

Rosters

A roster is a timetable that shows the days and times employees are required to work.

When an employer wants to change an employee's regular roster or ordinary hours of work, they have to discuss it with the employees first. They have to:

- provide information about the change (eg. what the change will be and when)
- invite employees to give their views about the impact of the change
- consider these views about the impact of the change.

Awards, enterprise agreements and other [registered agreements \(www.fairwork.gov.au/Dictionary.aspx?TermID=2034\)](http://www.fairwork.gov.au/Dictionary.aspx?TermID=2034) can set out extra rules about changing rosters and how and when employees are given rosters.

Find information about rosters in your award by selecting from the list below.

Based on what you've told us, it looks like you're covered by the Social, Community, Home Care and Disability Services Industry Award 2010 [MA000100].

Notification of rosters

An employer has to put the staff rosters in a place that full-time and part-time employees on the roster can access easily. They don't have to display the roster for casual or relieving staff.

Rosters have to be given to full-time and part-time employees at least 14 days in advance.

Employees can be given their roster over the phone, in person, by mail, email, fax or by any other type of electronic communication, such as a text message.

Changing the rosters

An employee's roster can only be changed:

- if the employer gives the employee 7 days notice, or
- at any time someone is sick or in an emergency and a change of the roster is needed to allow the organisation to continue its business.

Employees can be told about changes to the roster over the phone, in person, by mail, email, fax or by any other type of electronic communication, such as a text message.

Check the Social and Community Services Award for more information on changing rosters when a client cancels a rostered home care service.

Use the Roster template - Social and Community Services Award (DOCX 43.4KB) (<https://www.fairwork.gov.au/ArticleDocuments/766/Roster-template-social-and-community-services-award.docx.aspx>) to record employees rostered hours of work.

To find out more about who this award applies to, go to the [Social and Community Services Award summary \(https://www.fairwork.gov.au/awards-and-agreements/awards/award-summary/ma000100-summary\)](https://www.fairwork.gov.au/awards-and-agreements/awards/award-summary/ma000100-summary).

Source reference: [Social, Community, Home Care and Disability Services Industry Award 2010 \[MA000100\] clause 25.5](http://awardviewer.fwo.gov.au/award/show/MA000100) 

Think a mistake might have been made?

Mistakes can happen. The best way to fix them usually starts with talking.

Check out our [Help resolving workplace issues \(www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-resolving-workplace-issues/default\)](http://www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-resolving-workplace-issues/default) section for practical advice on:

- figuring out if a mistake has been made
- talking to your employer or employee about fixing it

- getting help from us if you can't resolve it.

Help for small business

- Find tools, resources and information you might need on our [Small business page \(www.fairwork.gov.au/Find-help-for/Small-business/default\)](http://www.fairwork.gov.au/Find-help-for/Small-business/default) .

You might also be interested in

- Part-time work agreements in [Part-time employees \(www.fairwork.gov.au/Employee-entitlements/Types-of-employees/casual-part-time-and-full-time/part-time-employees\)](http://www.fairwork.gov.au/Employee-entitlements/Types-of-employees/casual-part-time-and-full-time/part-time-employees)
- Awards (www.fairwork.gov.au/awards-and-agreements/awards/default)
- Hours of work, breaks and rosters (www.fairwork.gov.au/Employee-entitlements/hours-of-work-breaks-and-rosters/default)

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Contact us

Fair Work Online: www.fairwork.gov.au

Fair Work Infoline: 13 13 94

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Contact the Translating and Interpreting Service (TIS) on 13 14 50

Hearing & speech assistance

Call through the National Relay Service (NRS):

For TTY: 13 36 77. Ask for the Fair Work Infoline 13 13 94

Speak & Listen: 1300 555 727. Ask for the Fair Work Infoline 13 13 94

The Fair Work Ombudsman is committed to providing advice that you can rely on. The information contained on this website is general in nature. If you are unsure about how it applies to your situation you can call our Infoline on 13 13 94 or speak with a union, industry association or workplace relations professional. Visitors are warned that this site may inadvertently contain names or pictures of Aboriginal and Torres Strait Islander people who have recently died.