

What is the proposed change?

The District Engineering Services within South Western Sydney Local Health District (SWSLHD) proposes to extend the use of staff access cards (Smart Card System) for staff to electronically sign in and out of their shift at a dedicated Smart Card Reader which has been identified below.

The Rapid Global Management System will not be used by engineering staff to electronically sign in and out of their shift as initially proposed.

What is the reason for the change?

The use of an existing electronic system will allow for better management of daily timesheets, rosters, and a reduction in the use of paper. There is no safety concern associated with the proposed change to use the electronic sign in and out system.

Who does this change affect?

The change will apply to all staff within the District Engineering Services across SWSLHD.

What is a Smart Card?

Also referred to as a 'staff access card' or 'swipe card', staff are issued a Smart Card when they commence employment with SWSLHD by the Security Department of the facility where they work. The Smart Card is currently used by staff to move throughout the facility to access restricted or locked areas within the facility. Some staff may use their Smart Card to access staff parking areas.

Where are the Smart Card Readers located?

The Smart Card Reader will be located within the engineering office of every facility. There will be one reader per office available for use at each facility. These readers will be dedicated for staff members to sign in and out by tapping their Smart Card.

How do I know my time has been recorded?

The reader will sound a beep when the card has been read. In addition, the reader has a red light which will change to green when the time has been recorded. If you are unsure your card has been read, you may tap again.

Staff may already be familiar with the use of their staff access card however a demonstration can be provided to staff if required prior to the implementation.

Can I access my sign in and out times?

Yes, you may request your sign in and out data, at any time. These will not be automatically provided to staff. However, as part of the implementation process staff will receive their sign in and out data weekly, via email for an 8 week period. A de-identified sample of the data recorded is provided below.

Engineering Time On Site (ToS) Report

			Total Hours:	42:26:47
Day	Start Time	End Time	Time On Site	
THU	5/9/2024 7:01:39 AM	5/9/2024 3:29:53 PM	08:28:13	
FRI	5/10/2024 6:59:14 AM	5/10/2024 3:25:49 PM	08:26:34	
MON	5/13/2024 7:00:14 AM	5/13/2024 3:28:01 PM	08:27:47	
TUE	5/14/2024 5:55:39 AM	5/14/2024 2:27:49 PM	08:32:10	
WED	5/15/2024 7:01:16 AM	5/15/2024 3:33:17 PM	08:32:01	

What happens if I am running late to work?

The grace period for sign in and out will be 5 minutes. This is the same grace period used by other departments within SWSLHD who are using this system. If you are running later than 5 minutes you must contact your manager and notify them, you are running late and discuss if it is possible to make this time up at the end of your shift.

Staff are expected to return to their workshops in the same manner they currently do now to sign off at the end of their shift. Should they be unable to reach the office they must contact their manager to discuss the reason.

What happens if the reader has not recorded my times?

If no times have been recorded on the report the manager will check and clarify with the staff member if they attended work. It is also important that all staff members confirm their timesheet via Employee online in Healthroster to ensure their roster is correct prior to processing the pay.

What if I have a flexible working arrangement?

If you have an existing flexible working arrangement which is approved and documented on the SWSLHD Flexible Working Arrangement (FWA) Form this arrangement will continue until the expiry date stated on the form. However, for undocumented arrangements staff will need to discuss whether their flexible working arrangement can continue with their manager. The FWA form must be completed by the staff member and submitted to management for approval. The FWA is then recorded in StaffLink and the approved form is saved on the staff member's personnel file.

All FWA are temporary in nature and cannot be for a period longer than 12 months. A new FWA will be required if the arrangement is to be extended after the 12 month period. The FWA form is available on the intranet under forms.

What if I am called in to work earlier by my manager?

If you are required to start early and finish early, then this would be approved and reflected in Healthroster. If you are called in, you will be paid from the time of callout, however you are still required to electronically sign in and out when arriving and leaving the site.

If you are required to start early and leaves at the normal finish time, you will be paid overtime. However, if there is discussion with the manager and you prefer to leave early then Healthroster will be updated to reflect the agreed time and there will be no entitlement to overtime. Electronic sign out process will also capture the time the staff member finishes their shift.

Staff will continue to fill out the existing paper forms for call-in, overtime and weekend boiler overtime, which will be used by the rostering team to enter HealthRoster.

Any rest period after overtime will be applied in accordance with the Award provisions and rostered appropriately.

How will Call-outs and the Switchboard process work?

The process for reporting to Switchboard when performing work afterhours and on weekends will be removed. However, you will be required to notify the Afterhours Manager and the On-Call Engineer you have presented to site. You will still be required to electronically sign in and out when arriving and leaving the site.

How do I sign off if I work across different sites?

If a staff member starts at Camden and finishes at Campbelltown, then they need only sign in or out at any one of the two hospitals and the report will show where they commenced and finished their shift. They will not need to return to the original place of commencing work to swipe off.

What will happen if I work in the Community?

This practice is under review with a proposal to have the community staff start and finish from a main hospital. We intend to consult with the staff prior to any changes being implemented. A phased implementation is envisaged for the Community staff to use the Smart Card to sign in and out.

How will the data be entered into HealthRoster?

When a staff member signs in and out at a dedicated reader it will record the time electronically. The Reader will be set up to generate a daily report to be sent to the rostering team to manually roster the team in HealthRoster as it is done now. A sample of the report is provided below.

Engineering Time On Site (ToS) Report

John Citizen		12345678	Total Hours:	42:33:52
Day	Start Time	End Time	Time On Site	
FRI	5/10/2024 6:59:14 AM	5/10/2024 3:25:49 PM	08:26:34	
MON	5/13/2024 7:00:14 AM	5/13/2024 3:28:01 PM	08:27:47	
TUE	5/14/2024 5:55:39 AM	5/14/2024 2:27:49 PM	08:32:10	
WED	5/15/2024 7:01:16 AM	5/15/2024 3:33:17 PM	08:32:01	
THU	5/16/2024 6:58:52 AM	5/16/2024 3:34:10 PM	08:35:18	

Jane Smith		78945612	Total Hours:	00:00:00
Day	Start Time	End Time	Time On Site	
THU	5/16/2024 4:30:14 PM	1/1/0001 12:00:00 AM	00:00:00	

All staff members are required to confirm their timesheet via Employee online in Healthroster to ensure their roster is correct prior to processing the pay. If the online roster is incorrect the staff member is to reject the timesheet with comments about the inaccuracy, which will then be returned to the manager to review, correct, and finalise HealthRoster. This process will not impact on any staff members pay being processed on time.

A procedure will be developed in consultation with the rostering team which sets out the steps for managing the electronic timesheets. In addition, the manager will guide the rostering team on how to read the report prior to implementation.

How will allowances be recorded?

Allowances will be rostered using a paper based system as there is no functionality within HealthRoster for allowances to be entered by employees at this stage.

How will the rostering team know staff have approved leave and ADOs?

The line manager will inform the rostering team of staff leave and ADOs.

When will the electronic sign in and out system be implemented?

SWSLHD is proposing an implementation date of 17 June 2024, once consultation has been concluded. If you want to start using the electronic sign in and out process before this date please speak with your manager.

Who do I escalate any concerns with my Smart Card to?

Any lost Smart Card is to be immediately reported to Security Department which is available 24hours / 7 days a week. Security staff will immediately cancel the access smart card number that has been reported as lost or stolen.

Is the use of the electronic sign in and out process intended to manage my punctuality and or workplace attendance?

Electronically signing in and out is an accepted practice used currently and extensively throughout private and public industry and is a practice already in place amongst a large cohort of SWSLHD health employees. It is not micro-management, but simply intended to replace the archaic paper-based-method of signing in and out in lieu of a more environmentally sustainable electronic system which is designed to provide a clear and accurate picture of employee attendance and working hours, in closer-to-real-time, minimise duplication of administration, minimise paper waste, and reduce the potential for any manual errors or inaccuracies in data entry. A shift to electronically signing in and out does not in any way change or lessen the existing current obligations of all staff to record their actual time and attendance honestly and accurately, in the performance of their work duties.

Should any concerns be identified a discussion with the staff member will occur in the first instance to understand the reason for the lateness or workplace attendance with a view to resolve or address the concern.

Who do I escalate my concerns regarding my roster to?

If you have any questions about your roster, you can raise them with your manager in the first instance.

What support will staff receive with this change?

As part of the implementation process staff will receive their sign in and out data weekly, via email for an 8 week period.

Staff will also be encouraged to provide feedback to their manager regarding the use of the electronic sign in and out process.

Who can I contact about the change?

If you have any questions the change process you should raise them with your manager in the first instance.

If you have further questions regarding the change please contact Nathan Macdonald, Group Engineer Manager at Nathan.Macdonald1@health.nsw.gov.au or on 0401 390 516 or you may contact Rob Muir, Deputy District Engineering Manager at Robert.Muir@health.nsw.gov.au or on 0427 261 764.

If you have any concerns or questions about the process you may contact Emma Williams, Senior Workforce Consultant at Emma.Williams7@health.nsw.gov.au or 0477 322 154.

The Staff Wellbeing and Support Service (previously EAP) is also available at SWSLHD-StaffWellbeingSupportService@health.nsw.gov.au or on (02) 8738 4552 should you wish to seek confidential counselling.

Implementation plan for electronic timesheets

The plan is intended to provide staff a guide as to the steps taken or to be taken with this change process.

Implementation Plan for Electronic Timesheet (Sign in/out)

Tasks	Owner	Start Date	Due Date	Duration (weeks)	Status	Notes
Phase 1. Resource Development						
Staff factsheet for electronic timesheets	Manager	14/05/24	17/05/24	1	Completed	Disseminated
Provide de-identified sample report	Manager	14/05/24	14/05/24	1	Completed	Added to factsheet
Rostering procedure for rostering team	Manager	14/05/24	28/05/24	2	In Progress	
Spreadsheet to be developed to record allowances	Manager	14/05/24	28/05/24	2	In Progress	
Phase 2. Training and Education						
Training session for rostering team	Manager	3/06/24	17/06/24	3	To start	Deliver prior to implementation
Staff Demonstration on use electronic sign in/out	Manager	3/06/24	17/06/24	3	To start	Deliver prior to implementation
Phase 3. Full Rollout						
Collect user feedback / provide solutions	Manager	17/06/24				
Provide electronic timesheets for 8 week period	Rostering Team	17/06/24	17/08/24	8	To start	
Monitor and resolve rostering issues	Manager	17/06/24				
Staff support eg. provide make-up time for late start	Manager	17/06/24				
Phase 4. Review and Evaluation						
Monitor functionality and troubleshoot	Manager					
Conduct review of electronic timesheets	Director Engineering					