Shift Allocation & Casual Rostering Policy

1. Purpose

To set out RTS's approach to *shift allocation, rostering, and availability* for casual on-call employees in a transparent and consistent manner that meets operational requirements and respects employee rights.

2. Scope

This policy applies to all *casual on-call employees* engaged directly by RTS.

3. Policy Statement

RTS is committed to:

- allocating available shifts fairly and consistently;
- considering employee availability when planning rosters;
- communicating shift offers and rostering decisions in a transparent way;
- complying with applicable employment laws, awards, and national employment standards (NES).

4. Definitions

- **Casual Employment:** A form of engagement where there is no advance commitment to ongoing work and shifts are offered based on business need. Casuals are not guaranteed ongoing work.
- **Roster:** A timetable indicating when employees may be offered or allocated work.

5. Rostering Principles

RTS will allocate shifts using the following principles:

a. Operational Needs First

Shifts are offered based on RTS's operational requirements and the need to appropriately staff worksites.

b. Availability Considered

Employees must communicate *current availability* in writing or via the agreed system. RTS will consider this when offering shifts. Information about availability should be updated whenever there are changes.

c. Fairness & Transparency

Shift offers should be consistent, and RTS will endeavour to avoid favouritism or discrimination in allocations.

6. Shift Offer & Acceptance

a. Offering Shifts

RTS (or its rostering delegate) will offer shifts to casuals based on:

- documented availability;
- relevant certifications or qualifications required for the work;
- operational scheduling needs.

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b. Acceptance Process

- Shift offers may be made by text, phone, email, or rostering platform — whichever method is agreed at commencement.
- Casual employees may *accept or decline* an offered shift. No penalty will be applied solely for declining a shift, provided this is done in accordance with RTS procedures and any agreed notice requirements.

7. Changes to Rosters

Once a shift has been accepted by an employee, RTS may still need to adjust the roster due to operational changes. RTS will:

- advise employees of changes as soon as reasonably possible; and
- seek to minimise impacts on employees.

Where a casual employee reasonably cannot attend a newly altered shift, they should notify RTS promptly.

8. Cancellations & Non-Attendance

- If an employee confirms a shift and subsequently cannot attend, they must advise RTS as soon as possible.
- Frequent non-attendance without reasonable notice may be considered when offering future shifts.

9. No Guaranteed Entitlement

Being offered shifts *does not guarantee* a minimum number of hours or a pattern of work. Casual employees are engaged without a commitment to ongoing shifts.

10. Communication & Notice

RTS will endeavour to provide reasonable notice of shifts and changes. However, specific notice periods may depend on operational needs.

11. Dispute & Feedback

Employees who believe rostering decisions have not been applied fairly may raise the matter with RTS Senior Management.

12. Record-Keeping

RTS shall retain:

- records of shift offers and acceptances;
- any changes to rosters;
- notices of non-attendance.

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14. Review

This policy will be reviewed at least every 12 months or as required due to operational, legal, or industrial changes.

Signed by Chief Executive Officer:

Shane Egan: …… 12/02/2026
(Name) (Signature) (Date)

Owner	Riverina Traffic Services Pty Ltd
Date of Adoption/Amendment	**Revision No:**
February 2026	Original

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