# **Work Activity for Emergency Skeleton Rostering / Surge Roster**

## Availability Tool

Survey Monkey

Access only for Lorraine & Serena and surveys are created by them

## Materials / file/ tools to be developed

List is not exhaustive.

Priority 1 (Do now), Priority 2 (Do within 1 week), Priority 3 (Do within next 2 weeks), Priority 4 (Flag for future improvement)

| **For Whom** | **What** | **What - Description** | **When – Priority?** | **Why** | **Owner / Who** |
| --- | --- | --- | --- | --- | --- |
| All involved staff  | Teams or SharePoint | Decide and create:TEAMS channel for ‘Surge Roster Model’ orUse SharePoint Emergency Folder created by ShaneInclude Skeleton Emergency Rostering specific documentation and any links to ‘live’ documents/files in SharePoint | 1 | Single location shared on Fact Sheets.Preference is for a TEAMS channel |  |
| Frontline Staff | Fact Sheet:  | IE if an emergency situation arises such as …, in the first instance expect a short SMS questionnaire asking you about availability for the next 24 hours.Expect more questionnaires over the following 2 weeks. The questions will vary so don’t think you have been inadvertently sent the same questionnaire.You will need to know your serial number as it will be a compulsory field.Shift lengths standardised across AA & AIS  | 1 | Comms to manage expectation so staff are prepared and know they need to respond quickly |  |
| Team Leaders i.e. CLM’s | Fact Sheet | IE If an emergency arises that results in staff shortages or XXX, expect phone calls from Roster Officers or additional support staff to check staff turned up for their shift and/or have any unplanned absence to ensure Rosters have the most recent information to hand as they work on filling shifts where they can.Create a standardised approach to on-call updates to VisiCase standardised approach for the Fact SheetInclude Overtime Process change | 2 - 3 |  |  |
| Surge Roster Team | Fact Sheet | Prioritised order of surge team membersIdentify surge roster team focal i.e. Team Lead(s) for the activity assignments and surge roster team queriesAdvise engagement method | 1-2 | Focal to work with an identified Roster Officer enabling workload to be managed in a controlled manner |  |
| Surge Roster Team | Training | VisiCase basic familiarisation  | 1-2 |  |  |
| Surge Roster Team | Quick Reference Guide | Create QRG for VisiCase Data Entry specific to the VisiCase required updates for shift changes | 1-2 | Enables Backup support for Roster Officers |  |
| Rostering Officer | Checklist | Rostering Officer Skeleton Roster Checklist | 1-2 |  |  |
| Nish? IT? |  | Supply & Demand – create function / macro etc to extract data from Survey Monkey and add the number to the count of numbers available?? NOTE: Initial workaround – surge roster team to manually update | 3 | NOTE or should the number just reflect  |  |
| Surge Roster Team, Rostering Team | Spreadsheet | Emergency Roster On-Call Handover: Create Copy of current On Call Handover template columns i.e. VC Entry Y/N & who assigned replacement for shift, comment detail. | 1 | Single source of information for Rostering Officers.Facilitates VC entry completion. | BJ – Completed final draft for review |
| Surge Roster Team, Rostering Team | Spreadsheet | ‘single Skeleton Doc’ for filling of gaps and how staffed. Includes updating of: who assigned, VC updated?Data comes from Availability Tool and used with supply & demand (over & under) to address staffing gaps.**XXXX Decide if this should be a part of Skeleton On- Call Handover or the Supply & Demand spreadsheet.** | 1 |  |  |
| GM Bus Ops |  | Identify the drain / work effort on CLMS in skeleton roster scenario. Identify rostering tasks that can be taken on by Roster team and/or surge roster team via a swing rule trigger | 1 |  |  |
| GM Bus Ops |  | Obtain agreement from non-centralised Norton Road and Summer Hill for work that can be swung to Surge Roster or Rostering Team to assist with skeleton Rostering | 1 |  |  |
| GM Bus Ops | Reviews | Checklist is in draft and references to other docs etc will need to be reconfirmed once all material finalised. Cross reference to all fies & docs checked. File location and review cycle | ongoing | Maintain document currency. |  |
| Surge Roster & Rostering Team | Spreadsheet (currently in SharePoint) | Existing File: List of Staff by Location – Master File (currently Vr8(18MAR0). However, it is incomplete at this time. Refer to Links table below.Contains contact details of staff from Manager level to frontline staff, site locations and responsible rostering officer.Updating this file would create a one-stop shop for locating staff, the hours they are contracted to work, and other site requirement references. Now: use both this file and the Skeleton Rostering file for staff contact details | 1 | This would be a good source file for Surge Roster team to use to contact staff.Currently used by Rostering Officers |  |
|  |  | Develop plan/agreement with Non-Centralised - to apply same approach and / or hand over work to Surge Roster and /or Roster Team | 1 |  | GM Business Ops/PPC Exec |
| Surge Roster, Rostering Team | Quick Reference Guide | Mobility Policys | 1-2 | Used for filling shift gaps with staff from other locations - understanding if Mobility Policy applies |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## Links

| **Required Links**  |
| --- |
| **What** | **What - Description** | **Link** | **Why** | **Owner / Who** |
| List of Staff by Location – Master File (currently Vr8(18MAR0)XXX  | Spreadsheet available in Roster Team SharePoint. Team Room? Contains:* Team Leads, CLM, RM: Name & phone number on each location tab & in the overall list in the INDEX Tab
* Staff: name, serial number, employment type, job title, max. contracted hours & mobile numbers
* RO Planner Patch: list of Region & responsible Rostering Officer
* INDEX Tab contains Rostering Team names, House Names & group Homes, Team Lead & mobile #, CLM & Clm

(REFER NOTES in preceding table).**NOTE: FILE INCOMPLETE** – needs to be completed for non centralised, all missing team lead names & phone numbers, site addresses, all Location Skills Profiles at top of list (consistency). Links to be added from Index to Non CentralisedSuggestion move ‘Click to Index ‘ more to the left so more visible and is on each page.Until updated will need to be used in conjunction with Skeleton Rostering Supply & Demand file for contact detailsWhat is review cycle & process with supply & demand information cross check???? | SharePoint Link 🡪see below | Used by Rostering Team to source staff to cover unplanned leave/absence | Shane A |
| Restrictions File | Contains some information of site specific considerations. |  | Rostering Team File |  |
|  | Staff Mobile Numbers from Supply & Demand |   | Assist with Fill Shift Gaps |  |
|  |  |  |  |  |

List of Staff by location -🡪 [https://achieveaustralia.sharepoint.com/:x:/r/sites/Rostering/\_layouts/15/doc2.aspx?sourcedoc=%7B0eb695cb-952b-4f87-a9af-79e7cf22a8eb%7D&action=edit&activeCell=%274%20Marillian%20Ave%20WAITARA%27!D5&wdInitialSession=c49b4b65-fa3b-45e0-b430-3ffee344f143&wdRldC=1&cid=1b4fb077-dceb-40bf-bcdd-f23e96aed72c](https://achieveaustralia.sharepoint.com/%3Ax%3A/r/sites/Rostering/_layouts/15/doc2.aspx?sourcedoc=%7B0eb695cb-952b-4f87-a9af-79e7cf22a8eb%7D&action=edit&activeCell=%274%20Marillian%20Ave%20WAITARA%27!D5&wdInitialSession=c49b4b65-fa3b-45e0-b430-3ffee344f143&wdRldC=1&cid=1b4fb077-dceb-40bf-bcdd-f23e96aed72c)

## Survey Monkey – Availability tool

### Phase A Survey

Intention to attend existing shift.

Need serial number & location normally/currently rostered i.e. house

Need age ranges i.e., 20-60, 61-69, 70+ (i.e. for identifying over/under supply as over 70 may need to be removed from the rostering in the first instance for review. When the data from survey monkey is extracted and added to ‘group home’ total those staff will be flagged early against the numbers)

Need Emergency Skeleton Rostering shift times listed (reminder) i.e. no staggered shifts

### Phase B Survey

### Phase C Survey

### Phase D Survey

## ON-Call and BackUp On-Call AIS & AA

Information taken from Roster Sharepoint: Links to be added to Links table.

### OnCall – AIS

<https://achieveaustralia.sharepoint.com/sites/Rostering/Shared%20Documents/Forms/AllItems.aspx?RootFolder=%2Fsites%2FRostering%2FShared%20Documents%2FAIS%20On%20Call&FolderCTID=0x01200063EEEE775D63554B975DD174F1246F44>

Who Manages AIS OnCall – need link to clms/tl

### OnCall – AA

[https://achieveaustralia.sharepoint.com/:w:/r/sites/Rostering/\_layouts/15/Doc.aspx?sourcedoc=%7B9FA44161-AD17-4DDF-B086-81BD6D60DE6B%7D&file=CLM%20On%20Call%20Roster%2010th%20Feb%20Start%202020%20current.docx&action=default&mobileredirect=true](https://achieveaustralia.sharepoint.com/%3Aw%3A/r/sites/Rostering/_layouts/15/Doc.aspx?sourcedoc=%7B9FA44161-AD17-4DDF-B086-81BD6D60DE6B%7D&file=CLM%20On%20Call%20Roster%2010th%20Feb%20Start%202020%20current.docx&action=default&mobileredirect=true)

Backup OnCall Roster 2020 Regional Managers

[https://achieveaustralia.sharepoint.com/:w:/r/sites/Rostering/\_layouts/15/Doc.aspx?sourcedoc=%7B72765D35-C2A7-419C-BB1C-228E28E7D883%7D&file=Regional%20Manager%20Back%20up%20on%20Call%202020.docx&action=default&mobileredirect=true](https://achieveaustralia.sharepoint.com/%3Aw%3A/r/sites/Rostering/_layouts/15/Doc.aspx?sourcedoc=%7B72765D35-C2A7-419C-BB1C-228E28E7D883%7D&file=Regional%20Manager%20Back%20up%20on%20Call%202020.docx&action=default&mobileredirect=true)

**Notes to be deleted**

Stuff Surge Rosters can do

 Possible:If it is pay week – data enter into RosterOn ? Need step by step – check danger or error / system issues impacting pay run

VisiCase Data Entry

Issue refresher copies of FACT sheets to: Frontline staff & Team Leads re changes