

Employee Rostering

POLICY AND PROCEDURE

1. Policy Statement

All Support Workers will be rostered according to EEO, anti discrimination and WH&S policies.

2. Rostering of Support Workers

When considering staff for the allocation of rostered work, the following will be taken into account:

- the type and time of the service as required by the client
- the particular needs of the client in relation to support staff (eg gender)
- the WH&S implications of the work ie training, age and experience required to complete the tasks
- the availability of different staff members
- the location of the staff member in relation to the client
- work required to meet minimum contract hours for each staff member.

When considering individual Support Worker requests to not be rostered for particular times, the following will be considered:

- availability of work at other times to meet minimum contract hours

- availability of suitable staff to meet clients' needs

- whether the request concerns work-related activities (eg attendance at work related training).

Self-rostering

Support Workers may make one-off changes to their roster under the following circumstances, where:

- a client requests a change to their service time and the Support Worker's roster can accommodate this change
- a worker has a one-off genuine commitment outside of work (for example a specialist appointment)
- the change to the roster will benefit the client or the organisation (for example, eliminating a split shift)
- the change is a one-off only, not an ongoing change to the roster
- the change will not eliminate a rostered break or create an overtime situation (eg the change must not create a continuous work period of more than 5 hours).

Workers are not to arrange or negotiate one-off changes with the client. All

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requests for one off changes must be made directly to rosters.

- Rostering staff will change the roster on the computer so that the SW will not be double-booked

- confirm the change with roosting staff and the client

- document the alteration and the reason for the change on their roster for submission at the end of the roster period.

Any requests for ongoing changes to service by the client must be directed to the Service Coordinator for approval.

Flexible service times

At times, Support Workers may run late, or be available earlier than the rostered time for client services. In order to accommodate these variances a flexible roosting system will be put in place. The following guidelines will apply to roosting:

- clients will be advised that workers will arrive at a certain time with 30 minutes allowance either side. For example, a worker rostered at 9.30am may arrive between 9.00 and 10.00am.

- workers will be directed to stay to their roster where possible

- delays of 30 minutes or less are to be documented on the roster

- delays of more than 30 minutes are to be reported to the office immediately so that the remainder of the day can be rescheduled.

3. Breaks

Meal Breaks

Each employee who works in excess of five (5) hours will be entitled to an unpaid meal break of not less than 30 minutes and not more than 60 minutes duration, to be taken at a mutually agreed time after commencing work.

(b) Where an employee is required to work during a meal break and continuously thereafter, they will be paid overtime for all time worked until the meal break is taken.

(c) Where the employee is required by Subee to have a meal with a client as part of the normal work routine or client program, they will be paid for the duration of the meal period at the ordinary rate of pay and paragraph 28.1(b) does not apply.

Tea Breaks

(a) Employees shall be entitled to a paid ten (10) minute tea break in every four hours worked at a time to be agreed between the employee and Subee.

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(b) Tea breaks will count as time worked.

Rest Breaks Between Rostered Work Breaks

(a) An employee will be allowed a break of not less than ten (10) hours between the end of one shift or period of work and the start of another. This may be reduced to eight (8) hours by agreement.

(b) Despite the provisions of paragraph, by agreement between the employee and Subee, the break between:

(i) The end of shift and the commencement of a shift contiguous (attached to) the start of a sleepover; or

(ii) A shift commencing after the end of a shift contiguous (attached to) with a sleepover; may not be less than eight (8) hours.

Alternative Duties Support Workers

Where a client cancels an appointment and there is no alternative client work available then Support Workers shall be allocated to alternative duties that fall within the scope and purpose of the job and the classification determined under the Award.

Additional Time

Permanent part-time staff are required to be available for a maximum of six (6) hours

additional time each fortnight, to be paid at ordinary rates. By mutual agreement permanent

part time staff may work an additional 20hrs per fortnight at ordinary rates.

The roster for full time and part time employees will be prepared by Subee and published on the Thursday prior to commencement.

Except in the case of extenuating circumstances, no changes shall be made to the roster once published due to changes in an employee's core availability.

It is not obligatory for Subee to publish a roster of the hours of work for casual employees.

4 Core Availability

Subee requires all part-time and casual employees to provide details of their availability to work. This shall be referred to as an employee's "core availability".

(b) Employees shall be rostered for shifts in accordance with their core availability.

(c) Where a part-time employee needs to make a permanent change to their core availability, Subee shall require two weeks' notice of this change to allow for changes to be incorporated into the roster.

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(d) Where a part-time employee needs to make a temporary change to their core availability, such change must be notified to Subee prior to 4.00 pm of the proceeding week.

5 CLIENT CANCELLATION

Where an employee is rostered to provide services to a client and those services are cancelled for a specific shift the following will apply:

(a) Subee will take all reasonable steps to notify the employee of the change in client service arrangements.

(b) Where the employee is advised before 3.00 pm on the day proceeding the service that the service for the next day has been cancelled or is no longer required, Subee

can redirect them to attend another client or cancel the service completely. In the event that the service is cancelled as described in this paragraph, then no payment shall be made to the employee for the cancelled service.

6 BROKEN SHIFTS

A broken shift means a shift worked by an employee that includes one (1) or more breaks (other than a meal break) and where the span of hours is not more than 12 hours.

Payment for a broken shift will be at the base rate of pay for hours worked, with weekend penalties in accordance clause 27 and shift allowances in accordance with clause 31-ECA Fairwork with shift allowances being determined by the finishing time of the broken shift.

All work performed beyond the maximum span of 12 hours for a broken shift will be paid at double time (200%).

An employee must receive a minimum break of ten (10) hours between broken shifts rostered on successive days.

SHIFT WORK

(a) Afternoon shift means any shift which finishes after 8.00 pm and at or before 12 midnight Monday to Friday.

(b) Night shift means any shift which finishes after 12 midnight or commences before 6.00 am Monday to Friday.

Shift Allowances and penalty rates

(a) An employee who works an afternoon shift will be paid a loading of 12.5% of their ordinary rate of pay for the whole of such shift.

(b) An employee who works a night shift will be paid a loading of 15% of their ordinary rate of pay for the whole of such shift.

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(c) Casual employees will be entitled to be paid both the shift loading and the casual loading prescribed in clause.

Employment Type

Full-time Employment

(a) A full-time employee is an employee who is engaged to work an average of 38 hours per week, 76 hours per fortnight or 152 hours over a four-week period.

Part-time Employment

(a) A part-time employee is an employee who is engaged to work a guaranteed minimum number of hours. These hours shall 40 or more hours but less than 152 hours over a four-week period.

(b) Prior to the commencement of employment, Subee and the employee will agree to the guaranteed minimum number of hours to be worked and the rostering arrangements which will apply to those hours. For employees in the Administration stream, this will include

Review of Part-time Hours

(i) At the request of the employee, the guaranteed minimum number of hours to be worked by the employee will be reviewed. Such a request cannot be made more than once per financial year. Where the employee

is regularly working more than their guaranteed minimum number of hours, then such hours may be adjusted by Subee to reflect the new guaranteed minimum number of hours. Such change shall be confirmed in writing by Subee.

(ii) Any agreement to adjust an employee's guaranteed minimum number of hours will be subject to client and operational needs.

(iii) The hours worked in the following circumstances will not be incorporated in the adjustment:

a. where the increase in hours is as a result of an employee being absent on leave, such as for example, annual leave, long service leave, parental leave or workers compensation; and

b. where the increase in hours is as a result of temporary changes to the needs of clients.

Casual Employment

(a) A casual employee is an employee engaged and paid as such.

(b) Casual employees will be paid the ordinary time rate of pay for the classification plus a casual loading of 25%. The casual loading is paid in lieu of annual leave, annual leave loading, personal/carer's leave, compassionate leave and notice of termination and redundancy.

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(c) Casual employees are not entitled to payment for public holidays not worked.

(d) A casual employee's engagement shall begin from the time of arrival at the location where the service is to be provided or where the work is to be performed (whether this is the client's home or another location) and cease when the employee departs the location.

HOURS OF WORK AND RELATED MATTERS

(a) The ordinary hours of work are to be an average of 38 per week or 76 hours per fortnight or 152 hours per four-week period.

(b) By agreement, the ordinary hours may be worked up to ten (10) hours per shift.

(c) Casual employees have a minimum paid engagement of one (1) hour.

Reasonable Additional Hours

(a) Full-time and part-time employees may be asked, but not required, to agree to work a reasonable number of additional hours.

(b) An employee may refuse to work additional hours in circumstances where the working of additional hours would result in the employee working hours that are unreasonable having regard to:

(i) any risk to employee health and safety from working the additional hours;

(ii) the employee's personal circumstances, including family responsibilities;

(iii) Subee's need to provide required client services;

(iv) the amount of notice given by Subee of the request or requirement to work the additional hours;

(v) the amount of notice given by the employee of their intention to refuse to work the additional hours;

(vi) the usual patterns of work within the industry;

(vii) the nature of the employee's role, and their level of responsibility;

(viii) whether the additional hours exceed an average of 38 hours per week or 76 per fortnight or 152 per four-week period; or

(ix) any other relevant matter.

Days Free From Duty

(a) All full-time and part-time employees shall be rostered so that they have appropriate breaks away from the workplace.

Arrangements for such days free from duty shall be as follows:

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(i) Two (2) days free from duty in each week;
or

(ii) Four (4) days free from duty in each
fortnight; or

(iii) Eight (8) days free from duty in each four-
week period.

Variations

*Subee reserves the right to vary, replace
or terminate this policy from time to time.*

Employee acknowledgement

I acknowledge:

- *receiving the Subee Policy;*
- *that I will comply with the Policy; and*
- *that there may be disciplinary
consequences if I fail to comply, which
may result in the termination of my
employment.*

Your name:

Signed:

Date:

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