

POLICY NUMBER: NDIS SER DEL 23

INTENT

To provide a safety net to Participants, their Representatives/Nominees and employees of Real Living Options Association Inc. for out of office hours emergencies and short notice changes to support. It is important to note that the On-Call service is not a replacement for 000 emergency calls.

DEFINITION

On-call: *(of a person) able to be contacted in order to provide a professional service if necessary, but not formally on duty.*

Emergency: *a serious, unexpected, and often dangerous situation requiring immediate action.*

Short Notice: *with little advance warning or time to prepare.*

POLICY STATEMENTS

- The On-Call Service is provided for emergencies and other unforeseen circumstances where regular support arrangements need to be addressed as a matter of urgency.
- The On-Call Service is provided at the discretion of the Management Committee of Real Living Options Association Inc.
- The On-Call service is subject to availability of funds and is reviewed annually at budget time and as necessary.
- Payment of On-Call allowance and conditions for the On-Call service are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010 – any over award payments are at the discretion of the Management Committee.

Date Adopted:	20/01/2011	Next Review Date:	2029	Version:	07	CIR:	02/07/2026
File Path:	https://reallivingoptions.sharepoint.com/sites/RealLivingOptions/Shared Documents/All Staff/Policy/NDIS Service Delivery/NDIS SER DEL 23 On-Call Service.docx			NON-CONFIDENTIAL		Page 1 of 3	

PROCEDURES

- Employees who operate the On-Call Service are paid an over award payment in lieu of the nature or the responses required not usually resulting in engaging in work for more than 5-10 minutes at any given time.
- Should the On-Call staff member receive a phone call that involved a detailed response that takes more than 15 minutes they may be paid at the relevant rate of pay for that time of day for periods of 15 minutes or more.
- It is not a requirement of the on-call person to respond in person to any situation as they are only a conduit between Participants, Representative/Nominees and employees of Real Living Options Association Inc.
- A mobile phone is provided, and all costs associated with the use of this phone will be met by Real Living Options Association Inc.

DELEGATIONS

Management Committee

- Are responsible for approving the funds for the On-Call service.
- Approve ongoing over award payment.

General Manager

- Is responsible for the budget for the On-call service and making recommendations for ongoing over award payments.

Support Manager

- Is responsible for the overall direction and supervision of the On-Call Service.
- Is responsible for ensuring as far as practicable that the On-Call information is always up to date.
- Is responsible for ensuring the On-Call position is filled by appropriate staff.
- Is responsible for ensuring that the On-Call staff members receive relevant and appropriate training and direction.
- Is responsible for updating and maintaining the On-Call information.

RELATED DOCUMENTATION

Policy NDIS SER DEL 11 Use of Hours and Continuity of Support.

Date Adopted:	20/01/2011	Next Review Date:	2029	Version:	07	CIR:	02/07/2026
File Path:	https://reallivingoptions.sharepoint.com/sites/RealLivingOptions/Shared Documents/All Staff/Policy/NDIS Service Delivery/NDIS SER DEL 23 On-Call Service.docx			NON-CONFIDENTIAL		Page 2 of 3	

REFERENCES

Social, Community, Home Care and Disability Services Industry Award 2010.

AMENDMENTS/REVIEWS

Amended 07/06/2012.

Amended 30/03/2017.

Amended 27/09/2018.

Amended 25/06/2020.

Amended 02/03/2023.

Amended 02/07/2026.

Date Adopted:	20/01/2011	Next Review Date:	2029	Version:	07	CIR:	02/07/2026
File Path:	https://reallivingoptions.sharepoint.com/sites/RealLivingOptions/Shared Documents/All Staff/Policy/NDIS Service Delivery/NDIS SER DEL 23 On-Call Service.docx			NON-CONFIDENTIAL		Page 3 of 3	