

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

Number: <3>
Effective From: <March> <2016>
Replaces: <2>
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 your acceptance of employment letter) that you may be transferred between support programs; regular hours are not specific to locations or shifts. We will discuss this with you individually and work with you on the detail, however the final decision rests with NWRSS.

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 contact the Roster Coordinator who will decide from the relief pool who will be offered the shift.

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 Operations Manager with at least four week's notice.

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

The Operations Manager will let you know the outcome of your request as soon as possible.

Annual leave is to be taken in no more than two consecutive periods per year with a minimum of one week being taken at 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.

For roster matters contact the Roster Coordinator on 0437 836 677 between the hours of 8.00 am and 5.00 pm on weekdays only. If, due to an urgent matter, you are unable to do a shift out of these hours you will need to fill that shift from the group of staff who work in the contract/house.

If, through unusual circumstances, a shared home 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.

The person who was unable to do their shift is the one responsible for ringing 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 is at the Roster Coordinator/Operations Manager's discretion and takes into account the following criteria:

- The wishes of the person being supported, including
- 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
- NWRSS prefers where possible that spouses/partners don't work together
- Staff with current regular hours are also able to pick up extra hours

The Roster Coordinator/Operations Manager will be mindful at all times during this process 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 and staff notified of the shifts that have been allocated to them.

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

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