

# FACT SHEET

## ANSWERING PHONE CALLS WITH AFPA EA CAMPAIGN INFORMATION

### Is Protected Industrial Action lawful?

Yes. This PIA has been approved by the Fair Work Commission

### Do I need to time-record this PIA?

Yes. Even if following the script supplied by the AFPA and speaking about the AFPA campaign only takes 2 minutes, you are required to time record this activity. Members must promptly and accurately record their PIA in the appropriate time recording system.

### Are there any circumstances where I will need to not take part in this action?

Yes. This action does not apply to calls to 000 and from other emergency services organisations – these will be presumed to be an emergency, and therefore no industrial action will be taken on such calls. The action will only be taken where after answering the non-emergency call the person calling answers no to the question 'is the subject of the call urgent or life threatening?'. Even if a caller indicates that a call is not urgent or life threatening, members will continue to use their training throughout the call and if they reach the view that the matter is possibly urgent or life threatening they will not continue to take the action.

### How do I take part?

Once the call is taken by an appointee participating in the industrial action, the question '**is the subject of the call urgent or life threatening?**' **must** be asked.

If the answer to either of those things is yes, no PIA will be taken.


If the answer to both of those things is no, the following statement should be made:

**Before I proceed with this call, I would like to inform you that as a member of the Australian Federal Police Association, I am participating in their industrial relations campaign, which includes informing you of such during this call. The Australia Federal Police Association is campaigning for better pay and conditions for all members to recognise the work that those members do, and to bring them in line with other police jurisdictions.**

AFPA Industrial Action  
Incident Report Form



**Any issues please contact the AFPA via**

 (02) 6285 1677

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