



Supporting ATO staff during natural disasters and other emergencies

Find out if it's safe to attend your site, and the flexible working arrangements and leave options available to you.

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Your safety is important

You need to consider your personal circumstances and safety if there are:

- power outages
- school closures
- road closures
- weather updates and warnings
- public transport disruptions
- emergency services updates

- flash flooding or bushfires
- debris
- damage to property.

Your site status

Workplace Services and Site Leadership, with help from onsite security guards, will determine if your site is safe to remain open.

Emergency Services or a Continuity Management Team (CMT) will close your site if it's unsafe.

Find out if your site has been closed

You will receive an SMS from the BCM team if your site has been closed. Make sure your emergency contact details are up to date in mySAP Services to receive these messages. To update your contact details, visit **myATO** and search 'emergency contact details'.

If you're unsure if your site is open, phone the ATO Emergency Helpline on **1800 800 800** and select option **3** to listen to the pre-recorded message.

If your site is open

If it's possible to get to your site but is difficult, time consuming, or dangerous to do so – discuss flexible working arrangements with your manager. These options include working from home or from another site. If this is not possible, discuss leave options.

If your site is closed

If your site is closed, inform your manager and discuss flexible working arrangements with them. These options include working from home or from another site. If this is not possible, discuss leave options.

Flexible working arrangements and leave

Depending on your situation, during a natural disaster or other emergency you may be entitled to:

- annual leave

- personal leave (carers or sick)
- flex leave
- miscellaneous leave
- emergency response leave.

Declared official disaster or emergency

If a declared official disaster or emergency prevents you from attending your site, or affects your household or home, and flexible working arrangements:

- **are** appropriate, use flexible working options (such as working from home) even if they are adhoc or unique to your formal working from home agreement
- **are not** appropriate, this is called 'disaster support' and paid miscellaneous leave is available.

All leave is approved on a case-by-case basis, subject to your manager's discretion and with broad guidance from Site Leadership.

Phone People Helpline on **13 15 50** for more specific advice and guidance.

Other emergencies

If you have to attend to an emergency situation that is not a declared official disaster or emergency, paid miscellaneous leave for emergency circumstances applies. For more information, visit **myATO** and search 'Miscellaneous leave guidelines'.

Emergency management volunteers

If you are a volunteer for emergency management duties and have been deployed as part of an emergency response, apply for either:

- emergency response leave
- paid miscellaneous leave if you are a non-ongoing employee.

If you have caring responsibilities

If your household or home isn't affected during a natural disaster or other emergency, but you can't work due to caring requirements, consider taking carers leave or personal leave.

QC 72525

Our commitment to you

We are committed to providing you with accurate, consistent and clear information to help you understand your rights and entitlements and meet your obligations.

If you follow our information and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we will take that into account when determining what action, if any, we should take.

Some of the information on this website applies to a specific financial year. This is clearly marked. Make sure you have the information for the right year before making decisions based on that information.

If you feel that our information does not fully cover your circumstances, or you are unsure how it applies to you, contact us or seek professional advice.

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