

#Team  
Possible  
support hub



# Rostering Support Hub

July 2024



# New Rostering Tickets

Rostering Change



## [Client Leave](#)

Submit Client Leave if you are a Service Delivery Leader who has a participant with upcoming leave.

[View Details](#)

## [CPI Rostering Request](#)

Submit a CPI Roster Request if you are a NDIS Team member who has client roster changes to be processed.

[View Details](#)

## [L&L Facility Roster Change](#)

Submit L&L Facility Roster Change if you are Community Site Leader.

[View Details](#)

## [One Off / Irregular Change](#)

Submit an One Off / Irregular Roster Change form if you are a Service Delivery Leader who has a one-off roster change required.

[View Details](#)

## [Planned Staff Leave](#)

Submit Planned Staff Leave if you are a Service Delivery Leader who has a staff member with upcoming leave.

[View Details](#)

## [SIL Facility Roster Change](#)

Submit a SIL Facility Roster Change if you are a SIL Team Leader

[View Details](#)

## [SW Connect](#)

Submit SW Connect ticket if you are Service Delivery Leader who is planning staff training, meetings or buddy shifts.

[View Details](#)

# One Off / Irregular Change

- Used for One Off shift change requests (irregular support)
  - not for rules
- Can be requested by all Frontline Leaders
- Replaces Adhoc Roster Change
- Addition of Priorities
- Changes include:
  - Being able to change employee and time/ date
  - No longer having to upload forms to Carelink

## One Off / Irregular Change

Submit an One Off / Irregular Roster Change form if you are a Service Delivery Leader who has a one-off roster change required.

The One Off / Irregular Roster Change form offers Service Delivery Leaders a convenient solution for requesting extra shifts, changing, or cancelling existing shifts effortlessly.

\* Indicates required

\* Select your region

\* What change are you requesting?

Add shift  Change shift  Cancel shift

**Please provide details of the one-off/irregular shift you wish to add**

\* What is your request regarding?

Client  Facility

\* Select the client

\* Shift start date

\* Shift end date

\* Service type

\* Who will fill this shift?

Please provide the reason for the additional shift

Irregular SIL shift  Client appointment  Other

Additional Comments

# SIL Facility Roster Change

- Splitting SIL & L&L Facility Roster change into 2 tickets
- 2 Week Lead time for changes
- To be used by SIL Team Leaders only
- Changes include
- Removing the need for link to be included in Additional Information
- Removing the need for attachments as will be uploaded to Approved Home Roster Tab on Sharepoint

## SIL Facility Roster Change



Submit a SIL Facility Roster Change if you are a SIL Team Leader

The SIL Roster Change form is designed to facilitate SIL Team Leaders in submitting changes to SIL facility rosters form effortlessly. Please ensure that the Staff Change Form is attached.

\* Indicates required

\* Select your region

\* What facility is the SIL roster change for?

\* Go Live date

Who else needs to be advised of the change?

Additional information

Add attachments

# L&L Facility Roster Change

- Splitting SIL & L&L Facility Roster change into 2 tickets
- 2 Week Lead time for changes
- To be used by Site Managers only
- Changes include:
- Separate Tickets from SIL
- Section to upload Word/ Excel document of Roster
- Currently working on a uniform Excel Spreadsheet for SM to use

## L&L Facility Roster Change



Submit L&L Facility Roster Change if you are Community Site Leader.

The L&L Facility Roster Change form is designed to facilitate Community Site Leaders submitting an L&L facility Roster Change form effortlessly. Please ensure that the Excel/ Word document is attached.

\* Indicates required

\* Select your region

\* What facility is the L&L roster change for?

\* Go Live date

Who else needs to be advised of the change?

Additional information

\* Please attach the L&L facility roster.

Add attachments

# Client Leave

- New form
- To be used by all Frontline Leaders
- Captures information such as Client, leave dates, and date notice was given. This will allow Rostering Officers to determine if correct notice period was given for billing purposes.

## Client Leave



Submit Client Leave if you are a Service Delivery Leader who has a participant with upcoming leave.

The Client Leave form is designed to plan leave for clients. Please ensure that you input the correct leave dates and times, and whether correct notice period has been given. This user-friendly form ensures effective communication and precise information is provided to the Rostering team.

\* Indicates required

\* Select your region

\* Select Client

\* Start Date/Time

\* End Date/Time

\* Leave Reason

\* Select date when leave notice was given

Additional information

# Planned Staff Leave

- New ticket
- To be used by all Frontline Leaders
- Advises rostering team of upcoming planned staff leave (annual, personal, maternity, etc) . This is not to replace Support Workers contacting Rostering.
- Ensures that we can cross reference leave uploaded to PeopleSoft to ensure accurate leave in Carelink

## Planned Staff Leave



Submit Planned Staff Leave if you are a Service Delivery Leader who has a staff member with upcoming leave.

The Planned Staff Leave form is designed to plan leave for staff. Please ensure that you input the correct leave dates and times and advise if you have a staff member to cover shifts during leave period. This user-friendly form ensures effective communication and precise information is provided to the Rostering team.

\* Indicates required

\* Select your region

\* Please Select Employee

**Please select Start and End Date/Time (Minimum 30 days' notice where possible)**

\* Start Date/Time

\* End Date/Time

\* Staff Leave Reason

(Please indicate leave type, such as 'Annual', 'Personal' or 'Other')

\* Is anyone covering the leave?

Additional information

# SW Connect

- New ticket
- For all Frontline Leaders
- Designed to plan upcoming staff meetings, training, additional admin hours and buddy shifts.
- Section to plan re-occurring meetings
- Select multiple staff in 1 ticket

## SW Connect



Submit SW Connect ticket if you are Service Delivery Leader who is planning staff training, meetings or buddy shifts.

The SW connect form is designed for planning any meetings, staff training, or buddy shifts. Please advise the frequency of meetings and staff names. This user-friendly form ensures effective communication and precise information is provided to the Rostering team.

\* Indicates required

\* Select your region

\* What is your request regarding?

Client  Facility

\* Select the client

\* Reason for this Activity/Event

\* Staff attending the Activity/Event

\* Activity/Event start date

\* Activity/Event end date

\* Is this re-occurring?

Additional information

# SLAs



**New priorities based on due date of ticket**



**Timeframes of shift / leave / go live date:**

- >24 Hours = 12-hour SLA: Priority 1
- 24-72 Hours = 24-hour SLA: Priority 2
- 3-7 Days = 48-hour SLA: Priority 3
- 7+ Days = 4-day SLA: Priority 4

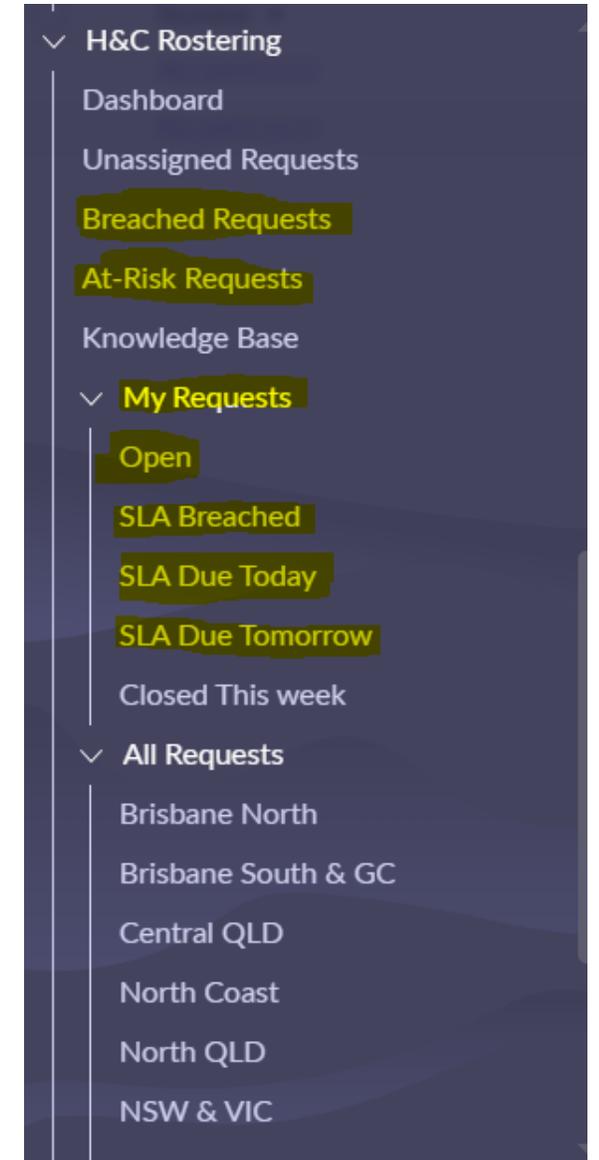
# Auto Closure

- When a rostering officer requires more information on the ticket they will leave an additional comment on the ticket and select 'Pending Requestor'
- This will trigger an email to the person who has opened the ticket
- If no response is received after 48 hours, it will send another email advising a response is required to the Requestor, and escalate to their line manager (PM or OPS)
- If no response is received after another 48 hours, the ticket will automatically close as incomplete
- This new process will ensure that all information is stored in the ticket and not spread across email, teams and calls

State	Work in Progress
Opened	31/05/2024 14:36
Closed	
Stage	Fulfillment
Approval	Approved
Assignment group	APP - ServiceNow - H&C Rostering - B
Assigned to	Patrick Schofield
Priority	2 - High
Due date	02/06/2024 14:36
Pending-Requestor	<input checked="" type="checkbox"/>

# New Dashboard View

- Rostering will now have more visibility on At Risk and Breached requests, allowing escalation of un-actioned tickets
- Rostering Officers will now also be able to see requests allocated to them, and their due dates more easily.



# Operational Insights Dashboard

- New Dashboard designed for better reporting, and visibility
  - # of tickets opened vs closed
  - # of Closed incomplete / Auto Closed Requests

