

Information pack for casuals

Overview

HealthShare NSW is introducing a new way for you to share your availability with your manager online. You will now be able to record when you can and can't work using Employee Online. Your manager will be able to view your availability in real time through HealthRoster, and use this information to know when to offer you shifts.

Why are we moving to Online Availability?

Online Availability saves time for both you and your manager. You can update your availability anytime, anywhere using your mobile or any other device with an internet connection. Online Availability means you can better manage your availability by recording when you are available to work and not work as far in advance as you like. It also means you can keep track of the availability you have already recorded.

When is the change happening?

Online Availability is now being used in 10 sites across the state and is continuing to be rolled out across all sites with casual staff in HealthShare NSW. You can start recording your availability as soon as you complete the online training for Casuals in My Health Learning.

What do I need to do in preparation for the change?

- Watch a short video explaining more about online availability for casuals here; <http://www.healthshare.nsw.gov.au/staff-resources/online-availability>
- Read this information pack for casuals provided by your manager. You can also access this information pack at the above link
- Complete the online training for casuals in My Health Learning. See the guide on *How to Access Training Modules* in this pack
- Record your online availability at least 2 weeks in advance through Employee Online (EOL). See the guides on *How to save EOL to your mobile* and *Entering casual availability in EOL* in this pack.

What support will be available?

- This information pack has step-by-step guides and a list of Frequently Asked Questions to help you. You can also access this information online at <http://www.healthshare.nsw.gov.au/staff-resources/online-availability>
- We have a rostering team available to answer any questions you may have about the change. You can contact the rostering team on the below email or phone number below
- If you need your password reset or IT support you can call **State Wide Service Desk** on 1300 28 55 33 (Select option 2, and then press 2 again).

Thank you for your support while we implement this change. If you have any questions, please contact your manager or the Rostering Quality Team on (02) 8848 5115 between 8am – 4pm, Monday to Friday, or by email at HSNSW-RosteringQualitySBS@health.nsw.gov.au

How to save Employee Online (EOL) to your mobile or tablet device

1. Open the internet on your mobile or tablet device:



For Apple IOS devices use Safari



For Android devices use Google Chrome or Internet

Note: You will not be able to add the link to your home screen if using Google Chrome on Apple IOS Devices

2. Type **HSNSW EOL** into the search bar and click on the search result:

Employee Online

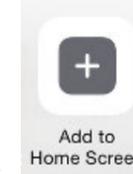
<https://hsnsweol.cit.health.nsw.gov.au/>

You will now see the EOL home screen:



3a. For **Apple IOS** devices:

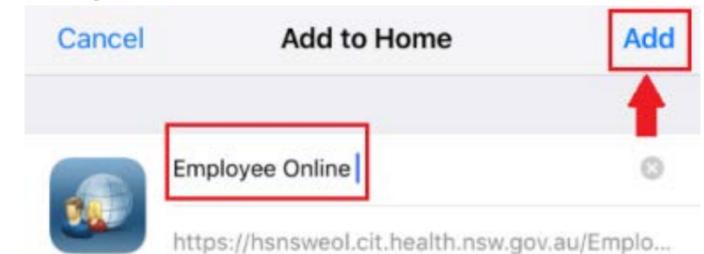
At the bottom of the screen click 



Then click

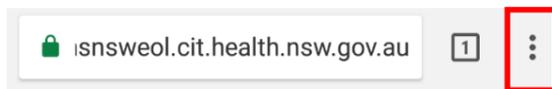
You may need to scroll to the left to see this option

The icon name will appear as 'Employee Online' by default. Click 'Add'



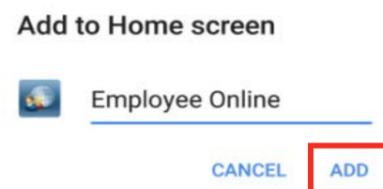
3b. For **Android** Devices:

At the top right of the screen, click 



From the pop up menu click **Add to Home screen**

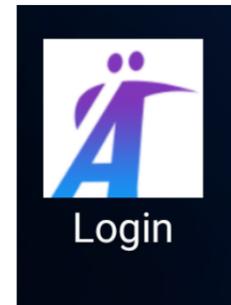
The icon name will appear as 'Employee Online' by default. Click 'Add'



4. The Employee Online icon is now on your home screen and will appear as

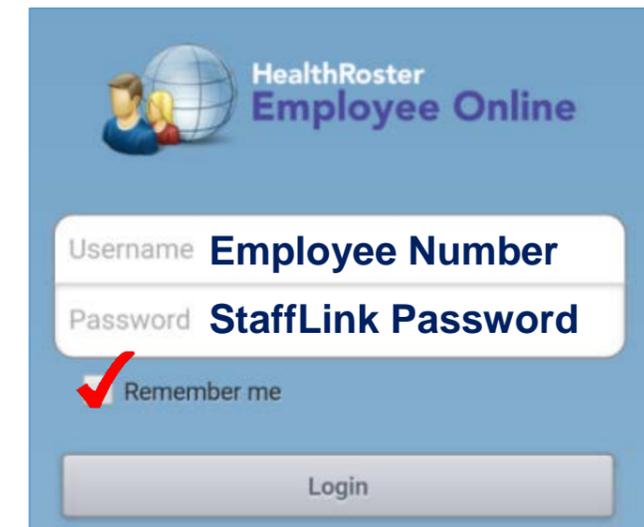


OR



You may need to scroll through your home screen to see this new icon

5. Click on the icon and log into EOL



Tick 'Remember me' and click 'Login'

Check your roster is correct in EOL regularly to ensure any last minute changes are added before you are paid each fortnight

To reset your Employee Online/StaffLink password call the Statewide Service Desk on 1300 28 55 33 (option 2, and 2 again)

How to access training modules

How do I access training to learn about recording my availability in EOL?

1. Using a computer or mobile phone, go to the HealthShare NSW website at <http://www.healthshare.nsw.gov.au/staff-resources> and click on the **My Health Learning** link.
2. Login to **My Health Learning** using your Employee Number and StaffLink password.
3. Navigate to the search options at the top menu.

Note: If using a mobile phone select the menu bar at the top left. The menu bar is illustrated by an icon of 3 black horizontal lines 

4. Select Catalogue > Search
5. Type **Online Availability** in the keyword search and then select **Search**



Search Catalogue

Course Name or Keyword: ?

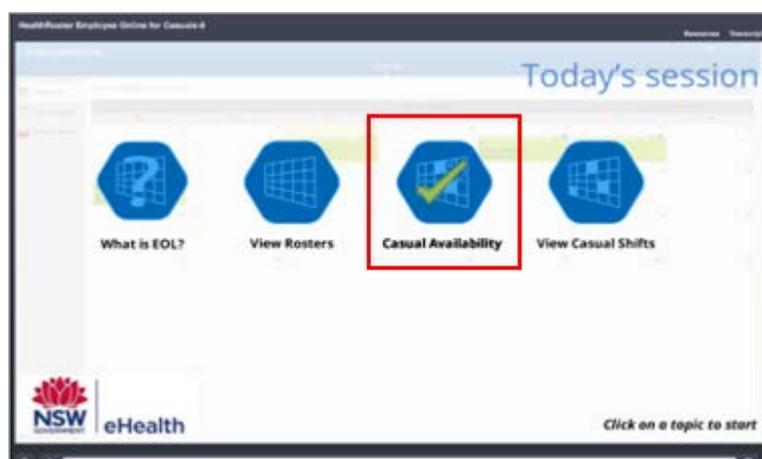
Delivery Method: ▾

6. Click *HealthRoster Employee Online for Casuals Module*, and then select **play** to start the module



Note: Complete *HealthRoster Employee Online for Casuals Module* only. You do not need to complete any other modules.

7. When you are prompted to select a topic at the beginning of the module, you only need to complete the **'Casual Availability'** part of the module. The module should take approximately 15-20 minutes to complete.



8. Complete this topic including the quiz at the end. Once completed you will come back to the topics screen, meaning you have now completed the *Casual Availability* topic. You do not need to complete the other 3 topics.
9. Close your internet window and allow the module to save..

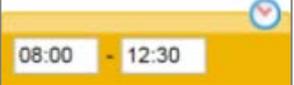
Entering casual availability in EOL

Casuals can now use Employee Online (EOL) to view and record their availability or unavailability. Rostering managers will be able to view a casual's availability in real time using HealthRoster.

Availability Types

There are six different availability tiles for you to choose from. The **Early**, **Late** and **Night** shift tiles have pre-set times set by the system. The pre-set time of these tiles may not be the same as your shift times. It is quickest for you to use the pre-set tiles, so your manager knows that you are available for an early, late or night shift that matches your team's shift times, rather than the pre-set times recorded.

Please use the pre-set tiles and ignore the pre-set times displayed in the system. If you are only available for a particular time of the day, you can use the custom tile below.

Availability Type	Meaning
	Using this tile means you are available to work any shift up until midnight. The pre-set time you will see in the system is 06:00 – 23:59.
	Using this tile means you are available to work the early shift. The pre-set time you will see in the system is 07:00 – 15:30.
	Using this tile means you are available to work the late shift. The pre-set time you will see in the system is 13:30 – 22:00.
	Using this tile means you are available to work the night shift. The pre-set time you will see in the system is 21:00 – 07:00.
	Use the custom time tile if you are only available for a particular time of the day. You can change the start and end time to suit your availability.
	Using the unavailable tile means you are saying you cannot work on that day. You can add multiple days of unavailability in a row by changing the number in the corner. E.g. if you are unavailable for 5 days in a row, change the number to 5 before adding it to the calendar.

Note: You can also add notes to any period availability and your manager will see the comments you enter.

How to add casual availability:

1. Log into Employee Online using your employee number and StaffLink password
2. If you want to add a comment, enter it the 'Notes' field

Notes

3. Click and hold the availability or unavailability type you wish to add
4. Drag and drop the tile onto the chosen day in the calendar
5. If your availability changes you can remove it by clicking the **Remove** button

Remove

- **Note:** you can only remove availability up to midnight the day before

Frequently Asked Questions

Why are we moving to Casual Online Availability?

Online Availability saves time for both casuals and managers. The new process increases your flexibility to update your availability anywhere, at a time that suits you.

You can keep track of the availability you have recorded using your mobile, or any other device with an internet connection. Online Availability means you have more ownership by allowing you to record your availability as far in advance as you like.

How can I get more information on Casual Online Availability?

There is an information pack for casuals with information on Online Availability, including how to access the training module. For more information you can speak with your manager or find the information pack located at <http://www.healthshare.nsw.gov.au/staff-resources/online-availability>

Do I need to submit my availability online to be given a shift?

It is best to record your availability online as soon as you know when you can and can't work. Casual Online Availability will save you and your manager time by knowing when you are available before they offer you a shift. Managers can still offer you a shift if you have not recorded your availability online, however they will encourage you to do so.

How far in advance should I record my availability?

Casuals should record their availability at least 2 weeks in advance.

How do I record my availability if I don't have a mobile phone?

You can log into Employee Online (EOL) from a computer either at home or at work to record your availability. If you are having difficulties finding an available computer at work, speak with your manager for help.

How do I put in my availability if my system is temporarily unavailable? (E.g. EOL is having problems opening on my device)

Try restarting your device and then reopen EOL. Check your internet access — if you are out of reception you may not be able to access EOL until you have an internet connection.

If you see this error message *'HealthRoster is undergoing maintenance,'* delete the EOL shortcut saved on your mobile and follow the guide on *How to save EOL to your mobile* and log in again.

Who can I contact if I have forgotten my Log in and Password details?

Your log in details are the same as your StaffLink log in details. Your employee number is your username. If you need your password reset you can contact the **State Wide Service Desk (SWSD)** 24 hours a day, 7 days a week on 1300 28 55 33 (Select option 2, and then press option 2 again).

Can I cancel a shift online after I have been rostered on by saying that I am not available?

Shifts cannot be cancelled online. You will need to contact your manager to cancel a shift.

Frequently Asked Questions

Online Availability for casuals

How far in advance can I record my availability and unavailability?

You can record availability or unavailability as far in advance as you like. Use the arrows at the top of the calendar in EOL to record your availability for the future. Make sure you update EOL if your availability changes.

Can I change my availability for today's date in EOL?

You can add new availability for today, however you cannot remove availability for today's date. This is because your roster manager would be planning for today's shifts based on who is available. If you think your plans are likely to change, update your availability at least 1 day in advance. Remember that if you want to work a shift; your manager will be searching for people who have said they are available first.

How do I record my availability?

Log into EOL and drag and drop the shift tiles.

For more information complete the online training module for casuals or see the guide on *Entering casual availability in EOL* in the information pack for casuals. To locate the online training module for casuals, please see the guide on *How to Access Training Modules* in the information pack for casuals.