

CarelinkGo – Rostering Team

Frequently Asked Questions

Here are some of the common questions asked about using CarelinkPlus for CarelinkGo.

Will I be able to view vacancy responses in CarelinkPlus?

CarelinkPlus provides you the information of who has applied for the vacant shift. An SSRS report has been created for you to be able to view all responses from support workers.

Can support workers cancel shifts in CarelinkGo?

Once shifts have been assigned to a support worker in CarelinkPlus, they are not able to cancel these in CarelinkGo. They will need to talk to their leader and the Rostering team if their roster needs to be adjusted.

Do I need to send a PDF roster for a support worker with an updated roster?

Support workers will have real-time visibility of their roster in CarelinkGo however any changes to this roster needs to be discussed with the Support Worker directly, and a CarelinkGo message needs to be sent to them as a confirmation.

Will CarelinkGo replace the need for BURST?

Yes. With the use of CarelinkGo, this will replace the need to use BURST to send vacancy requests and shift messages to support workers.

Can I create my own message template?

Shift message templates can only be created by the system administrator. Any requests for new or changed templates should be done by raising an IT ticket by the Rostering manager.

Can frontline leaders use CarelinkPlus to send vacancy request to CarelinkGo?

The Rostering team will be the only team with access to be able to send vacancy requests from CarelinkGo.

Will support workers get a notification for changed shifts?

Support workers won't receive an automatic notification for changed shifts. A CarelinkGo shift message is to be sent, notifying the support worker of the change.



Slide 2

OPO [@Penny Hardy] will Ros know where to find these SSRS reports?
Ophet Phimsipasom, 2024-02-02T01:18:19.515

PHO 0 everyone has received the link for this, we could add it in here but if the report gets changed for any reason im
not sure the link will work
Penny Hardy, 2024-02-02T01:28:59.763