



## Calvary Kronos system upgrade Joint – USCC Minutes

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Date: Wednesday 6<sup>th</sup> December 2023

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Venue/Room: Hospital Executive, Level 4, North Block and Web-Ex

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### Present:

- Liana O'Connor, Human Resources Manager
- Roslyn Everingham, General Manager
- Nicole Feenan, Director of Nursing and Cancer Services
- Petula Steele, Director of Finance and Corporate Services (Acting)
- Kerrie Chapman, CMN Payroll Manager
- Michelle Connors, Calvary National Payroll Manager
- Iurie Brinister (National Project Manager)
- Michael Bishop, Head of organisational development and employee engagement
- Brad Knott, Payroll Quality Assurance Manager
- Jeremy Lappin, HSU
- Matthew Ramsay, HSU
- Mark Murphy, ANMF
- Christine Hudson Radiation Therapist (HSU)
- Laura O'Connor Radiation Therapist (HSU)
- Katie Sachs Occupational Therapist (HSU)
- Camilla Smith Registered Nurse (ANMF)
- Dee Spoljaric Registered Nurse (ANMF)
- Jo Berry, Nurse Manager/CNUM (ANMF)

### Agenda:



CMN Joint  
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*Please note, these minutes are a reflection of the conversations which occurred.*

### Acknowledgement of Country

I acknowledge the traditional custodians and owners of the lands of the Awabakal nation on which we meet today. Through the work of this meeting, we commit ourselves to the ongoing journey of reconciliation.

### Union's discussion points

- **Consultation**
  - The joint USCC was raised by Jeremy Lappin and Mark Murphy to come together and discuss.
  - It was highlighted that discussions with the unions are important and full provision of information is provided to the unions about the project. The unions stated consultation should have been done before any steps were undertaken (eg. Machine installation and informing staff of changes). The unions would like to be engaged directly so they can send information to members, collect feedback and send back to

Calvary. Calvary acknowledged that consultation could continue with the unions throughout the system upgrade.

- The unions said they can provide a buffer between employees and their employer so employees can come forward anonymously with issues or concerns.
- The unions advised there needs to be clear, written communication between Calvary Mater Newcastle (CMN) and the unions regarding issues and updates to minimise any confusion. The unions will send through list of concerns to be addressed via email by Calvary and then reconvening to discuss as a group more complex issues. This was agreed upon as an action.

### **Calvary discussion points**

#### **• The Kronos system**

- Background Information - The system is being implemented for pay accuracy, safety and accounting purposes. The Kronos system must be upgraded to ensure there is a supported platform for cyber security purposes. The system currently being used is not supported and CMN is the last site on the old version of Kronos at Calvary.
- The introduction of the new platform will bring awareness for managers, it will reduce paperwork and spreadsheets. It's understood there will be exceptions to the system which will be worked through with Managers.
- The system has been live in a public hospital in NSW for a number of years (Calvary Kogarah). Further to this, the system has been implemented in all Calvary facilities (aged care, community care) for a number of years.
- It was highlighted, there are many scenarios where people do not work the usual 9am to 5pm. The new system will support these arrangements. An example was provided on an exception – A staff member can be late by 5 minutes, the system records it, but it is up to the managers to make the final decision and make any necessary adjustments.
- The upgraded My Calvary app version allows for shift application based on who is qualified for the shift.
- Calvary explained, the finger scan only collects a small sample of the fingerprint and translates this biometric data into a barcode/number, there is no bio data is stored. The alternate to this process is entering your Calvary payroll ID to clock and off. This information has been shared with staff via the communications released.
- It was explained, in 2018/2019, there was a payroll audit conducted within Calvary. An outcome was Calvary enhanced the quality of pay and a payroll Quality Assurance Manager was introduced.

#### **• CMN Payroll team**

- The decision was made to not launch the Kronos project until the final decision on the CMN payroll team was determined. The announcement from Mark Jeffery occurred concurrently with the announcement of the CMN payroll team changes.
- It was explained, the payroll job changes significantly when paper timesheets are removed.
- Kerrie Chapman (CMN Payroll Manager) is leading and supporting the change. Kerrie is dedicated to helping staff and managers.

#### **• Testing the system**

- There is currently no real time data that tells Calvary what has been done is accurate. Calvary are encouraging staff to register on the clocks to analyse the process. The real time data will assist confirm that the system built works. It was explained, Christmas is a good time to test due to the public

holidays. This is not mandated, however the purpose is to test accuracy of the system and see what supports are needed for different departments as each department has different rostering needs. The testing allows Calvary to explore issues as they arise.

- We received the request regarding privacy and this is being assessed by our legal team but the preliminary view is that this concern is addressed through providing an alternative means for staff to register attendance on clocks (using the employee payroll number).
- The proposal is to go live in the 1<sup>st</sup> quarter of next year. Calvary needs data to confirm the system works prior to go live. Calvary agreed that the go live date was a project deadline that is the baseline for planning but that project governance, risk and issues management would be used to assess whether 1<sup>st</sup> quarter go live remains feasible. This includes proper consultation and change management.
- Calvary asked the union to propose to their members the opportunity for volunteer testing of the new system to work out any issues that arise and work with departments to create a system that works.

- **Consultation**

- It was explained that the Staff consultative committee have been receiving regular updates on the Kronos project. There has been transparent communication throughout the process and the delegates have been provided information as it comes to fruition.

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- **Question raised**

- A question was raised on shift movement flexibility and how would it work. Further to this, would staff be able to see their timesheet on the app and who is making changes to the shifts if there are different arrangements. It was confirmed, staff will be able to view their roster and payslips. There is an option for available shifts to be shared and an SMS text can be sent out. This saves CSO's and managers from contacting staff for filling shifts. Functionality of seeing shifts etc on app will be available once live and once rosters built. No timecards at this stage will be visible on the app until the rostering process has been implemented successfully.

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- **Rostering Implementation Lead**

- Calvary advised, Taryn from the CMN Payroll team has been successful to commence as Rostering Implementation Lead on a 6 month contract. The position will discuss strategy requirements to ensure the new system is individually tailored to each department. Taryn will assist with the project by working with each department manager and addressing issues as they arise for each department, this includes individual solutions and individual consultation.

- **Question raised**

- What happens if something happens and working hours is different from the roster?
- It was explained the manager can make those changes when the employee alerts them of the change to their roster. If there are differences between the timecard and roster, this can be coordinated by and amended by the Manager. It was reiterated the new process does not take away a Managers decision making ability. As the project progresses, individual needs of each department will be discussed and considered in the decision making and consultation process.

- **Additional questions raised by unions**

- The question was raised about using a swipe card instead of entering fingerscan or employee number to make the procedure less invasive and/or faster. Calvary advised, this is not a function available on the clocks that has been installed across the facility.
- The question was raised about moving the location of check in point away from patient entryway as seeing staff enter this way may make patients feel like a number, not a person. Calvary explained, this continues to be discussed with individual departments to ensure the appropriate location has been selected. If a clock needs to be relocated to another location in the department, this can be looked into.

- **Consent Required Prior to Collection of Biometric Data – raised by unions**

- It was raised informed consent was required and there was questions surrounding the collection of biometric data. It was reiterated, there are two options available to staff for clocking on and off. Calvary explained there has been information provided via communications and information sessions about the alternative options where staff do not choose to use the finger scan option.

- **Manager workload – raised by unions**

- It was acknowledged that workload may increase initially due to transition and training in the new process. It's a change in practice and process to an electronic platform.
- It's noted that Kronos will allow for printable daily's which is current practice at CMN.

- **Next steps and Actions**

- The unions will send through a list for questions to be sent through to Calvary.
- A response will be provided and then can be determined if an additional meeting is required to discuss further.
- Tentatively - Next meeting set for 10<sup>th</sup> January 2024 at 2pm.