



[www.reliefteachers.com.au](http://www.reliefteachers.com.au)

## **TEACHERS' INFORMATION SHEET**

### ***About the Relief Teachers system***

Relief Teachers has been developed by ITOOnline Group Pty Ltd, which is a Queensland based company. The idea for the Relief Teachers system was born from the experience of living with a supply teacher! Its aims are simple:

- To give more control over working life to supply teachers
- To provide an efficient system with up-to-date information to schools on teachers' availability and preferences
- To support a range of models e.g. clusters, self service or variations of the two

All data in the relief teachers system is strictly protected and NOT for public access. Only approved users may access the system and then they are limited to information specific to their needs. Teachers can register at [www.reliefteachers.com.au](http://www.reliefteachers.com.au) and follow the links to *Old System* and *Register for Work* on the left hand menu.

Currently in Queensland schools in Brisbane Bayside, Townsville and Gympie (trial only) are using the system. For an up to date list go to our website.

We welcome your feedback and suggestions to the contact numbers below. If you have any queries or concerns then please contact ITOOnline or your relevant cluster:

- Bayside TRS Management Service Ph: 39204333 or the Program Manager Lucinda on Ph: 0437 005 158 (Bayside is based out of Birkdale South State School)
- Townsville Cluster Ph: 4759 5333 (based out of Heatley State Primary School)

### ***What happens after you register?***

Once you have completed your registration at the above web address (or a school has registered for you) and your registration is approved, the system will indicate to clusters and schools that you are available for work on your nominated work days unless:

1. you make yourself unavailable on the system
2. you are booked by a school for a specified period of time
3. you are logged off by a school (if they ring you and you are unavailable)
4. you are booked by the District Office for a contract (Townsville region only)

If you have already registered, or been registered, on the system then you will be able to keep your details up-to-date using your login ID and password.

**It is VERY IMPORTANT that you keep your details and preferences up to date.** This will ensure that you only receive calls when you are available and will

***Any problems? Ring your cluster or else***

make it less frustrating for schools and clusters. The only people beside you who have access to your details are the accredited administration staff within school offices, District Office and staff from ITOonline which supports the system. All personal details are protected under strict codes of practice.

### ***Who will be ringing me for work?***

Who rings you depends on how the system is used by each region. Even though the system will flag your availability, you will be rung to confirm whether or not you are able to work.

**In Brisbane Bayside**, generally the cluster will ring you to offer you work.

**In Townsville**, generally the calls for planned bookings (such as professional development replacement) will come from the schools while in the morning calls will come from the cluster (if the school is a part of a cluster) to replace sick staff.

**In Gympie**, the schools will contact you direct for all bookings.

Once a school has selected you for work using the system, the school will automatically log you as booked and you will no longer be available to work for other schools for that period. You do **not** need to update your availability details but you might like to confirm that the booking has been made by viewing your details online.

### ***What if I am not available for work?***

If you are not available (e.g. working at a school not using the system or you are doing something else) then log onto the system and change your availability using the *Change Availability* option.

If you cannot get online, then you can ring your local cluster or ITOonline to ask them to note on the system that you are unavailable.

If a school or cluster rings you and you are not available, then they may log you off for that day or period that you are unavailable. This ensures that other schools do not call you while you are unavailable.

If you have registered an email address with the system you will get a confirmation email to advise you of the details of the log off. Do not panic but check the dates to make sure that it is correct.

**Being logged off does not mean that you will not get any more work.** It only applies to the period that you advised the school or cluster that you were not available.

### ***Any problems? Ring your cluster or else***