

Rostering Support Hub Portal

How to Access Rostering Support Hub Portal



#TeamPossible Support Hub

Where is it located?

The Rostering Support Hub is located on the Intranet page under the Quicklinks Tools section.

Click on the #TeamPossible Support Hub icon and the Support Hub will open.

You will find the “I need Rostering support” option. Click on this portal to open the Rostering portal



I need Rostering support

Where are request forms located?

Rostering request forms are found within the Rostering Request section.



Rostering Requests

Browse the catalogue for rostering requests

Rostering Support Hub Portal

Knowledge Base and Urgent Requests



Knowledge Base

Browse and search for articles, rate or submit feedback

The Knowledge Base section of the portal will contain Rostering request information, user guides and frequently asked questions.



Urgent Request?

Call us on 1800 800 585

The Rostering Support Hub Portal allows you to communicate roster change requests to the Rostering team and receive notification of the status of the request. It is designed for requests that are not required within 2 business days. For changes or requests required within 2 business days, you must call the Rostering team directly on 1800 800 585.

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Frequently Asked Questions – Site Leaders, Billing Team, NDIS Team



Q: What happens if I forget my password?

- Please contact the ICT Service Desk on 1300 742 212 to have your password reset.

Q: Will I receive notifications when my request is submitted?

- You sure will, you'll receive an email notification with the request ID number and request details.

Q: Does the request need to be approved by my leader?

- No, the forms have been created to have no approval required.

Q: Can I still send Rostering an email?

- The Support Hub has been created to allow for easy communication with the Rostering Team, therefore the Rostering@Endeavour.com.au mailbox is not frequently monitored.

Q: Should I use the request forms for urgent requests?

- No, the forms are not designed for urgent requests. Please call the Rostering team on 1800 800 585 if your request is required within 2 business days.

Q: My ticket shows as still open in the 'My Requests' window?

- Unfortunately, the Support Hub has been experiencing issues with the 'My Request' window. If you open the request, you will see the true status of the ticket.