

# Supplementary Roster

## Frequently Asked Questions (FAQs)



### Introduction

The Supplementary Roster and the Right to Disconnect are two key components of *the Nurses and Midwives Enterprise Agreement 2024-2028* and relate to out-of-hours contact by employers to their employees. It is anticipated that these elements will also be added to the Mental Health Agreement during the current review.

The Right to Disconnect relates to new Federal legislation that has been introduced to create limits around employees being contacted outside of their usual work hours, to support wellbeing and disengagement when not at work.

For Nurses and Midwives, the Right to Disconnect has been included in the new EA (Clause 52) and is directly related to Health Services (the employer) contacting employees to work additional shifts when they are not rostered on duty.

To support the Right to Disconnect, it is a requirement to provide a Supplementary Roster process, which allows contact to nurses and midwives who have stated they are 'Available' to work.

**Practice Point 1:** Nurses and Midwives may still be contacted by their employer for ***urgent clinical or other emergency matters*** however this must be minimised wherever possible.

Example: A nurse/midwife has accidentally left the shift with the medication cupboard keys. The Unit Manager may contact the employee to alert them.

### What is the Supplementary Roster?

A Supplementary Roster enables Nurses and Midwives to nominate their availability to work additional shifts. It is a requirement that an employer (Western Health) maintains a Supplementary Roster to facilitate additional shifts that can be worked on a voluntary basis.

A supplementary roster also ensures that roster vacancies are being replaced with permanent employees wherever possible.

#### 1. Requirements of a Supplementary Roster

A Supplementary Roster must:

- Display vacant shifts
- Contain a stand-by facility for nurses/midwives to nominate their availability to work when/if vacancies arise
- Be consulted first, before contacting Nurses/Midwives in other ways (phone, text message, instant messaging) who are not "available" on the supplementary roster

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### 2. Health-e Workforce Solutions (HeWS)

Western Health uses Health-e Workforce Solutions (HeWS) as the Supplementary Roster platform for all nursing, midwifery and mental health areas, as it allows a consistent, fair and transparent process for contacting nurses and midwives who are available to work extra shifts.

Using the 'Availability Calendar', nurses and midwives will nominate when they are available to work. The NMWU Allocations teams will then contact these nurses and midwives to offer them the shift prior to allocating casual or pool staff into the vacancy.

**Practice Point 2:** Nurses and Midwives will only be offered shifts to their 'home' ward/department, unless specific arrangements have been made with NMWU.

### What will Change for Unit, Roster and Shift Managers?

As HeWS becomes the Supplementary Roster platform for Western Health, many of the actions undertaken by Unit/Roster/Shift managers to contact part-time staff, will be taken over by the Allocations team in Nursing Midwifery Workforce Unit (NMWU).

NMWU Allocations:

- Will offer shifts to available part-time staff in advance (once roster is published) based on availability in HeWs
- Will enter confirmed shifts for part-time staff working extra shifts into RosterOn in advance
- Will offer available part time staff unexpected vacancies (short-notice) before offering to casual staff
- Will contact Unit Manager (UM) or Nurse/Midwife In Charge (N/MIC) for authorisation of overtime / agency requests when unable to fill

**Practice Point 3:** Nurses and Midwives who nominate their availability to work via the Supplementary Roster do not receive a Change of Roster allowance. Casual staff are not eligible for Change of Roster allowance.

### Additional Resources

- [ECR Quick Reference Guide: Permanent Staff Entering Availability](#)
- [ECR Resources: What Goes Where Guide: RosterOn vs HeWS for the Supplementary Roster](#)

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**Table1. Action Required to implement a Supplementary Roster**

Employee Centred Rostering Principle / Enterprise Agreement Clause	Action required
<p><i>An employer will maintain a supplementary roster that facilitates additional shifts worked on a voluntary basis (46.1 &amp; 46.2).</i></p> <p>ECR Principle - If a nurse or midwife has indicated they are available for a shift, as much notice as possible should be given if they are required.</p>	<ul style="list-style-type: none"> <li>• Known roster vacancies at roster publication are to be entered into HeWS as a shift request.</li> <li>• Utilise HeWS booking processes to offer shifts post roster publication</li> <li>• Ward UM &amp;/or IC to use 'suggest' staff to fill unplanned short falls (i.e. personal leave/unplanned leave). Discretion of senior ward leader to suggest a suitably qualified staff member based on skill mix and ward need.</li> <li>• Allocations team will offer the shift to available staff members via HeWS SMS or phone call, according to directions in shift request or as per Replacement of Nursing and Midwifery procedure</li> </ul>
<p><i>Reasonable efforts to replace unplanned vacancies with permanent employees (45.6).</i></p> <p><i>A Supplementary roster will contain a 'stand-by' facility where employees wishing to work extra shifts can nominate the days/shits they wish to work should vacancies arise in the normal roster (46.2(b)).</i></p> <p><i>The employer will document its attempts to replace the vacancy (45.6iii).</i></p> <p>ECR principle - There should be a clear and fair system for booking additional shifts from this supplementary roster.</p>	<ul style="list-style-type: none"> <li>• At roster publication, staff are to enter availability to work above their rostered shifts into HeWS.</li> <li>• Utilising HeWS booking process evidence is available:             <ul style="list-style-type: none"> <li>○ 'request log' for each shift request demonstrating offers made via SMS or bulk allocations</li> <li>○ staff communication log that records all messages sent and received for individual staff and group messages</li> <li>○ allocations team will send out SMS to all matched permanent staff at the same time, first to respond will be matched to shift</li> </ul> </li> </ul>
<p><i>The Employer will consult the Supplementary roster before reliance on other mechanisms (including through text message or instant message applications (e.g. WhatsApp) to determine availability for shifts (52.2).</i></p> <p>ECR principle- Supplementary roster must be used to minimise nurses and midwives being contacted on their rostered days off.</p>	<ul style="list-style-type: none"> <li>• Available staff will be contacted via allocations processes to fill vacant shifts up to published roster (7-8 weeks) from current date.</li> <li>• Up to 4 weeks in advance, offers of shifts will also be made to casual workforce.</li> <li>• Unplanned vacancy backfill will follow <a href="#">Replacement of Nursing and Midwifery procedure</a> with notification to area when all supplementary workforce resources are exhausted to contact staff directly.</li> </ul>

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<p><i>Vacancies that arise in the normal roster will, as far as possible be filled through the supplementary roster (46.3).</i></p> <p>ECR Principle: A supplementary roster allows nurses and midwives to nominate when they are available to work an additional shift. The supplementary roster must be available to all nurses and midwives at the time of roster publication with a clear indication of vacant shifts.</p>	<ul style="list-style-type: none"><li>• Vacancies in the published roster are entered into HeWS post roster publication.</li><li>• Staff enter availability to work above rostered shifts in their HeWS calendar post roster publication.</li><li>• Allocations team will send shift offers to part-time staff as vacancies are entered into HeWS</li><li>• At 4 weeks before roster commences, Allocations team will send shift offer in accordance with Replacement of Nursing and Midwifery procedure – offers to available matched part-time staff first, prior to casual and pool workforce.</li><li>• When a permanent staff member becomes available to work after a casual or pool staff member has been confirmed into a vacancy:<ul style="list-style-type: none"><li>○ If greater than 24 hours before shift commencement, contact allocations to notify they are now available and would like to work the already booked shift</li><li>○ If less than 24 hours up to 2 hours before shift commencement, contact N/MIC to notify them of availability. N/MIC to determine if the change of staff member meets skill mix and safety requirements. If a change is to be made, N/MIC to contact Allocations team to notify them of this change request and the rationale for the change is to be documented in the comments section of the shift request.</li><li>○ If less than 2 hours before shift, a change will not be made</li></ul></li></ul>
<p><i>Where an employee is requested by the employer to work an additional shift other than by the supplementary roster, each such additional shift worked will attract the “change of roster allowance” in addition to any other entitlement on each such occasion (46.9).</i></p>	<ul style="list-style-type: none"><li>• Unplanned vacancy backfill will follow <a href="#">Replacement of Nursing and Midwifery</a> procedure with notification to area when all supplementary workforce resources are exhausted to contact staff directly.</li><li>• Contacting employees to work outside of supplementary process – this will need to be actioned when all supplementary workforce resources are exhausted, wards will be informed by Allocations team that shifts cannot be filled and individual areas can determine the approach taken to contact staff. The ward ANUM/IC will need to ensure a change of roster allowance is applied to the shift worked before shift or day lock is actioned.</li></ul>