



Animal Attendants

INTERCHANGE BENCH

The Interchange Bench work in conjunction with the Australian Border Force to provide a team of capable and committed Animal Attendants. As your employer, we are here to provide ongoing care during your assignment, so please don't hesitate to ask if you need assistance or have any questions!

ROSTERS

Rosters are provided every 6 weeks and consist of AMs, PMs and Whelping shifts. We will request your availability via Deputy three weeks before the current roster end, and a new roster will be published one week prior to the current roster finishing.

| | |
|--------------|------------------------------|
| AM: | 07:00 - 15:30 (7am - 3.30pm) |
| AM weekends: | 07:00 - 15:06 (7am - 3.06pm) |
| PM: | 14:00 - 23:00 (2pm - 11pm) |
| Whelp: | 23:00 - 03:00 (11pm - 3am) |

Deputy Rostering Software

We use Deputy rostering software to streamline workforce management and communication. Deputy's news feed allows us to deliver important staff-wide messages directly to you, ensuring everyone stays informed.

You can review your shifts, request swaps, and pick up open shifts directly through the system. The software also enables you to input your unavailability for each roster period, helping us create schedules that meet both operational needs and your individual preferences.

ON CALL PHONE

0466 554 789

6AM - 10PM EVERY DAY

STAYING CONNECTED

The on-call phone will be your main point of contact with the Interchange Bench. Please save this phone number in your contact list as it will be a key contact number for the duration of your employment.

RESPONSE TIMES

The on-call phone is regularly monitored between 6am–10pm every day. We will endeavour to respond as soon as possible within these hours.

If you need to cancel a shift between 6am–7am, you must contact us via phone. Calls are mandatory during this time to ensure timely communication and proper shift adjustments.

WHEN TO CALL

Please call us if you:

- Are unable to attend a rostered shift for any reason (you are sick, car breakdown, etc)
- Have sustained an injury in the workplace
- Have a question about your timesheet or pay
- Are experiencing any problems in the workplace
- To discuss anything that may impact your ability to perform 100% or attend work

WHEN IS IT OK TO TEXT?

- If you have called, and there was no answer
- When the matter is not urgent and does not have to be immediately addressed



MAX-TERM LEAVE POLICY

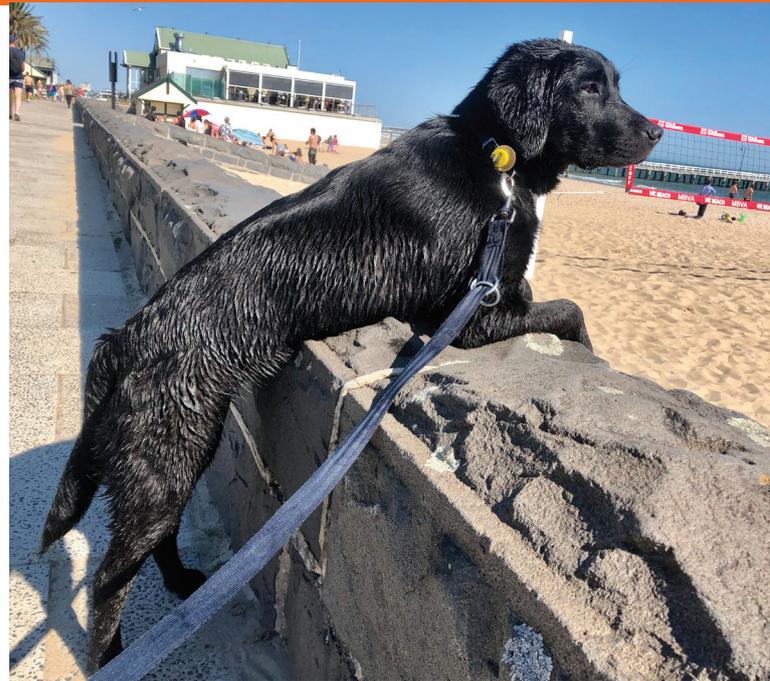
- All leave requests are provisional and not guaranteed, even after approval, and may be subject to change based on operational requirements.
- Leave requests will generally be granted on a “first-come, first-served” basis. If multiple requests for the same dates are received at around the same time, a meeting will be arranged between the employees to discuss potential rescheduling or planning. If a resolution cannot be reached, leave will be given to the first request received.
- Leave requests should be submitted prior to the upcoming roster period, in accordance with Deputy announcements. Exceptions may be made for special circumstances, such as extended travel, with prior approval.
- Leave requests will be automatically rejected if the employee’s leave balance is insufficient to cover the entire absence, though exceptions may be considered on a case-by-case basis.
- Requests for unpaid leave will be strictly reviewed and only granted under exceptional circumstances.

HIGHER DUTIES (TEMPORARY SUPERVISOR) POLICY

- Second-in-Charge (2IC) staff will be eligible for higher duties pay when the Kennel Manager is absent for three or more consecutive days.
- Acting in a supervisory capacity for one or two days will not trigger higher duties pay, as stepping up occasionally is part of the expected responsibilities.
- Max-Term staff may claim higher duties pay if no leadership is present on-site during weekends.
- Max-Term staff may also claim higher duties pay (at the 2IC rate) with prior approval from ABF, either the day before or on the day of occurrence, when no leadership is present.

DRIVERS LICENCE

All staff must maintain a valid drivers licence. In the event that your circumstances change, and you no longer have a valid licence, you must inform your manager.



SECURITY CLEARANCE

All staff are required to obtain and maintain a valid security clearance. In the event of circumstantial changes (e.g. change of address) a ‘Change of Circumstances’ form must be completed. You can request this via your manager.

FIRST AID

In the event of an incident, injury or emergency on site:

- Seek immediate support from your teammates, senior team member, or any nearby ABF team member.
- Once you are OK and the situation is controlled, contact the Interchange Bench team to inform us you need to complete an incident report.
- If you access first aid equipment, you must inform a First Aid Officer.
- You will need to complete and return an incident report as soon as it is safe to do so, even if no medical treatment is required.

CONTRACT RENEWAL PROCESS

All staff contracts are subject to a formal review process prior to renewal. This ensures alignment with organisational goals and individual performance standards. Please note that contracts are not automatically renewed; each renewal decision is based on the outcome of this review.