

North West Residential Support Services Inc.  
Policies and Procedures  
**ROSTERS & RELIEF POOL**

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Replaces: <3>  
Review: NWRSS Board  
Contact: Neal Rodwell, General Manager  
Review Date: <January> <2018>

For health and safety reasons the maximum number of hours generally available to an individual is 38 per week.

It is important to remember, as stated in our Employment Contract, that movement between work locations is a condition of employment.

NWRSS understands that staff will, from time to time, request to relinquish or swap a shift for important personal or social reasons. If this is the case, you will need to work either to the **Team Managed House Roster Coordination** or **Individual Contract Roster Coordination** sections of this document.

Reasonable notice is required for relinquishing or requesting a shift swap and if you are ill for more than one day a medical certificate must be pinned to your next timesheet.

If requests seem unreasonable or form a pattern the person will have to give up those shifts.

All NWRSS staff with regular hours are to request annual leave in writing to the shared home Coordination Assistant or the individual contract Roster Coordinator giving at least four weeks notice.

Those that don't have regular hours are required to give one week's notice in writing.

You will be advised promptly as to the outcome of your request.

Annual leave is to be taken in no more than two consecutive periods per year with a minimum of one week being taken at any one time. Any requests outside this should be directed to the Operations Manager.

All long service leave enquiries should be directed to the General Manager.

### **Team Managed House Roster Coordination**

The Coordination Assistant at each shared home is responsible for the oversight of the team managed roster for that house, and will assist the Operations Manager with roster planning as required.

The Coordination Assistant at each shared home is responsible for recording annual leave requests in an Annual Leave twelve-month planner. Once the Operations Manager and the Coordination Assistant have discussed the request the Coordination Assistant will notify the employee of the result.

The following is kept in a folder labeled **Current Roster** in the staff sleepover room:

- The current house roster (including any new roster in advance)
- The shift change recording form
- The list of relief staff to call
- Annual leave twelve month planner

Previous rosters and recording forms are to be filed in a separate folder labeled **Previous Rosters**. These will be archived by the house Coordination Assistant when required.

When a call comes in regarding a shift change for others, staff on shift will:

- Assist the caller to fill the shift if required by working through the relief list
- Record the change on the shift change recording form

Staff on shift who require a shift change themselves will:

- Fill the shift by working through the relief list
- Record the change on the shift change recording form

If in an urgent or emergency situation staff are unable to fill a shift, contact the Coordination Assistant for help.

If the urgent or emergency situation is during 'out of hours' contact the person on call who will decide whether the Coordination Assistant needs contacting.

If, through unusual circumstances a shift cannot be filled, the remaining support worker may be directed to maintain a safe environment in the home for the duration of the shift.

If required to fill a shift or record changes while on shift in a house, a time should be chosen that has the least impact on the people being supported.

When filling a shift remind the person you are calling that they should not be committing themselves to more than thirty-eight hours per week or back to back shifts for workplace health and safety reasons.

Each fortnight the Coordination Assistant will fax or email the roster and recording form to the Time Sheet Processor and Operations Manager.

### **Individual Contract Roster Coordination**

For roster matters regarding **Individual Contracts** contact the Roster Coordinator on 0437 836 677 between the hours of 8.00 am and 5.00 pm on weekdays only.

If you are unsuccessful in filling an urgent shift change out of hours in an **Individual Contract**, contact the on-call person who will, if necessary, engage the help of the Roster Coordinator and/or Direct Service Coordinator.

The person who was unable to do their shift in an **Individual Contract** is the one responsible for contacting the Roster Coordinator first thing during business hours, with an explanation for the short notice/urgent shift drop, and who replaced them.

Don't leave messages or texts regarding rosters out of business hours if a response is required before business hours resume.

The roster relief pool consists of staff that have applied and been successful in gaining relief positions. Staff with regular roster hours may also place their name on this list.

Work available in the relief pool fluctuates depending on the day-to-day requirements, so keep this in mind when making financial commitments.

The choice of relief staff from this list takes into account the wishes of the client and the following criteria:

- Gender
- Age
- Interests
- Compatibility with the people being supported
- Circumstances at the time such as the health of the person being supported
- Availability
- Relevant experience
- Occupational health and safety considerations

An important consideration will be how well the employee represents the organisation to the client, families and any other people or parties involved in the client's life.

NWRSS prefers that spouses/partners do not work together.

NWRSS is mindful of the need to share relief work as fairly and equitably as possible, but cannot guarantee regular hours to anybody in this pool.

Staff engaged as relief only may get a greater share of the relief work because the service has to be able to offer enough hours to attract and maintain a pool of people for day to day replacement, fluctuating day cover requirements and staff holidays.

Staff with regular hours in a roster should not take it for granted that they will be offered the hours of somebody who is taking leave from that roster.

Relief shifts will be filled at least four weeks in advance where possible.

If any regular hours become available, they will be advertised and filled through an interview process.

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