided in [General Employees \(Queensland Government Departments\) and Other Employees Award – State 2015](#).

## Definitions

<b>Alarm responding agent</b>	Is restricted to: <ul style="list-style-type: none"> <li>• State Government Security Service</li> <li>• Licensed security providers</li> <li>• Queensland Fire and Emergency Services</li> <li>• Queensland Police Service.</li> </ul>
<b>Cleaner</b>	Means any school cleaner employed by the Department of Education, whether engaged on a permanent, temporary or casual capacity and whether employed on a full time or part time basis.
<b>Nominated officer</b>	Means the principal or an officer delegated with the relevant authority by the principal.
<b>Emergency circumstances</b>	May include, but are not limited to: <ul style="list-style-type: none"> <li>• damage to property arising from fires or severe weather</li> <li>• break-in or other unlawful activity</li> <li>• resecuring property following an after-hours school event.</li> </ul>
<b>Repair contractor</b>	A company or contractor specifically engaged to undertake repair work at a school location.

## Legislation

- [General Employees \(Queensland Government Departments\) and Other Employees Award – State 2015](#)
- [Department of Education and Training \(Education\) Cleaners' Certified Agreement 2015](#)
- [Hours, Overtime and Excess Travel \(Directive 02/18\)](#)

## Delegations/Authorisations

- [HR Delegations Manual](#) (DoE employees only)

## Related policies

- Nil

## Related procedures

- [School security](#)

## Guidelines

- Nil

## Supporting information/websites

- [Cleaners claim for payment forms](#) (DoE employees only)
- [Fire safety resources](#) (DoE employees only)
- [Hazards and risks](#)

## Contact

For further information, in the first instance, contact your local HR team.

Should you require additional information, contact Integrity and Employee Relations Unit

*Email:* [WorkforceRelations.HUMANRES@ged.qld.gov.au](mailto:WorkforceRelations.HUMANRES@ged.qld.gov.au)

## Review date

29/06/2021

## Superseded versions

*Previous seven years shown. Minor version updates not included.*

2.0 School Cleaners Emergency Call Out

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