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## Can't make it to shift?

- 8.30am and 5.00pm Monday to Friday please call the relevant Area Coordinator (AC). Please contact the Nudgee office and your call will be transferred/unlined to the relevant person. Please do not text or email.
- All after hours absence must be reported to your relevant on-call number before 10:00PM and after 6:00AM.
- In the event you are absent for two (2) consecutive shifts, you are required to provide a medical certificate (or other documented evidence) to your line manager.
- In the event you are absent the day before, day of, or the day after a gazetted public holiday, you are required to provide evidence of your inability to work (e.g., a medical certificate).

## When will I get my roster?

- Rosters are available via ProSIMS Time Online 6 weeks in advanced where possible, but no less than 2 weeks, as per the EBA.
- Projected rosters are sent Friday and workers are given 48 hours to accept the roster or decline any shifts within that projected fortnight (outside of Sched D hours). If no response roster is deemed as accepted.
- **It is important that all workers check their projected rosters** (including Sched D) as it will include any mandatory training, so please ensure you check your rosters regularly.

## Applying for Annual Leave (AL)?

- Per the EBA, all AL requests must be requested a minimum 4 weeks in advance. Any requests outside of this time may not be approved unless exceptional circumstance. Ensure this is noted on your application.
- If your leave is within an accepted roster period, you will need to try and swap these shifts with another Residential Care Worker (RCW) from your program (without incurring overtime) and discuss with the Rostering Team to gain approval for the swap.
- All applications should be discussed with your line manager prior to applying. However, to support leave coverage, only the Rostering Team can approve leave, within the guidelines given or direction of a Senior Program Manager (SPM).

## Does your timesheet look correct?

- To avoid being paid incorrectly, please check your timesheet via ProSIMS Time Online, ensuring it is correct prior to submitting.
- If any adjustments to timesheets are required, please email the Rostering Mailbox Friday prior to submitting.
- If your question is related to payroll, i.e., query about what's been paid or pay adjustments needed, email the Business Support team.

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