



After-Hours On-Call and Emergency Response Policy July 2025

POLICY STATEMENT:

Helen & Joey and Re'em Yarra Valley wish to clearly outline procedures and expectations for after-hours on-call coverage at the Re'em Yarra Valley hotel, including rostering, payment arrangements, communication protocols, and emergency procedures. The on-call schedule requires team members to be available to address issues in a timely manner during weeknights and public holiday hours.

PROCEDURES:

1. After Hours Coverage and Wages

- a. Casual team members rostered as the after-hours contact between 12.00am and 7.00am will be paid a minimum of two (2) hours at the relevant award rate, regardless of whether a call is received.
- b. In the event that the team member is required to respond to a non-emergency situation, any additional hours worked beyond the two (2) hours minimum will be paid at the relevant award rate.

2. Rostering

- a. Typically, onsite overnight shifts are only rostered on Friday and Saturday evenings; otherwise, any evening where there are five (5) or more rooms occupied by guests, or days of extreme fire danger rating (Note: On catastrophic/code red fire days, the business will close).

3. Reception Close Down Procedure

When the reception team member/s finish at 12.00am, they are to ensure the following procedures are adhered to:

- a. Calls are to be set to forward on to the rostered after-hours on-call team member.
- b. A sign must be displayed at reception with clear instructions on how to reach after-hours support.
- c. Reception lights are to remain on overnight for guest visibility.
- d. A partition must be placed between the reception and the cellar door.
- e. Ensure spare guest room key cards are placed in secure external key boxes, to assist guests who misplace their cards (self-service).



HELEN & JOEY

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4. Guest Communication and Welcome Information

All guest rooms are provided with a welcome letter/pack that includes the reception hours and after-hours contact information.

5. After hours Communication and Emergency Protocol:

Non-emergency situations:

- a. Team members should only contact the Director and/or the Venue Manager in the event that the issue cannot be resolved independently.
- b. 'Common Issues' guidelines should be saved on phones and shared with guests as required (e.g. operating air conditioning, heating, medical clinic locations).
- c. All non-emergency incidents must be reported via email to the Director and Venue Manager within twenty-four (24) hours, for awareness and follow-up if required.

In the event of an emergency, team members must:

- a. Call emergency services immediately (000).
- b. Notify the Director and Venue Manager as per the Emergency Management Plan (EMP).

Examples of emergency situations include:

- a. Fire in the building or surrounding area;
- b. Bushfire in the immediate area;
- c. Medical emergency;
- d. Incidents that require police intervention.