



Rostering Protocols & Workplace Etiquette

This document is designed to help you understand the rostering process and ensure your shifts are scheduled fairly and efficiently. It also sets out expectations for workplace etiquette, including shifts, communication, and team interactions.

Rostering at The Ducks

- **Roster Publication**
 - We aim for all rosters to be published at least 7 days in advance.
- **Roster Changes:**
 - Changes to the roster can be made after publication in situations where changes are required due to unforeseen circumstances (such as sickness, trade levels or emergency situations).
 - If changes are made, the Management team will communicate as promptly as possible.
- **Request for Changes:**
 - If you are unable to work a scheduled shift or if changes need to be made to your availability, please inform your manager as early as possible, ideally at least 48 hours in advance.
- **Shift Swaps:**
 - Employees may request a shift swap or changes to their roster with prior approval from their manager. Both parties should ensure that the new arrangement still complies with legal and operational requirements.
- **Availability:**
 - Ensure that you provide your accurate availability to your manager as far in advance as possible. This helps in creating a roster that works for both you and the team.
- **Requests for Time Off or Flexible Hours:**
 - Employees can request time off or flexible working hours by submitting their requests in writing to their manager. These requests will be considered based on operational requirements and fairness.
- **Communication of Unavailability:**
 - If you are unable to attend your scheduled shift due to illness, personal matters, or unforeseen circumstances, it is essential to notify the manager on duty as soon as possible. Use the Deputy app to identify the current manager on duty, and you can access their contact details directly through the platform.
- **Accommodations:**
 - If you have any personal or medical circumstances that should be considered for rostering, please reach out to a suitable member of management or HR. This allows us to better support your wellbeing and create a positive working environment.



Shift Lengths and Breaks

- **Maximum Shift Length:**
 - Casual Employees should not be rostered for more than 12 hours per shift and should have a minimum of 2 hours per shift.
 - For employees under 18 years of age, the maximum shift length is 10 hours.
- **Breaks:**
 - Shifts of 5-10 hours require a 30-minute unpaid meal break.
 - Shifts over 10 hours require additional breaks as per relevant award guidelines.
 - No employee should work more than 5 hours without a break.

Weekly Hours

- **Full-Time Employees:**
 - Full-time employees should generally be rostered for 38 hours per week.
 - If required, reasonable additional hours may be scheduled as part of the annualised salary, in line with the BOOT (Better Off Overall Test).
- **Casuals:**
 - Casual employees can be rostered for a maximum of 38 hours per week (excluding breaks), with the understanding that overtime rates may apply for hours worked beyond this.

Days Off

- **Minimum Days Off:**
 - Full-time employees must have at least 8 full days off in a 4-week period.

Breaks Between Shifts

- **Minimum Break Between Shifts:**
 - Employees must have a minimum 12-hour break between shifts.

Special Circumstances

- **Peak Periods or Resource Shortages:**
 - During peak times, additional hours may be needed. These hours are covered by the annualised salary, with efforts made to balance the hours as soon as practicable.

BOOT Test:

At Three Blue Ducks, we are committed to ensuring that all full-time employees are paid fairly and in accordance with the relevant Award and the Better Off Overall Test (BOOT). The BOOT test is an important measure to ensure that employees receive at least the minimum Award entitlements in terms of pay and conditions.

From January 2024, the BOOT test will be carried out as per the Award, with an annual reconciliation at the end of every financial year (30th June). We will also monitor working hours regularly throughout the year.

Where an employee is found to have been paid less than they would have earned if they were on the Award rate (including any time in lieu given per part 1 of this policy), they will be paid the shortfall in full. Please note, for us to complete the BOOT test report (which is a detailed and time-consuming process



undertaken by our finance team) this will take a minimum of one month to occur.

When will the BOOT Test apply?

1. Employees with One Full Year of Full-Time Employment:

If you have been employed by Three Blue Ducks in a full-time capacity under an annualised salary for one full year or more, you will automatically be included in the annual BOOT test conducted at the end of each financial year (30th June).

2. Employees with Less Than One Full Year of Full-Time Employment:

If you have not yet worked one full year in a full-time role under an annualised salary, your salary and working hours will be included in the annual BOOT Test on your anniversary date.

- Your anniversary date is the date you started your full-time employment with Three Blue Ducks (or the date you transitioned from casual to full-time).
- For example, if you started full-time employment on 1st May 2024, your first BOOT test will cover the period from 1st May 2024 to 30th April 2025.
- After your first year, you will be included in the annual BOOT test report at the end of each financial year (covering the period from 1st July to 30th June).

BOOT Process:

1) All full-time employees' timesheets for the period are costed out as if they were on the Award full-time hourly rate, including all overtime and penalty rates such as:

- Saturday
- Sunday
- Public Holidays

2) The costing from step 1 is compared to what the employee was actually paid during the period (including the value of any time in lieu awarded), then:

- **a)** If the costing from step 1 exceeds the actual amount paid from step 2, we will pay the shortfall amount in full in the next payroll.
- **b)** If the costing from step 1 is less than the actual salary paid from step 2, no action is taken.

For Example, If you started on 1st May 2024, your first BOOT test will cover the period from 1st May 2024 to 30th April 2025. After that, you'll be included in the yearly BOOT test from 1st July to 30th June.

Exceptions:

- **Exemption Rate Employees:** If you're paid more than 170% of the relevant Award rate, you are exempt from the BOOT test (as stated in your contract).
- **Non-Award Employees:** NES employees are not included in the BOOT test under the Fair Work Ombudsman