

Working hours

Ordinary hours of work

The standard number of hours an employee is required to work per day is referred to as their “ordinary hours of work” and are set out in each employee’s letter of offer.

Under the award, employees’ “ordinary hours of work” for a full-time position is 37.5 hours per week (which does not include breaks).

Any time beyond this will be considered overtime.

Part-time positions

Employees may be engaged on a part-time basis involving a regular pattern of hours that average fewer than 37.5 hours per week.

Casuals

Casual employees may be engaged to cover short-term requirements.

Being late for work

Employees who are going to be late for work or sick must call their supervisor/manager before their start time. A voice message or an SMS left on a supervisor/manager Message Bank is unacceptable. If an employee is unable to contact their supervisor/manager, they must call head office.

Punctuality is important to management. We ask that employees make every effort to be on time.

Position	Who to call
Docucare	Supervisor or QA/head office
Valets	Team leader or service work controller
Supervisors	Management/head office and QA/team leaders
Technicians	Technical manager or service work controller
Docs	Service work controller or head office

Leaving work early

No employee can leave work without prior approval from their manager.

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Working hours, Continued

Breaks This clause of the terms and conditions does not apply to non-award employees.

An employee shall not be required to work more than five hours without a meal break. The break must be for a period 30 minutes, no less and no more.

Morning and afternoon breaks may be taken following considerations of workload, client requirements and client paid time on-site.

These breaks are considered a privilege, not an entitlement.

Overtime The company may require any employee to work reasonable overtime and, if necessary, the employee shall work overtime in accordance with such requirements.

This clause of the terms and conditions does not apply to non-award employees.

- Overtime rates of pay**
- An employee who works in excess of or outside the ordinary spread of hours as defined in the award will be paid at the rate of time-and-a-half for the first three hours and double time thereafter until the completion of work. This applies Monday through Saturday.
 - Overtime on Sunday will be paid as double time for all hours worked.
 - Overtime on Saturday or Sunday will be paid for a minimum of four hours.
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Overtime rests and meals A rest break of half an hour must be taken every four hours.

An employee shall receive a meal allowance at the current award rate for each rest break that occurs within a period of overtime.

Overtime approval An area manager must approve all overtime prior to it being worked. All overtime must be noted on an employee's timesheet.

Your area manager/supervisor will finalise approval when checking/approval timesheets.
