**Rostering Surge Model**

**Purpose:**

* Plan for increasing the capacity of the Rostering functions significantly with short notice
* Have a team to work together consistently to implement skeleton rostering procedures when needed
* Current Centralised and De-centralised Rostering resources would work along-side additional Surge Rostering resources from other parts of the business to deliver on Skeleton Roster in cases of Emergency Workforce Contingency Planning
* Clarify process for identifying individuals with the right skills to support the activities and availability to suit
* Clarify processes for forming and training Surge Roster team (Centralised, Decentralised, and additional) in the Skeleton Staffing Procedures
* Clarify additional training needed for additional staff in the Surge Rostering Team.

**The purpose of this document it to answer the following questions:**

* Rostering Surge team - Preparation
  + How do we initiate – Triggers?
  + Who are they?
  + What do we need them to do?
  + How do we train them up?
  + When do they work?
  + Are they on call? Out of normal hours work?
  + Change on-call support
* Where do we get more Rostering support?
* What do we do with the onsite admin roles? Where are they based and what do they do?

**Surge Rostering Team Attributes**

Blended team

* Centralised Rostering – 10 FTE
* Gina Yuvienco; Gladys Tuazon; Maria Margallo; Asha Biradar; Ronald Perez ; Ratko Vojnovic ; Hasan Ahmed ; Zyjokielle Moos ; Balakrishna Bojja; Rhonda O'Leary
* Decentralised Rostering staff – Need to Confirm who
  + Communicated regarding procedures in advance
* Additional Surge Rostering Staff
  + Identified from other teams to match skill demands (see below) and availability if Skeleton Rostering in place
  + Communicated and trained in advance
* Onsite Regional Manager (or 2) identified for decision making
* Rostering manager – Shane to pick up management of whole team, with Serena’s support for first few days

Hours of Work

* Mainly 9-5 (8-6 flexibility)
* Increase 6am to 10pm coverage – through current Centralised rostering team
* Oncall? – need between 10pm to 6am?? – regular Oncall teams?

Location

* At Newington
* Or Working from home

Communication

* At least Daily call
* Clarify Patches each day
* Oncall processes need to be identified or communicated to Oncall team

Technology needs

* Visicase Level 2 access
* Rostering SharePoint Access
* Teams group to include all Surge Rostering team - set up Channels in Team in advance to help manage (e.g. by Patch?)
* Shared Documents (through Teams or SharePoint)
* Phones – preferably Online phone system (Rostering already has 3CX in place)
* Required to ask BS to update Queue (9-5) at 3CX with Additional Surge Rostering Staff?

**Skills demand - Increased Volume Tasks in Surge Rostering**

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|  | **Increased Vol Tasks** | **Options/Who?** | **Requirements – Training etc** |
| **Phase C and D** | Update Visicase   * Delete previous shifts * Create new Skeleton Shifts * Update staff location * allocation in VisiCase * Update staff location * allocation in Roster ON * Extra check up in fortnight process for those who worked across two or more location with different award | TLs – Have done this in the past – so less training required.  TLs, CLMS, RUNMs, Support Coordinator, My Pathways team - Already have level 2 Visicase access  Ask Frontline staff or Frontline Admin who are open to working from home to do this? | Visicase training required.  Visicase access required – change of access in some cases |
| **Phase A** | Call all sites – checking if turned up | Anyone with a template and access | Admin skills  Call skills  Need list for TL or House and process  Need template |
| **Phase B &**  **Phase C** | Call all staff to confirm attendance for next shifts | Anyone with a template and access |  |
| **Phase A,**  **Phase B & Phase C** | Calling staff (part-timers, Casuals, OT) to try to cover shifts (Team B) | Anyone with a template and access |  |
| **Phase D** | Check with all staff availability after school closures -via online form? | Anyone with a template and access |  |
| **Phase A, B & C** | Call TLs, RUNMs, CLMs to check for availability to cover |  |  |
| **Fortnightly processes** | Award interpretation for Payroll – increased for mobility and Overtime | Rostering team |  |
| **Phase A,**  **Phase B,**  **Phase C & Phase D** | Marry up Demand and Supply Data | Strong Excel Skills  Strong Admin Skills |  |
| **Daily** | Increased calls from staff prior to shifts – increased number of people calling in for sick or Carer’s leave and increased volume due to all decentralised and centralised - this function | Phone skills  Broad understanding across | After hours phone access |

**Supply Options – teams to join Surge Rostering team**

*Note - Assume if suitable for Frontline work it would be a priority to deploy them to the frontline as Skeleton staffing would only be triggered if Frontline staffing shortages.*

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| **Team options** | **Location** | **Visicase** | **Transferable skills - Frontline** | **Transferable skills – Rostering** | **Availability/**  **Considerations** |
| **PPC** | HO | No access | No | Admin  Make calls with template | May have other priority work if emergency |
| **Admin Team from HO** | HO | No access | No | Admin  Confidentiality  Making calls if templated |  |
| **Agency Admin** |  | No access | No | Admin  Make Calls to templates |  |
| **Frontline Admin Team for Other sites** | Mix | Level 1 | ? | Some involved in decentralised rostering already | Maybe suitable support if can work from home as alternative to leave? |
| **Support Coordinators** | Newington (with Rostering) | Level 2 | Yes | Admin  Frontline knowledge | May be able to be mobilised to frontline  ? – workload may be lower at the moment – check |
| **My Pathways Officers** | HO | Level 2 | Yes | Admin  Frontline  Understanding SIL Roster of Care | May be able to be mobilised to frontline  ? – workload may be lower at the moment – check |
| **TL (Admin time)** | mix | Level 2 | Yes | Admin  Frontline knowledge and relationships  Experience in rostering discussions  Experience in rostering tasks in Visicase.  People answer calls from TL more than form RO | Priority to Frontline work  Maybe suitable support if can work from home as alternative to leave? |
| **Araluen & Seven Hills teams - SWs** | Mix | Level 1 | Yes | Making Calls if template | Priority to Frontline work |
| **Factory support Staff – Sewing Basket** | Newington | No access | Yes | Frontline knowledge | Priority to Frontline work |

**Procedures to Set up the Surge Rostering team**

1. Identify Team:

* Identify staff who can work and identify the days available (Green/Blue)

1. Prepare

* Set up IT needs for all including:
  + Visicase access
  + Shared folders(Rostering SharePoint)/Teams environment (including Channels) ready to go
  + phone arrangements, 3CX set up/Access
* Communicate to team members so they know they are part of the Surge team
* Confirm contact list
* Confirm availability for work outside normal hours if needed
* Plan shifts for Surge Rostering team if enact (e.g. Centralised rostering team doing more early/late shifts to cover expected increase in calls?)

1. Communicate and Train

* Methods
  + Email and Teleconference - Communication
  + Webinar with Slides and screen share - Training
  + Handouts of processes – Training
* Stakeholders groups and Key messages

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| **Stakeholders** | **Preparation Communication - key messaged** | **Training** | **Other Considerations** |
| **Centralised Roster team** | We have a plan in cases of emergencies.  How it works – Skeleton Roster  That won’t just work own patch necessarily  May need to do more early/late shifts. | NIL | Rostering Oncall to cover all centralised/ De-centralised between 6-10? |
| **De-centralised Rostering Roles** | We have a plan in cases of emergencies.  How it works – Skeleton Roster  That won’t just work own patch necessarily  Need to use standardised processes, tools | Teams?  Shared phone system  Skeleton Rostering processes and Tools | Identify  - e.g. Summer Hill?   * David Ha * other sites?   This is significant change for them and some have been reluctant regarding centralised rostering |
| **Additional Surge Capacity team members** | They have been identified to be a part of the Surge Roster team  What does this mean for them? What are the expectations? | Visicase  Teams?  Shared phone system  Skeleton Rostering processes and Tools |  |
| **Operations Oncall Team** | What changes in processes for Oncall team | Skeleton Rostering processes and Tool | Do we use this team or |
| **Operations Middle Management – RMs (CLMs, RUMNS, or TLs too?** | If RM’s require to approve OT or not?  Changes to procedures and protocols if using Skeleton Rostering/Surge Rostering team – change in expectations and contacts (e.g. Overtime Approval, Communication with local managers etc) | Fact Sheet/Manager Procedures – to distribute |  |
| **Frontline Staff** |  |  |  |

1. Enact Surge Rostering Team

* Triggers likely to be:
  + School closures
  + multi-site outbreaks or lockdowns
  + Significant portion of the workforce unavailable due to illness/self-isolation requirements
* Confirmed by Exec when enact
* Communicate to all stakeholders that commencing – clarifying the breadth – e.g. whole organisation