

## Casual Staff Management

### What is Casual Staff Management?

Casual Staff Management is an enhanced functionality within HealthRoster and Employee Online (EOL) to improve the way casual resources are managed when substantive staff (including float/virtual ward/pool staff and permanent part timers) are not available to fill a vacant shift.

The enhanced functionality will be implemented within your LHD/Health Agency in collaboration with the eHealth team.

Agency staff will be rostered in HealthRoster for pay purposes only. The process for sourcing agency staff remains unchanged within your LHD/Health Agency.

### Enhancements in HealthRoster for Casual Staff Management

The new functionality includes these standard features:

- Allows casual staff to notify their manager of their availability to work, via Employee Online (EOL)
- Allows casual staff to view their roster via EOL
- Provides the ability to create a casual/agency request when substantive staff are not available to fill a vacant shift
- Ability to roster casual/agency staff in HealthRoster
- Ability for managers to enter their staff availability directly in HealthRoster

In addition to the standard features, two advanced options are available to choose from:

- The ability for casual staff to 'Direct book' to shifts or;
- The ability for casual staff to 'Express their interest in a shift'

New SMS functionality is also available, which gives managers the ability to offer shifts via text messages. By replying and accepting the SMS offer, the casual will be booked directly to the shift.

### Training

Instructions including User Guides and Quick Reference Guides will be available on HETI and are published on the HealthRoster training page on the eHealth NSW intranet.

### Further information and support

**General Email:** [EHNSW-info.rostering@health.nsw.gov.au](mailto:EHNSW-info.rostering@health.nsw.gov.au)