Rostering Project Update

March 2019

The following document provides an update on the Rostering and Time & Attendance (RTA) Project currently in progress at Barwon Health.

BACKGROUND

Barwon Health is preparing to replace the existing rostering module of our PayGlobal payroll system with a new staff rostering system called RosterOn. The upgrade will lead to the replacement of existing rostering processes administered through PayGlobal, and various localised manual processes, with automated tools that improve capability in the administration of staff rosters, time and attendance, payroll and leave processes.

A project has been initiated to undertake the implementation of the new system and to coordinate transitional management activities that will bring about a smooth transition from current to future rostering processes. The project is in its early stages with implementation of the new system scheduled to commence in June 2019.

In relation to staff rostering, timesheets, payroll and leave administration, the current situation at Barwon Health is as follows:

- Rostering for 45% of the workforce is managed through PayGlobal. All other segments of the workforce are managed via locally-established tools such as Excel spreadsheets.
- Timesheets for 45% of staff are recorded using a digital biometric time recording system. The remainder of the workforce use paper timesheets. The completed timesheets are signed off by line managers / supervisors and then sent to the Payroll Department for processing at the end of the fortnight.
- Payroll details are manually entered from paper timesheets into the payroll system which has a comprehensive award interpreter which calculates wage payments.
- The leave application and approval process is administered manually, using paper forms followed by manual data entry into the payroll system.

Barwon Health views the current situation as a significant operational risk as it relies heavily on manual intervention and is therefore constantly open to human error. Moreover, the degree of manual effort necessary makes this a highly inefficient process.

PROJECT RATIONALE

The RosterOn system will provide enhanced functionality, including the following:

Roster administration:
- The ability to create and maintain rosters and to have them accessible online to employees through their home computer, tablet or mobile phone.
- The ability to support all existing roster patterns and rostering practices for roster managers / administrators and staff, including any current arrangements where staff can nominate their preferences and indicate their availability.
- The ability to monitor staffing shortfalls and identify suitable staff to fill these shifts.
- The ability to communicate with staff via built-in SMS messaging, seeking their expressions of interest to fill staffing shortfalls.

Timesheet administration:
- The ability for all staff to record the start and end time of shifts worked, using our existing biometric time recording technology. Alternative means will be available where necessary (for instance, where staff operate in the community, where there is no access to physical biometric devices that can record shift start and finish times).

Leave administration:
- The ability to submit leave applications electronically and for managers to authorise them online.

PROJECT OBJECTIVES

The targeted benefits of this implementation include a number of workforce scheduling efficiencies, including:

- Less time required to maintain rosters and fill vacant shifts
- Reduced usage of agency staff
- Reduced incidence of misplaced or incorrectly completed timesheets
- Reduced incidence of payroll errors resulting from manual data entry
- Increased accuracy of wage payments
- Better utilisation of staff
- Less time spent on manual administrative tasks
- Ongoing cost savings
- Less consumption of paper, printing and courier services

PROCESS TRANSITION

The implementation of RosterOn does not necessitate a need to change any existing rosters, work patterns or rostering practices.

There will, however, be some modification of processes as a result of the system implementation:
- The 55% of the workforce who are currently submitting paper timesheets will transition to the biometric time recording system which is already used by 45% of Barwon Health staff.
- There will be some changes to rostering administration processes as a result of enhanced system functionality, however, the existing fundamental principles of rostering will be retained.
- A reduction of up to 3 FTE in the Payroll Department is anticipated during 2020. This will be addressed through a formal consultation process with the relevant union.

COMMUNICATION & ENGAGEMENT

Barwon Health is committed to ensuring effective communication is maintained throughout the project. A comprehensive transition management plan is being developed to ensure all staff are aware of the new system and are able to use the new functionality. This includes information sessions (where staff can view a demonstration of the system and ask questions), communications (supported by pamphlets and fact sheets) and training (including classroom-based training with onsite support and user guides).

The project team will be present throughout the implementation period to provide assistance and support to roster managers and staff.