GENERAL SECRETARY CIRCULAR No: 112/2016

TO: All Members working in NSW HealthShare NEPT Services

NSW HealthShare NEPT transition - update

BACKGROUND
On 10 February 2016, the Ministry of Health (‘Ministry’) commenced consultation on a proposal that nursing staff involved in providing NEPT services at LHDs in the Newcastle, Sydney and Wollongong basins would transition their employment to HealthShare NEPT Service (‘HS’). This transition was finalised by end July 2016, under the parameters of the ‘Framework and Understanding’ document (‘agreed Framework’) negotiated by the Ministry, HS and the Association (and its members).

CURRENT SITUATION
The following issues were discussed at the USCC meeting held on 5 September 2016.

Transition process: HS confirmed that work had occurred since the last meeting to address ‘teething problems’, including those with email accounts. IT issues re access/equipment were subject to an audit to identify deficiencies.

Rostering System: The Association via members indicated that previously identified issues with HealthRoster (both access and retrieving copies of rosters) remained in some instances ongoing. HS confirmed it was continuing to pursue such issues and if problems arose on a given day, escalation should occur with the Hub/Duty Manager.

Payroll: In response to Payroll issues, HS had taken the following actions:

- Establish a dedicated team who were undertaking data entry on a daily basis relating to roster adjustments-time worked issues.

- Establish a specific payroll enquiries line to assist in the timely resolution of pay matters within three working days. All payroll enquiries should be made via email on HSNSW-NEPTPayrollEnquiry@health.nsw.gov.au or telephone number 9685 4533 (staff are encouraged by HS to use the email address in the first instance).

(The Payroll enquiries update and pay slip fact sheet are attached to this Circular.)

Nurse education: HS confirmed that it was necessary to develop an education program for NEPT nurses applicable to a statewide workforce. Information will be coming out shortly on this matter.
Crib Break review: “NEPT will use its best endeavours to provide the paid crib break between the beginning of the 4th hour and up to the end of the 6th hour, notwithstanding the provision relates to the prescribed crib between the 4th and 7th hours of the shift”. [agreed Framework]

The agreed framework also required that this be the subject of monitoring and active discussion - with key milestones being one month, two months and six months post transition.

The first review based on August statistics re crib breaks has been completed. Whilst HS noted that a programming issue may have impacted on the data produced at the edges (most notably for the pre 4th hr stats), the data collated revealed as follows:

<table>
<thead>
<tr>
<th>Time span</th>
<th>% of crib breaks taken in the identified period*</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prior to the 4th hr</td>
<td>14%</td>
<td>14% Penalty applicable</td>
</tr>
<tr>
<td>4th-6th hr</td>
<td>76%</td>
<td>Occurred within the designated span between 4th-7th hr</td>
</tr>
<tr>
<td>6th-7th hr</td>
<td>8%</td>
<td>84% Penalties applicable</td>
</tr>
<tr>
<td>No break</td>
<td>3%</td>
<td>3% Penalty applicable</td>
</tr>
</tbody>
</table>

* Rounding off has led to a total of 101%.

Meeting noted the following actions/observations:

- Agreed that the next review would occur following receipt of September data (rather than await the three month mark).

- Crib breaks occurring outside the 4th-7th hr span are entitled to the payment of one additional hour’s pay at ordinary rates.

- The payment of this penalty is recorded and managed by NEPT (ie nursing staff are not required to complete a form).

Personal mobiles: Association members reported continued reliance by the Hub when contacting nursing staff to do so on occasions via personal mobiles. HS confirmed that all operational contact (barring some emergency or personal matters) should be directed via the radio and HS issued portables/mobile devices.

HS confirmed if problems existed with work mobiles issued these should be notified.

Shift Swaps/Availability: Association raised feedback regarding slow turn-around-times for requested shift swaps. HS acknowledged these difficulties, and work was being done to rectify these issues.
However, HS would encourage nursing staff to continue to avail themselves of the myShift platform that would provide a transparent and ultimately timely process. (User guide and fact sheet attached to this Circular.)

Uniforms: Association sought update on uniforms, as some ‘rumours’ were evident regarding this issue. HS confirmed that changes were being finalised for PTOs/Drivers but this followed a period of consultation. NO change would be made to current nursing uniform approach without very heavy consultation with nurses/Association. HS committed to issue nurses an initial survey during September to commence this conversation (similar to that used previously for PTOs/drivers).

Residual issues: Other issues also discussed at the meeting, included: receiving feedback from Deployment; continuing access to hard copy rosters if need be to ensure that nurses receive two weeks’ notice of their rosters; and (re)commitment to maintaining rostering patterns as in place immediately prior to transition.

Shaun Connolly (Clinical Operations Manager) reconfirmed that he could be contacted by any NEPT nurse who had ongoing or unresolved issues on mobile 0427 804 636 or via email on Shaun.Connolly@health.nsw.gov.au.

**Next meeting**
The next USCC meeting will occur on a date to be determined in October (following the next crib break review).

**NEXT STEPS**
I would encourage you to distribute this to your nursing colleagues working in the HS NEPT Service.

**BRETT HOLMES**
General Secretary
Non-Emergency Patient Transport

Payroll enquiries - Update

Currently NEPT is required to use the NSW Ambulance HealthRoster for the former NSW Ambulance patient transport officers and the statewide version of HealthRoster for all former LHD staff. This arrangement has contributed to a number of complexities for staff and payroll. Following a review of this process, NEPT is introducing changes to how pay queries are reported and managed.

What is changing?

As of Monday 22 August 2016, base rosters for former local health district (LHD) staff, including patient transport officers, drivers and nurses, will be published and visible in HealthRoster. However, extensions of shift overtime and allowances will be managed outside of HealthRoster as an interim administrative arrangement. This means you will not be able to see any overtime, allowances or crib penalties in HealthRoster.

How do I raise a payroll query?

From Thursday 25 August 2016, all payroll enquiries should be made via email or phone at:

✉️ HSNSW-NEPTPayrollEnquiry@health.nsw.gov.au
📞 9685 4533

All staff are encouraged to use the email address in the first instance.

To simplify the process, emails should include the following information:

- **Subject** – Name and assignment number
- **Content** – specific payroll discrepancies - if possible, dates of overtime, allowances or crib penalty that should have been paid and what has been paid.

former NSW Ambulance staff payroll queries will follow the same process described above, however, the existing process of entering any overtime, allowances or crib penalties is unchanged and managed through eTime.

What happens if I call the number and leave a voice message?

The voice message will be automatically sent to the NEPT Payroll email address. Please ensure all voice messages include your name, assignment number and best contact. Where possible all feedback will be provided to your @health.nsw.gov.au email address.

When will I receive feedback about my query?

We will use all best endeavours to provide feedback within 3 business days. Should your query be urgent, please escalate to your respective duty manager.
Can I use this number for roster queries?

No, all roster queries need to be forwarded to the deployments team at [HSNSW-NEPTEmployments@health.nsw.gov.au](mailto:HSNSW-NEPTEmployments@health.nsw.gov.au).

When do I use MyShift?

All staff are encouraged to use NEPT MyShift for shift swaps with other staff as well as registering availability for additional hours or overtime.

NEPT MyShift contains all communications that have been sent out, along with important operational information.

To log into NEPT myShift, type the following URL into your web browser: [https://neptmyshift.com.au](https://neptmyshift.com.au)

Your username is your 8-digit StaffLink number and your password is StaffLink password*.

* If you forget your password, visit the StaffLink login and click the "Forgot password" link or contact the State Wide Service Desk on 1300 58 55 33
Accessing Payslips
All current staff have access to their Payslip details online via [Employee Self Service (ESS)]. In addition, staff are able to elect to receive an email copy each pay period.

Details on Payslip

<table>
<thead>
<tr>
<th>Payslip Area</th>
<th>Description</th>
</tr>
</thead>
</table>
| 1 Employee and payslip details   | — Employee name  
— Employee number  
— Salary level/classification  
— Pay period start  
— Pay period end |
| 2 Summary of earnings this pay period | How much you have been paid, taking into account  
— Pre tax income  
— Pre and post tax deductions  
— Tax  
— Nett pay |
| 3 Year to date balances          | How much you have earned this financial year  
— Gross (pre tax) earnings  
— Tax paid  
— Nett pay |
| 4 Superannuation                 | Your superannuation account details and how much superannuation has been deposited to your account |
| 5 Leave balances                 | The amount of leave you are entitled to:  
— Annual leave *  
— Sick leave  
Long Service leave |
| *Annual leave on your payslip includes Extra and Public Holiday leave |
| 6 Earnings and Allowances        | A breakdown of earnings including allowances for this pay period with calculation details |
| 7 Pre tax deductions             | Shows pre-tax deductions such as salary packaging, and any salary sacrifice into superannuation funds |
| 8 Other Payments                 | Other Payments you received |
| 9 Post tax deductions            | Shows post-tax deductions such as charity deductions, union fees, regular payments (mortgage, rent) and SASS contributions |
| 10 Disbursements                 | The amount of money paid into your bank account  
— BSB & Account number of the bank to which nett pay is sent.  
— Amount of nett pay / deduction. |
| 11 Employer message              | Messages of interest to staff |
Email Payslip Example
To elect to receive emailed payslips refer to the StaffLink ESS Participation Guide from [StaffLink HRIS Training](#).

### Email Payslip Example

<table>
<thead>
<tr>
<th>Distribution Centre</th>
<th>Mail Room</th>
<th>Mail Shop</th>
<th>Delivery Location</th>
<th>Assignment Number</th>
<th>Employees Name</th>
<th>Address</th>
<th>Post Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>First Name Initial Last Name</td>
<td>Address Line 1</td>
<td>City</td>
</tr>
</tbody>
</table>

**Period End** DO MMM YYYY  **Page 1 of 1**

| Employee Name | Legal Employer Name | ABN | Organisation | Organisation Name | Period Start | Period End | Pay Date | Period End | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date | Pay Date 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**Table 1:** Summary of Earnings This Pay

<table>
<thead>
<tr>
<th>Description</th>
<th>Factor</th>
<th>Rate</th>
<th>Units</th>
<th>Amount</th>
<th>Description</th>
<th>Factor</th>
<th>Rate</th>
<th>Units</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Gross Earnings</td>
<td>9000.00</td>
<td>9000.00</td>
<td>9000.00</td>
<td>9000.00</td>
<td>Deductions Before Tax</td>
<td>9000.00</td>
<td>9000.00</td>
<td>9000.00</td>
<td>9000.00</td>
</tr>
<tr>
<td>Tax</td>
<td>9000.00</td>
<td>9000.00</td>
<td>9000.00</td>
<td>9000.00</td>
<td>Total Other Payments</td>
<td>9000.00</td>
<td>9000.00</td>
<td>9000.00</td>
<td>9000.00</td>
</tr>
</tbody>
</table>

**Table 2:** Year to Date Balances

<table>
<thead>
<tr>
<th>Description</th>
<th>LE YTD</th>
<th>YTD</th>
<th>Description</th>
<th>LE YTD</th>
<th>YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross</td>
<td></td>
<td></td>
<td>Tax</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Earnings</td>
<td></td>
<td></td>
<td>Total Deductions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Tax</td>
<td></td>
<td></td>
<td>Total Other Payments</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Table 3:** Leave Balances

<table>
<thead>
<tr>
<th>Leave Category</th>
<th>Hours</th>
<th>Hours</th>
<th>Hours</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Leave</td>
<td>999999.00</td>
<td>999999.00</td>
<td>999999.00</td>
<td>999999.00</td>
</tr>
<tr>
<td>Sick Leave</td>
<td>999999.00</td>
<td>999999.00</td>
<td>999999.00</td>
<td>999999.00</td>
</tr>
<tr>
<td>Long Service Leave</td>
<td>999999.00</td>
<td>999999.00</td>
<td>999999.00</td>
<td>999999.00</td>
</tr>
<tr>
<td>Total Earnings</td>
<td>999999.00</td>
<td>999999.00</td>
<td>999999.00</td>
<td>999999.00</td>
</tr>
</tbody>
</table>

**Table 4:** Earnings and Allowances

<table>
<thead>
<tr>
<th>Description</th>
<th>Factor</th>
<th>Rate</th>
<th>Units</th>
<th>Amount</th>
<th>Description</th>
<th>Factor</th>
<th>Rate</th>
<th>Units</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Earnings</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Allowances</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Payments</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Table 5:** Pre Tax Deductions

<table>
<thead>
<tr>
<th>Description</th>
<th>Factor</th>
<th>Rate</th>
<th>Units</th>
<th>Amount</th>
<th>Description</th>
<th>Factor</th>
<th>Rate</th>
<th>Units</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deductions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Table 6:** Post Tax Deductions

<table>
<thead>
<tr>
<th>Description</th>
<th>Factor</th>
<th>Rate</th>
<th>Units</th>
<th>Amount</th>
<th>Description</th>
<th>Factor</th>
<th>Rate</th>
<th>Units</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deductions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Table 7:** Vouchers

<table>
<thead>
<tr>
<th>Method</th>
<th>Bank</th>
<th>Account</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>EFT</td>
<td>009-600</td>
<td>000000009</td>
<td>999999.00</td>
</tr>
<tr>
<td>EFT - Account Name</td>
<td>009-600</td>
<td>000000009</td>
<td>999999.00</td>
</tr>
</tbody>
</table>
ESS (Online) Payslip Example

To learn how to access Online payslips refer to the StaffLink ESS Participation Guide from StaffLink HRIS Training.
1. **Overview**

NEPT myShift is a simple online tool designed to enable HealthShare NSW Patient Transport Service staff to manage their own shift swaps and register their availability for extra shifts.

myShift has been used at NSW Ambulance since 2007 and has been especially adapted to meet the needs of HealthShare NSW.

With NEPT myShift, you can:

- Register your availability for extra shifts in just a couple of clicks from home, work, mobile phone or anywhere with an internet connection
- Change your availability for extra shifts at any time, or cancel if you change your mind (or if you decide you have already done enough extra shifts for that week)
- Update your personal and contact information easily
- Advertise shift swap requests to colleagues, not just in your local area, but across greater metropolitan Sydney, the Illawarra and Hunter New England.

2. **Getting Started**

2.1. **Logging on**

Type the following URL into your web browser: [https://neptmyshift.com.au](https://neptmyshift.com.au)

Enter your StaffLink Employee Number

Enter your StaffLink password*

Click Sign in

* If you forget your password, visit the StaffLink login and click the “Forgot password” link or contact the State Wide Service Desk on 1300 58 55 33

**NOTE:** If you log in to myShift using a HealthShare NSW computer you may receive the following warning: The website content you are attempting to access has not yet been categorised

Select the following button to continue to the NEPT myShift website:

[Click here if you have a legitimate reason to access this site](#)
2.2. The home page

You can navigate through NEPT MyShift by using the left-hand menu or by clicking directly on the buttons on the main screen.

3. Shift swaps

3.1. View Shift Swap Ads

From the Home Screen, select the View Shift Swap Ads button to view all shifts currently being advertised by your colleagues, like the example shown below.

If you see a shift you would like to swap, contact the staff member to express interest in swapping.

Once you have agreed on the shift swap, follow the process under section 3.4 Create Shift Swap to finalise the swap.
3.2. Create Shift Swap Ad

With Shift Swap Ads you can let your colleagues know which shift you would like to change.

To create an ad, select Shift Swaps on the left-hand menu and then Create Shift Swap Ad or go directly to the Create Shift Swap button on the home page. Fill in the form and click Create Shift Swap Ad.

Your ad will instantly appear under View Shift Swaps, allowing colleagues to attempt to find a shift to be swapped.

3.3. Deleting a Shift Swap Ad

You current shift swap ads can be found under the List your Swaps button. To delete the ad, simply click on the trash icon on the right.
3.4. **Create Shift Swap**

When two staff members agree to do a shift swap, one of them MUST fill in the information under **Create Shift Swap**. This ensures your hours are recorded in HealthRoster. Without this, you will not be paid for the shift.

**To Create a Shift Swap:**

1. The first person must complete all the details of the shift swap, including the employee number of the colleague they have agreed to swap with.
2. Once the form has been filled in and submitted, the second person will receive an email alert, advising them they need to log in and approve or deny the shift swap.
3. Once both staff members have approved the shift swap, it will be dropped into the queue for a manager to approve the request.
4. When a manager approves or denies the shift swap, both staff members will receive an automatic email alert advising them of the outcome. A shift cannot be swapped without this confirmation.

**NOTE:** Once you have accepted a shift swap, this becomes your shift. It is your responsibility to turn up.

3.5. **Request Demand Mutual Swap**

If you have attempted to swap your shift with a colleague but have been unsuccessful, you can request a demand based mutual swap.

This means a manager can agree to swap your shift for another day or time, if he/she deems the shift to be adequately resourced to meet expected demand.

**To request a demand based mutual swap, simply fill in the form under Request a Demand Based Mutual Swap.** Once you have submitted the request, an email will be sent to your manager to approve or deny the request.

The status of the request is listed under **List your Swaps:**

<table>
<thead>
<tr>
<th>Your Recent Demand Based Mutual Swaps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shift Date</td>
</tr>
<tr>
<td>------------</td>
</tr>
<tr>
<td>25-03-2016</td>
</tr>
</tbody>
</table>
4. **Availability for extra shifts**

You can register your availability for extra shifts on top of your assigned shifts.

**Step 1**
From the left-hand menu, select one of three options:
- Greater Metro Extra Shifts
- Regional Extra Shifts
- Booking Hub Extra Shifts

**Step 2**
Select the region, local health district or location from the drop down menu.

**Step 3**
Select the dates and times you are available.

**Step 4**
Accept the terms and conditions by ticking the box at the bottom of the screen.

**Step 5**
Select **Set my Availability**.

Staff are encouraged to change their availability at any time. This ensures the availability lists are kept up to date.

4.1. **Getting selected for an extra shift**

NEPT myShift provides a more equitable and transparent process for allocating extra shifts.

When allocating shifts, managers can easily view the names of staff who have indicated their availability. Names are listed according to the number of paid hours each person has already worked in the pay period.

*For example,* a staff member who has worked one extra 10 hour shift at normal time will be higher on the list than another staff member who has worked an extra 8 hour shift at double time (which equates to 16 paid hours).

Managers will contact the first person on the list to offer that person the extra shift. If the first person is no longer available for the shift, or does not answer the phone, the manager must log the reason for not allocating the shift and will move onto the next person on the list.
5. **Updating your personal details**

You can update your personal details at any time by choosing View my Profile from the home page or by going to My Details > Update Details from the left-hand menu.

**NOTE:** Make sure your mobile number is up to date so people can call you to request a shift swap.

6. **Bans**

NEPT myShift provides the ability for Senior Managers to place bans on staff members for requesting shift swaps or extra shifts. Your manager will speak to you about any matter prior to placing a ban on your account.

Some reasons for a ban may be, but not limited to:
- You have requested a Demand Based Mutual Swap and have not yet repaid the shift
- You have taken too many sick days
- You have failed to meet your obligations in submitting shift swap forms for management
- You are subject to a disciplinary or performance management process

7. **Getting help**

If you are having problems accessing NEPT myShift contact the Booking Hub on (02) 9685 4545 during business hours.
Registering your availability

NEPT myShift is a new way to register your availability for casual shifts. With myShift you can:

- Register your availability for shifts in just a couple of clicks from home, work, mobile phone or anywhere with an internet connection
- Change your availability for shifts at any time, or cancel if you change your mind
- Update your personal and contact information easily

NEPT myShift provides a more equitable and transparent process for allocating casual shifts. When allocating shifts, managers can easily view the names of staff who have indicated their availability. Names are listed according to the number of paid hours each person has already worked in the pay period.

For example, a casual staff member who has worked one 10 hour shift will be lower on the list than a casual staff member who has worked an 8 hour shift.

Managers will contact the first person on the list to offer that person the extra shift. If the first person is no longer available for the shift, or does not answer the phone, the manager must log the reason for not allocating the shift and will move onto the next person on the list.

How to use NEPT myShift

1. Type the URL into your web browser: [https://neptmyshift.com.au](https://neptmyshift.com.au)
2. Enter your StaffLink Employee Number and your StaffLink password and click Sign In.
3. Select one of three options from the left-hand menu:
   - Greater Metro Extra Shifts
   - Regional Extra Shifts
   - Booking Hub Extra Shifts
4. Select the region, local health district or location from the drop down menu.
5. Click on the shifts you are available to work.
6. Accept the terms and conditions by ticking the box at the bottom of the screen.
7. Click on the Set my Availability button.

To register for more than one area/location, repeat steps 3-7.