



Shiftwork for General Staff

Q&A

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Q1. Why does the University have shiftwork arrangements for General Staff?

A1. In order to facilitate enhanced and flexible operations of the University, a General staff member may be required to work shiftwork so that certain operations of the University may be run over an extended span of hours. Shiftwork arrangements may be common in some organisational units, while in others it may occur temporarily to support periodic changes in workload demands arising during the course of the year.

Q2. What is Shiftwork?

A2. In general shiftwork occurs where a staff member is employed to work some or all of their working hours outside the University's ordinary time. In Shiftwork a day is divided into three time periods – day shift, afternoon shift and night shift.

- Day Shifts (or Ordinary Time Shifts) start at or after 7:30 am and finish at or before 7:00 pm.
- Afternoon Shifts finish after 7:00 pm and at or before midnight.
- Night Shifts finish after midnight and at or before 7:00 am.

If you are required to undertake shiftwork you will be either provided with a roster you're your nominated supervisor or provided with a notice to work a shift.

Q3. What are the arrangements for undertaking Shiftwork?

A3. The requirements and arrangements of Shiftwork at ACU are outlined in the policy on *Shift Work*. A shift work allowance will be payable (for staff employed at HEW Level 1 to HEW Level 7).

Q4. What is a shift roster?

A4. A shift roster is a mechanism for rostering staff on a sequence of shifts to facilitate staff allocation to service the work area across the span of shifts. The hours are normally arranged so as to form a recurring cycle of five days on shift and two days off per week over the course of a seven day week.

Q5. What is a shift allowance?

A5. A shift allowance is payable to General full-time / part-time / fractional staff employed at HEW Level 1 to HEW Level 7 when rostered to work outside the ordinary time shift. A casual staff member is not entitled to a shift allowance as a casual staff member is already in receipt of a casual loading for the nature of the work undertaken.

Q6. What is the amount payable if undertaking Shiftwork?

A6. An allowance of 15% is payable for work undertaken on an afternoon or night shift Monday to Friday. A staff member who is required to work a day, afternoon or night shift on a Saturday shall be paid an allowance of 50% and Shiftwork undertaken on a Sunday will be paid at an allowance of 100%.

Q7. What additional compensation is provided for a Shiftworker?

A7. A Shiftworker is entitled to an additional one week annual leave in the case of full-time staff member and pro-rata for the part-time/fractional staff member. A staff member employed over the course of being rostered on for any of the seven days is different to a staff member who is engaged from time to time to undertake a shift outside an ordinary time shift. In such a case the staff member may be entitled to the payment of an allowance but not the additional annual leave.

Q8. How much notice should my supervisor provide if I am required to temporarily commence Shiftwork?

A8. A supervisor should normally provide a minimum of 72 hours notice of the requirement for you to undertake shiftwork on a temporary basis.

Q9. How much notice should my supervisor provide to change a rostered shift?

A9. A supervisor should normally provide a minimum of 72 hours notice to you if your shift roster changes.

Q10. What happens if as the staff member I am not provided with 72 hours regarding a change of shift?

A10. If such notice is not provided and you are transferred to an afternoon or night shift during Monday to Friday, you shall be paid an allowance of ordinary rate plus 50% in lieu of the afternoon or night shift allowance which would otherwise be paid.

Q11. What if I can not undertake Shiftwork on a temporary basis?

A11. You may be exempt from a temporary assignment of shiftwork with the permission of the Executive Member. You would need to provide in the first instance to your nominated supervisor a legitimate reason / rationale as to why you unable to undertake the shiftwork.

Q12. How do Flexible Working Arrangements combine with Shiftwork?

A12. Supervisors are required to roster sufficient staff on to shifts to ensure the effective operation and delivery of the services of a unit. As the first aim of Flexible Working Arrangements is to ensure this efficiency, shift workers may only be able to partially access the flexible feature of these Arrangements. Where the relevant Executive Staff member has approved particular working arrangements for a work unit to operate between 7:30 am and 7:00 pm, shift allowances would not be payable during this span of hours. A shift penalty does apply if the staff member commences work during this span of hours and their roster continues beyond 7:00pm.

Q13. Do I receive a Shift allowance when I am on leave?

A13. If your letter of offer includes payment of a shift allowance or if you are normally rostered on shiftwork as a set and regular pattern of work when you take paid leave you will be entitled to receive payment of the relevant shift allowance while on leave.

Q14. Do I receive payment for a public holiday on a day I am not rostered to work?

A14. No. Public holidays are paid only for the day on which you would normally have worked.

Q15. Am I entitled to a shift allowance for working on a public holiday?

A15. In general a General Staff member employed at HEW Level 1 to HEW Level 7 is entitled to a payment when rostered or required to work on a public holiday. This is generally at a rate of 250%.

Q16. I am rostered to work a broken shift, what does this mean?

A16. A broken shift is worked in two periods of duty between 7:30 am to 7:00 pm. Meaning that there is a break between the two periods of work. For example, a broken shift might be from 7:30 am to 10:30 am then from 3:00 pm to 5:00 pm.

Q17. How am I compensated for working a broken shift?

A17. An allowance of ordinary rate plus 15% shall be paid for broken shifts. No more than two periods of duty shall be worked in any one broken shift and a staff member shall be paid for a minimum of two hours for each start.

Q18. What is a double shift?

A18. A double shift is when you are required to work two consecutive shifts or any portion of a second shift worked immediately after the other.

Q19. How is a double shift compensated?

A19. If you work a double shift you shall be paid at the ordinary pay plus shift allowance for the initial shift and appropriate overtime rates for the second shift (excluding shift allowance) and a meal allowance, if an unpaid meal break is taken after 5 consecutive hours of work.

Q20. If I work overtime when I am on rostered shift, am I entitled to payment of the 15 percent shift loading and the overtime rate?

A20. Any overtime worked on a shift is paid on top of the staff member's base ordinary rate and not the rate inclusive of 15% shift allowance.

Q21. As a nominated supervisor advertising a role should I include the Shift requirements?

A21. Yes, as a nominated supervisor you should include in advertising material and the position description the requirements of the role including the variable work arrangements. This will ensure all potential candidates are fully informed in relation to the nature of the hours of work.

Q22. How do I find out further information in relation to the payment of Shiftwork for General Staff?

A22. You can refer to the Human Resources Directorate website for policy information, discuss the policy with your supervisor and/or contact your local Human Resources Consultant.