



rostercoster



User Manual – Resi Workers

Welcome to RosterCoster (Standard Letter to Staff)

Hi

RosterCoster is an opportunity for you to log (online at www.RosterCoster.com) your availability for extra hours or casual work. You can do this from work or home. As soon as you log in, you will be able to (a) see all shifts you have been offered and (b) log your availability for additional shifts.

If you have received this letter from your local RosterCoster contact person (see the table of contacts at www.RosterCoster.com) or line manager, your username and password will appear below.

It's 'one screen only', so go ahead, login now¹ and see what you think. If you require additional instructions please follow the user guide that has been supplied to your service (a copy of this may also have been printed below).

USERNAME	
PASSWORD	

Thank you for your time, and if you need any help, see the table of contacts at www.RosterCoster.com.

¹ You can do this even before your line manager finalises his or her formal rollout of RosterCoster, that is, even before he or she goes live with the business rule that 'no shift may be replaced without being logged on RosterCoster'. In the interim, you are logging no more than your 'availability', and this is useful information both before and after the formal rollout is finalised.

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Colour Codes Used in RosterCoster

RosterCoster is colour coded so that you can see at a glimpse what the status of a shift is.

When you are logging your availability, you will see these colours:

- **Blue** = I'm available for work
- **Black** = I'm unavailable for work

When you are looking at your roster, you will also see these colours:

- **White** = I was rostered for this shift before the fortnight started (rostered hours/ordinary hours)
- **Orange** = I picked up this shift as 'extra' or casual hours
- **Magenta** = I picked up this shift as overtime
- **Yellow** = I was rostered for this shift but can no longer do it (and it's still unfilled)
- **Grey** = I was rostered for this shift but can no longer do it (and it has been filled by someone else)
- **Pink** = I said I was available but I declined this shift when offered it
- **Red** = I said I was available but after being given a shift, I called to cancel my availability
- **Lavender** = I said I was available but when I was called for a shift I didn't answer my phone
- **Green** = This shift is no longer required

Date	00	01	02	03	04	05	06	07	08	09
Tue 27/9	Unassigned									
Wed 28/9	Unassigned									
Thu 29/9	Banksia Street									
Fri 30/9	Banksia Street									
Sat 1/10	Banksia Street									
Sun 2/10	Banksia Street									
Mon 3/10	Banksia Street									
Tue 4/10	Unassigned									
Wed 5/10	Unassigned									
Thu 6/10	Unassigned									
Fri 7/10	Unassigned									

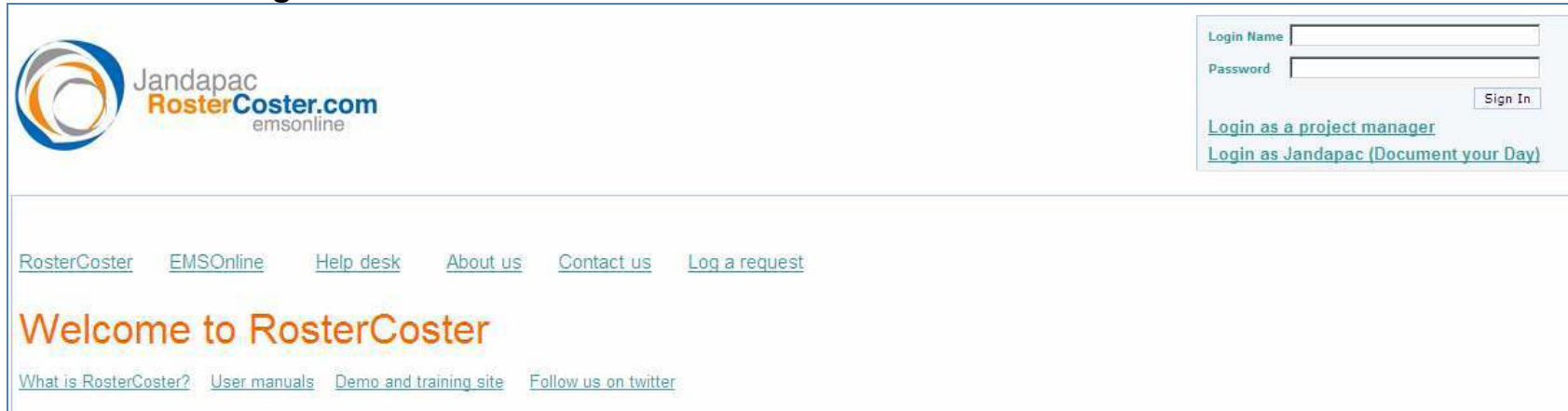
How to log your availability

STEP 1: Go to the internet and visit www.rostercoster.com

In other words, type 'www.rostercoster.com' in your web browser address bar as shown below and press 'Enter' on your keyboard.



STEP 2: Enter your login name and password in the top right hand corner of the RosterCoster home page, then click the 'Sign In' button



If you have forgotten your login name and/or password, or you have not been given one, contact your relevant **Residential Services Manager**, whose details can be found on the table of contacts in front of you right now on the RosterCoster home page.

Note that passwords are case sensitive. After you receive your password, see page 7 for instructions on how to change it.

STEP 3: “Paint” your availability into the grid displayed

Go to the ‘Rosters’ menu and select ‘My Roster’. Depending on your access level, this screen may appear by default upon log in.



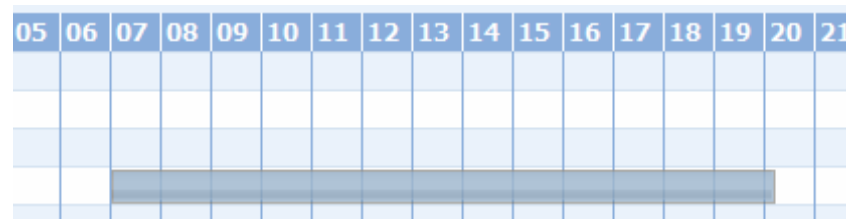
Once in ‘My Roster’, you will see a grid that looks like this, with dates down the left and times across the top:

Date	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Mon 13/10																								
Tue 14/10																								
Wed 15/10																								

To show yourself as available or unavailable, use your mouse to go to the relevant day, then left-click and drag your mouse to ‘paint’ a line between the start time and end time.

Example:

I can’t work between 7:00am and 7:00pm, so I will go to the relevant date and left-click in the “07” square. While holding down the mouse button, I will drag to the right until I get to the “19” square to ‘paint’ a line onto the grid that looks like below:

A screenshot of a grid similar to the one above, but with a shaded bar from 07 to 19 in the row for Wednesday 15/10. The bar is dark blue and covers the columns for times 07, 08, 09, 10, 11, 12, 13, 14, 15, 16, 17, 18, and 19. The columns are labeled 05, 06, 07, 08, 09, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21 at the top.

STEP 4: Put in information about your availability

Once you let go of the mouse button, a 'Times' box will pop up on your screen where you can add additional information about your availability.

After clicking on the “Apply/Close” button, you will see your entry appear on the grid. If you hover your mouse over the entry, a little box will appear that shows the start time, end time and shift type.

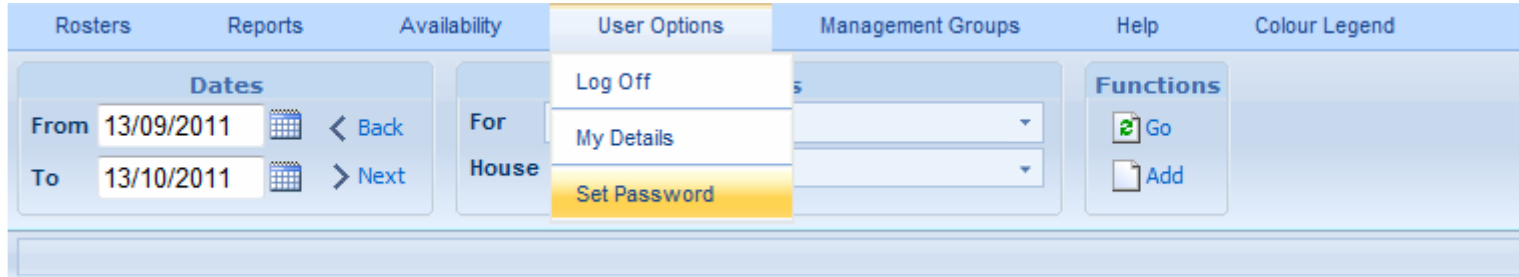
Date	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23						
Tue 13/9								Unassigned																						
Wed 14/9																														

As seen on page 2, these entries appear in different colours depending on the shift type. While you only have the ability to paint blue entries (“I’m available”) and black entries (“I’m unavailable”), your supervisor can paint other shift types on your behalf so you will need to be familiar with the colour legend too.

Changing your personal details

STEP 1: Change your password

The first time you log into RosterCoster you should change your password to something that you will remember. At the top of the screen, click on the “User Options” menu, then select “Set Password”



In the next screen, simply type the old password you were initially given on your welcome letter, then type your new password and confirm this new password again before clicking “Save”.

Old Password:

New Password:

Confirm Password

After successfully changing your password you will receive a confirmation message in red:

Password has been set

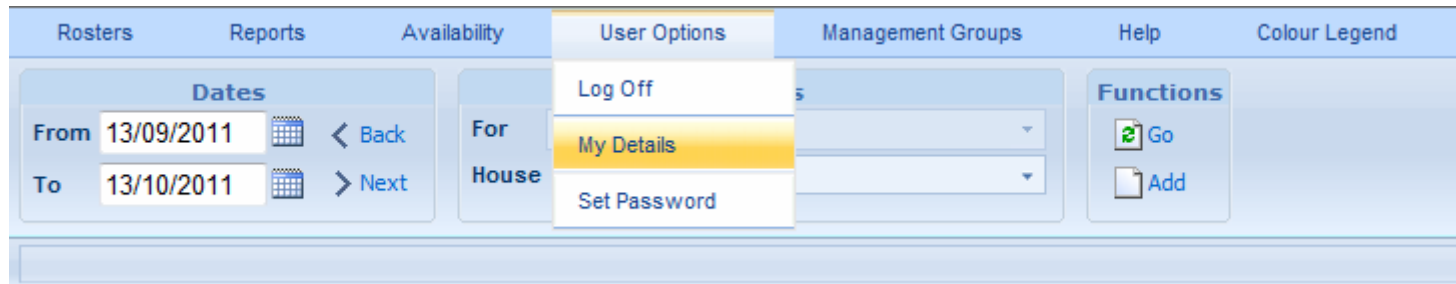
Old Password:

New Password:

Confirm Password

STEP 2: Update your contact details

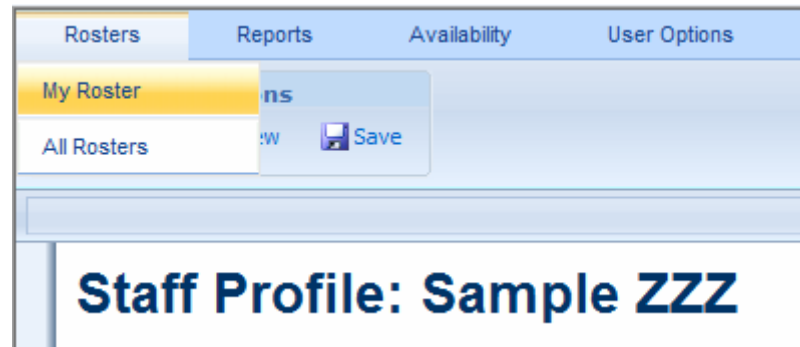
To ensure that you are contactable, make sure you update your contact details. At the top of the screen, click on the “User Options” menu, then select “My Details”



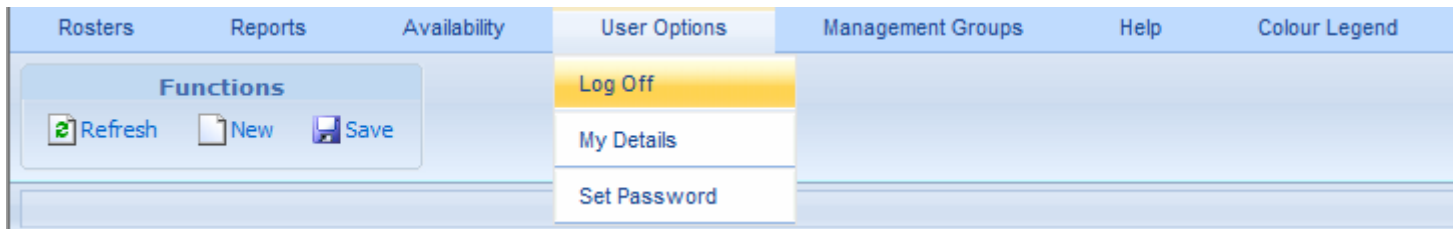
The below screen will appear and you will be able to edit your email address and phone number/s. Be sure to click “Save” after making your changes.

STEP 3: Other options and logging off

To return to the roster grid again at any time, simply select “My Roster” from the “Rosters” menu



To log off, click on the “User Options” menu, then select “Log Off”



Shift types defined

There are several shift types found in RosterCoster. While you only have the ability to select the available and unavailable shift types, your supervisors and managers can select all the other shift types on your behalf, so you will need to refer to these definitions to understand what they mean.

Shift types that casual resi workers can select:

Available	Unavailable / Availability Pending
Available Worker available	Available - Phoned Worker available & has been phoned
Available (No SO or AN) Worker available, but not for sleepover or active night	Available (No SO or AN) - Phoned Worker available, but not for sleepover or active night, & has been phoned
Available (OK for SO) Worker available for sleepover	Available (OK for SO) - Phoned Worker available for sleepover & has been phoned
Available (Ok for AN) Worker available for active night	Available (Ok for AN) - Phoned Worker available for active night & has been phoned
Available (Ok for SO & AN) Worker available for sleepover & active night	Available (Ok for SO & AN) - Phoned Worker available for sleepover & active night, & has been phoned
	Unavailable Worker unavailable

Shift types that supervisors, managers and team leaders can select on your behalf:

On Duty	Other
ON DUTY - Agency Worker is doing this shift with agency hours	Cancelled Shift Worker made themselves available to work but after having accepted an offered shift, cancelled it
ON DUTY - Casual Worker is doing this shift with casual hours	Declined Shift Worker made themselves available to work but declined the shift when offered it
ON DUTY - Extra Worker is doing this shift with extra hours (part timer picking up extra hours up to 76)	No Longer Required Shift was previously required but is no longer needed by the unit
ON DUTY - Ordinary Worker is doing this shift with ordinary hours	
ON DUTY - Overtime Worker is doing this shift with overtime hours (perm staff working hours that are over 76)	
ON DUTY - Rostered Worker is doing this shift with rostered hours	

Off Duty But Filled	Off Duty & Still Unfilled
OFF DUTY Filled - Leave Other Worker was previously rostered but is on other leave and shift has now been filled by someone else	OFF DUTY Unfilled - Leave Other Worker was previously rostered but is on other leave and shift is still unfilled
OFF DUTY Filled - Leave Rec Worker was previously rostered but is on recreational leave and shift has now been filled by someone else	OFF DUTY Unfilled - Leave Rec Worker was previously rostered but is on recreational leave and shift is still unfilled
OFF DUTY Filled - Leave Sick Worker was previously rostered but is on sick leave (with cert) and shift has now been filled by someone else	OFF DUTY Unfilled - Leave Sick Worker was previously rostered but is on sick leave (with cert) and shift is still unfilled
OFF DUTY Filled - Leave Sick (no cert) Worker was previously rostered but is on sick leave (no cert) and shift has now been filled by someone else	OFF DUTY Unfilled - Leave Sick (no cert) Worker was previously rostered but is on sick leave (no cert) and shift is still unfilled
OFF DUTY Filled - Leave Sub Worker was previously rostered but is on substitute leave (sub for pub hol penalties) and shift has now been filled by someone else	OFF DUTY Unfilled - Leave Sub Worker was previously rostered but is on substitute leave (sub for pub hol penalties) and shift is still unfilled
OFF DUTY Filled - Leave Without Pay Worker was previously rostered but is on leave without pay and shift has now been filled by someone else	OFF DUTY Unfilled - Leave Without Pay Worker was previously rostered but is on leave without pay and shift is still unfilled
OFF DUTY Filled - Leave Workcover Worker was previously rostered but is on Workcover leave and shift has now been filled by someone else	OFF DUTY Unfilled - Leave Workcover Worker was previously rostered but is on Workcover leave and shift is still unfilled
OFF DUTY Filled - Reassigned Worker was previously rostered but has had their hours changed around and shift has now been filled by someone else	OFF DUTY Unfilled - Reassigned Worker was previously rostered but has had their hours changed around and shift is still unfilled
OFF DUTY Filled - Secondment Worker was previously rostered but has been seconded to work elsewhere and the shift has now been filled by someone else	OFF DUTY Unfilled - Secondment Worker was previously rostered but has been seconded to work elsewhere and the shift is still unfilled
OFF DUTY Filled - Training Worker was previously rostered but will be in training and the shift has now been filled by someone else	OFF DUTY Unfilled - Training Worker was previously rostered but will be in training and the shift is still unfilled
OFF DUTY Filled - Unrostered Shift was not rostered but has now been filled by someone else	OFF DUTY Unfilled - Unrostered Shift was not rostered and is still unfilled
OFF DUTY Filled - Vacant Shift was unfilled because of a position vacancy but has now been filled by someone else	OFF DUTY Unfilled - Vacant Shift was unfilled because of a position vacancy and is still unfilled