



Corporate Services Shift Swap – Blacktown and Mount Druit Hospitals

Date Created	17/03/2020
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Version Number	1.0
Drug Committee Approved	N/A

Purpose

To ensure that there are clear and consistent procedures in place for the management of ad hoc roster requests and shift swaps to achieve fairness to employees and maintain appropriate patient care.

Rosters impact on both the personal and professional life of employees. It is, therefore, important to ensure that processes are in place that enable employees request to work/not work certain shifts and also to swap shifts with other employees once a roster has been published.

Intended Audience

BMDH Corporate Services Staff
BMDH Corporate Services Roster Creators
BMDH Corporate Services Roster Approvers
BMDH Corporate Services Managers

Expected Outcomes

Governance or an overarching approval process over rosters to ensure they comply with Industrial Awards and meet patient, staff and organisational needs.

A localised process is implemented to ensure rosters are updated daily to record time worked, unplanned leave, shift swaps and any other changes to the published roster

To inform, guide and educate staff with rostering responsibilities in relation to planning, developing, maintaining and operating rosters that meet patient, staff and organisational needs.

The establishment of clear lines of responsibility for roster governance and approval.

Improvement outcomes

Local business rules developed for roster requests and shift swaps to enable:

- Effective use of staff (decrease in roster vacancies)
- Time saving for Roster Creators
- Fairness for employees leading to improved satisfaction
- Accurate published rosters and pay

Definitions

Delegate:	A person appointed by a BMDH Corporate Services Manager to approve shift swaps whilst he/she is on leave
Employee Online:	A resource for staff enabling them to access their published rosters via StaffLink
HealthRoster:	A demand-based rostering system allowing units to correctly identify and build a roster template to the demand they need to provide their service, then roster staff according to these requirements.
Published Roster:	A roster that has been approved by a BMDH Corporate Services Manager and is visible to staff in Employee Online

Roster Approver:	Often the line manager or supervisor, the approver agrees to the roster created being published as well as approves the accuracy of the roster worked, i.e. hours worked and leave taken, for each individual team member
Roster Creator:	Allocates staff to vacant shifts according to the service requirements of the ward/unit/department
Roster Manager:	The person responsible for managing the implementation of the roster. This is usually the Department Head.
Roster Requests:	Process whereby employees are able to submit 'ad hoc' requests to their Manager in advance of roster development. These may be either a request to work or not work certain shifts within a specific roster period.
Shift Swaps:	Process whereby two or more employees request approval from their Manager to swap shifts. This process occurs after a roster has been developed and published.
Shift Swap Form:	An application form used to request a change of shifts by way of swapping with another employee
WHS:	Work, Health and Safety.

Equipment / Required Information

The Manager is responsible for all decisions regarding roster requests and shift swaps with regard to their impact on staffing requirements and service delivery.

There will be no breach of legislative requirements, Industrial Award provisions, contractual arrangements or Ministry of Health Policy requirements as a result of shift swaps or approval of roster requests

The Manager is responsible for all decisions regarding roster requests and shift swaps with regard to their impact on staffing requirements and service delivery. Approvals are also subject to the following provisos:

- All employees should have the same level of access to roster requests to meet their individual needs
- The published roster should provide confidence to all employees that requests are considered in a consistent manner
- There should be a fair and appropriate distribution of shifts amongst all rostered employees
- Rosters should maximise continuity of care where clinically appropriate

Supporting tools/information

- Shift Swap Form
- HealthRoster proficiency

Procedure

Where an employee requests a change to the published roster, the obligation to find replacement staff rests with the employee requesting the change. To facilitate and standardise this process, the following local business rules have been developed:

- All shift swaps should be clearly documented on the form and signed by both the Manager and all employees' party to the swap (see Appendix for Shift Swap Form).
- There is a limit of two shift swaps per roster period

- Applications for shift swaps can only be accepted once the roster is published in HealthRoster
- The roster creator is to publish the roster two weeks prior to the commencement of the pay period.
- Deadlines for submission of shift swap requests will be 48 hours prior to the commencement of the shift.

Factors that need to be considered prior to approving requests for a shift swap:

- The classification and skills of the employees who are swapping (should be of equivalent classification and skills)
- Swaps should not result in under/over rostering of contractual hours for the employees involved
- Swaps should not incur any overtime for the employees involved.
- Swaps should occur within the same pay period.
- Care should be taken with the length and sequencing of shifts that occur as a result of the swap
- Shift swaps are not to be used in lieu of sick leave

Procedure

Where 'buddies' are allocated to specific employees, shift swaps should not occur without ensuring that the 'buddy' can either change with the employee or is allocated to another suitable employee, and that the 'buddy' is aware of the change.

- The Manager (or delegate) must communicate the decision to the employee within 48 hours of receipt of the shift swap form
- Shift swaps can only be approved outside normal business hours if staff delegated with responsibility by the Manager for approving swaps are on duty.
- Once approved the changes should be entered into the relevant rostering system (ideally as soon as possible after approval but no later than prior to the close of the relevant pay period) in order to ensure that the affected employees are paid correctly

Responsibilities

Manager

- Has the responsibility to develop local business rules for roster requests and shift swaps
- Publication of process and procedure to all employees
- Timely consideration of all roster requests and shift swaps, ensuring fairness and that the needs of the service are met
- Ensuring that records of all roster requests, shift swaps and their outcome are maintained
- Ensuring that rosters, including those contained within rostering systems (e.g. HealthRoster) are amended and kept up to date with changes and that all changes are clearly marked for audit purposes and to ensure correct payment of employees
- Ensure that staff are aware of their responsibilities

Staff

- Timely submission of requests
- Negotiating their own shift swaps once a roster has been published and considering necessary factors prior to submitting requests for a shift swap i.e.
 - Whether they are proposing to swap with a staff member of equal classification/skill
 - Whether the swap will result in under/over rostering of contractual hours
 - Whether the swap will result in a breach of Industrial Award provisions

- Employees who swap shifts without prior approval should be aware that they might not be paid correctly and that repeated swaps without approval might become a disciplinary matter

Sample Shift Swap

This is to be utilised for requesting Shift Swaps after the roster has been published and must be submitted to the Manager at least 48 hours prior to the commencement of the first shift involved in the proposed swap.

Name:

Employee Number:

Existing Roster

Employee Name	Employee #	Date	Shift

New Roster

Employee Name	Employee #	Date	Shift

Reason for swap:

Signature of agreement to Roster Changes

Employee Name	Signature

Date / Time submitted:

To be completed by
Manager Approved –
Yes/No (& reason)

Manager

Manager Signature

Date:

Entered into HealthRoster:

Risk category: Safety & Security

Risk rating: Low

National Standard

- Standard 1** – Clinical Governance
- Standard 2** – Partnering with Consumers
- Standard 3** - Preventing and Controlling Healthcare Associated Infection
- Standard 4** – Medication Safety
- Standard 5** – Comprehensive Care
- Standard 6** – Communicating for Safety
- Standard 7** – Blood Management
- Standard 8** - Recognising and Responding to Acute Deterioration

Implementation Plan

Implementation Timeframe	3 months
Author	Christine Holman
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Position Responsible	BMDH Corporate Services Managers
Brief description of the implementation strategy (link to all resources available or developed):	Procedure listed for consultation / feedback on Policy and Procedure Database Procedure and Shift Swap Form provided to all staff via email and/or discussed in staff meetings Roster published in HealthRoster
Process for monitoring and review of the implementation process:	Complaints, Audits

Version History

Date	Version	Change details	Author
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22/10/2020	0.2	Changed from Security Specific to Corporate Services generic	C Holman

Corporate Services Shift Swap – Blacktown and Mount Druitt Hospitals [Release 1]

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Alternative Title	
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