Campus	Albury and Wodonga
Department (if applicable)	Pharmacy
Program	Microsoft Teams Shifts® For Rostering
Brief Description of the Change proposal	This proposal outlines the transition from the current rostering system, which relies on a SharePoint-based Excel spreadsheet integrated with calendar updates in Outlook and email for shift change requests, to Microsoft Teams Shifts.
	The new system includes enhanced user-driven functionality designed to streamline the process of scheduling and shift management. Microsoft Teams Shifts also introduces a clock-in and clock-out function, enabling accurate tracking of work hours directly within the platform.
	This addition aims to simplify timekeeping, reduce discrepancies in work hour reporting and payroll. The integration of these features in a single platform aims to improve operational efficiency, reduce administrative overhead, and boost staff engagement and accessibility with the rostering process.
Current Situation	The current rostering system relies heavily on a SharePoint-based Excel spreadsheet, which requires extensive manual input and coordination. This approach is inherently prone to human errors such as double bookings and scheduling conflicts, which are often not immediately evident and require manual review to detect.
	Additionally, the system utilises email for shift change requests, leading to potential delays and miscommunications. Emails requesting shifts can easily get buried or overlooked in busy inboxes, resulting in urgent changes not being processed swiftly, which adversely affects staffing and operational efficiency.
	The integration with the Outlook calendar does not allow for real-time updates, which means staff may not be immediately aware of schedule changes. This lack of instantaneous information can lead to confusion and inefficiencies in daily operations. The administration of this system is also time-consuming, requiring significant effort to maintain and update, which diverts resources from other critical tasks within the pharmacy department.

	Furthermore, the current setup offers limited accessibility and mobility. Staff may face restrictions in accessing the Excel sheet, as it might be limited to specific devices or require logging into designated systems.
	This limitation reduces flexibility for staff who need to view or adjust their schedules remotely or from various devices. Lastly, the system lacks integrated time tracking, necessitating the use of additional systems or manual timesheets to record work hours, which complicates payroll processing and increases the likelihood of errors.
Proposed Situation	The proposed transition to Microsoft Teams Shifts represents a significant advancement in how rostering is managed at our hospital. This system is designed to automate and streamline shift management through a user-friendly, integrated platform that supports real-time updates and direct user interactions. With Microsoft Teams Shifts, staff will be able to request shift changes directly within the app or desktop device, which notifies relevant parties instantly, ensuring swift responses and approvals, thus enhancing communication efficiency.
	Additionally, the introduction of a clock-in and clock-out functionality within the same platform will enable accurate and automated tracking of work hours, significantly reducing the potential for errors in time reporting and payroll processing.
	Accessibility and mobility will be greatly improved, as Microsoft Teams Shifts can be accessed from any device with internet connectivity. This flexibility is particularly beneficial for a dynamic hospital environment where staffing needs can change rapidly.
Benefits of proposed change (Cost Savings, etc.)	The transition to Microsoft Teams Shifts is expected to significantly enhance operational efficiencies and cost-effectiveness at our department. By integrating scheduling and time tracking into one platform, we reduce the need for manual entry and multiple systems, which decreases human errors and financial waste. This streamlined approach allows staff to focus more on patient care and less on administrative tasks, leading to operational efficiency and potential cost savings.
	Additionally, the system's user-friendly interface and real-time updates offer staff greater autonomy and flexibility in managing their schedules. This increased control is likely to boost job satisfaction and morale, potentially improving retention rates and reducing turnover-related costs.

	The accurate tracking of work hours ensures payroll accuracy and compliance with labour regulations. Overall, this shift to a more accessible and efficient rostering system aligns with our goals to enhance service delivery to our team and organisational stakeholders and improve overall hospital operations.
Potential effects on employees Could include, but not exclusive to: • EFT increases or decreases • Shift or penalty changes • Location changes • Should include a list of employees who are potentially impacted • Potential impact on workload • Other potential safety or wellbeing impacts on employees.	**Changes in Equivalent Full-Time (EFT) Status**: The implementation of Microsoft Teams Shifts will not lead to changes in EFT. **Shift and Penalty Rate Adjustments:** The new system's ability to efficiently manage payroll will likely improve accuracy of the payroll system. **Location Changes:** The locations worked will not be affected by this change. **List of Impacted Employees**: All staff employed by AWH Pharmacy will be affected: **Impact on Workload:** The system's efficiency and automation are expected to reduce administrative workload; however, the transition period may temporarily increase workload for staff in leadership and roster administration roles. **Safety and Wellbeing Impacts:** The ability to use personal devices and the new clock-in/out function could lead to some employees feeling their privacy is compromised, or they may be worried about the implications for work-life balance. It is important to note that the use of personal devices is not required for any of the functions of Teams Shifts. A back-up email service for unplanned leave requests (sick/carers) would be available to those not wanting to use personal devices outside of the workplace. However, this would be strictly limited to use only when not at work. **Training Needs:** Adapting to a new system will require training to ensure all employees are comfortable and proficient with the new tools.

Wellbeing & Safety impacts on employees (including Occupational Violence & aggression implications for employees Where an OHS, safety, wellbeing or OVA is identified, a risk assessment of the potential effects of the changes on health and safety of employees should be undertaken in consultation with HSR's and the proposed mitigation actions which will be implemented to prevent such effects.	As we transition to Microsoft Teams Shifts, we recognise the potential for this change to affect employees differently. With the introduction of new technologies and processes, there might be concerns about data privacy, stress related to adapting to new tools, and managing work-life boundaries effectively. To respect privacy, employees will have the choice to use work devices for all shift-related tasks, with no requirement to use personal devices. This approach ensures that personal data remains private and that employees feel secure in their use of the system. Additionally, a fallback email system for unplanned leave requests will be available to those not wanting to use personal devices outside of the workplace. However, this would be strictly limited to use only when not at work, offering an alternative for those who prefer not to use the new app on their personal device, accommodating different comfort levels with technology. The clock-in/out function will be strictly limited to counting hours during scheduled work periods, preventing any potential over-monitoring and helping maintain a clear separation between work and personal time. This careful limitation is designed to address any concerns about the invasive monitoring of staff hours. While the Team Shifts application requires location settings to be active to utilise the clock in / out function, AWH has disabled location settings so that they do not report the location of any staff member at any time when they clock in or out. Those with privacy concerns will be able to use a work device to clock-in/out. This can be readily accessed by logging into a generic PC through Microsoft 365 and accessing Teams to clock-in/out. Change can be unsettling, and so AWH is making Joshua Anderson available to answer staff questions during the consultation process. In addition, support outside the team is available from: - AWH Health and Wellbeing team - available during working hours – contact Shannon Barnes, Senior People, Health and Systems Advisor 0475 813 431 - ACACIA– AWH Employee Assistance Program which provides external confidential professional counselling to all staff at no cost – available 24/7 - call 1300 364 273

Measures to mitigate effects on employees Outline the measures which will be taken to mitigate or avert the effects of the proposed change.	Preparatory Measures to Mitigate Impacts: **Training and Resources**: Comprehensive training will be provided to all employees on how to use Microsoft Teams Shifts. This will include detailed sessions on the functionalities of the app, with additional support available to address any questions or technical issues. Resources explaining the benefits and the operational aspects of the new system will be distributed, ensuring everyone is well-informed and comfortable with the transition. **Communication Strategy:** A clear and transparent communication strategy will be essential. This will involve regular updates and open forums where employees can discuss their concerns and provide feedback on the system's use in real life. Ensuring that employees understand how their data is protected, and that use of time clock data is limited to work hours, will be a priority in these communications. **Feedback Mechanisms:** Establishing robust feedback mechanisms will allow employees to voice concerns and report any issues anonymously. This feedback will be crucial for ongoing adjustments and improvements to the system. **Health and Safety Collaboration**: Collaboration with Health and Safety Representatives (HSRs) will continue throughout the implementation process. They will play a key role in monitoring the wellbeing of staff and identifying any OHS issues arising from the new system. This collaboration will ensure that any potential risks are identified and mitigated promptly. **Wellbeing Support**: Enhanced wellbeing support will be available to help employees manage the change. This includes access to mental health resources, stress management programs, and possibly workshops focusing on work-life balance.
Communication Plan - Notification to affected employees on proposed change. Including notification that any affected employee will have the right to have a representative including a Union Representative or support person.	**Timeline and Methods of Communication:** **Past Communications:** Huddle Announcement (16/4/24): An announcement was made during the staff meeting, providing an initial overview of the transition to Microsoft Teams Shifts, highlighting key reasons for the change and the expected timeline. Limited site pilot (8/4/24): A limited site pilot on our Wodonga Campus was initiated with a roster represented in Teams Shifts mirroring the current roster available on SharePoint. This was provided to allow for a proof-of-concept and allow staff hands-on with a live environment to provide feedback.

Face-to-Face Meeting (12/4/24): A dedicated session was held before the Huddle announcement where detailed information about the new system was shared, including demonstrations of its functionality and discussions on how it would impact daily operations.

Follow-Up Email:

Content: A follow-up email will summarise the points covered in the previous face-to-face meeting and the Huddle, reinforcing the key benefits and features of the new system, and outlining the next steps.

Timing: This email will be sent shortly after the initial announcements to ensure all information is fresh and to address any immediate questions that have arisen.

Rights and Representation Notification:

Content: A specific communication will detail every employee's right to have representation during this transition process, including the option to involve a Union representative or a support person.

Timing: This information will be included in the follow-up email and reiterated during all subsequent information sessions.

Ongoing Information Sessions and Training:

Content: Additional sessions will be scheduled to dive deeper into the functionalities of Microsoft Teams Shifts, with hands-on training to ensure everyone is comfortable with the new system. These sessions will also provide opportunities to discuss any concerns in an open forum.

Timing: Scheduled in multiple slots over the coming months to accommodate all shifts and departments.

Regular Updates and Feedback Opportunities:

Content: Continued updates will be communicated via emails. Surveys will be used to collect feedback, ensuring that all voices are heard and considered.

Timing: Fortnightly updates and as necessary when adjustments are required.

Visual Guides and Resources:

Content: Accessible guides, FAQs, and tutorial videos will be available allowing staff to revisit information as needed.

Timing: To be available before the system goes live and to be updated regularly.

| Learning and Development Plan for effected employees

Consideration of whether employees will need to be retrained due to the proposed changes? | **Learning and Development Plan for Affected Employees**

Objective:

To ensure all affected employees are comfortably proficient with Microsoft Teams Shifts, facilitating a smooth transition without impacting their core job functions.

Training Overview:

Given that Microsoft Teams is generally user-friendly and most staff may already have some familiarity with digital tools, training will focus exclusively on specific functionalities of the Shifts application within Microsoft Teams. The goal is to build confidence in using the new system efficiently and effectively.

Training Components:

Introduction to Microsoft Teams Shifts:

Content: Overview of the interface, basic navigation, and the specific features of the Shifts module that will be used.

Method: A mix of short instructional videos and quick reference guides that can be accessed on demand.

Hands-On Sessions:

Content: Practical demonstrations on how to check schedules, request shift changes, clock in/out, and view personal work hours.

Method: Live virtual sessions where employees can follow along on their devices, with trainers guiding them through each step and answering questions in real time.

Q&A and Support Sessions:

Content: Dedicated sessions to address any queries or concerns employees might have after the initial training.

Method: Scheduled after the initial roll-out phase, these sessions allow employees to bring up specific issues they encounter while using the system.

Implementation Schedule:

Initial Training: Begin with an introduction to Microsoft Teams Shifts at least two weeks before the system goes live, allowing ample time for employees to explore the tool.

Follow-Up Sessions: Hold hands-on and Q&A sessions in the first month post-launch to tackle any immediate challenges faced by users.

Feedback and Evaluation:

Feedback Mechanisms: Implement a simple feedback form or an email feedback channel to collect insights on the training effectiveness and user experience. |

	Continuous Improvement: Use the feedback to refine training materials and offer additional help where necessary.
	Resources:
	Trainers: Leverage internal champions who are already proficient with Microsoft Teams, supplemented by IT support staff who can assist with technical queries.
	Materials: Create concise, easy-to-follow guides and video tutorials that employees can refer to anytime.
	This streamlined Learning and Development Plan ensures that all affected employees receive targeted, effective training on Microsoft Teams Shifts, maximizing their comfort with the system and minimizing disruption to their daily tasks.
Effect of the proposed changes on other AWH services, employees, Departments or locations?	The implementation of Microsoft Teams Shifts in the Pharmacy department is expected to significantly enhance scheduling efficiency and shift management within the department. While these changes are largely internal, they will indirectly benefit the Payroll team by providing more accurate work hour data, leading to improvements in payroll accuracy and processing efficiency. This change in practice will not only streamline payroll operations but may also encourage other departments to explore similar system upgrades, potentially enhancing data management and interdepartmental communications across Albury Wodonga Health. Overall, while the direct impacts of this transition are concentrated within the Pharmacy department, the secondary benefits could positively influence broader organisational practices.

| **Timeframes and dates for proposed changes**

In line with the relevant EBA /Award Clause around consultation design a communication timetable not exclusive to:

1. Steps
2. Phase
3. Action
4. Timeframe (dates)

Include any details of staff / union consultation conducted to this date. | 1. **Initial Consultation and Pilot Introduction:**

• **Steps:** Staff announcement, initial feedback gathering, and introduction of the limited site pilot.

• **Phase:** Preliminary discussion and pilot testing.

• **Action:** Inform staff at the pharmacy department about the proposed change during the staff huddle on April 16, 2024, with detailed discussions in a face-to-face meeting on April 12, 2024. Introduce a limited site pilot at the Wodonga Campus on April 8, 2024, to allow staff hands-on experience with a live environment and to provide initial feedback.

• **Timeframe:** Pilot on April 8, 2024; Detailed meetings in mid-April 2024.

2. **Feedback and Revision Phase:**

• **Steps:** Collect and analyse feedback from staff, union representatives, and pilot testing.

• **Phase:** Feedback gathering.

• **Action:** Distribute surveys and hold follow-up meetings to discuss specific concerns and suggestions from the initial consultations and pilot feedback.

• **Timeframe:** Late May to early July 2024.

3. **Detailed Planning and Final Proposal:**

• **Steps:** Develop a detailed implementation plan based on feedback.

• **Phase:** Planning.

• **Action:** Prepare a final change proposal incorporating staff and union feedback, outlining specific functionalities, benefits, and training schedules.

• **Timeframe:** Mid-May 2024.

4. **Training and Development:**

• **Steps:** Provide training sessions and materials.

• **Phase:** Implementation.

• **Action:** Begin training sessions for all affected employees, starting with basic functionalities and followed by more detailed role-specific training.

• **Timeframe:** Early June 2024. |

5. **Implementation and Go-Live:**

- **Steps:** Deploy the new system in phases.

- **Phase:** Go-live.

- **Action:** Officially launch Microsoft Teams Shifts, beginning with a broader implementation following the pilot phase.

- **Timeframe:** Full go-live on Monday 8thJuly 2024.

6. **Post-Implementation Review:**

- **Steps:** Evaluate the implementation and gather post-go-live feedback.

- **Phase:** Review.

- **Action:** Conduct a comprehensive review of the system implementation, including a feedback session to assess user experience and system effectiveness.

- **Timeframe:** August 2024.

Union and Staff Consultation Details: Staff and union consultations have been integral from the outset, starting with the initial announcement and detailed discussions in April 2024. Continuous engagement with both staff and union representatives is planned throughout each phase of the implementation to ensure transparency, address concerns, and adapt strategies as needed based on collective input.

Attachments	No attachments.
Include any other written material relevant to the reasons for the proposed change (such as consultants reports), excluding material that is Commercial in Confidence or cannot be discussed under privacy legislation.	

CHANGE IMPACT STATEMENT TEMPLATE

Albury
Wodonga
Health

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