

Rostering Policy

For Australian Small & Medium Enterprises

Template Version 1.0 | December 2024

Important Notice

This template provides a general rosters policy framework. It should be customised to your specific workplace needs and comply with relevant modern awards and enterprise agreements.

1. Purpose

This policy establishes the framework for creating, publishing and managing employee rosters at [Company Name]. It ensures fair and efficient rostering practices that meet operational needs while supporting employee wellbeing.

2. Scope

This policy applies to:

- All employees who work rostered shifts
- All departments and locations
- Full-time, part-time and casual employees

3. Policy Principles

[Company Name] is committed to rostering practices that:

- Meet operational and customer service requirements
- Comply with relevant awards and agreements
- Consider employee availability and preferences
- Distribute shifts fairly among employees
- Support work-life balance
- Manage fatigue and WHS obligations

4. Roster Creation

4.1 Responsibility

- [Position/title] responsible for creating rosters
- Rosters reviewed before publication
- Backup rostering arrangements in place

4.2 Considerations

When creating rosters, the following are considered:

- Operational requirements and demand forecasts
- Employee contracted hours
- Submitted availability
- Skills and qualifications required
- Leave and other absences
- Fair distribution of shifts
- Award and agreement requirements

5. Roster Publication

5.1 Notice Period

- Rosters published at least [7/14] days in advance
- As required by applicable award
- Earlier where operationally possible

5.2 Publication Method

- Via [rostering system/noticeboard/email]
- Accessible to all rostered employees
- Updated version clearly identified

6. Employee Availability

6.1 Submitting Availability

- Employees submit availability via [method]
- By [deadline] before roster period
- Changes communicated promptly

6.2 Minimum Availability

- Employees may be required to provide minimum availability
- As specified in employment contracts

7. Roster Changes

7.1 Employer Changes

- Changes communicated as early as possible
- 7 days notice where possible
- Employee agreement sought for short notice

7.2 Employee Requests

- Requests submitted to manager
- Subject to operational requirements
- Refer to roster changes policy

8. Shift Swaps

- May be arranged between employees
- Requires manager approval
- Both employees must be qualified
- Refer to shift swap policy

9. Employment Types

9.1 Full-Time Employees

- Rostered for contracted hours
- Consistent weekly patterns where possible

9.2 Part-Time Employees

- Rostered according to contract
- Additional hours by agreement

9.3 Casual Employees

- Shifts offered based on availability
- May accept or decline shifts

10. Compliance

10.1 Award Requirements

- Rosters comply with applicable award
- Break and rest period requirements met
- Maximum hours limits observed

10.2 WHS Considerations

- Fatigue management in roster design
- Adequate rest between shifts
- Consecutive shift limits

11. Record Keeping

- Rosters retained as per legal requirements
- Changes documented
- Actual hours recorded separately

12. Responsibilities

12.1 Managers

- Create fair and compliant rosters
- Publish rosters on time
- Address rostering concerns

12.2 Employees

- Provide accurate availability
- Check roster when published
- Attend rostered shifts
- Raise concerns through appropriate channels

13. Related Policies

- Roster Publication & Notice Policy
- Roster Changes & Variations Policy
- Shift Swap & Coverage Policy
- Availability & Unavailability Policy
- Rostering Disputes & Escalation Policy

14. Review

This policy will be reviewed annually or when rostering practices change.

Employee Acknowledgement

I acknowledge that I have read and understood [Company Name]'s Rostering Policy.

Employee Name: _____

Signature: _____

Date: _____