

Rostering Support Hub Portal User Guide

How To Log into the Rostering Support Hub Portal



August 2023

Step by Step Instructions

Step	Instructions
How to Log into the Rostering Support Hub	
1	Open the Endeavour Foundation Staff Intranet page https://intranet.endeavour.com.au/
2	Scroll down to the Quicklinks section and locate the #TeamPossible Support Hub link. Click on the link and click Log in
3	The Support Hub will load, and you will see “ I need Rostering support ”. Select this option.

How to Log into the Rostering Support Hub

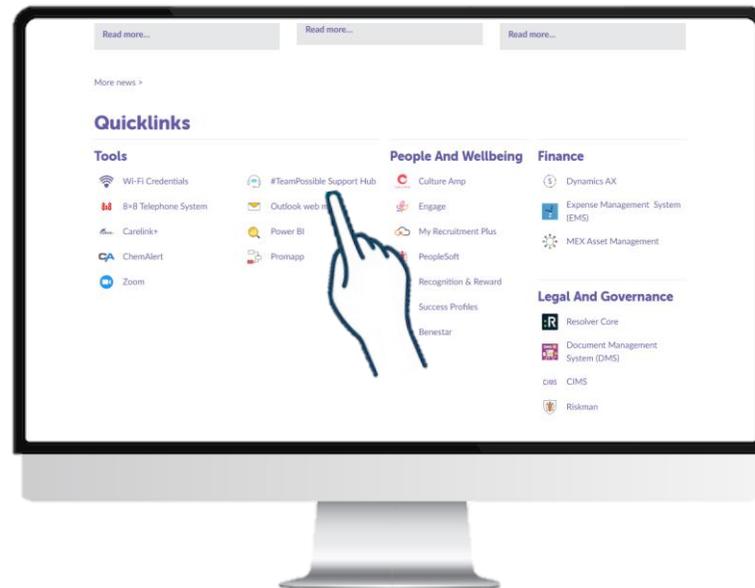
1

Open the Endeavour Foundation Staff Intranet page <https://intranet.endeavour.com.au/>.



2

Scroll down to the Quicklinks page and locate the #TeamPossible Support Hub link. Click on the link and then click "Log in".



3

The Support Hub will load, and you will see "I need Rostering support". Select this option.



Knowledge Base and Urgent Requests



August 2023

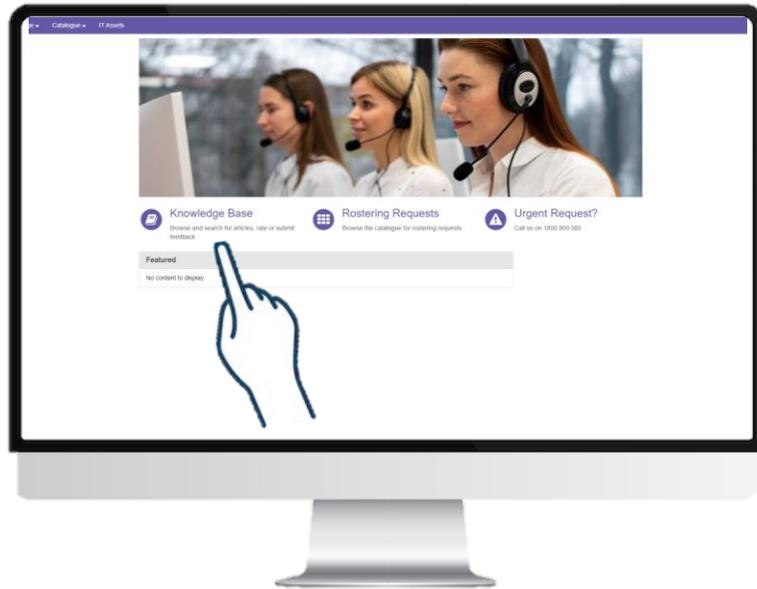
Step by Step Instructions

Step	Instructions
Knowledge Base and Urgent Requests	
1	The Knowledge Hub contains user guides, instructions and essential information
2	Click on a guide to view the contents. All guides are PDF and can be printed and shared
3	For urgent rostering requests required within 2 business days, call the rostering team on 1800 800 585 .

Knowledge Base and Urgent Requests

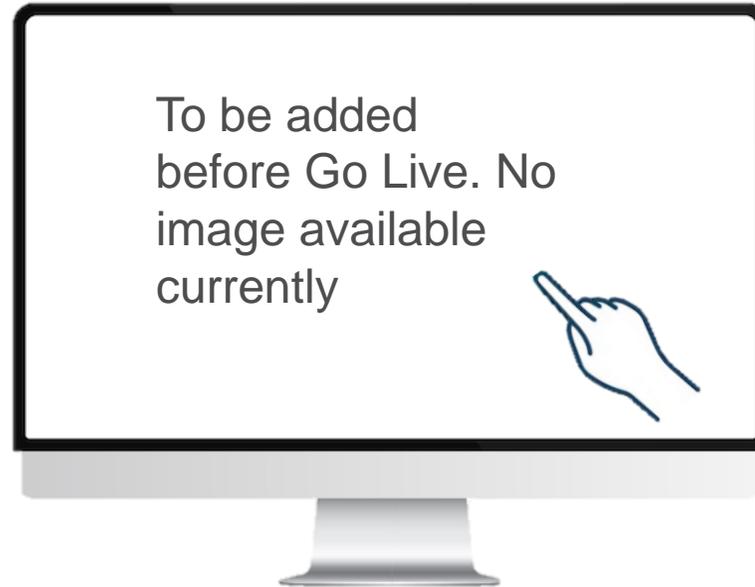
1

The Knowledge Base contains user guides, instructions and essential information.



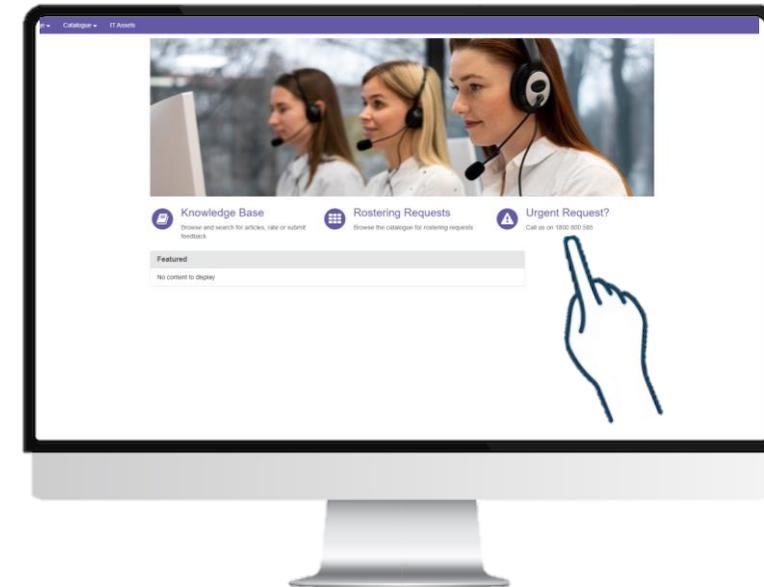
2

Click on a guide to view the contents. All guides are PDF and can be printed and shared.



3

For urgent rostering requests required within 2 business days, call the rostering team on **1800 800 585**.



Rostering Requests

August 2023

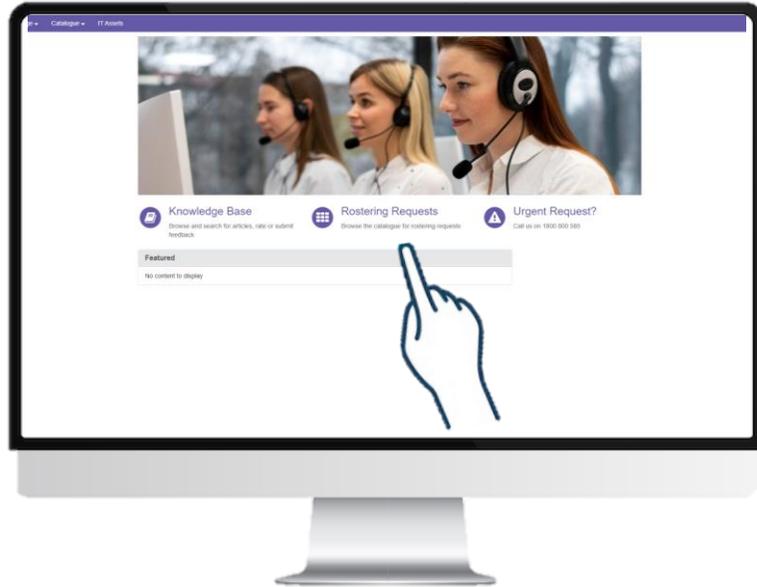
Step by Step Instructions

Step	Instructions
Rostering Requests	
1	To access the Rostering Request forms, select the Rostering Requests section located within the Rostering Support Hub.
2	You can view further information about each form using the View Details tab at the bottom of the forms.
3	Select the form that best describes the request or change you want to make. Click on the form to open it.

Rostering Requests

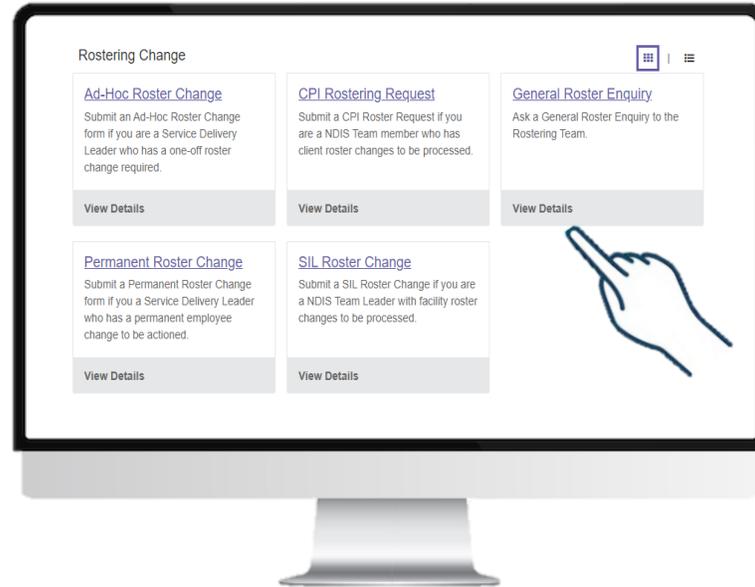
1

To access the Rostering Request forms, select the **Rostering Requests** section located within the Rostering Support Hub.



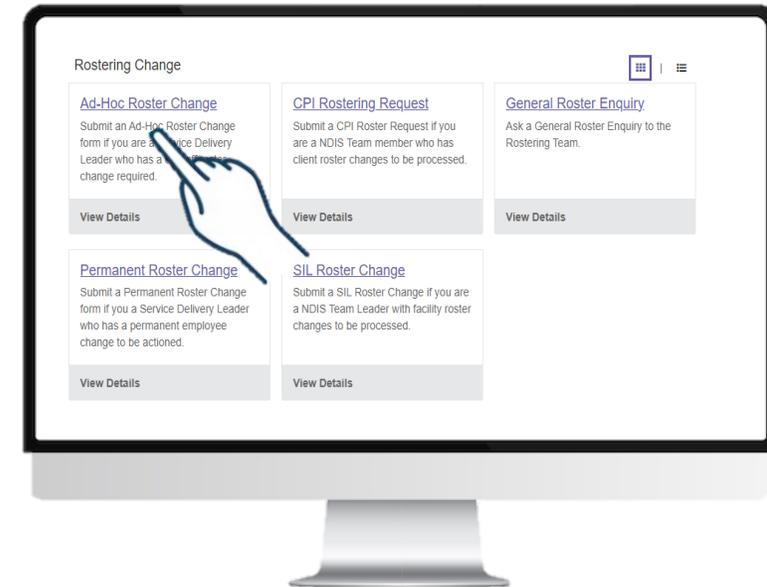
2

You can view further information about each form using the **View Details** tab at the bottom of the forms.



3

Select the form that best describes the request or changes you want to make. Click on the form to open it.



Ad-Hoc Roster Change

August 2023



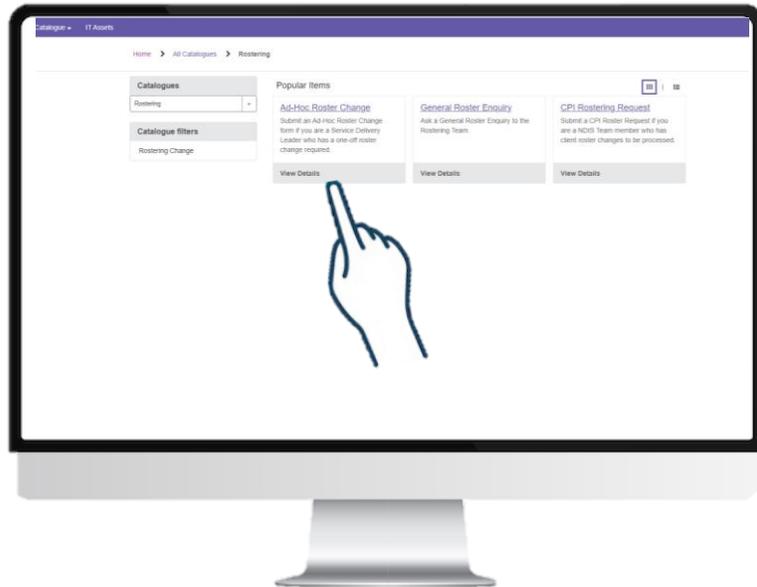
Step by Step Instructions

Step	Instructions
Ad-Hoc Roster Change	
1	Click on Ad-Hoc Roster Change to open the form
2	Select the Region from the drop-down list that the request is being made for
3	Click on the type of change you want to make. You can choose between Add Shift , Change Shift or Cancel Shift
4	Choose if the request is relating to a Client or Facility shift and select the Client or Facility from the drop-down list
5	Provide details in the following questions of the request so that the rostering team know what they need to action
6	When you click on the Calendar icon to select the date, you will see a Clock icon located at the bottom. This will allow you to input the shift time details
7	If you have chosen to Add or Change a shift, you will be asked to choose from the drop-down who will fill this shift . You can choose a backfill region if there is no employee available at the time
8	If you have chosen the Add Shift option, provide a reason for the additional shift
9	If you have chosen the Cancel Shift option, provide a reason for the shift cancellation
10	The required information section indicates any parts of the form that are mandatory to fill out. This is also indicated by a red star * above the mandatory fields
11	Once you have completed the form, you can choose to either Submit the request, or Add to Cart which will allow you to complete another form without having to exit
12	If you have chosen to add the request to the cart, you can view the request and checkout using the Cart icon at the top right of the screen.

Ad-Hoc Roster Change

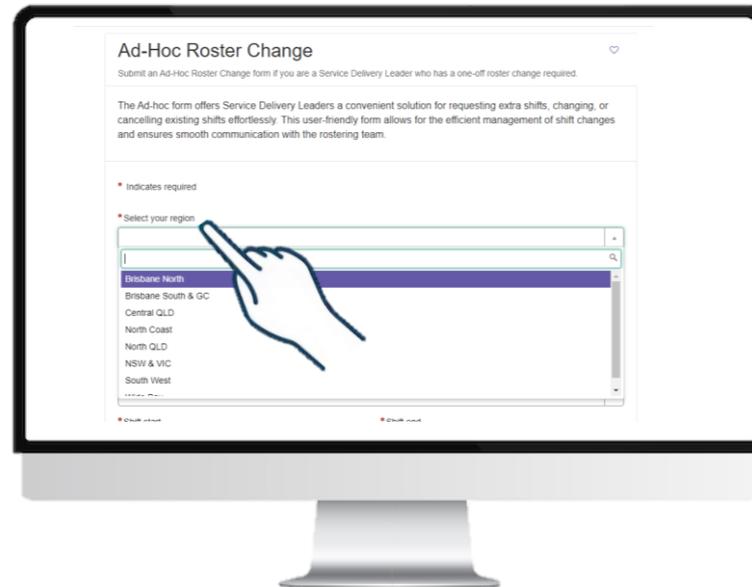
1

Click on **Ad-Hoc Roster Change** to open the form.



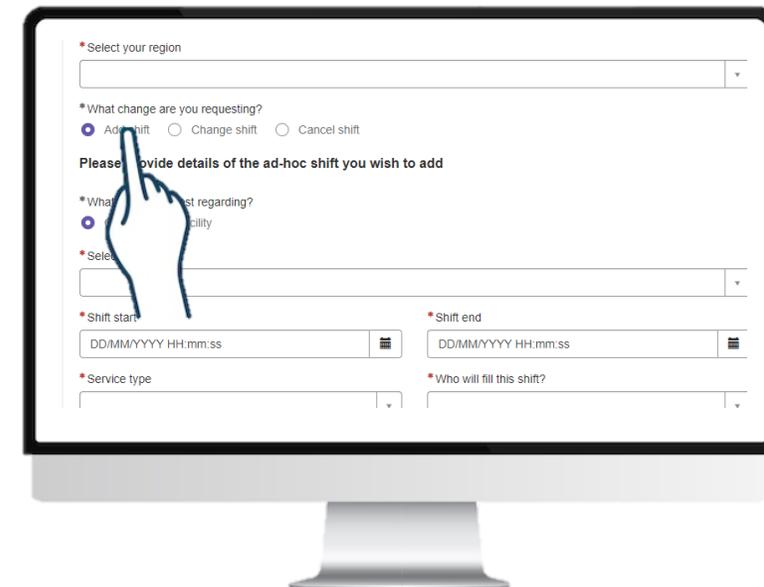
2

Choose from the **drop-down list** the Region that the request is being made for.



3

Click on the type of change you wish to make. You can choose between **Add Shift**, **Change Shift** or **Cancel Shift**.



Ad-Hoc Roster Change

4

Choose if the request is for a **Client** or **Facility** shift.

Please provide details of the ad-hoc shift you wish to add

*What is your request regarding?
 Client Facility

*Select the client

*Shift start
DD/MM/YYYY HH:mm:ss

*Shift end
DD/MM/YYYY HH:mm:ss

*Service type

*Please provide the reason for the additional shift
 Irregular SIL shift Client appointment Other



5

Provide details of the request so that the rostering team know what they need to action.

Please provide details of the ad-hoc shift you wish to add

*What is your request regarding?
 Client Facility

*Select the client

*Shift start
DD/MM/YYYY HH:mm:ss

*Shift end
DD/MM/YYYY HH:mm:ss

*Service type

*Please provide the reason for the additional shift
 Irregular SIL shift Client appointment Other

6

When you click on the **Calendar** icon to select the date, you will see a **Clock** icon located at the bottom. This will allow you to input the shift time details.

*Select your region

*What change are you requesting?
 Add shift Change shift Cancel shift

Please provide details of the ad-hoc shift you wish to add

*What is your request regarding?
 Client Facility

*Select the client

*Shift start
DD/MM/YYYY HH:mm:ss

*Shift end
DD/MM/YYYY HH:mm:ss

*Service type

*Who will fill this shift?

August 2023						
Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9



Ad-Hoc Roster Change

7

If you have chosen to **Add** or **Change** a shift, you will be asked to choose from the drop-down **who will fill this shift**. You can choose a backfill region if there is no employee available at the time.

*What is your request regarding?
 Client Facility

*Select the client
[Dropdown menu]

*Shift start
DD/MM/YYYY HH:mm:ss [Calendar icon]

*Shift end
DD/MM/YYYY HH:mm:ss [Calendar icon]

*Service type
[Dropdown menu]

*Who will fill this shift?
[Dropdown menu]

*Please provide the reason for the additional shift
 Irregular SIL shift Client appointment Other



8

If you have chosen the **Add Shift** option, provide a reason for the additional shift.

*What is your request regarding?
 Client Facility

*Select the client
[Dropdown menu]

*Shift start
DD/MM/YYYY HH:mm:ss [Calendar icon]

*Shift end
DD/MM/YYYY HH:mm:ss [Calendar icon]

*Service type
[Dropdown menu]

*Who will fill this shift?
[Dropdown menu]

*Please provide the reason for the additional shift
 Irregular SIL shift Client appointment Other

9

If you have chosen the **Cancel Shift** option, provide a reason from the drop-down for the shift cancellation.

*Select the client
[Dropdown menu]

*Shift start
DD/MM/YYYY HH:mm:ss [Calendar icon]

*Shift end
DD/MM/YYYY HH:mm:ss [Calendar icon]

*Service type
[Dropdown menu]

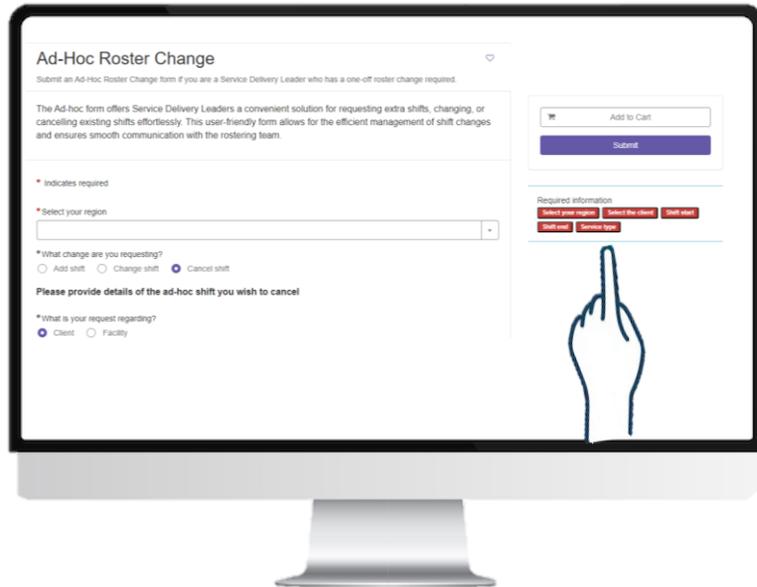
*Shift cancellation reason
Admin / Meetings / Training Deleted [Dropdown menu]



Ad-Hoc Roster Change

10

The **Required Information** section indicates any parts of the form that are mandatory to fill out. This is also indicated by a red star * above the mandatory fields.



Ad-Hoc Roster Change

Submit an Ad-Hoc Roster Change form if you are a Service Delivery Leader who has a one-off roster change required.

The Ad-hoc form offers Service Delivery Leaders a convenient solution for requesting extra shifts, changing, or canceling existing shifts effortlessly. This user-friendly form allows for the efficient management of shift changes and ensures smooth communication with the rostering team.

* Indicates required

* Select your region

* What change are you requesting?
 Add shift Change shift Cancel shift

Please provide details of the ad-hoc shift you wish to cancel

* What is your request regarding?
 Client Facility

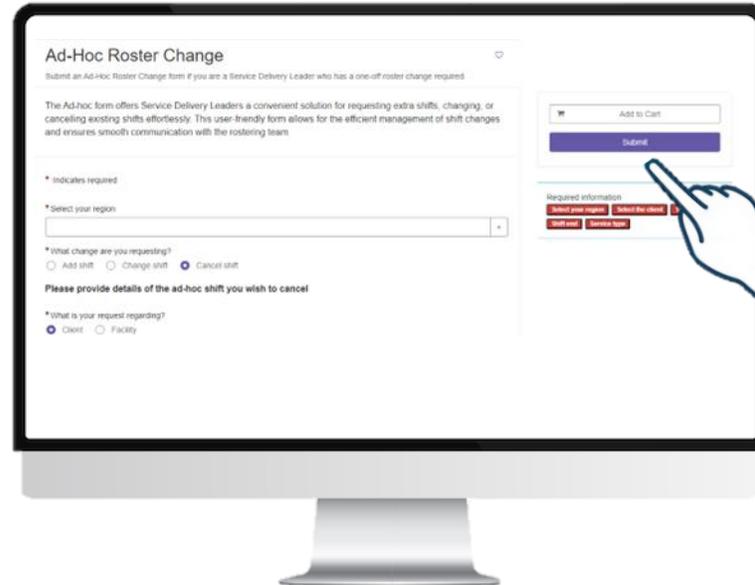
Required information

Shift start * Shift end * Service type *

Submit

11

Once you have completed the form, you can choose to either **Submit** the request, or **Add to Cart** which will allow you to complete another form without having to exit.



Ad-Hoc Roster Change

Submit an Ad-Hoc Roster Change form if you are a Service Delivery Leader who has a one-off roster change required.

The Ad-hoc form offers Service Delivery Leaders a convenient solution for requesting extra shifts, changing, or canceling existing shifts effortlessly. This user-friendly form allows for the efficient management of shift changes and ensures smooth communication with the rostering team.

* Indicates required

* Select your region

* What change are you requesting?
 Add shift Change shift Cancel shift

Please provide details of the ad-hoc shift you wish to cancel

* What is your request regarding?
 Client Facility

Required information

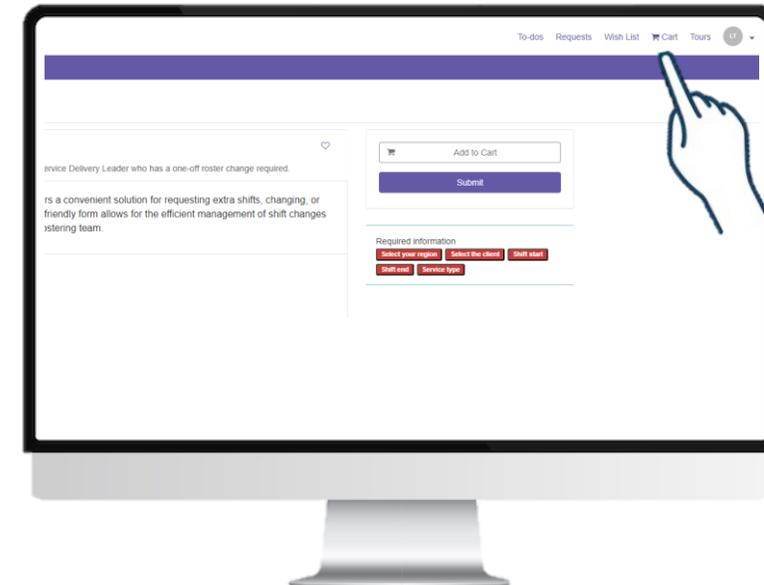
Shift start * Shift end * Service type *

Submit

Add to Cart

12

If you have chosen to add the request to the cart, you can view the request and checkout using the **Cart** icon at the top right of the screen.



To-do Requests Wish List Cart Tours

Service Delivery Leader who has a one-off roster change required.

The Ad-hoc form offers Service Delivery Leaders a convenient solution for requesting extra shifts, changing, or canceling existing shifts effortlessly. This user-friendly form allows for the efficient management of shift changes and ensures smooth communication with the rostering team.

* Indicates required

* Select your region

* What change are you requesting?
 Add shift Change shift Cancel shift

Please provide details of the ad-hoc shift you wish to cancel

* What is your request regarding?
 Client Facility

Required information

Shift start * Shift end * Service type *

Submit

Add to Cart



Permanent Roster Change



August 2023



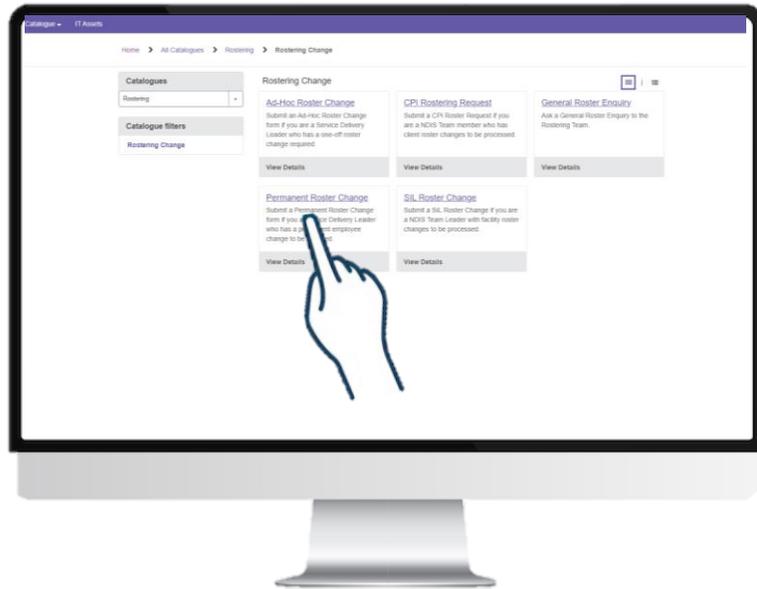
Step by Step Instructions

Step	Instructions
Permanent Roster Change	
1	Click on Permanent Roster Change to open the form
2	Select the Region from the drop-down list that the request is being made for
3	Provide details of the request so that the rostering team know what they need to action
4	Click on the Calendar icon to select the date. To add the time, click on the Clock icon located at the bottom
5	Provide details of Employee you want to remove , and which employee will fill this shift . Permanent Vacant Employee and Backfill regions are included in this list
6	Include the date that you want the change to begin. A nominated time is not required
7	The required information section indicates any parts of the form that are mandatory to fill out. This is also indicated by a red star * above the mandatory fields
8	Once you have completed the form, you can choose to either Submit the request, or Add to Cart which will allow you to complete another form without having to exit
9	If you have chosen to add the request to the cart, you can view the request and checkout using the Cart icon at the top right of the screen.

Permanent Roster Change

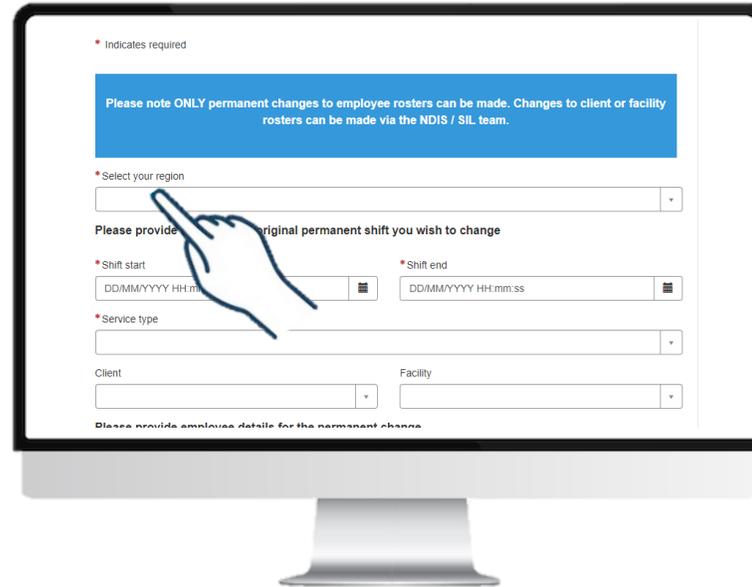
1

Click on **Permanent Roster Change** to open the form.



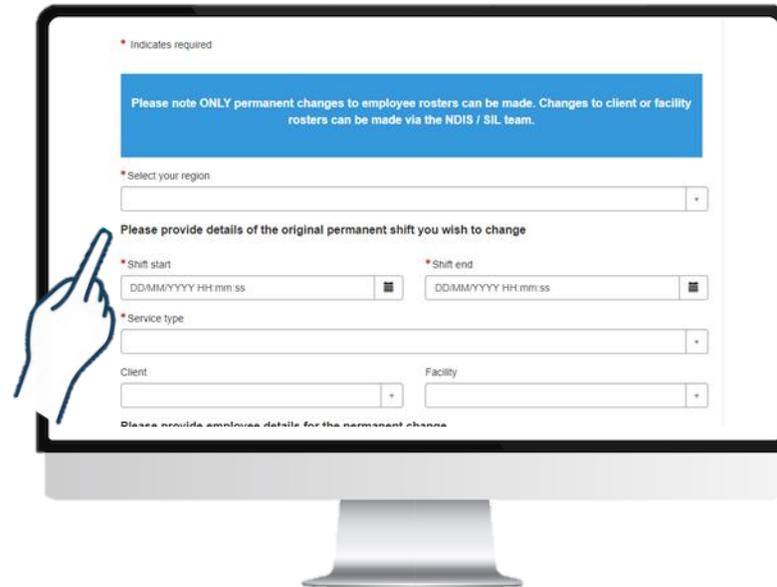
2

Choose from the **drop-down list** to select the Region that the request is being made for.



3

Provide details of the request so that the rostering team know what they need to action.



Permanent Roster Change

4

Click on the **Calendar** icon to select the date. To add the time, click on the **Clock** icon located at the bottom.

Please provide details of the original permanent shift you wish to change

* Shift start DD/MM/YYYY HH:mm:ss  * Shift end DD/MM/YYYY HH:mm:ss 

* Service type

Client

Please provide employee details for the permanent change

* Employee you wish to remove

* Which employee will fill this shift?

* When do you wish for the change to begin? DD/MM/YYYY 

August 2023						
Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9



5

Provide details of **Employee you wish to remove**, and **which employee will fill this shift**. Permanent Vacant Employee and Backfill regions are included in this list.

Please provide details of the original permanent shift you wish to change

* Shift start DD/MM/YYYY HH:mm:ss  * Shift end DD/MM/YYYY HH:mm:ss 

* Service type

Client Facility

Please provide employee details for the permanent change

* Employee you wish to remove

* Which employee will fill this shift?

* When do you wish for the change to begin? DD/MM/YYYY 

6

Include the date that you wish the change to begin. A nominated time is not required.

Please provide details of the original permanent shift you wish to change

* Shift start DD/MM/YYYY HH:mm:ss  * Shift end DD/MM/YYYY HH:mm:ss 

* Service type

Client Facility

Please provide employee details for the permanent change

* Employee you wish to remove

* Which employee will fill this shift?

* When do you wish for the change to begin? DD/MM/YYYY 



Permanent Roster Change

7

The **Required Information** section indicates any parts of the form that are mandatory to fill out. This is also indicated by a red star * above the mandatory fields

The screenshot shows the 'Permanent Roster Change' form. The 'Required information' section is highlighted with red boxes and red stars, indicating mandatory fields: 'Select your region', 'Shift start', 'Shift end', 'Service type', 'Employee you wish to remove', 'Which employee will fill this shift?', and 'When do you wish for the change to begin?'. A hand icon points to the 'Shift start' field. A blue box contains the text: 'Please note ONLY permanent changes to employee rosters can be made. Changes to client or facility rosters can be made via the NDIS / SIL team.'



8

Once you have completed the form, you can choose to either **Submit** the request, or **Add to Cart** which will allow you to complete another form without having to exit.

The screenshot shows the 'Permanent Roster Change' form with the 'Submit' and 'Add to Cart' buttons highlighted. A hand icon points to the 'Add to Cart' button.

9

If you have chosen to add the request to the cart, you can view the request and checkout using the **Cart** icon at the top right of the screen.

The screenshot shows the 'Permanent Roster Change' form with the 'Cart' icon in the top right corner highlighted. A hand icon points to the 'Cart' icon.



CPI Rostering Request

August 2023



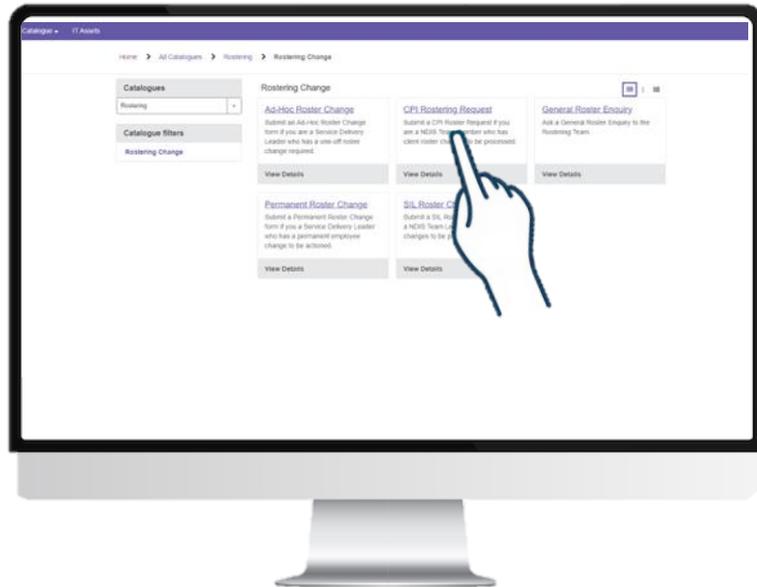
Step by Step Instructions

Step	Instructions
CPI Rostering Request	
1	Click on CPI Rostering Request to open the form
2	Select the Region from the drop-down list that the request is being made for
3	Choose the client that the CPI request is for and what type of activity is it
4	Include the date that you wish the change to be implemented by. A nominated time is not required
5	You can type in additional people that you wish to be made aware of the request being created
6	Once you have completed the request you are required to attached the POS form before you submit the request
7	The Required Information section indicates any parts of the form that are mandatory to fill out. This is also indicated by a red star * above the mandatory fields
8	Once you have completed the form, you can choose to either Submit the request if you have completed all the mandatory fields.

CPI Rostering Request

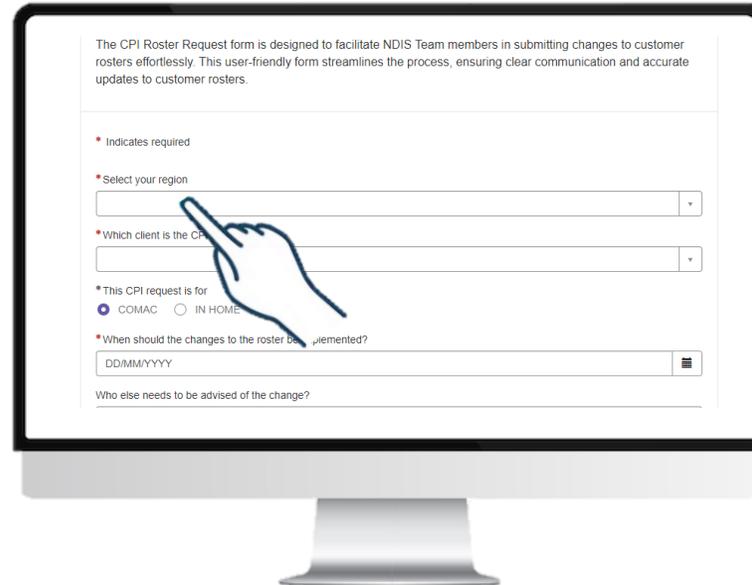
1

Click on **CPI Rostering Request** to open the form.



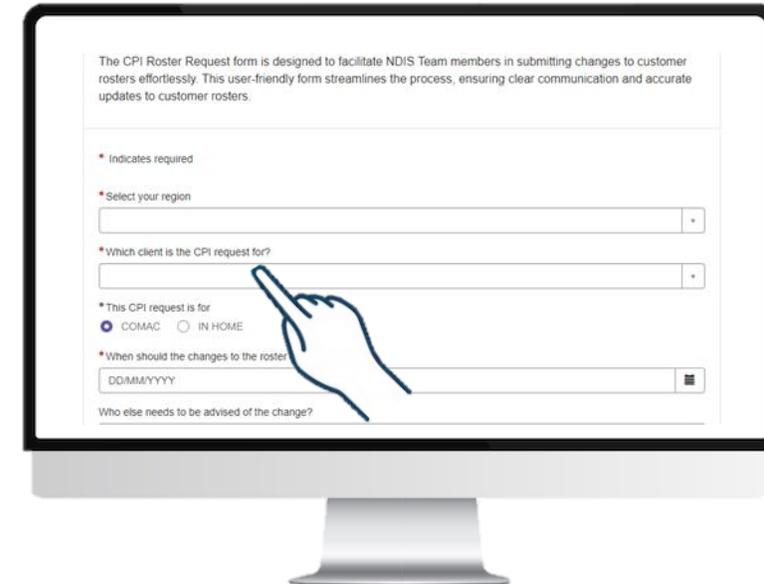
2

Choose from the **drop-down list** the Region that the request is being made for



3

Choose the client that the CPI request is for and what type of activity is it.



CPI Rostering Request

4

Include the date for when you want the change to be implemented by. A nominated time is not required.

The screenshot shows the first step of the form. A calendar for August 2022 is open, with the 18th selected. The form fields include: "Indicates required", "Select your region", "Which client is the CPI request for?", "This CPI request is for" (with radio buttons for COMAC and IN HOME), and "When should the changes to the roster be implemented?" (with a DD/MM/YYYY input field). A blue button at the bottom says "Please attach the approved POS form." A hand icon points to this button.



5

You can type in additional people that you wish to be made aware of the request being created.

The screenshot shows the second step of the form. The "Which client is the CPI request for?" field is selected. The "This CPI request is for" field has radio buttons for COMAC and IN HOME. The "When should the changes to the roster be implemented?" field has a DD/MM/YYYY input. The "Who else needs to be advised of the change?" field has checkboxes for Penny Hardy and Rebecca Hanson. A blue button at the bottom says "Please attach the approved POS form." A hand icon points to this button.

6

Once you have completed the request you are required to attached the POS form before you submit the request.

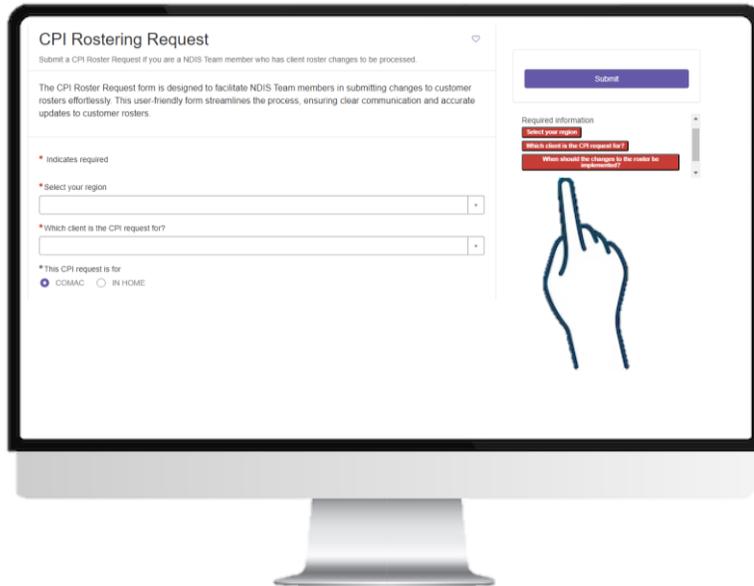
The screenshot shows the final step of the form. The "Who else needs to be advised of the change?" field has checkboxes for Penny Hardy and Rebecca Hanson. A blue button at the bottom says "Please attach the approved POS form." A hand icon points to this button.



CPI Rostering Request

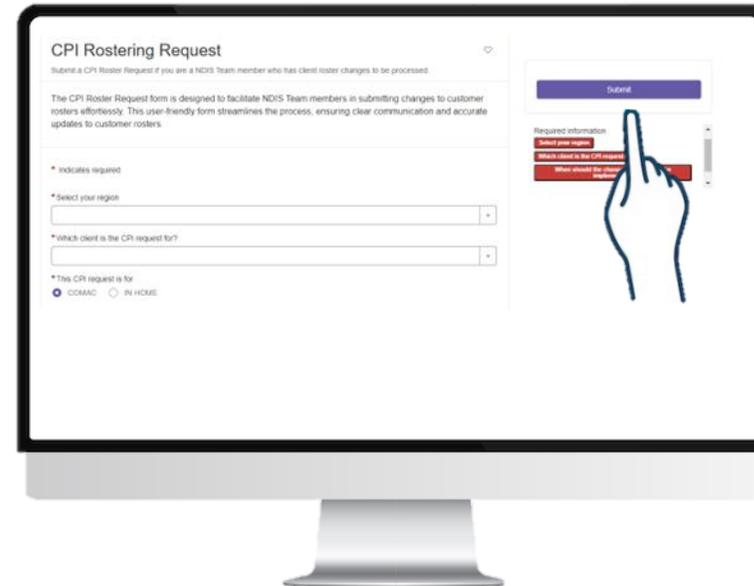
7

The **Required Information** section indicates any parts of the form that are mandatory to fill out. This is also indicated by a red star * above the mandatory fields.



8

Once you have completed the form, you can choose to either **Submit** the request if you have completed all the mandatory fields.



SIL Roster Change



August 2023

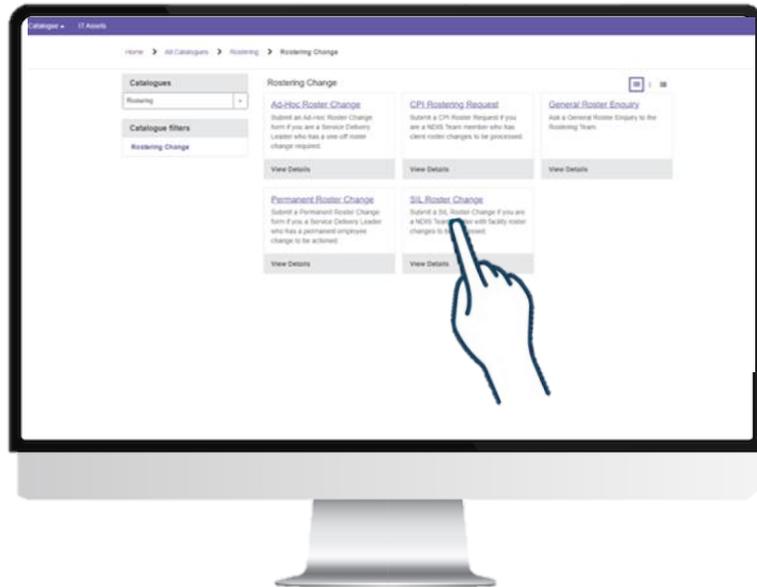
Step by Step Instructions

Step	Instructions
SIL Roster Change	
1	Click on SIL Roster Change to open the form
2	Choose the Region from the drop-down list that the request is being made for
3	Choose which Facility the change is for from the drop-down list
4	Include the date that you wish the new roster change to Go Live . A nominated time is not required
5	You can type in additional people that you wish to be made aware of the request being created
6	Once you have completed the request you are required to attached the approved SIL roster before you submit the request
7	Include the date that you wish the new roster change to Go Live . A nominated time is not required
8	Once you have completed the form, you can choose to either Submit the request if you have completed all the mandatory fields

SIL Roster Change

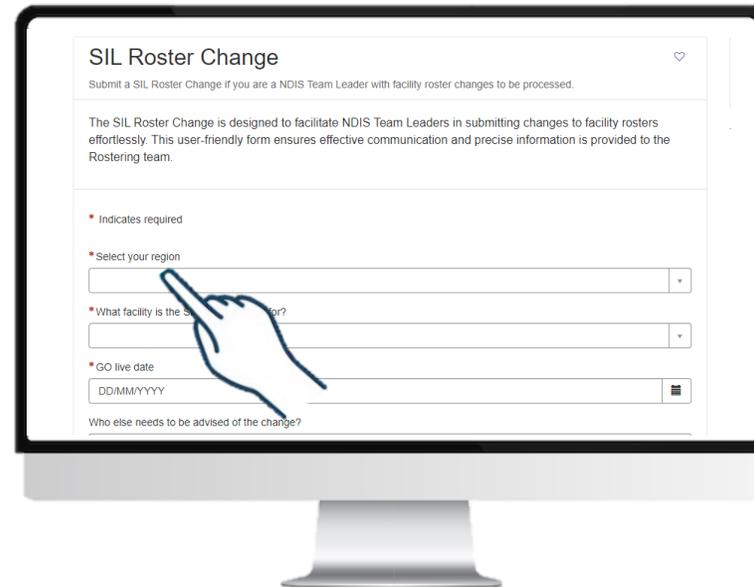
1

Click on **SIL Roster Change** to open the form.



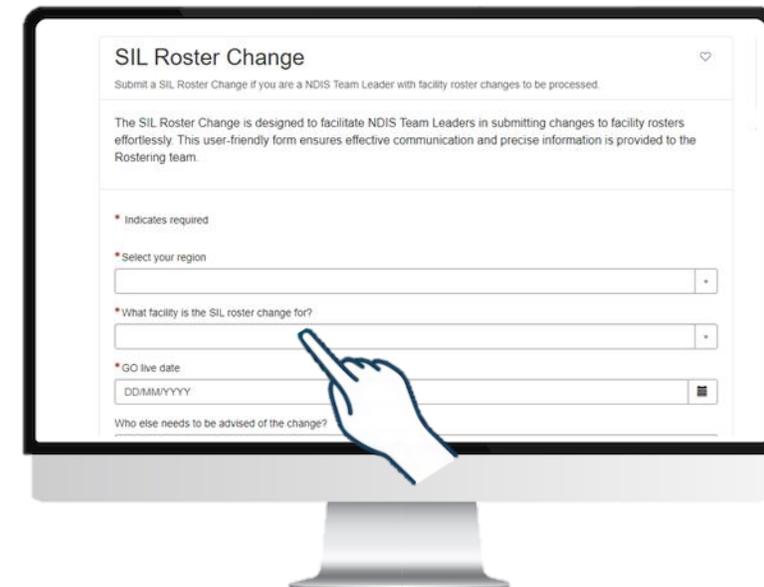
2

Choose from the **drop-down list** the Region that the request is being made for.



3

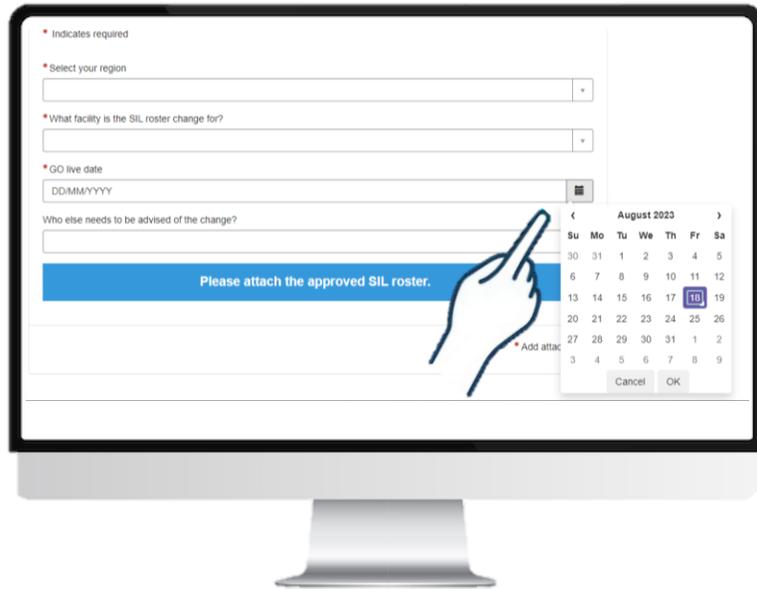
Choose which **Facility** the change is for from the drop-down list.



SIL Roster Change

4

Include the date that you wish the new roster change to **Go Live**. A nominated time is not required.



Indicates required

Select your region

What facility is the SIL roster change for?

GO live date
DDMMYYYY

Who else needs to be advised of the change?

Please attach the approved SIL roster.

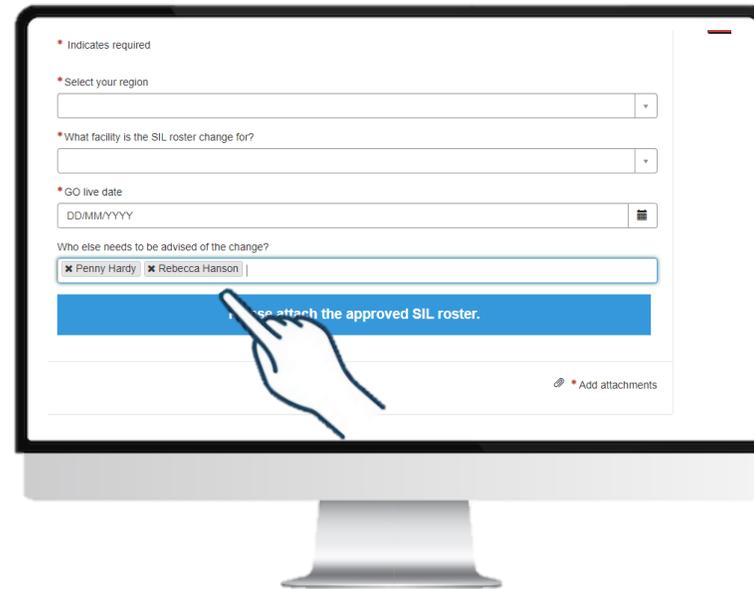
August 2023

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13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Cancel OK

5

You can type in additional people that you wish to be made aware of the request being created.



Indicates required

Select your region

What facility is the SIL roster change for?

GO live date
DDMMYYYY

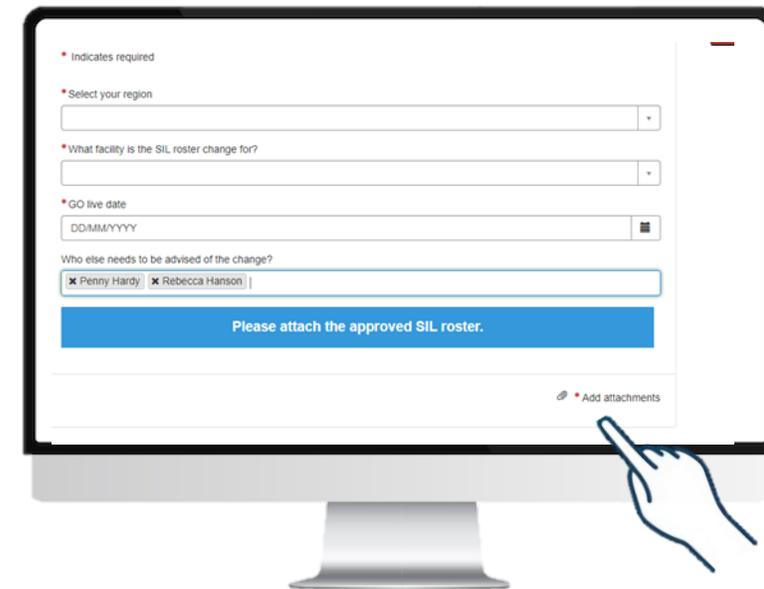
Who else needs to be advised of the change?
Penny Hardy Rebecca Hanson

Please attach the approved SIL roster.

Add attachments

6

Once you have completed the request you are required to attached the **approved SIL roster** before you submit the request.



Indicates required

Select your region

What facility is the SIL roster change for?

GO live date
DDMMYYYY

Who else needs to be advised of the change?
Penny Hardy Rebecca Hanson

Please attach the approved SIL roster.

Add attachments



SIL Roster Change

7

The **Required Information** section indicates any parts of the form that are mandatory to fill out. This is also indicated by a red star * above the mandatory fields

The screenshot shows the 'SIL Roster Change' form. The 'Required Information' section is highlighted with a blue hand icon pointing to the mandatory fields. The form includes a 'Submit' button at the top right. The mandatory fields are: 'Indicates required', 'Select your region', 'What facility is the SIL roster change for?', and 'GO live date'. There is also a checkbox for 'Who else needs to be advised of the change?' with 'Penny Hardy' and 'Rebecca Hanson' selected.

8

Once you have completed the form, you can choose to either **Submit** the request if you have completed all the mandatory fields.

The screenshot shows the 'SIL Roster Change' form with the 'Submit' button highlighted by a blue hand icon. The form is identical to the previous screenshot, but the 'Submit' button is now the focus of the hand icon.



General Roster Enquiry



August 2023

NDVR
Endeavour
Foundation

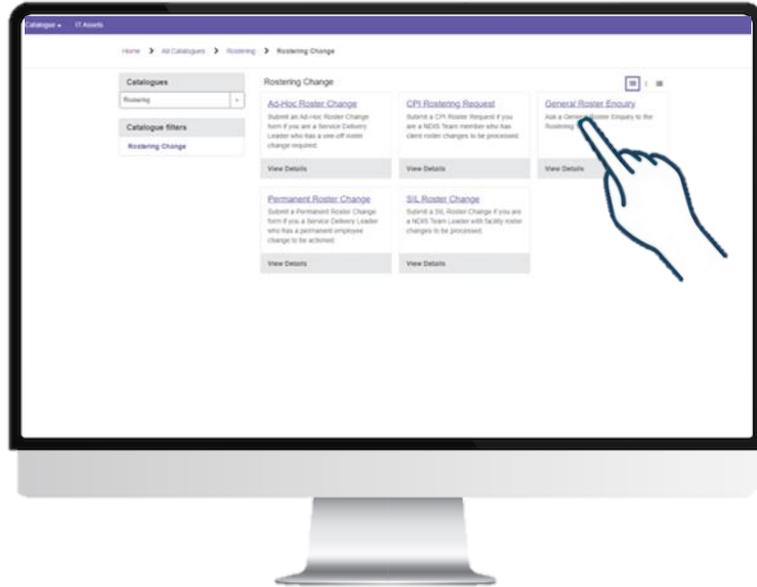
Step by Step Instructions

Step	Instructions
General Roster Enquiry	
1	Click on General Roster Enquiry to open the form
2	Choose the Region from the drop-down list that the request is being made for
3	Provide details of what the request is regarding
4	Provide details of the request so that the rostering team know what they need to action in the free text field
5	The Required Information section indicates any parts of the form that are mandatory to be filled out. This is also indicated by a red star * above the mandatory fields
6	Once you have completed the form, you can choose to either Submit the request, or Add to Cart which will allow you to complete another form without having to exit

General Roster Enquiry

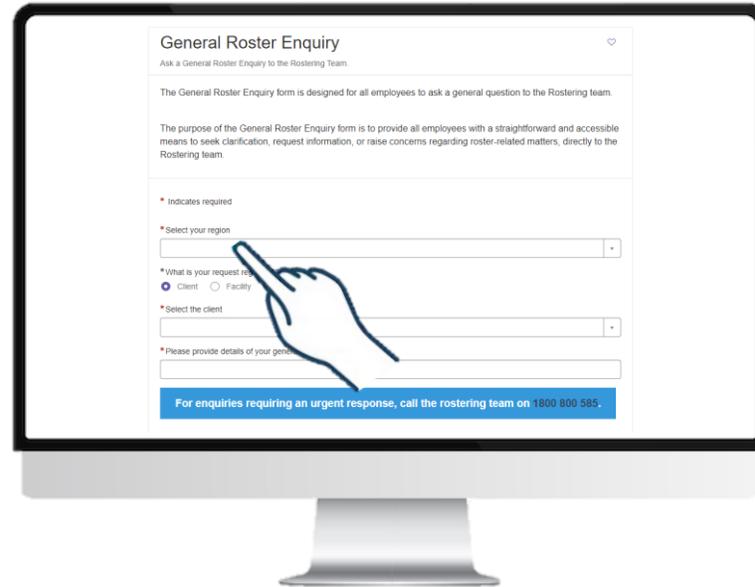
1

Click on **General Roster Enquiry** to open the form.



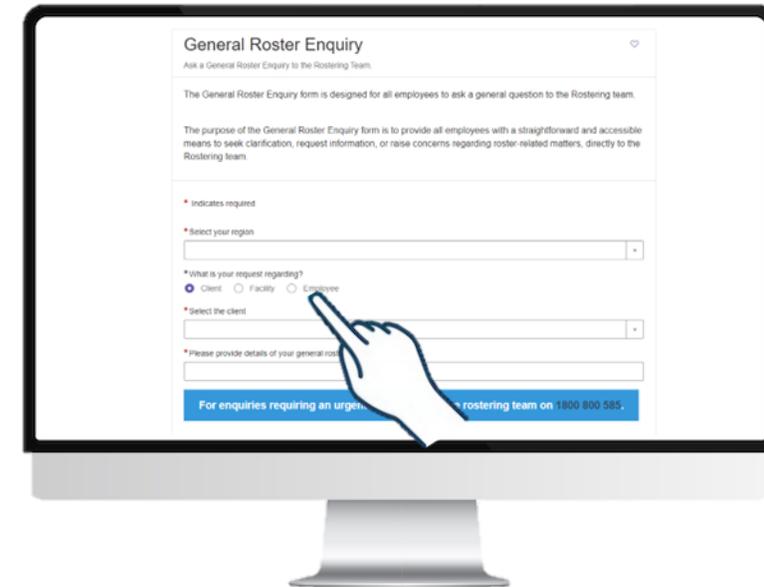
2

Choose from the **drop-down list** the Region that the request is being made for.



3

Provide details of what the request is regarding.



General Roster Enquiry

4

Provide details of the request so that the rostering team know what they need to action in the free text field.

The screenshot shows the 'General Roster Enquiry' form. It includes a title bar, a sub-header, and a paragraph explaining the form's purpose. Below this, there are several form fields: a dropdown for 'Select your region', a radio button group for 'What is your request regarding?' (Client, Facility, Employee), another dropdown for 'Select the client', and a large text area for 'Please provide details of your general roster enquiry'. A blue button at the bottom of the text area says 'For enquiries requiring an urgent response, call the rostering team on 1800 800 595'. A hand icon is pointing to the text area.

5

The **Required Information** section indicates any parts of the form that are mandatory to fill out. This is also indicated by a red star * above the mandatory fields.

This screenshot highlights the 'Required information' section of the form. It shows the same form as in step 4, but with red boxes around the 'Select your region' dropdown, the 'What is your request regarding?' radio buttons, and the 'Select the client' dropdown. A hand icon is pointing to the 'Required information' section header.

6

Once you have completed the form, you can choose to either **Submit** the request, or **Add to Cart** which will allow you to complete another form without having to exit.

This screenshot shows the bottom right corner of the form. It features two buttons: 'Add to Cart' and 'Submit'. A hand icon is pointing to the 'Add to Cart' button. The 'Required information' section is also visible above the buttons.



How To Submit And Track A Ticket



August 2023

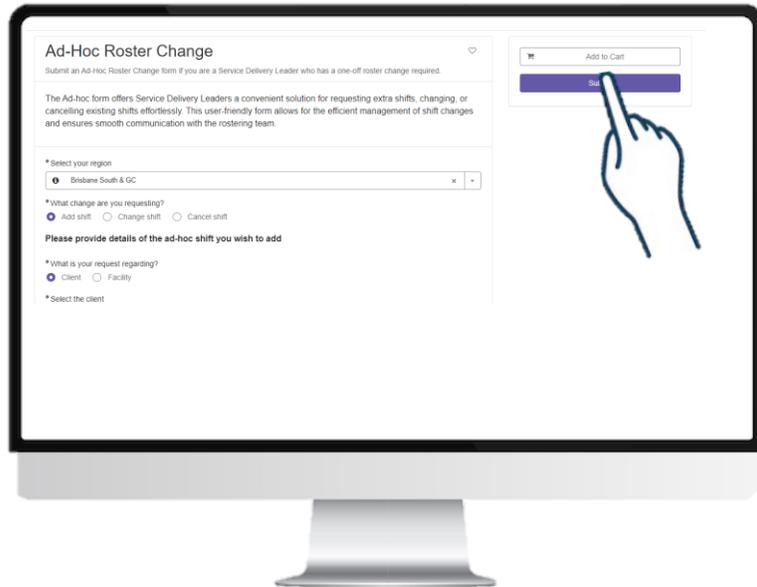
Step by Step Instructions

Step	Instructions
How To Submit And Track A Ticket	
1	Once you have completed a request form, you can choose to either Submit the request, or on some forms you can choose the Add to Cart feature
2	If you choose to Submit , the request will be sent through on its own to the rostering team
3	If you choose to Add to Cart the request will be added into a holding cart and this will allow you to complete another form without having to exit
4	If you have chosen to add the request to the cart, you can view the request and checkout using the Cart icon at the top right of the screen
5	Click on the shopping cart icon and a drop-down box will open. Here you can select to View Cart to see the request in the cart or Proceed to Checkout
6	If you select View Cart you can view the request you have created and choose to delete the request, Save as Bundle (save for later), Clear Cart or Continue Shopping
7	If you selected Proceed to Check out the Order Confirmation screen will open
8	In the Order Confirmation screen, you can add Special Instructions to assist with the request, Add attachments and Checkout
9	After selecting to Checkout , the Request Summary screen will open. Your request has now been sent to the rostering team to be actioned
10	The Request Summary includes the Request Number and provides the Stage of the request. All tickets are automatically approved
11	When rostering team receive the request the Stage will change to Fulfillment
12	When rostering team have actioned the request the Stage will change to Closed
13	If you receive an email to advise that the rostering team require more information, you can view the message within the request in My Requests in Support Hub
14	Type in the free text field box and select Post to send a response to the rostering team
15	When the request has been closed by the rostering team, you will receive a notification email advising of this.

How To Submit And Track A Ticket

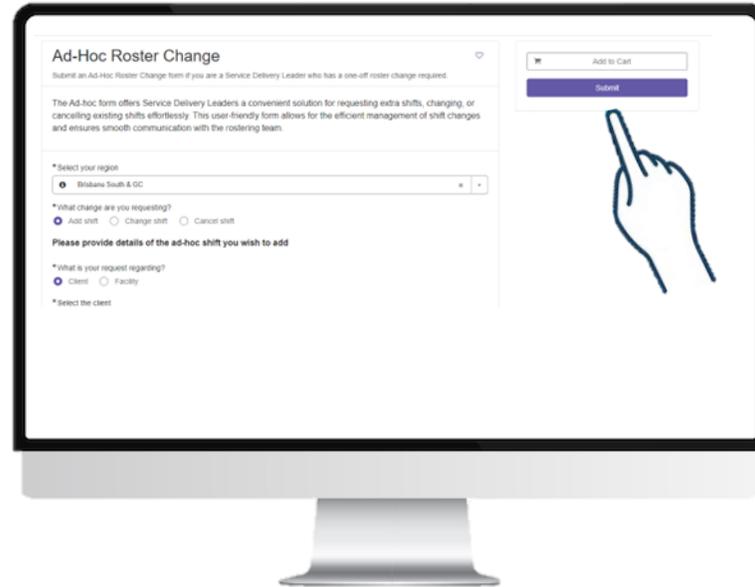
1

Once you have completed a request form, you can choose to either **Submit** the request, or on some forms you can choose the **Add to Cart** feature.



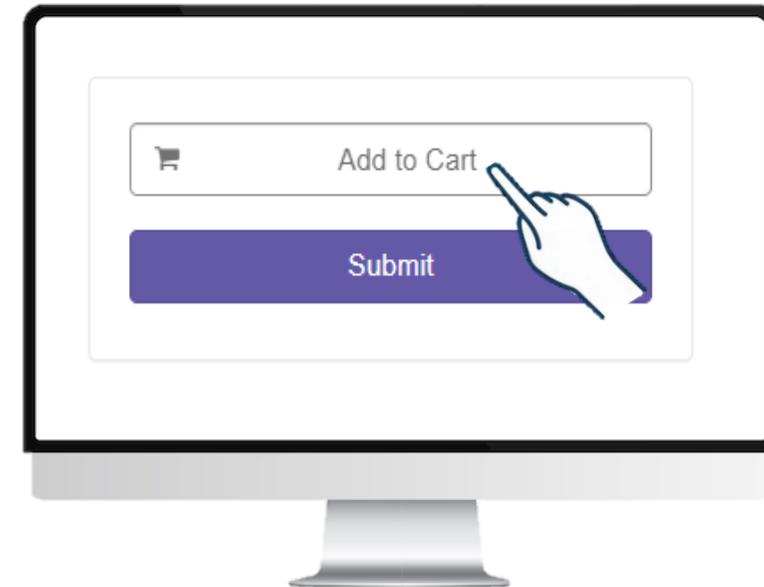
2

If you choose to **Submit** the request will be sent through on its own to the rostering team.



3

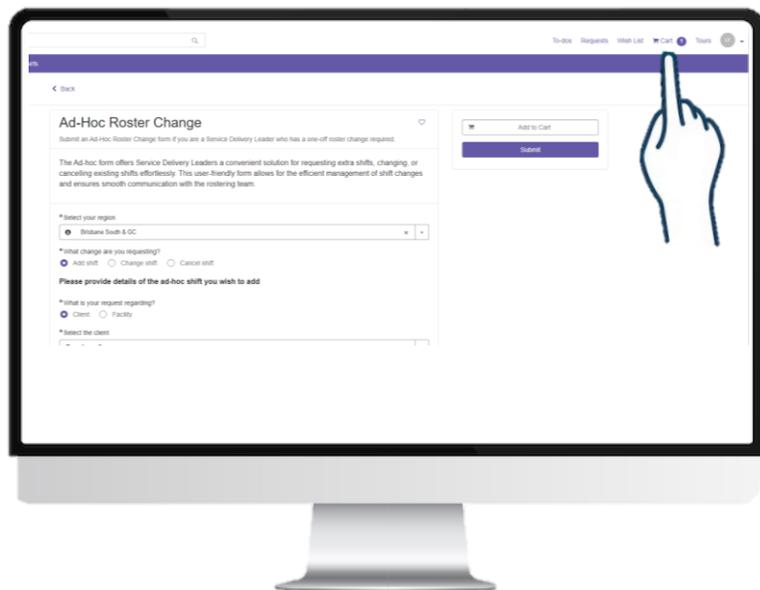
If you choose to **Add to Cart** the request will be added into a holding cart and this will allow you to complete another form without having to exit.



How To Submit And Track A Ticket

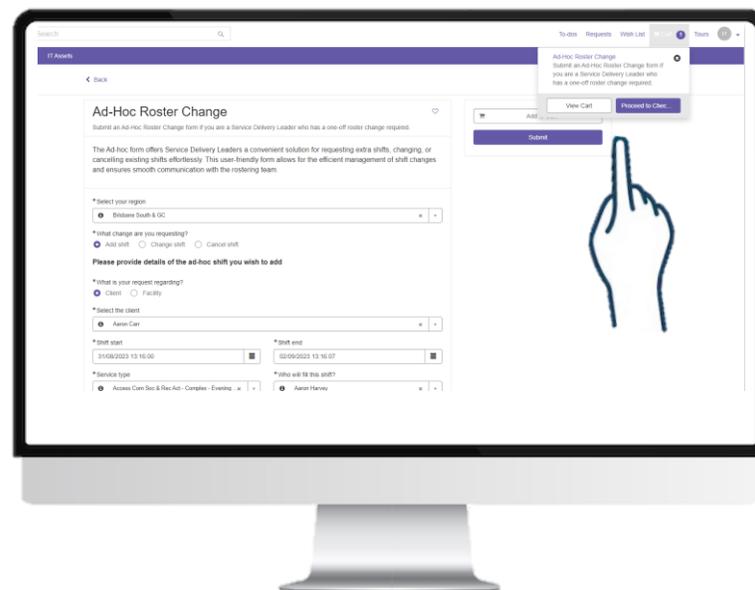
4

If you have chosen to add the request to the cart, you can view the request and checkout using the **Cart** icon at the top right of the screen.



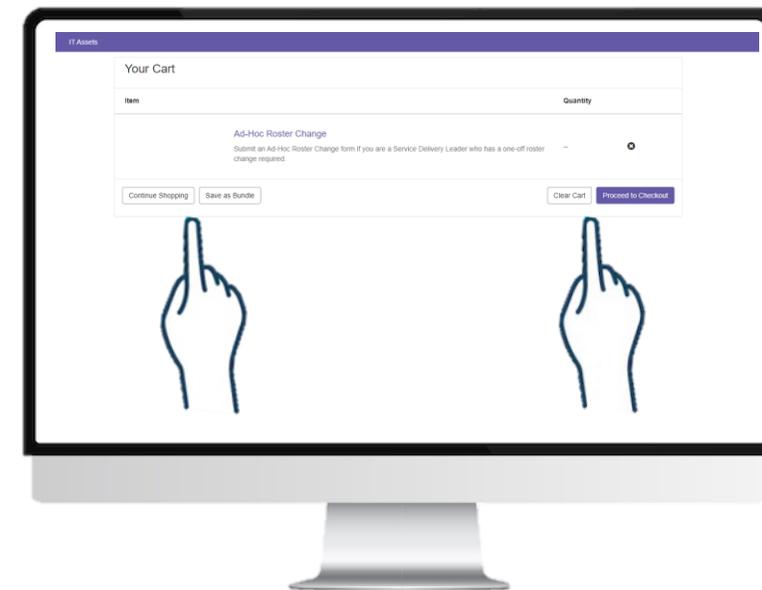
5

Click on the shopping cart icon and a drop-down box will open. Here you can select to **View Cart** to see the request in the cart or **Proceed to Checkout**.



6

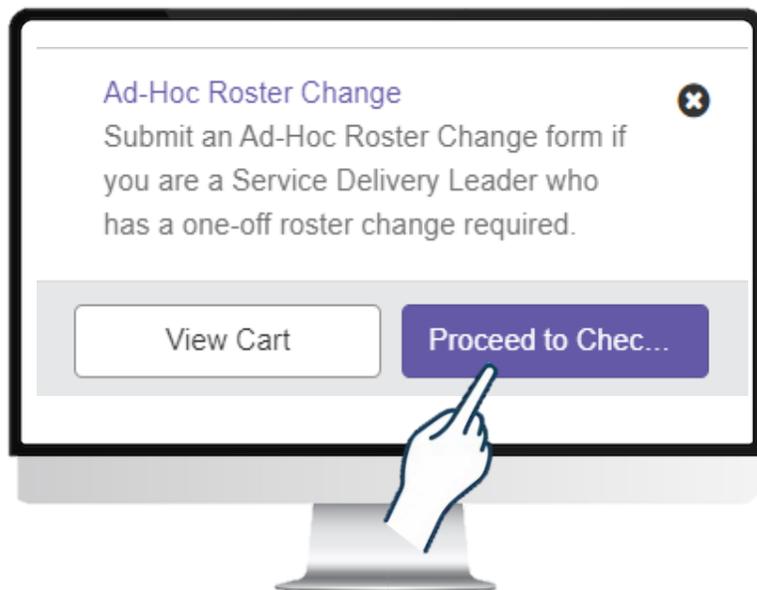
If you select View Cart you can view the request you have created and choose to delete the request, **Save as Bundle** (save for later), **Clear Cart** or **Continue Shopping**.



How To Submit And Track A Ticket

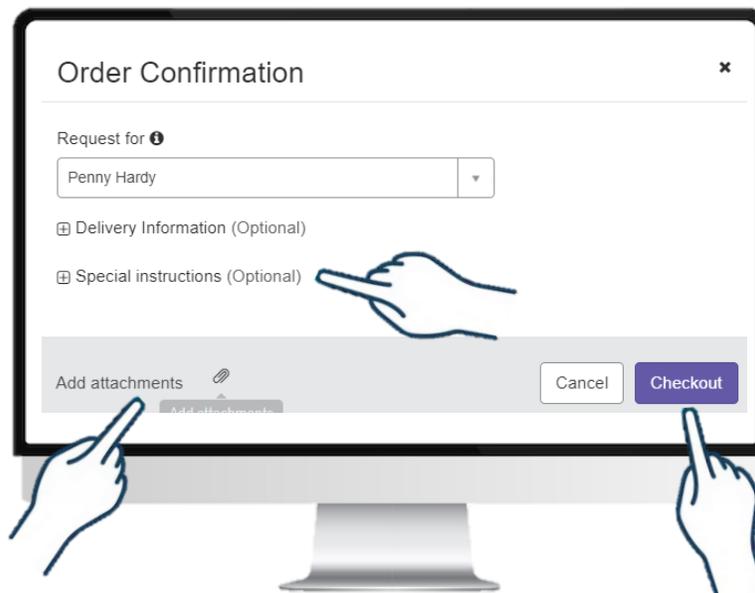
7

If you selected **Proceed to Check out** the **Order Confirmation** screen will open.



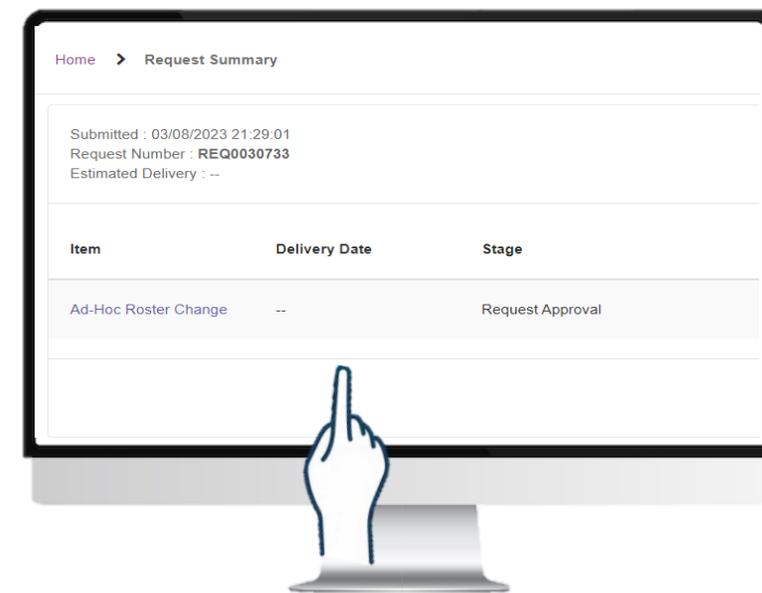
8

In the Order Confirmation screen, you can add **Special Instructions** to assist with the request, **Add attachments** and **Checkout**.



9

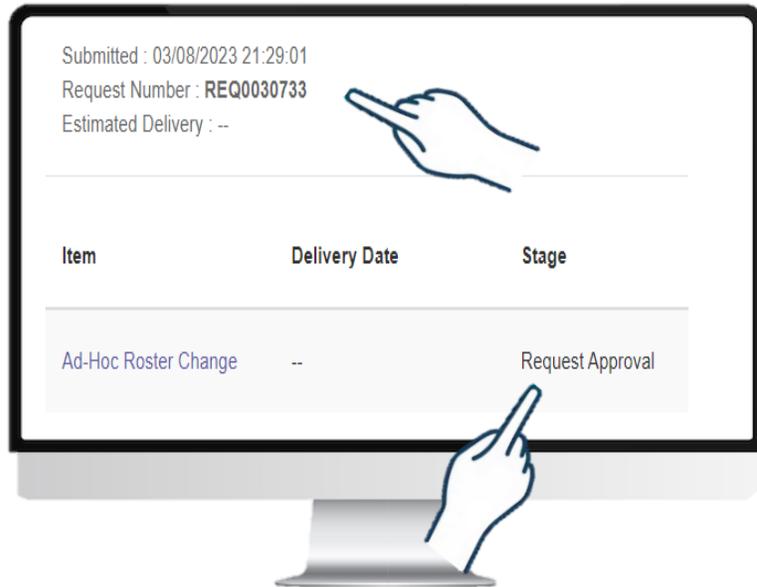
After selecting to **Checkout**, the **Request Summary** screen will open. Your request has now been sent to the rostering team to be actioned.



How To Submit And Track A Ticket

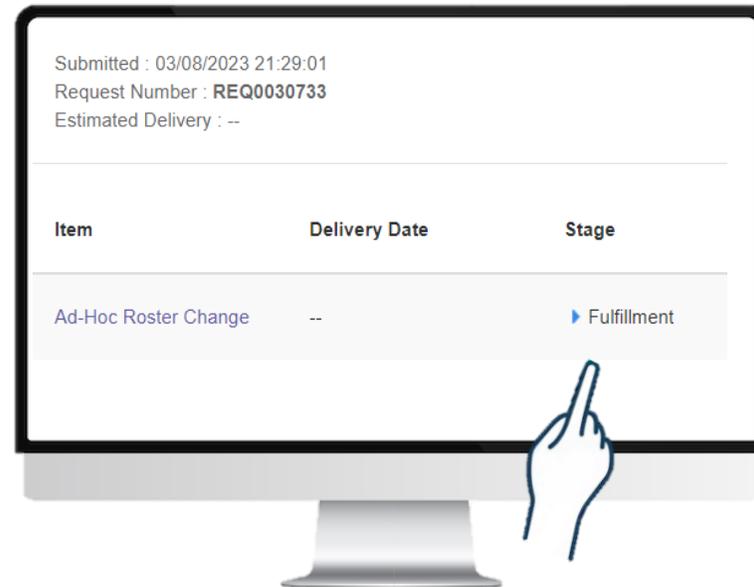
10

The **Request Summary** includes the **Request Number** and provides the **Stage** of the request. All tickets are automatically approved.



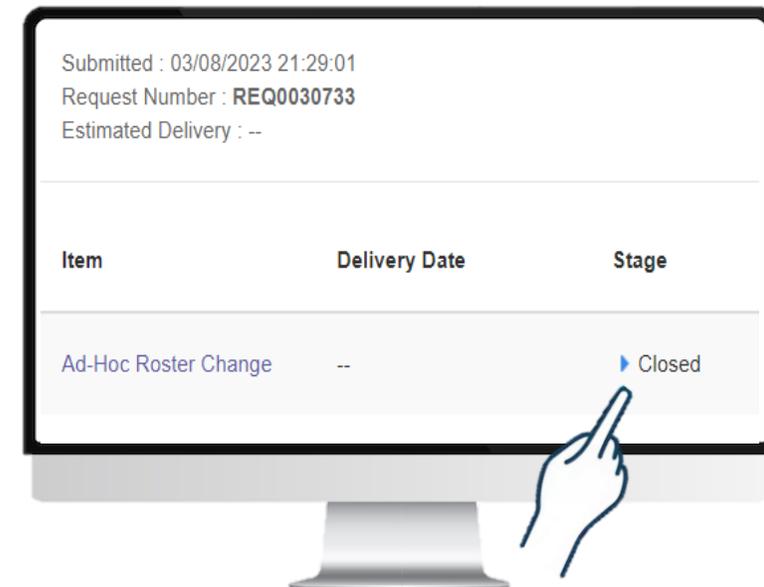
11

When the rostering team receive the request the **Stage** will change to **Fulfillment**.



12

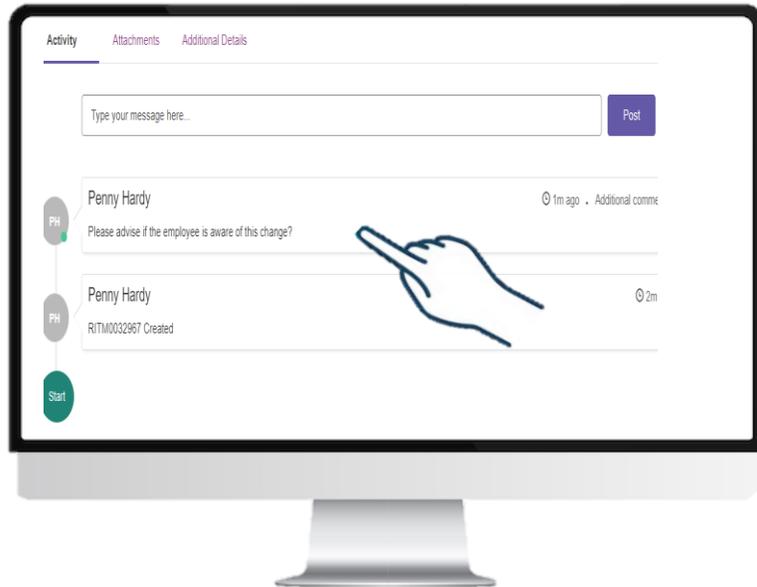
When the rostering team have actioned the request the **Stage** will change to **Closed**.



How To Submit And Track A Ticket

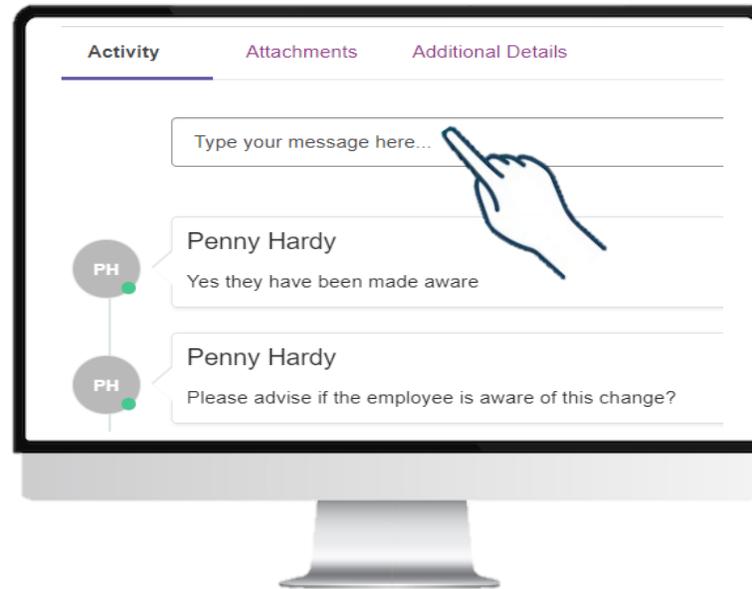
13

If you receive an email to advise that the rostering team require more information, you can view the message within the request in **My Requests** in Support Hub.



14

Type in the free text field box and select **Post** to send a response to the rostering team.



15

When the request has been closed by the rostering team, you will receive a notification email advising of this.

