

HealthRoster Casual Staff Management - How does the SMS functionality work?

This factsheet provides information about the new SMS functionality introduced with the enhanced Casual Staff Management in HealthRoster

This new functionality allows the Staffing Office to send SMS shift offers to casual employees to alert them of available vacant shifts. If a casual employee wishes to work the shift offered via SMS, they can attempt to book the shift by sending an SMS reply to the shift offer. The casual employee who is successfully booked to the shift will receive a booking confirmation via SMS.

What do you need to know about the SMS functionality?

Q: Who will have access to the SMS functionality?

A: The SMS functionality is only enabled for Casual Staff Management to allow Staffing Office to send SMS to casual employees only.

Q: What scenarios might come up where an SMS would be warranted?

A: There are three types of SMS in HealthRoster. These are:

- 1. SMS shift offers:** the Staffing Office can send SMS shift offers to casual employees to alert them of available vacant shifts. When an SMS shift offer is sent from HealthRoster, a three-digit unique code (unique to the recipient) is inserted in the SMS. If the casual employee wishes to work the shift offered via SMS, they can attempt to book the shift by replying to the SMS shift offer with that three-digit code, followed by a space, then by 'YES' (e.g. '999 YES'). Only the casual employee who is successfully booked to the shift will receive a booking confirmation SMS. Example of a sample shift offer is provided below:



P shift available at 600444 General
Unit B on 01 Dec from 13:30 – 22:00
for NM – Registered. Reply '060 YES'
to request booking.

- 2. Cancel duty SMS:** When the Staffing Office needs to cancel a booked shift at any time in accordance with the award provisions, the Staffing Office can manually send a pre-defined cancellation SMS advising the casual employee of a shift cancellation. Sending a cancel duty SMS does not automatically cancel the shift, it is only for the purpose of notifying a casual employee. It is **very important** that the shift is explicitly cancelled in HealthRoster.
- 3. Ad hoc messages:** These are free text SMS notifications and can be used to broadcast customised messages to a selected group of casual employees. When composing customised message ensure that the message contains less than 160 standard characters.

HealthRoster SMS Factsheet

Q: As a casual employee, can I send an SMS to Staffing Office if I wish to work a shift?

A: Casual employees will receive an SMS shift offer from the Staffing Office to alert them of available vacant shifts. If they wish to work the shift that is offered via SMS, they can attempt to book the shift by sending an SMS reply to the shift offer. If their booking is successful, they will receive a booking confirmation SMS.

Note that they will not receive any reply if the booking is not successful.

Q: Do the SMS go out at any time during the day?

A: To ensure employees are not disturbed at odd hours, HealthRoster is configured to restrict the times when the system transmits SMS messages. The SMS messages will not be transmitted when the 'Do not disturb' time is activated. When an SMS is attempted to be sent during this time, the notification will remain in the pending state until the 'Do not disturb' end time is reached, at which point the SMS will be transmitted. Managers can continue to use the system as usual, the system will hold the SMS messages and seamlessly transmit the SMS messages when the 'Do not disturb' end time is reached.

Q: Where does the mobile phone number information come from?

A: The mobile phone numbers comes from StaffLink. The phone number format must be 10 consecutive digits (e.g. 0412345678) and must be entered as 'Mobile' in your Stafflink > personal details section. If the phone number doesn't match the specified format, the SMS won't be received by the casual employees.

Q: Does the SMS go to multiple casual employees or just to individuals?

A: The Staffing Office can choose to send a SMS to one or multiple selected casual employee(s) using the Show Matching People screen.

Q: How much does each SMS text cost?

A: It will cost standard SMS rate.

Q: Is there a limit on how many texts can be sent on a monthly or yearly basis?

A: There is no limit, but it should be driven by the LHD specific business rules & SMS policy.

Q: What is the lead time for a casual to reply to a SMS offer?

A: The lead time refers to the specified time before the shift start time. That means casual employees have up until one hour before the start of the shift to reply to an SMS shift offer. If they reply after the lead time, they won't be successfully booked to the shift.

Q: As a Casual employee, how do I know if I'm booked to a shift?

A: Casual employees will receive SMS shift offers from the Staffing Office. They can attempt to book the shift by replying to the SMS shift offer. They will receive an SMS booking confirmation via HealthRoster if they are successfully booked into the shift and their roster will be updated accordingly in Employee Online.

Note that they will not receive any reply if the booking is not successful.

Further information and support: email: EHNSW-info.rostering@health.nsw.gov.au