



Urgent HSU questions for Calvary Mater Newcastle re: Kronos, payroll

During the recent meeting with Calvary, numerous questions were raised around Calvary Mater Newcastle's new payroll arrangements and the move to Kronos.

The following important matter raised and formally sent to Calvary for response:

1. Staff participating in any test period should have their consent limited to that period. Fresh consent should be sought at the time of any eventual rollout of the system for all staff to ensure they are not disadvantaged by any changes that occur (such as the clocking in/out with biometric data or staff ID number).
2. We request a full report of all issues identified in any trial period conducted between now and the next meeting on 10 January 2024.
3. There is a significant change in the flexibility afforded to managers and staff in attendance times and the completion of timesheets. The Kronos bundy clock system will interfere with this.
A bundy clock system is usually used in factory or similar settings – not with professionals in a hospital. The loss of this flexibility, and the apparent lack of trust demonstrated by requiring use of a bundy clock like system, is likely to have long term negative impacts on the relationship between Calvary and its employees. If the system must be used, efficient, practical workarounds must be found prior to the system's implementation.
4. The workloads of managers are likely to significantly increase, particularly in the short term as a new system is learned, but also in the long term as many more active steps will be required to adjust the automatically generated timesheets required. Efficient and practical processes must be found prior to the system's implementation. Or, if that is not possible, sufficient staffing resources should be put in place to deal with the additional workload, both short and long term.
5. One alternative to biometric data has been offered: keying in the individual's ID number. In the meeting on 6 December 2023, it became apparent a swipe card could be set up for use, which is likely to be more efficient than payroll number entry. We request Calvary to explain why a swipe card cannot be implemented. We request a key card is offered as an alternative to both biometric data and ID number sign in.

6. Not all functionality of Kronos through the Calvary app will be made available initially. Please explain the functions of Kronos that will be available through the app and by what date each function is expected to be available. Please also explain why all functions cannot be made available prior to commencement of the system.
7. It has been established employees will not be able to access or check their timesheets after amendments are made by their manager. Employees must be able to access their amended payslips prior to receiving payment to ensure pay accuracy and to ensure all requests have been actioned by managers.
8. There are a limited number of access points available. How will the large influx of staff at starting times be dealt with? Are staff expected to attend work prior to their start time to clock in?
9. Calvary has relied on WHS issues in part to justify implementation of the system. How will Kronos reflect whether a person is on or off site after clocking in at Calvary at the start of their shift (i.e.: staff that work both in the hospital and at patient's homes or other sites on a single day)? How will Kronos account for non-Calvary staff on site (i.e. HNELHD and any other private employees)?
10. Data safety is a significant concern. Many large and IT savvy organisations have recently suffered significant data breaches. Has Kronos ever had any data breach issues? What were they? How were they resolved?
11. Has Calvary had any data safety issues with its current system? Have any breaches occurred? How were they resolved?
12. The physical removal of payroll from the site will cause communication issues between staff and payroll. Being able to physically go to payroll is far more effective than phone or email for many people. How will this be managed? Will staff be able to attend the new site if required?
13. The State award system and associated enterprise agreements are complex and difficult to apply. Will there be consistency in staffing? Will payroll be expected to undertake other work, reducing their capacity to deal with the unique issues at Calvary Mater Newcastle?
14. With many individuals using the same touch screen over a very short period, how will hygiene be maintained (particularly for any staff who may be immunocompromised)?
15. Some of the Kronos boxes have been placed in patient throughput or care areas which may negatively impact their experience. It may also cause bottlenecks and limit the access of emergency teams like MET. Placements should be reviewed and moved.
16. At times, where staff are held up clocking in to work, the commencement of provision of service may be delayed and will reduce productivity. This will in turn reduce the ability to complete all patient related services. For example, if clocking

in time is 8am and the first patient time is 8am, there will be delays in commencing patient care. A similar situation may occur at the end of the day.

17. Staff request confirmation that future Kronos implementation (Dimensions) has the ability for staff to sign in/out and adjust their timesheets through the app, negating the need to bundy clock on and off at a machine.
18. If the system is implemented, Calvary should seek consent in writing (as opposed to any implied consent).

We require a more detailed explanation of Calvary's statement that it will be "beneficial to reflect once again on the importance of real time data regarding employees' attendance on site".