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Absences

**Who do we contact if the number of absences is inaccurate in the Absence screen?**

If the record for the absence is inaccurate, this is usually as a result of the data that has been entered into the rostering system. You may need to adjust this if appropriate. Contact your Workforce Unit or HR for further information.

**What is the difference between LM (Leave Master) and LC (Leave Child) in the Absence tab in the Employee Employment Information screen?**

When an employee takes leave, an LM (Leave Master) Absence record is created. StaffLink will then automatically run a cascade process to determine leave available and will create an LC (Leave Child) record for each day of leave and adjust the leave balances accordingly. For example, if an employee took annual leave for a whole week there will be one LM record for the period from Monday to Friday and an LC record for each day which could be Annual Leave, Extra leave, Public Holiday Leave etc.

Agency Nurses

**Do Agency Nurses now remain ‘Active’ in the system as per the Mobility Policy?**

Yes, an employee will remain Active until they are separated from StaffLink by their Health Agency. It is recommended that Health Agencies run a report to identify employees not paid in the last six months and separate as required.

Approvers

**Who can be added as an Adhoc Approver and what list do I select from?**

All employees with access to Employee Self Service can be added as an Adhoc Approver. As all Health Agencies will appear in the approver list, you will need to ensure that you select the correct employee from your Health Agency who you want as the Adhoc Approver.

**Does StaffLink auto-populate the next approver in the hierarchy?**

eForms have a standard automated approval chain which is Manager to Health Agency Approver (Workforce or HR) to HealthShare Validator. Any additional approver such as Tier 2 management or Finance needs to be added as an Adhoc Approver. The only form that differs from the standard approval chain is the Separations form which goes from employee to direct manager to Health Agency approver. The EIT screen is then automatically updated in StaffLink.

**Do added Adhoc Approvers remain in the Approvers list for the next time I submit an eForm?**

Adhoc Approvers, once added, do not remain in the approver list. If required, they need to be added each time you initiate a new form.

**Where do we show that we have an employee’s approval to submit an eForm to change the conditions of their employment e.g. increase or decrease in hours?**

It is the responsibility of the Health Agency to manage approvals and escalate where appropriate to Workforce. HealthShare does not manage approval chains and when a form is received, assumes that the correct approvals have occurred in accordance with Health Agency business process.
Assignment Category

Why does the Assignment Category need to be changed to Permanent Full Time if the employee is a substantive Permanent Part Time but is temporarily increasing their hours to Full Time?

We need to indicate in StaffLink that the employee owns a permanent position because they can’t have an assignment category of Permanent and Temporary at the same time. We also need to indicate that they are working Full Time so they get paid full time hours and will accrue ADOs. We enter an end date into the system to indicate the change is temporary. The end date and the Assignment Status of ‘Internal Secondee’ both indicate that the person is working full time temporarily and will automatically revert to their substantive role at the end of the period.

Attach Additional Information

When uploading documents into eForms, is there a maximum file size or any restrictions on the types of files that we can upload?

This function should be used for attaching small documents (such as Briefs and emails) to be used during the approval process. The documents are then purged seven days after the form has been completed.

Change Hours vs Return to Work / Reduced Hours eForms

Which form do I use if an employee is working part time on reduced hours but wants to permanently reduce their hours?

You will need to complete the Change Hours form and enter the new permanent hours.

When the Contract end date is reached for an employee on Full Time Reduced hours, do I need to submit a form to revert their hours to full time and accrue an ADO or will this happen automatically?

An employee on Full Time Reduced hours will not automatically revert to their substantive hours when the Contract end date is reached. You will need to submit a Change Hours form to change their hours to full time and select Pay Averaging in Payment Type for the employee to accrue their ADOs.

The Contract End Date in a Reduced Hours form is not linked to the automatic reversion program. This is only true for the Higher Grade Duty/Secondment End Date. Managers receive a notification advising that a contract end date is approaching for employees and that action needs to be taken. Managers can also run an Approaching Contract End Date Report to follow up on employees.

What happens if I forget to enter an end date when I temporarily change an employee from Part Time Permanent to Full Time Permanent using a Change Hours eForm?

The change will appear as a permanent change and the assignment won’t automatically revert to the employee’s substantive hours. The form may be returned for correction to you from an approver if the error is identified. If the change has been applied to StaffLink you will need to submit a new form to add an end date for this increase in hours, stating clearly in the Comments field that the previous change should have been temporary not permanent.
**What form do I use to process a Permanent Part Time employee returning to work on reduced hours after Maternity Leave?**

You use the Return to Work / Reduced Hours form to process this change. The employee will retain the Assignment Category of Permanent Part Time and you can change the hours to reflect the hours they are working. The Return to Work / Reduced Hours form is used so that there is a record of the employee’s substantive hours.

**Change of Roster Instance**

**What do you use a Change of Roster Instance form for?**

The Change of Roster Instance form is used to change an employee’s roster system instance if the Health Agency has more than one rostering system. Please refer to your Workforce Unit or HR if you have any questions regarding roster instance.

**What is the Secondary Roster Instance in the ‘Roster System Instance’ field used for?**

The Secondary Roster Instance is used when you want an employee to appear in a second rostering system. This is commonly used for Junior Medical Officers on Rotation as it allows both their home and rotational hospital to view the employee in their rostering systems.

**Cost Centres**

**When you refer to a Cost Centre, do you mean a Funding or a Rostering Cost Centre?**

The cost centre for an Organisation which is attached to a position number refers to the Funding Cost Centre. This cost centre cannot be changed in StaffLink. If the Funding cost centre is incorrect, the position number needs to be changed to another position which is attached to the correct cost centre.

**How do I get access to see another KRONOS cost centre?**

Access to rostering systems (e.g. KRONOS, ProAct, Romulus) is managed by your Health Agency. You can add an employee to an additional cost centre (that is not attached to their Position and Hierarchy i.e. the Funding Cost Centre) by completing the Change of Roster Instance form and adding the Roster Cost Centre, provided your Health Agency has this form enabled.

**If I change the roster cost centre, will this change the cost centre in StaffLink as well?**

Changing the Roster Cost Centre will allow you see the employee in the roster for the cost centre you have entered. This will not change the Funding Cost Centre in the Organisation that is attached to the Position number.
eForms

**What is the difference between Higher Grade Duties, Secondment, and Position/Assignment Changes eForms? When should I use each form?**

The **Higher Grade Duties** form is used when an employee has been nominated to step up to a higher level position in their manager's hierarchy. The decision to pay HGD via the roster or by submitting an eForm should be made in accordance with your Health Agency business process. Any leave taken whilst on HGD is paid at the substantive rate for the first 12 months (the first 6 months for employees under the Nursing Award).

The **Secondment** form is generally only used when a more formal appointment process involving applications has not occurred. Secondments may be for a longer period of time such as 6 or 12 months and may be to another organisation or Health Agency. Any leave taken whilst on secondment will be paid at the secondment position rate of pay. The Secondment form should be used in accordance with your Health Agency business process. Mercury is used for formal appointments and interfaces directly with StaffLink.

The **Position/Assignment Changes** form is used for all other permanent changes such as position number changes and can be used to process a personal regrade and split costing where these forms are not enabled by your Health Agency.

*I have submitted an eForm for an employee. When can I submit another change for that employee?*

A manager cannot submit a new eForm via MSS (or an employee via ESS) until the current form has been approved and the changes have been applied to StaffLink, or the form has been cancelled.

**Grade Step Progression**

*Can I submit an eForm to process a grade step progression change (e.g. increment an REG01 to a REG02)?*

No, a grade step progression change cannot be submitted on an eForm. You need to follow your Health Agency business process to submit an increment change.

**Health Manager Positions**

*Where can I find the Health Manager salary ranges to process a salary increase? Are they available in MSS?*

Salary ranges for Health Managers can be found in the Health Managers State Award. They are not available in MSS. The following link has a listing of Classifications and Salaries under Customer Resources:


**Higher Grade Duty**

*Why can’t I find the position I want when I am processing a HGD?*

You can only select positions within your hierarchy. Your manager may be able to process the HGD if the position is in their hierarchy. Alternatively, contact your Workforce Unit or HR for assistance.
If I want to submit a HGD for a short period of time, should I process this through MSS or put it through the roster?

This decision should be based on your Health Agency business process. Generally HGD periods of up to one week should be processed via the roster. The advantages to having a HGD processed via StaffLink include Manager Self Service is automatically assigned, increment hours are added to the substantive position if valid under the Award, and leave is paid at the HGD rate after 12 months (6 months under the Nursing Award).

Can I process a HGD for only a portion of the employee’s hours? For example, they are full time and working three days per week in the HGD position and the other two days in their substantive position?

If the employee is Full Time, the best option is to enter the HGD via the roster. If the employee is Part Time, an additional assignment can be set up for the hours worked in the HGD position. On completion of the HGD, the record will be ended and the substantive assignment updated as per details prior to commencement of HGD.

Leave

Long Service Leave

What is the difference between LSL Duration AWD and LSL FTE AWD and what does the AWD stand for?

LSL Duration AWD accrues the actual number of calendar days an employee can take as LSL. This is based on the actual eligible service, regardless of hours worked.

LSL FTE AWD is the full time equivalent days an employee has accrued, based on actual service and actual hours worked.

‘AWD’ is the abbreviation for Award.


What date shows in the Hire Date field in the Employee Employment Information screen, and does this date include LSL history?

The Hire Date field shows the date the employee commenced with NSW Health. This date does not drive any calculations. LSL is accrued from the information stored in the LSL Service History screen and is not affected by the date first hired.

Sick Leave

Will the leave accrual projection tool project a balance for Sick Leave? When I have projected all leave types in MSS, I noticed that the sick leave balance did not project?

The sick leave balance is credited into the employee record on their anniversary date rather than calculated based on hours worked. Therefore, if you are projecting the sick leave and this crossed over the anniversary date of the employee, the sick leave balance will change. The projected balance may not be correct for Part Time employees or employees on Full Time Reduced Hours as StaffLink requires the actual hours worked.
Other Leave

Will Study Leave and TESL (Training Education Study Leave) for Staff Specialists appear in Leave Accruals?
Yes, TESL appears in leave accruals. Study Leave is not an entitlement so it will not appear in Leave Accruals. It will appear in the Absence tab in Employee Employment Information once the leave has been taken.

Where can I find my FACS (Family and Community Services) leave balance?
FACS Leave cannot be viewed via ESS or MSS. Managers can run a report via MSS to view the current FACS leave balance. Please contact your Workforce Unit or HR or Customer Service Help Desk as per your Health Agency business process to ensure the results are accurate.

How does StaffLink record TIL (Time in Lieu)?
Time in Lieu is not currently managed and accrued through StaffLink. A new solution for Time in Lieu is under review.

How many ADOs (Allocated Days Off) can you accrue in StaffLink?
ADO accrual in StaffLink is not limited to three; however it is the manager’s responsibility to ensure that ADOs are being managed in accordance with the Award.

What is the difference between Public Holiday Credit and Public Holiday Leave? Does the Annual Leave balance include the Public Holiday Credit leave or is this separate?
Public Holiday Leave is for 6 week rotating nurses and leave is accrued each fortnight on a pro-rata basis.

Public Holiday Credit is for employees who have elected to accrue leave when they work on a Public Holiday instead of being paid a 150% shift penalty.

The Annual Leave balance does not include any Public Holiday Leave/Credit balances. They have their own separate balance in MSS. The balances of Annual Leave, Annual Leave No Loading, Public Holiday Credit, Public Holiday Leave and Extra Leave are added together on your payslip.

Manager Delegation and Hierarchy

If you give an employee Manager Delegation, can they approve eForms?
Yes, an employee with Manager Delegation has the same access and approval abilities as the manager.

If you process a form through MSS on behalf of your manager in MSS delegation, does your manager automatically get notified or do I need to add them as an Adhoc Approver?
Once a form is submitted, it will automatically go to the next approver in the approval chain. If manager approval is required, they will need to be added as an Adhoc Approver. Please refer to your Health Agency business process for further information.

If an employee is not showing up in my hierarchy, can I still give them Manager Delegation?
Yes, you can delegate to anyone within your Legal Employer, even if they are not in your hierarchy.

Is there a maximum period of delegation for MSS delegation?
There is no maximum end date for the employee; however, an end date must be entered. The manager should enter the period of time that they require the employee to have Manager Delegation.
When an MSS Delegation period ends, does the manager receive a notification to advise this?
StaffLink does not have an automated prompter when MSS Delegation has expired.

If you are a CSO with Manager Delegation and go on leave, can you then delegate this MSS delegation to another employee?
Only the Manager can delegate their MSS access. The CSO cannot give Manager Delegation to another employee.

What happens if I delegate my MSS access and while I am on leave the employee has difficulty accessing a form on my behalf? Who can I contact?
Contact your Workforce Unit or HR for assistance.

Can a manager choose a position number that is not within their hierarchy?
No, managers only have access to positions within their hierarchy.

An employee is working in my cost centre one day per week but I can’t see the employee in MSS? Why is this and how do I get access?
MSS is based on position hierarchy. As the employee is working in another cost centre for the majority of the week, they will be placed into that position and therefore appear in the MSS for the manager of that position. MSS delegation can be allocated to you by the manager of the position that the employee is assigned to in StaffLink.

Meal Break

What form should I use to change the meal break?
You will need to factor in if there are any other changes being made or just the meal break. If it is just the meal break, then use the Change Hours (Temporary or Permanent) form.

Medical Certificate

Can you process Medical Certificates provided/required retrospectively?
Yes, this information can be entered after the sick leave has been taken. This is used as a tool for managers to keep a track of medical certificates that have been provided or are required in StaffLink.

Where does a medical certificate save when you upload it?
The medical certificate is not currently saving to a location. It is recommended that this feature is not used until further notice and managers continue to follow current Health Agency business process for electronic filing of medical certificates.

Notifications

Who gets the automated email notifications?
The initiator of the form and the employee will receive notifications via their Worklist and email (if a Corporate email address is setup). Notifications should be accessed and actioned via the Worklist as they contain the most current notifications.
If my employee has a split costing, do both managers receive an email to approve this change?
No, only the manager of the cost centre that is attached to the employee’s position receives an email to approve this change.

Pay Averaging / Flexible Roster Pattern

What is the difference between Pay Averaging and Flexible Roster Pattern?
Pay Averaging means that the hours worked per week will be ‘pay averaged’ up to the standard full time award hours and prompts the system to accrue ADO and debit Annual Leave at 95%. If Pay Averaging is not selected for an employee they won’t accrue ADOs.

Flexible Roster Pattern tells the system to pay the employee for all the hours they are working and not to accrue an ADO. Annual Leave is debited at 100% and they will still be pay averaged up to award hours. For example, an employee working 4 x 9.5hr days per week will be paid the full 38 hours and will not accrue an ADO.

If an employee is reverting from a 7 week full time secondment to their permanent part time substantive position and I turn off Pay Averaging, what happens to the extra hours they have worked towards an ADO that did not result in an accrual?
An ADO is accrued after an employee has worked 19 shifts. When an employee changes to Part Time and if no advice is received to pay out ADOs, the balance is removed. There is no refund of the hours for the shifts worked towards the next accrual.

Do we use Pay Averaging as a payment type for full time reduced hours?
No, if the employee is not currently working full time hours they are not eligible to accrue ADOs and therefore Pay Averaging should be removed from Payment Type and left blank.

When the employee changes from Part Time hours to Full Time hours, will the Payment Type field auto-populate to Pay Averaging?
If the employee’s assignment category is changing to Full Time, the Payment Type is not auto populated as there is more than one option. You will need to select Pay Averaging if they are entitled to accrue an ADO or Flexible Roster Pattern if they are not entitled to accrue an ADO.

Are there any prompts in the system to add or remove pay averaging if the assignment category changes?
No, you need to assess the assignment changes and select the appropriate action in the Payment Type field.

Payslips

How long will an employee who has resigned have access to ESS to view payslips after they separate?
MSS is based on the position number and assignment which dictates an employee’s security and access, so as soon as they resign they will ‘lose’ their access. It is recommended that employees change their Payslip Delivery Preference to Personal Email, prior to termination. This will ensure that they receive their final payslip, including any leave payout. If they wish to receive payslips, they will need to make an enquiry through the Customer Service Help Desk.
**How do adjustments show up in the Online Pay Transactions?**

If an adjustment is paid with your next pay, each type of payment is displayed with ‘Adj’ in the front and the Pay Period date range at the end. For example:

- Adj Normal Hours 01/07-14/07/13
- Adj ADO 01/07-14/07/13
- Adj Overtime x Double Time 01/07-14/07/13
- Adj Sick Leave 29/07-11/08/13

If a manual payment (Quick Pay) has been processed, then a separate online payslip is generated and is displayed as DD-MMM-YYYY-Assignment Number – Payslip 2. This payslip reads the same as your normal payslip.

**Person Screening Checks**

**Where do we record Working with Children Check (WWCC), Criminal Record Check (CRC) and Aged Care information?**

You need to send a manual request to HealthShare to update these details. They cannot be updated via MSS, however a manager can run an Employee Screening Report in MSS to view this information on the staff in their hierarchy.

**Position/Assignment Changes**

**Do I use the Position/Assignment Changes form for the new graduate nurses on rotation?**

You can use the Position/Assignment Changes form for Permanent staff. For Temporary staff, a rotation is generally submitted by the Health Agency New Graduate Co-ordinator via a spreadsheet. If this does not occur, a manual form will need to be submitted for temporary staff.

**Professional Registration**

**Do you get sent a reminder email when the professional registrations are expiring?**

No, a reminder email is not sent when registrations are expiring, however managers can run the ‘Professional Registration Report’ in MSS to identify these end dates.

**Is StaffLink linked to the AHPRA website for updates of the professional registration? Is it linked to ProAct because Managers have to keep updated records of the registration in ProAct as well as Stafflink?**

No, Stafflink is not linked to the AHPRA website or ProAct for professional registration updates. These need to be updated and managed by the manager.

**Can employees update their own professional registration?**

No, employees can view their professional registration but not update. Only the manager can update professional registration details.
Reports

*How long does it take to run reports in MSS?*

The time taken for a report to run is dependent on the report type and amount of data that you are extracting. Generally the majority of reports do not take long to run.

*Is there an Overtime report in MSS?*

There is no Overtime report available via MSS.

Rosters

*Is there an eForm for a roster adjustment or do we continue to use the paper form?*

Most Health Agencies have the facility to submit an Adjustment File. If your Health Agency does not have this functionality, continue to use the paper-based form. Contact your Workforce Unit or HR for further information.

*If a part time employee is increasing from 16 hours to 24 hours, what happens if they then work 36 hours in one week? How do I pay this?*

Stafflink will still pay the number of hours entered via the roster.

Secondment

*Which department submits a Secondment form?*

Most formal secondments will continue to be processed via eRecruit, however where the Secondment eForm is used, it is the Manager who the employee reports to who fills in the Secondment form. Please refer to your Health Agency business process regarding secondments.

Separation

*What eForm do we use to process an employee who is going from permanent to casual?*

This should be processed via a Separation eForm. Select ‘Permanent to Casual’ for the Reason so that the employee is paid out their leave etc. If a new Position Number is not provided, the employee will be reverted to Casual in the current position that they hold. If there is a Position change, the new position number should be added into the Comments field.

*How do we process an employee who is transferring to another department but remaining casual on my cost centre?*

This should be processed via a Separation eForm. Select ‘Employee Transfer’ for the Reason and in the Comments field enter “Employee to revert to Casual in Position 123456”. The employee will revert to casual on the original assignment and the transfer of the full/part time position to the other department will be on a multiple assignment. The advantage is that the employee is already in the Casual roster system and their access etc. will not be impacted.
**What date do I use for the separation date if the employee is retiring but still needs to be paid out LSL and other leave balances?**

Enter the employee’s last day of work as the separation date. Managers should not estimate the employee’s leave balance and enter that date as their last day of work. Any leave, including LSL, will be paid out to the employee as part of their separation payment. If the employee is going to take leave after their last day of physical work and then retire, their separation date will be the last day of leave. Any residual leave balances remaining will be paid out to the employee.

**Do we process a Separation form if someone is resigning one position and taking up another position but within the same HA?**

The Separation eForm should only be submitted when the employee is leaving the HA.

**Shift Types**

**If a Technical Assistant is on a 7 day rotating roster, do I select Rotating Shift or is this only for nursing staff?**

Shift is the correct entry to use for a Technical Assistant. Rotating Shift is only to be used for 6 week nurses working a 7 day rotating roster.

**What is the difference between Shift and Non Shift?**

Non Shift is when an employee works his/her ordinary hours from Monday to Friday inclusive and commences work between 6am and 10am on each such day. Otherwise, the employee is a Shift Worker. Please refer to the relevant award for information on working hours and shift penalties.

Shift Type does not drive payment of shift penalties in StaffLink with the exception of Hospital Scientists.

**Split Costing**

**If my employee has a split costing, do both managers need to approve a change?**

No, only the manager of the cost centre that is attached to the employee’s position needs to approve the change, however this may depend on your Health Agency business process. Contact your Workforce Unit or HR for further information.

**I would like to change an employee’s hours from 8 hours to 24 hours and set up a split costing between two cost centres. How do I process this?**

If this is a temporary change in hours, it needs to be processed in two stages. Firstly, you need submit a Change Hours form and secondly, you need to submit a request for a split costing. You should also refer to your Health Agency business process.

If this is a permanent change in hours, use the Position/Assignment Changes form and include both change of hours and split costing in this form. You can’t use the Position/Assignment Changes form for a temporary change in hours because there is no end date field.

**Where can I see if a split costing is already set up for an employee in MSS?**

To see if a split costing is currently set up, select the employee, then select the Split Costing form (or Position/Assignment Changes form). Details of an existing split costing will be displayed and can be end dated if required.
If an employee works 1 day in one cost centre and 2 days in another cost centre, can this be set up as a split costing?

Yes, but this depends on whether the employee is being paid the same grade in both positions, and if both positions are within the same Health Agency. Contact your Workforce Unit or HR for further information.

End of Questions & Answers