

CYCLIC SCHEDULING FREQUENTLY ASKED QUESTIONS

1. What is a Cyclic Schedule?

- Pre-determined roster built to the specific operational needs of the centre.
- Forecasted in advance for a period ranging from 12 to 15 months.
- Operates on either four (4) or six (6) week cycles.

2. What is a cycle?

- The term cycle relates to the actual duration of the schedule
- Cycles can be either four (4) weeks for (6) weeks in duration

3. How many days are in a schedule?

- 28 days in a four (4) week cycle.
- 42 days in a six (6) week cycle.

4. How does the schedule actually work?

- Officers are allocated to a 'line' within the schedule.
- After every completed schedule (cycle) the officer simply moves to the next line within their allocated area of responsibility.

4. How far in advance will officers know what they are working?

- 12 to 15 months

5. Why are we changing to cyclic scheduling?

- The current rostering system is outdated and lacks many features that cyclic scheduling offers.
- Cyclic schedules provide best practice in relation to roster management, and CSNSW is following other public sector agencies that operate it successfully.
- Provides for up to 15 months of schedules in advance to assist staff in planning their work and life balance.
- Provides managers with the ability to forecast and plan.

6. What are the some of the benefits for staff?

- Officers can view schedules up to 15 months in advance
- Fair and equitable schedules with consistent access to shifts, weekends and development opportunities.
- Discontinuation of officers being rostered for 9 to 10 days

7. Can I still carpool?

- Yes. However, officers must understand that they may be on different lines within the schedule, which may result in not being rostered on the same shifts at various times.
- The ability to accommodate carpools is dependent on the size of the centre including officer numbers.

8. Can I still access PTLWP?

- Yes - although consultation with management must occur to determine best practice.

9. Can I still swap shifts?

- Yes.
- Officers may seek to swap shifts, days, leave and entire schedules.
- Officers swapping an entire schedule, will remain in the same sequence, and upon moving to the next schedule retain their 'line' in the rotation.
- The swapping entire schedules, may inadvertently lead to officers working a long period (end of one schedule & start of another). However, this is purely the choice of the officer who is swapping.

10. How do I book leave?

- Agency Assigned Leave will be automatically built into the schedule, which equates to 10 days leave for 8hr shifts and 7 days leave for 12hr shifts.
- Agency Booked Leave can be swapped with other officers, provided each staff member takes 10 days leave each calendar year.
- Due to the automated function of Agency Assigned Leave, some leave blocks will fall in high demand periods such as, school holidays, Easter, Christmas and New Year.
- Officer Booked Leave can continue to be booked outside of Agency Assigned Leave, where officer numbers allow.
- Officer Booked Leave during high demand periods such as school holidays, Christmas and New Year etc will continue to be balloted and shared fairly.
- Leave Loading Payment is triggered when 80 hours of consecutive leave is taken (8hr shifts - 10 days and 12 hour shifts - 7 days).
- Officer Booked Leave must still be within the 10% bandwidth, though management can authorise higher percentages in certain circumstances.

11. What are the major differences, between 8 hour and 12 hour schedules?

- The main difference is the amount of days worked within each cycle.
- Officers on a 4 week (8 hour) roster will continue to work 19 days with 8 days off and 1 x RDO.
- Officers on a 6 week (12 hour) roster work 42 days, but DO NOT accrue an RDO.

12. How many 12 hour shifts do staff work in a 6 week cycle?

- Officer on a 6 week (12 hour) roster work 19 days and have 23 days off (No RDO).
- Officers can be rostered a minimum of 2 & up to a maximum of 4 consecutive 12 hour shifts.
- Working more than 4 consecutive 12 hour shifts can lead to fatigue and management should ensure this does not occur.

13. How many days off in a row will I be rostered under 12 hour shifts?

- The minimum number of consecutive days off within each schedule is 2.
- However, some schedules will result in being rostered up to six (6) to eight (8) consecutive days off.
- Officers will be afforded the same opportunities as they rotate through each schedule 'line' during the cycle.

14. How many leave days do I get on 12 hour rosters?

- Leave accrual is calculated in hours not days and remains unchanged
- Officers accrue 240 hours leave per annum, which equates to 20 x (12) hour days.

15. What if I need a day off to attend a function, but I'm rostered to work?

- Approach another officer to swap days off.
- Apply for any vacant leave blocks for that period
- Officers will have access to view the leave balances, so will always know what periods are available to book short notice recreation leave.
- If schedule already published, approach centre management to ascertain other options such as Short Notice Recreation Leave (SNRL).

16. Is there a penalty payment for working a 12 hour day shift (L Watch)?

- No
- Saturday, Sunday and Public Holiday shift payments will remain the same and will be paid for the entire 12 hour period.

Note: At this stage officers who work a 12 hour day shift Monday to Friday at Kirkconnell, Berrima and Glen Innes are paid 15% for four (4) hours of the shift. However, this is under review and is expected to be amended to meet the Award conditions.

17. What are the penalty rates for working a 12 hour night shift?

L shift 12 hour (day shift light) commences at 6am and ceases at 6pm attracts:

Weekday	○ 12hrs at normal hourly rate
Saturday	○ 12hrs at 50%
Sunday	○ 12hrs at 75%
Public Holiday	○ 12hrs at 50%

N shift 12 hour (night shift) commences at 6pm and ceases at 6am attracts:

Weekday into Weekday	○ 12 hours 17.5%
Weekday into Saturday	○ 12 hours at 50%
Weekday into Public Holiday	○ 12 hours at 50%
Saturday into Sunday	○ 12 hours at 75%
Sunday into Public Holiday Monday	○ 12 hours at 50%
Public Holiday Weekday into Saturday	○ 12 hours at 50%
Public Holiday into a Public Holiday	○ 12 hours at 50%
Sunday into normal Weekday	○ 12 hours at 17.5%

18. Do I still get the Sunday/Public Holiday payment at the end of each year?

- Yes

19. Will I be working in the same sector every day?

- This will depend on your rotation and sector you work in.
- Some cyclic rosters will be designed so officers automatically rotate through various areas over a period of several cycles.
- Alternatively, centre management can action the rotation process through EOI for various specialist areas such as IAT, reception room, gate etc.
- The cyclic roster model for rotation will allow officers and management greater vision and transparency, whilst ensuring core business objectives are achieved.

20. How many recreation leave days need be taken for leave loading to be activated?

- Leave loading is triggered when 80 hours of consecutive leave is taken.
- This equates to 10 days leave for 8 hour shifts and 7 days leave for 12 hour shifts.

21. Do staff lose any entitlements or employment conditions?

- No - conditions of employment remain as per the current Award.

22. Whilst working in the current cyclic roster, when will the new 12 to 15 month cyclic roster be made available?

- The next cyclic schedule will be made available for viewing a minimum of approximately four (4) months prior to the ending of the current cyclic roster.
- Management will review and make any necessary changes to the roster, prior to its publication.

23. What happens if there are staff vacancies and there are vacant or empty lines?

- Management will have a number of options at their disposal to address any vacancies. Including, offering of TE, activation of CO transfer list, offer casual to ongoing conversion and recruitment in consultation with HR.
- Cyclic scheduling allows management to forecast vacancies and consider best practices and apply accordingly.

24. Will all staff be rostered watches?

- Yes – (where practicable)

25. Can I work overtime during leave?

- Officers are not to work overtime on any of the days off within a period of leave (these days off are to be crossed XD). Officers may work overtime on the days off prior to the leave and on days off at the end of the leave. The Governor may approve, in exceptional circumstances and only after unsuccessfully trying all alternatives, overtime being worked contrary to these principles. The circumstances and efforts made must be noted for audit purposes and recorded in EDRMS.

26. How does the Public Service Holiday work?

- One day is added to recreation leave credits for continuous and non-continuous shift workers for the Public Service Holiday. If officers work on the Public Service Holiday and all of the working days between Boxing Day and New Year's Day, a 50% penalty is paid for the Public Service Holiday.

- The ranks of Governor, General Manager, Superintendent, Manager of Security, Deputy Superintendent, Senior Assistant Superintendent, Principal CO, Assistant Superintendent, Chief CO & CSI Custodial Executive staff are entitled to the Public Service Holiday. This is shown as PH taken on Ellipse.

27. Sundays and Public Holidays – additional payments

- Continuous shift workers who work ordinary duty shifts on Sundays and/or Public Holidays are granted an additional payment on a pro rata basis of up to one week's ordinary salary, depending on the number of shifts worked. If a Sunday is also a Public Holiday it is counted as one shift under this calculation. The qualifying period for this extra payment is the twelve months from 1 December one year to 30 November the following year. The additional payment is made after 1 December each year.

28. What is Short Notice Recreational Leave (SNRL)?

- Refers to recreation leave requested and taken after schedules have been published that creates a vacancy such as overtime or use of a casual CO.
- Officers should first seek shift swaps, or alternatively they can swap leaves dates with other officers. If these options are not possible, officers can seek management approval for SNRL.

29. Does cyclic scheduling apply to all ranks?

Cyclic Schedules applies to the following ranks:

- Governor
- Manager of Security
- Senior Assistant Superintendent (FM)
- Principal Correctional Officer (FM)
- CSI Executive Officers
- Senior Correctional Officer
- First Class Correctional Officer
- Correctional Officer
- All CSI Overseers

30. What are the key benefits of cyclic scheduling?

Cyclic scheduling underpins a simple yet highly efficient approach to custodial rostering. The development of each schedule considers centre operations, and the custodial staffing establishment for a pre-determined period of time with benefits including:

- Provides officers with a clear indication of future working shifts, rest days and leave
- Schedules will be available for all officers to view in real time on the M Drive for at least 12 months in advance and in some cases up to 15 months in advance.
- Promotes consultation between custodial managers and officers
- Managers can accurately calculate the cost of schedules at each of the 5 key stages
- Forecast planned leave and ability to reduce excess leave
- Better planning for centre training days

- Provides in-built officer rotation
- Can be designed to suit centre specific ranks or sectors
- Discontinuation of being rostered long stretches of 9 or 10 continuous days
- Officers can plan personal commitments around their work schedule
- Fair and transparent schedules for all officers with equal access to all shifts
- Considers the impact of shift work on the human body in relation to fatigue
- Provides a balance between custodial management and officer needs, including flexibility for reasonable changes and officer requests
- Balance between work and effective rest and recreation time
- Officers can contribute to the design and ongoing development of the schedule

31. How does double shifts and excessive duty work?

- Duty in excess of 12 continuous hours should be avoided whether through overtime, normal scheduled shifts or shift swaps. However, on occasions urgent or emergent situations or the unavailability of replacement officers, will mean that work in excess of 12 hours occurs.
- Where officers are required to work double shifts, the first shift worked will be deemed the normal scheduled shift. Officers who accept a double shift that will result in a less than 8 hour break prior to commencing their next scheduled shift will not be paid overtime for that following scheduled shift.
- Situations may occur where a double shift (overtime) is extended past the expected shift finish time and leads to less than an 8 hour break before their next normal scheduled shift. When this occurs officers must immediately advise centre management, so necessary arrangements can be made such as alternate start times, relief staff etc. Should an 8 hour break not be applied, the officer is entitled for additional payment on the next scheduled shift.

32. How are breaks between shifts calculated?

- There is to be a minimum break of 8 hours between ordinary scheduled shifts. If an officer resumes or continues to work without having had 8 consecutive hours off duty (calculated by the amount of time elapsed after the completion of an ordinary scheduled shift or the completion of authorised overtime or the completion of additional travelling time, if travelling on duty), overtime will be paid until released from duty for 8 consecutive hours and then be entitled to be off duty for at least 8 consecutive hours without loss of pay for ordinary working time which falls during such absence.
- Time spent travelling to and from the workplace is considered time off duty.
- When overtime is necessary, and wherever reasonably practicable, it shall be arranged so that officers have at least 8 consecutive hours off duty. In circumstances where an officer is not directed to work overtime but offered next under the overtime equalisation rules, and the anticipated duration of the work at the time of the offer would result in less than an 8 hour break, a shortened break is accepted. However, in circumstances where the work extends beyond the anticipated duration at the time of the offer, compensation applies.