



Rostering and Shift Coverage

Department: Human Resources / Operations

Applies To: UAC Corporate & Franchise Clubs

Purpose: To establish a clear and consistent procedure for rostering, shift coverage, and back-up arrangements across all UAC sites, ensuring operational continuity, service quality, and staff compliance with UAC standards.

This SOP ensures:

- Adequate staffing for all operational areas (Coaching, Cleaning, Reception, Support)
- Compliance with labor standards and Fair Work rostering rules
- Reliable coverage during absences, sickness, or emergencies

Scope:

This SOP applies to:

- Centre Managers and Franchise Owners (responsible for roster planning)
- Coaches, Service Attendants, Cleaning Teams, and Support Staff
- Franchise Support Officers (FSO) who review compliance

Responsibilities

- Centre Manager / Franchise Owner: Create, publish, and manage weekly rosters; ensure backup plans are in place.
- Coaches / Trainers: Confirm shift allocations, notify in advance of any change, find approved replacements.
- Cleaners / Service Attendants: Follow assigned schedule and complete cleaning checklist within shift hours.
- Franchise Support Officer: Audit roster accuracy and verify operational coverage.

Rostering Process

Step 1 — Roster Planning

- 1.Timeline: Rosters must be completed and published no later than Friday 12 PM for the following week.
- 2.Rosters must include:
 - All Coaching / PT sessions
 - Facility Coverage (Manager / Front Desk)
 - Cleaning Shifts
 - Recovery & Maintenance Duties (ice bath, sauna, etc.)

CLUB OPERATIONS STANDARDS

3. Use Trello Board, Google Sheet, or Rostering Software (e.g., Deputy or GymMaster) for centralized visibility.

4. Ensure compliance with:

- Maximum weekly hours per role
- Breaks and rest periods
- One full day off per week minimum

Role-Based Shift Requirement

Function	Minimum Coverage Requirement	Notes
Coaches / PTs	Minimum 1 per active training zone	Must be available 15 mins before class start
Cleaning / Service Attendant	Minimum 1 per shift (morning & evening)	Complete UAC Cleaning Checklist
Front Desk / Admin	Manager or delegated key holder during peak hours	Must have GymMaster & access privileges
Recovery / Sauna / Tub	Staff member trained in safety protocols	Monitored every 2 hours
Facility Closure	Keyholder with alarm code access	Must complete lock-up checklist

Step 3 — Shift Coverage & Backup Plan

If a staff member is unable to attend a scheduled shift:

1. Immediate Notification:

- Staff must inform the Centre Manager at least 3 hours before shift via call and text.
- Manager logs the reason in the Roster Change Log.

2. Backup Options (Tiered):

- Tier 1: On-site available staff (coach or attendant) can extend shift.
- Tier 2: Pre-approved backup list (trained staff who can fill in short notice).
- Tier 3: Contact Franchise Support Officer (FSO) for regional backup if coverage not possible.

3. Manager Approval Required:

- Any shift swap or coverage must be approved in writing (text/email) by the Centre Manager.

4. Record Keeping:

- Update roster log to reflect the covering staff name and adjusted hours.
- Attach reason (sick leave, emergency, absence) for audit trail.

CLUB OPERATIONS STANDARDS

Step 4 — Cleaning Shift Coverage

- Cleaning schedule must align with operating hours and hygiene standards (refer to Cleaning SOP).
- If cleaner is unavailable:
 - Shift is reassigned to backup cleaner on standby or
 - Temporary coverage by a coach or staff (for urgent cleaning tasks only).
- Log completion of all tasks in the Daily Cleaning Checklist (kept on file 30 days minimum).

Step 5 — Shift Review & Adjustments

1. Managers must conduct a weekly roster review every Friday:
 - Confirm total hours vs budget
 - Evaluate attendance reliability
 - Identify coverage gaps and recurring absences
2. Monthly report submitted to FSO for review (audit sample: 1 week per month).

Roster Update & Communication Channels

- Rosters are communicated through:
 - Trello Board / Shared Google Drive
 - WhatsApp Group (Staff) for last-minute updates
 - Email Copy to FSO (Franchise Support) for archive

All updates must be timestamped and stored for minimum 3 months for compliance.

Backup & Contingency Matrix

Scenario	Immediate Action	Responsible
Coach calls in sick	Reassign to backup coach / cancel and notify members	Centre Manager
Cleaner unavailable	Engage alternate cleaner on call / temporary reassignment	Manager / Attendant
Manager absent	FSO notified, delegate acting keyholder	FSO / Franchise Owner
Public Holiday / Event	Adjust roster 7 days before; ensure cleaning & safety checks	Centre Manager
Emergency or alarm	Keyholder on-call activates response plan	Manager / Safety Officer

CLUB OPERATIONS STANDARDS

Documentation & Compliance

All clubs must maintain:

- Weekly Roster Log (digital)
- Shift Coverage Log
- Cleaning Attendance Register
- Back-Up Staff Contact List
- Shift Adjustment Forms (if manual changes occur)

FSO will conduct quarterly audits to ensure proper coverage and operational consistency.

KPI's & REVIEW

Indicator	Target / Frequency
Roster Published On-Time	100% (weekly)
Shift Coverage Rate	100% of operational hours
Cleaning Compliance	100% task completion daily
Backup Response Efficiency	Coverage achieved within 1 hour
FSO Audit Compliance	95%+ rating per quarter

Escalation Protocol

If no replacement or coverage is found within 1 hour:

- Notify Franchise Owner / FSO immediately.
- Adjust access hours or post notice to members (if necessary).
- Submit Incident & Coverage Failure Report within 24 hours.

Review Cycle

- This SOP will be reviewed annually or when major changes occur to operational hours, staffing structure, or software systems.