

Rostering Support Hub Portal

Frequently Asked Questions

What is the Rostering Support Hub portal?

The Rostering Support Hub portal works in a similar way to both the ICT and People and Wellbeing Support Hub portals. Staff will be able to submit rostering requests in relation to:

- One Off / Irregular roster changes
- Client Leave
- SIL Facility Roster permanent changes
- L&L and Community permanent changes
- CPI Rostering requests
- SW Connect
- Staff Planned Leave

When do I use the Rostering Support Hub portal?

You can use the Rostering Support Hub to:

- Track the status of roster enquiries
- Receive notifications when requests have been completed
- Request roster changes for your clients or team
- Receive communication from the Rostering team regarding the status of your request, or a request for additional information

Why have we created the Rostering Support Hub portal?

It is important to us that our frontline workers have the tools that they need to be able to do their job. We identified that the way that we deal with roster enquiries was not efficient, or helpful, to frontline staff. After some investigation, the Rostering Support Hub portal was the best solution for staff to access the help and resources they need to do their job well.

Where do I find the Rostering Support Hub Portal?

The portal is located on the Intranet homepage [under the Quicklinks section](#). Click on the #TeamPossible Support Hub icon and the Support Hub will open. Then click on the “I need Rostering support” option to opening the Rostering Support Hub.

Where can I find information on how to use the portal?

You can refer to the [Support Hub Rostering Portal User Guide](#) for step-by-step instructions on how to use the portal.

Do I use the portal for urgent requests?

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

Who can I contact if I have questions about the portal?

If you have any questions, please reach out to the Rostering Team Lead or your regional Rostering Officer

What happens if I forget my password?

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

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

Does the request need to be approved by my leader?

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

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 mailbox is not frequently monitored