

## People & Culture Leader Guide – Contracted hours and Roster Changes

### Purpose

Employees receive an employment contract with contracted hours stipulated. Both Leaders and Employees have an obligation for ensuring that the contracted minimum hours are met each fortnight.

### Contracted Hours

#### Leader Responsibilities

The leader's obligation lies in ensuring that employees receive a roster that is aligned with the minimum hours in the employee's contract. To find out how many hours your employees are contracted to, you can look in PeopleSoft.

If you are having trouble meeting an employee's contracted hours within their availability, please consider the below and also speak with People Experience:

- You may need to speak to nearby services to see if they have hours available
- Review hours being worked by labour hire employees e.g. Edmen
- Seek updated availability from the employee
- Have a discussion with the employee to explain the shortfall of hours and offer shifts accordingly at other services

#### Employee Responsibilities

Employees have an obligation to attend shifts as rostered, unless they have a valid reason not to, such as an illness. Employees also have an obligation of having suitable availability to allow for a roster to be provided to them equivalent to their contract hours.

If an employee is not attending shifts, you should speak with them to understand the reasons why and seek assistance from People Experience where required. If an employee is not able to attend a shift, they should be applying for leave through PeopleSoft and as per the Leave Procedure on QMS.

### Roster Changes

If you do need to review a roster for a service, we are required to comply with the consultation process outlined in the Endeavour Foundation Collective Agreement (EFCA). We can only make a change to a roster if two thirds of the impacted employees agree – see clause from the EFCA below.

#### *EFCA Clause 6.1.5 Rosters*

- Endeavour will consult with its employees regarding any changes to the rosters.*
- A change to the work rosters will only occur after consultations and after two thirds (2/3) of the employees directly affected by the proposed new roster agree to the roster change. Should an agreement not be reached, either party can access the Grievance and Dispute Settlement Procedures and seek the assistance of the Commission.*

*Where Endeavour seeks to change a work roster, a notice and consultation period of 14 days is required to be provided by Endeavour to the affected employees, except where an agreement has been reached to implement the roster earlier, or as a result of an emergency.*

### When might this effect you?

If there is a permanent roster change occurring for a site, you will need to conduct the consultation process. This could be a result of employee changes, new or exiting customers, customer change of circumstance, funding changes (e.g. SIL changes) or organisational changes.

If someone is backfilling shifts temporarily, e.g. covering sick leave, you do not need to consult on the process.

If you do identify, that there is a need to change a roster and therefore you need to consult with the team, please follow the below process.

## Process

Please see the process as to how to conduct a roster consultation below. You will find details of each step on pages three to five.

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## Step 1 - Leader to send an email to your People Experience Partner, with the following information

- Location affected
- List of staff impacted and their positions and email addresses
- Proposed date to commence consultation period (this date needs to be at least 3 days (72 hours) after you notify People Experience)
- Proposed method of consultation e.g. at a team meeting or via phone calls or via email
- Proposed vote date
- Proposed start date of new roster
- Reason for change e.g. need to reduce the hours for the service and therefore reduce staff hours and/or find them hours in other services as we have had a reduction in customer numbers
- How many hours will you have available?
- Does it impact everyone equally?
- Are there any customer preferences? (example customer John has a preference to only work with Support Worker Emily)
- Are there hours available at other services?

When determining the timeframes and dates required please refer to the below example:

- People Experience Partner receives notification email from you: Monday 1 January
- People Experience notifies the Union of the Intent to Consult: Monday 1 January
- Consultation Period Commences: Thursday 4 January
- Consultation Period is Completed: COB Thursday 18 January
- Vote Date: Friday 19 January (allow 48 hours for the vote to occur)
- Start Date of new Roster: Start date to align to next pay fortnight

## Step 2 - People Experience Partner will advise the Services Union of proposed changes

The Services Union require information on roster changes so they can ensure staff have a contact point with them if required. Endeavour is required to provide The Services Union with a minimum of 72-hours' notice before consultation commences to allow enough time for them to be aware and available to answer questions from the staff if required. You will need to ensure that you have adhered to this notice period before commencing any consultation with your staff. Please note that People Experience is to be the union contact for any communication.

## Step 3 - Manager to send an email to all impacted employees with proposed changes

Hi XXXXX,

As discussed today, we are proposing a new roster for the XXXXX service and as such I am writing to you to notify that we will be commencing a formal consultation process as you are impacted by this roster change.

These changes are as a result of .....

Attached you will find a draft roster outlining the proposal of your hours of work and from today, we encourage you to provide any feedback you feel appropriate during this two (2) week consultation period. Please provide any feedback to me via email or by making an appointment to see me, by Close of Business XXXXXX (14 days later).

The proposed date of the new roster is the XXXXXX.

Following this consultation period, and after consideration of feedback received we will advise you of any changes to the proposed roster.

All employees that have been impacted will be invited to vote on the proposed changes on **XXXXXX**, in which we will require a two thirds majority for the roster to take effect.

I would like to ensure that you are supported during this change process so should you have any questions, or would like to further discuss what we have covered today, please do not hesitate to contact myself.

I also strongly encourage you to utilise our employee assistance program (EAP) through Benestar, which is available to you on 1300 360 364. The EAP is a free and confidential service.

Regards

#### Step 4 - Leader holds discussions with employees

The leader is required to hold discussions with each employee about the proposed roster to understand feedback and address any concerns during the 14 day consultation period. Further support can be provided by People Experience Partners if required.

A presentation template to assist with your conversations and team meetings can be found on the Leader Guides page on the intranet.

#### Step 5 – Vote on the changes

A vote is held requiring a two third majority positive for the roster to take effect. The Manager is to send an email to confirm the voting process

Hi Team,

Further to our recent communication regarding the site's roster, we are now commencing the vote.

Attached is a copy of your Proposed New Roster, with as many updates I could as per your requests.

You, and any other directly affected employees, are required to vote on the proposed change via email to myself, with your name and site location details in the subject line by the provided deadline

Please cc: [consultation@endeavour.com.au](mailto:consultation@endeavour.com.au) on this correspondence for tracking.

Please provide a vote as one of the below:

a) "I agree with the proposed roster changes and vote yes", OR

b) "I disagree with the proposed roster changes and vote no"

Votes are tallied and outcomes validated between Endeavour Foundation and The Services Union.

Employees will then be notified of the outcome from the vote on the proposed roster. If approved, the changes will likely be implemented from about a fortnight's time ahead, or on another date as agreed to best meet employee and site requirements.

The voting stage of the roster consult will run for 48 hours and will close **date** at midnight.

Thank you all for your engagement in this process ,

- Please ensure that when staff are sending the votes, they email their manager and cc in [consultation@endeavour.com.au](mailto:consultation@endeavour.com.au)
- Once you have received all votes, please advise your People Experience Partner, who will collate them and confirm the vote outcome with the union

### **Step 6 - If the vote does not reach a 2/3 majority.**

Further consultation with impacted employees is to occur. Mainly focus on those that voted no to gain understanding of the impact to them and how a compromise can be found. Further votes may be required.

### **Step 7- A 2/3 Majority Vote is Reached**

If there is a two third majority positive vote from staff, the Manager needs to email all staff and advise that the roster change will be in effect on the agreed proposed date. Here is a draft email for you to use.

*Hi Team,*

*Further to our recent communication regarding the site's roster, I can now confirm that we have received the required agreement to the new roster and it will be implemented from **date**.*

*Thank you all for your participation and collaboration in this roster process.*

*Kind Regards,*

### **Step 8 – Change Contract Hours**

Where a change in contracted hours has occurred, due to a roster consultation, please complete an Employee change Forms and send it to [peopleexperience@endeavour.com.au](mailto:peopleexperience@endeavour.com.au) for processing.

### **Step 9 – Update Schedules in Peoplesoft**

Update schedules in PeopleSoft for employees who have had a roster change. Please refer to page 11 in the PeopleSoft Manager Guide on the intranet on how to update a schedule.

### **Step 10 – Advise Rostering**

Advise the Rostering team of any roster changes so Carelink can be updated with new roster.

### **Have any questions?**

Contact your People Experience Partner or Advisor.