

ROSTERING

The staff team at Courage to Care recognise that whilst we endeavour to provide all team members with the opportunity to be rostered as fairly and as equitably as possible, there are times when we are unable to fulfill a team member's request to be rostered. We felt that it might be useful to explain some of the reason why you may not always be rostered, and to provide some examples. We hope you find the following information useful.

There are many reasons why we may not be able to fulfill a team member's request to be rostered. We have listed below some of the most common reasons why you may not be rostered. For your reference, we have included an example of each reason on the last page(s) of this document. You may jump to the examples at the bottom of the document at any time by clicking on "**EXAMPLES**" throughout the document.

- **NUMBER OF TIMES YOU HAVE ALREADY BEEN ROSTERED THROUGHOUT EACH TERM**

As mentioned above, we endeavour to provide all team members with the opportunity to be rostered fairly and equitably. As such, you may not always be rostered on all the dates you request, based on the number of times you are already rostered throughout each term.

EXAMPLES

We also take into consideration how many times a team member was rostered in the previous terms.

EXAMPLES

- **ROLES REQUIRED/ACCREDITATION**

When filling the roster, we need to take into consideration the different roles required, who is accredited to do what, and the needs of the team overall. There are multiple roles required for each program depending on whether it is a MYP or a SYP:

MYP and SYP Speaker – All Survivor Speakers and Custodian Speakers need to have completed the required training for this role.

Team Leader – A Facilitator who is also accredited as a Team Leader. *Not all Facilitators are accredited to be a Team Leader.*

Organiser – We are lucky to have a few team members that are dedicated purely to the Organiser role. However, on days when we don't have a dedicated Organiser rostered, the Organiser role will be shared between Facilitators, across each workshop that day. The preference will always be to roster a dedicated Organiser for the whole day, where possible. *Not all Facilitators are accredited to be an Organiser.*

Lead Facilitator – A Facilitator who is also accredited as a Buddy/Mentor and can be observed by Trainee Facilitators. *Not all Facilitators are accredited to be a Lead Facilitator.*

Facilitator – A team member who has completed their training, is officially accredited as a Facilitator, and can be rostered to Facilitate.

Trainee/Observer – This could be a volunteer who is training or thinking of training for one of the above-mentioned roles. It could also be a member of staff, member of the Committee of Management, one of our contacts from the Department of Education & Training, or anyone who Courage to Care staff deem to be eligible to observe a program.

As you can see above, not all Facilitators are accredited for the multiple roles required for each program. As such, we may not be able to roster you if you are not accredited to do the specific role required.

EXAMPLES

- **TRAINEE AND NEWLY ACCREDITED TEAM MEMBER REQUIREMENTS**

We are very lucky to have such a dedicated, passionate team of volunteers who generously offer their time to support the delivery of our Upstander Program. We are also very lucky to be in a position where we are attracting new volunteers who wish to join our team. To ensure that we attract and retain new trainees/newly accredited team members, we need to make sure that they have ample opportunity to observe, to facilitate under supervision, and can put their new skills into practice and be rostered as Facilitators.

EXAMPLES

- **LIMITED NUMBER OF SEATS ON THE BUS**

Depending on the program, and the requirements of the school, there are occasions when we have quite a large team going out to visit a school. This can impact on the number of seats available on the bus. Program delivery team members will always be offered priority for securing a seat on the bus. If a Trainee/Observer wishes to be rostered, and has request a seat on the bus, we may not always be able to accommodate this depending on the numbers.

EXAMPLES

- **THE ROSTER IS FULL**

We sometimes receive requests to be rostered for programs that have already been filled. On these occasions, we will keep a note of said requests so that we have potential back-up team members on standby if the roster changes.

There are times when we urgently need to fill a spot in the roster due to last-minute changes that can arise. An email or text request for volunteers is sent out, and some volunteers will inevitably respond to these requests quicker than others. If we urgently need to fill a spot, we will often give the spot to the first person who responded. Any subsequent positive responses will be noted so that we have potential back-up team members on standby if the roster changes again.

EXAMPLES

- **CHANGES TO THE ROSTER IMPLEMENTED BY THE SCHOOL**

There are times when the roster is full and finalised, then the school will contact us with changes they need to make. This can impact on the number of people we have rostered, and we subsequently need to make some changes.

EXAMPLES

- **(LATE REQUESTS) - THE ROSTER HAS ALREADY BEEN FINALISED AND DETAILS HAVE BEEN CONFIRMED WITH THE SCHOOL**

Please note that we are not always able to accommodate late requests to be rostered.

All finalised program details are usually confirmed with the school, and the team, a week before each program.

If a team member is sick and needs to be replaced, after the roster has been finalised, the schools are usually very understanding, and recognise that this kind of change is unavoidable.

However, changes that are perhaps not deemed necessary to the program delivery, may not be considered.

EXAMPLES

- **YOU HAVE BEEN UNABLE TO PROVIDE US WITH THE REQUIRED COMPLIANCE DOCUMENTATION IN THE TIME REQUIRED**

All Courage to Care volunteers and staff members are required to provide us with details of a current Working with Children Check (WWCC) or Victorian Institute of Teaching Registration (VIT). This information is required for any Courage to Care volunteers or staff members who intend to visit a school.

All Courage to Care volunteers and staff members are required to provide us with a copy of their most recent Covid-19 Vaccination Certificate, that shows the certificate holder has received a minimum of 3 Covid-19 vaccinations. At the time of writing, this information is required for any Courage to Care volunteers or staff members who intend to visit a school. This also applies to partners/spouses accompanying team members to programs, even if they do not intend to visit a school.

As stated in point 7, all finalised program details are usually confirmed with the school, and the team, a week before each program. If we are unable to provide your required compliance details to the school in the required time, then we may not be able to roster you.

- **YOU HAVE NOT YET COMPLETED YOUR TRAINING**

Whilst it is so inspiring to see the enthusiasm of our trainees, we simply cannot add you to the roster as a Facilitator or Speaker until you have completed your training, and officially become accredited. We understand that this can sometimes be frustrating, especially if your training journey has been slower than anticipated (perhaps due to Covid-19 restrictions, illness, family commitments, rostering clashes etc). Where possible, we will always try to ensure that we accommodate Trainee rostering requests to support our Trainees in their journey to accreditation.

- **CONSIDERING SPECIAL REQUESTS**

There are times when we receive a special request from someone to be rostered at a specific school. We will always consider such requests but cannot guarantee that they can be accommodated.

EXAMPLES

Where we can accommodate these kinds of requests, we recognise that this can impact on others who have also requested these dates.

EXAMPLES

PLEASE FIND BELOW EXAMPLES FOR ALL REASONS PROVIDED ABOVE:

1. NUMBER OF TIMES YOU HAVE ALREADY BEEN ROSTERED THROUGHOUT EACH TERM EXAMPLES:

1 X Facilitator spot is available.

Both Sarah and Lisa have requested this spot.

We can see from the roster that Sarah has already been rostered on 8 other dates throughout this term.

We can see from the roster that Lisa has already been rostered on 5 other dates throughout the term.

Based on this information, the spot would be offered to Lisa in the first instance.

1 x Facilitator spot is available in Term 4.

Both Zoi and Karen have requested this spot.

We can see from the roster that Zoi was rostered multiple times in Term 3.

We can see from the roster that Karen was only rostered twice in Term 3.

Based on this information, the spot would be offered to Karen in the first instance.

2. ROLES REQUIRED/ACCREDITATION EXAMPLE:

1 x Facilitator spot is available.

For this program, whichever Facilitator is rostered, they also need to be an accredited Organiser to take on this role for one of the workshops.

Both Sarah and Mike have requested this spot.

We can see from the roster that Sarah has been rostered on 3 other dates throughout the term. However, Sarah is not an accredited Organiser.

We can see from the roster that Mike has been rostered on 7 other dates throughout the term. Mike is an accredited Organiser.

Even though Mike has already been rostered more times than Sarah, she is not an accredited Organiser.

Based on this information, the spot would be offered to Mike on this occasion.

3. TRAINEE AND NEWLY ACCREDITED TEAM MEMBER REQUIREMENTS EXAMPLE:

1 x Facilitator spot is available.

Both Lisa and Karen have requested this spot.

Karen is an experienced Facilitator and is already rostered on several other dates throughout the term.
Lisa is a newly accredited Facilitator and is only rostered on 1 other date throughout the term.
Based on this information, the spot will be offered to Lisa in the first instance.

4. LIMITED NUMBER OF SEATS ON THE BUS EXAMPLE:

Zoi and Mike have both requested to be rostered for a particular program.
Both Zoi and Mike have requested a seat on the bus, but there is only one more bus seat available.
Zoi is an accredited Facilitator.
Mike is a trainee facilitator wishing to observe the program as part of his training.
Based on this information, Zoi will be rostered and given the seat on the bus.
Mike may also be rostered, but only if he is able to make his own way to and from the school as the bus is full. If he cannot make his own way, then he will not be rostered on this occasion.

5. THE ROSTER IS FULL EXAMPLE:

It is Monday and we have a program scheduled for Wednesday (2 days away).
Lisa was originally rostered for Wednesday but advises the office on Monday that unfortunately she is no longer available.
An urgent email or text request will be sent to Mike, Karen, Zoi and Sarah to see if they're available.
All four of them respond to the request, but Mike is the first person to respond.
Based on this, the spot will be offered to Mike.
Karen, Zoi and Sarah will not be rostered on this occasion, however a note will be kept that they are potentially available if there are other last-minute changes to the roster.

6. CHANGES TO THE ROSTER IMPLEMENTED BY THE SCHOOL EXAMPLE:

We have an MYP incursion scheduled for next week.
Based on the original number of students the school advised us would be attending, we have rostered 5 Speakers and 5 Facilitators.
The school contact us to advise us that we can now expect fewer students than originally stated.
We now only require 4 Speakers and 4 Facilitators. 1 Speaker and 1 Facilitator are no longer required.
In this instance, 1 Speaker and 1 Facilitator will be removed from the roster. The decision of who to remove will be based on the requirements of the program, how many other times they are rostered in this term, and/or the previous term (see points 1 and 2).

7. (LATE REQUESTS) - THE ROSTER HAS ALREADY BEEN FINALISED AND DETAILS HAVE BEEN CONFIRMED WITH THE SCHOOL EXAMPLE:

If we receive a late request for an additional Trainee/Observer to be added to the roster, then some schools may not be so accommodating to this kind of request/change.
Also, making these kinds of last-minute changes to the roster adds to the already increasing workload of the staff team. The roster often needs to be re-jigged regarding who is observing who, and program paperwork (online and hard copies) along with other resources may need to be amended and updated to reflect any changes.

8. CONSIDERING SPECIAL REQUESTS EXAMPLES:

A team member may request to be rostered at a particular school because:

- They attended that school themselves when they were younger.
- Their children/grandchildren attend that school or work at that school.
- The school is within walking distance from their home.

1 X Facilitator spot is available.

Both Sarah and Zoi have requested this spot.

We can see from the roster that Sarah has been rostered on 7 other dates throughout the term.

We can see from the roster that Zoi has been rostered on 3 other dates throughout the term.

However, Sarah has explicitly requested to be rostered at this program because her daughter attends this school.

Even though Sarah has already been rostered more times than Zoi, we will consider Sarah's special request, and the spot will be offered to Sarah on this occasion.