

After hours “call-out” explanation

The Aquarium Complex Facility operates 24 hours, 7 days per week, 365 days per year, fish don't take holidays! Therefore a customized computer system monitors tank water levels, water and room temperatures, and water flow to each and every reticulated system throughout the facility. If any of the monitored values move outside of its given margin of tolerance, the monitoring system sends an alarm message via SMS to the On Call Technician's mobile phone notifying them of the fault. When faults occur during normal work hours (8am to 4pm, Monday to Friday excluding public holidays), technical assistance is always available, but if any faults occur during the other 16 hours of the day or on weekends, it will require the On Call Technician to attend what we call a 'Call-out'.

Call outs are intended to keep systems operating at all times in the event of an unexpected mechanical failure or breakdown. This is for the benefit of your research and also a condition on most animal ethics approvals and this service is provided to you for free.

In accordance with JCU's EBA the On Call Technician can claim 4 hours overtime and travel allowance, the money for this comes out of the MARFU operating budget. Unfortunately the MARFU Operating budget simply can't cover the costs for technicians attending call outs that are false alarms or are caused by user error.

An example of this is a researcher filling or draining tanks outside of normal work hours. 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.

If a call out is deemed to be caused by a researcher rather than equipment failure, the researcher is expected to pay the cost. Call outs are currently priced at \$392 each.

If you need to fill or drain tanks or make any other changes to your system outside of normal work hours you can make arrangements with the On Call Technician but it must be well in advance.

Happy researching!