

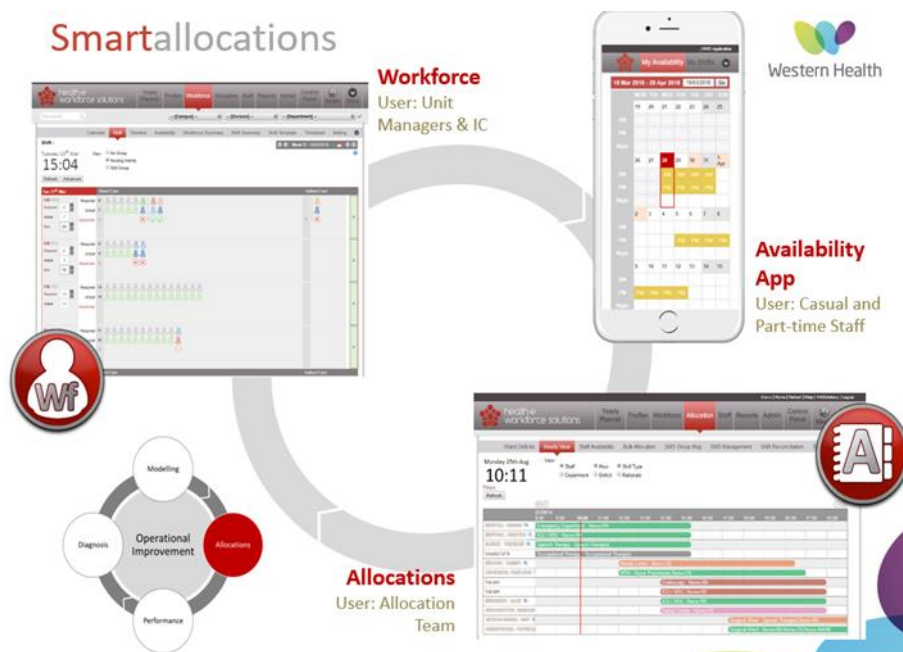
FAQ's for Mental Health Casual Staff Transitioning to Western Health

1. What is HeWS?

Western Health uses a workforce software application - Health-e Workforce Solution to assist with workforce management.

There are several components to the software:

- Predictive Modeller - EFT & dollar development tool that enables detailed workforce profiling & modelling
- Yearly Planner – Future planning tool that enables unit managers to review workforce requirements combined with A/L, shortfall & skill mix planning functionality
- Profiler – EFT calculator that uses real staff to create budgets
- Budget Builder – Uses payroll details to generate accurate dollar budgets
- Workforce – Enables online staff requests & supplementary workforce management
- Allocations – Central approach to staff allocations



HeWS is used by shift managers to request staff and Nursing and Midwifery Workforce Unit (NMWU) to allocate supplementary staff. Supplementary staff, including Casual Bank staff, and Pool staff and part-time staff working above their contracted hours, will use HeWS to stay updated on their availabilities and assigned shifts. It is important everyone keeps the information in HeWS up to date (bank and part-time extra staff remove shift availability if no longer available and shift managers remove requests if staff no longer needed)

Table 1. Functions of HeWS – Managers vs. Supplementary staff

Managers & Allocations	Part-time, Pool, Casual Bank Users
Requesting supplementary staff Monitor supplementary and permanent staff levels and skill mix Adjust bed numbers	Manage availabilities View shifts and shift status View allocated wards

2. RosterOn vs. HeWS – What Happens Where?

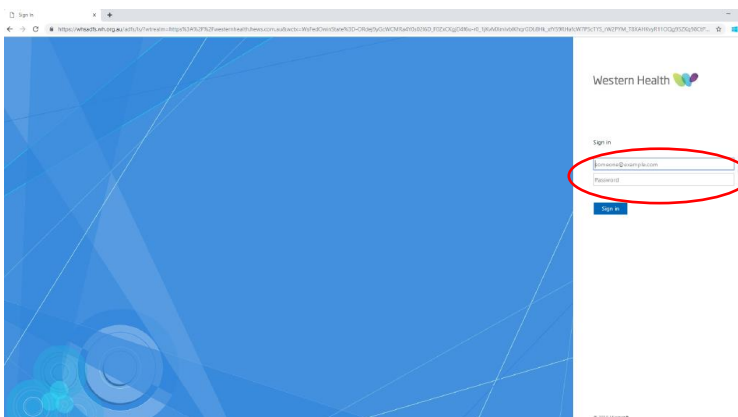
RosterOn is our rostering system and time cards for Nursing and Midwifery staff payroll. HeWS is our supplementary staff allocation system. All casual staff and vacancies requiring backfill are managed in HeWS.

Table 2. Differing applications of RosterOn and HWS

	RosterOn	Health-e Workforce
Shifts	Yes, all published rosters can be viewed by all part-time and Pool staff	Yes, all upcoming supplementary shifts can be viewed by all staff
Pool Staff Ward Allocations	Ward allocations are NOT viewable prior to shift	Ward allocations now processed through HeWS and are viewable prior to shift
Requests & Availabilities	Part-time ward staff to still enter requests on RosterOn	Casual Bank staff to enter availabilities via HeWS. Pool staff to contact allocations to enter availabilities.
Personal Leave	Continues to be processed as previously in RosterOn	-
Payroll	Continues to be processed as previously in RosterOn	-
Data Collation	-	Produces workforce reports based on staffing numbers, monitor and manage KPIs

3. How do I Access and Login to HeWS?

Go to: <https://wh.hews.com.au> and complete the registration form to be approved for login. If accessing HeWS outside of WH, type WHCN\ then WH Username in top box and WH Password in bottom box.



Access will be pending until completed by a HeWS SuperUser; once registration is complete staff will be able to login to the system using their WH email/username and WH OneSign password.

HeWS can also be accessed through the WH Intranet Quick Links menu > More Quick Links.

4. How do I put my availabilities in the system?

Once successfully registered and logged in, HeWS site will open to ‘My Availability’ module and appear for supplementary staff as image shown below, and is displayed as a current date calendar projection of the staff member’s roster.

You can only add your availabilities into the system, not the days you are not available.



Western Health		My Availability					My Shifts	
	6	7	8	9	10	11	12	
AM								
PM								
Night								
	13	14	15	16	17	18	19	
AM								
PM								
Night								
	20	21	22	23	24	25	26	
AM								
PM								
Night								

At the bottom of the page is a legend indicating shift status.

- Available = Yellow
- Priority = Blue
- Pending = Orange
- Confirmed = Green
- Shift Declined = Black

To select availabilities, simply left click on the cell corresponding with the shift you are available for. For example (image 3 below) an AM shift on the 4th and PM shift on the 5th. These cells will then appear a pale yellow to indicate they have been selected but not saved. Left click “Save” button to update availabilities and make them visible to managers and Allocations, or “Reset” to clear input.

	3	4	5	6	7	8	9
AM		AM					
PM			PM				
Night							

Available Priority Pending Confirmed ShiftDeclined

To remove availabilities reselect the desired cell, this will change it to a darker yellow, and then left click “Save” button – please note that availabilities will only be removed and cells only uncoloured after saving.

Casual Bank staff will select all shifts that they are available to work.

5. How will I see the shifts I have been allocated and booked?

All shifts and confirmed allocations can be viewed in full detail by going to the ‘My Shifts’ module through the taskbar.



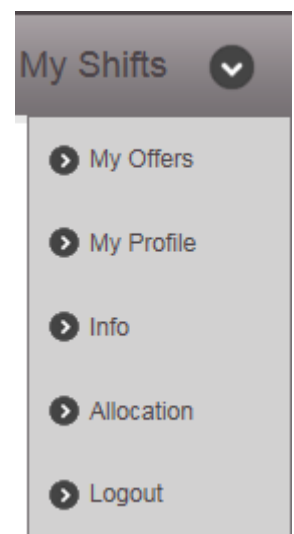
Here shifts are displayed in list form, chronologically and separated by month. Date, day, shift times, allocated ward and campus, and status of shift are all displayed for easy viewing.

Apr 2019 - Jun 2019				01/04/2019	Go
APRIL 2019					
17 th	Wednesday	07:00AM-03:30PM	Ward 1A WSH	Confirmed	
18 th	Thursday	07:00AM-03:30PM	Ward 1 West WWH	Confirmed	
19 th	Friday	07:00AM-03:30PM	ED Nursing WSH	Confirmed	
30 th	Tuesday	01:00PM-09:30PM	Coronary Care WSH	Confirmed	
MAY 2019					
1 st	Wednesday	01:00PM-09:30PM	ED Nursing WSH	Confirmed	
3 rd	Friday	01:00PM-09:30PM	ED Nursing WSH	Confirmed	
4 th	Saturday	01:00PM-09:30PM	ED Nursing WSH	Confirmed	
JUNE 2019					
No Shifts					

Campus abbreviations: Footscray Hospital = WWH
 Sunshine Hospital = WSH
 Williamstown Hospital = WWT
 Hazeldean = WHD
 Sunbury Day Procedure = WSD

Further applications of HeWS staff user view are found in the drop down menu.
 These include:

- My Offers – when staff are specifically requested by an area
- My Profile – edit staff details, registration and select preferred departments
- Info – view account details
- Allocation – contact details for WH Central Allocations Unit
- Logout



6. How do I get help if needed?

There is a comprehensive WeLearn Orientation Package for Bank staff:

[Course: Nursing and Midwifery Workforce \(NMWU\) Orientation \(wh.org.au\)](https://www.wh.org.au)

There is also an email helpdesk: NMWUHWSSupport@wh.org.au. Send an email including your name, employee number and details of your issue or concern and we will assist you.