

## After hours “call-out” explanation

The Aquarium Complex Facility operates 24 hours, 7 days per week, 365 days per year: therefore a specialised computer system monitors – storage tank water levels, water and room temperatures, and water flow to each and every reticulated system throughout the facility.

“Call-outs” only occur outside normal work times and are triggered by a fault to normal operating parameters.

If any of the monitored values moves outside of its particular given margin, the monitoring system sends an alarm via SMS to the duty Technician’s mobile phone for that week.

Whilst some faults may occur during normal work hours (between 7.30am to 4.30pm), technical assistance is always available, but if any faults occur during the other 15 hours of the day, it will require the duty technician to attend what we call a ‘Call-out’.

The most common ‘Call-out’ is where we lose water through an overflow of a tank or a researcher fills or returns water from/to the system. The storage tank level rises or drops from a predetermined set point, it then triggers an alarm. This alarm shuts the entire water system down and is not reset until the Technician has found what caused the fault. This may take some time to pin point it given the number of projects running at the time and when it is located, it is usually repaired or adjusted, the levels are reset and then after a final check the Technician may return home.

Other ‘call-outs’ that may occur are, if a user has altered some pipework or filled a tank without permission and outside normal working hours or for some reason the user has made an error.

In accordance with the JCU’s EBA the Technician can claim 4 hrs overtime, traveling allowance and is not required back to work until he has had a 10 hour break. This could mean the unit has to work without that Technician for that day, if the fault occurs at 4.00am. Therefore in a 3 man team and one person is on stand down because of a ‘call-out’ early in the morning it really can make life difficult to manage. This cost is recovered by charging the offending person the cost of the ‘call-out’ plus the loss of water.