



March 2023

Fact Sheet: ROSTER REVIEWS

The roster review process is an important aspect of working in the disability support sector. With the introduction of NDIS the frequency of roster reviews has increased significantly. Disability workers have the right to be informed about the roster review process and their entitlements.

This fact sheet provides an overview of your rights and what you should do when going through a roster review.

Your rights:

- **To be notified in advance** of a review
- **To be consulted** including provision of the full roster, not just your line to enable review of supports, and identify solutions for possible changes or request for additional hours.
- **To be provided with response to your feedback** including reasons for not being able to accommodate requests
- **To be represented** You have a right to have your union attend meetings with you and raise issues on your behalf. Encourage non-member colleagues to join, you get better outcomes collectively.
- **To maintain your contracted hours** and in some agreements to have access to additional hours
- **To request flexible working arrangements** that accommodate your personal circumstances, such as caring responsibilities or study commitments.

What you should do:

- **Notify HACSU** if you have been notified of a roster review. Not all agreements require the employer to notify us, so don't assume that we know you have a roster review.
- **Provide feedback** including any updates to your availability, preferences, and personal circumstances. If responding to a draft, be specific, provide reasons and try to include solutions. Eg I can't do the 3-8 on Monday as I have childcare responsibilities but could do the 3-8 on the Friday from the vacant line. No feedback will be considered that you have no issues. You **can** include your HACSU representative in your feedback.
- **Advise HACSU** of any concerns or issues **prior** to the end of the process

If you have a roster review notify HACSU Assist on 1300 651 931
or 9340 4100 or by email: assist@hacsu.asn.au to seek advice as soon as possible.