Metro Additional Rosters FAQ

The AEA Executive has been meeting with SAAS to discuss genuine alternative roster models that will supplement the core 12/12 and 10/14 rosters. 10-hour shifts will provide more choice for members to work shorter shifts with a reduced reliance on working nights. These rosters are **additional** and are to **supplement** current rosters – they are not and will not be core rosters, no forced roster changes will occur as part of this process. This represents consultation to date with SAAS and the AEA Executive on how best to utilise the 50 FTE allocated to the metropolitan region.

View the SAAS Consultation Letter to the AEA here.

What are the models being discussed?

Several models were discussed including 8 and 9-hour models but it was decided to focus consultation on the following two 10.5-hour roster models.

1. 3-on-3-off (3x3) Day, Afternoon, Night
2. 4-on-4 off (4x4) Day, Day, Afternoon, Night

For those wanting to review an excel sample roster this can be accessed here.

Key comparison chart

	3 on 3 off D/A/N 10.5hr (3x3)	**4 on 4 off D/D/A/N 10.5hr (4x4)**
How many crews w/ 50 FTE	3 (Per shift 3 days, 3 arvos, 3 nights)	2 (Per shift 4 days, 2 arvos, 2 nights)
Shift Times	D 0900-1930 A 1100-2130 N 2030-0700	D 0900-1930 D2 0930-2000 A 1100-2130 N 2030-0700
CTL (Para/ICP)	Each shift line will have own CTL working on shift with them.	Each shift will have a duty CTL but own team's CTL will not always be on shift with team.
Locations (Subject to further consultation)^	Prospect, East, Inner-South	Prospect & Inner-south.
Roster matches demand/KPI/crib data	Yes	Partially, over-resources dayshifts relative to arvo/night shifts.
Try Before you Buy*	Yes, right of return at 18 weeks with no initial point loss	Yes, right of return at 16 weeks with no initial point loss
Leave	6 Weeks Annual Leave 1x 4 rotation Block & 1x 3 rotation Block Equal share of weekends on leave.	6 Weeks Annual Leave 1x 3 rotation block & 1x 2 rotation Block Unequal share of weekends on leave
PDW's rostered out of cycle	Yes, 5 days per year rostered as part of core roster day prior to start of rotation.	Yes, 5 days per year rostered as part of core roster day prior to start of rotation.
Rolled in Rate* approx. further consultation required.	28.4%-29.5%	Approx.* slightly less than 28.4% due to more dayshifts.
Review Period	3x Reviews for both quantitative and qualitative data. Sept/Dec 21 & Feb 22	3x Reviews for both quantitative and qualitative data. Sept/Dec 21 & Feb 22

How many Ambulances will be brought online with each model?

50 FTE has been funded for this project.

The D/A/N model will create 3 rosters models. This means each shift will have an extra 3-day, 3 Arvo and 3 night ambulances. 12 FTE are required to run each roster.

The D/D/A/N model will create 2 roster models. This means each shift will have an extra 4 day shifts, 2 afternoon and 2 night ambulances. 16 FTE are required to run the core roster.

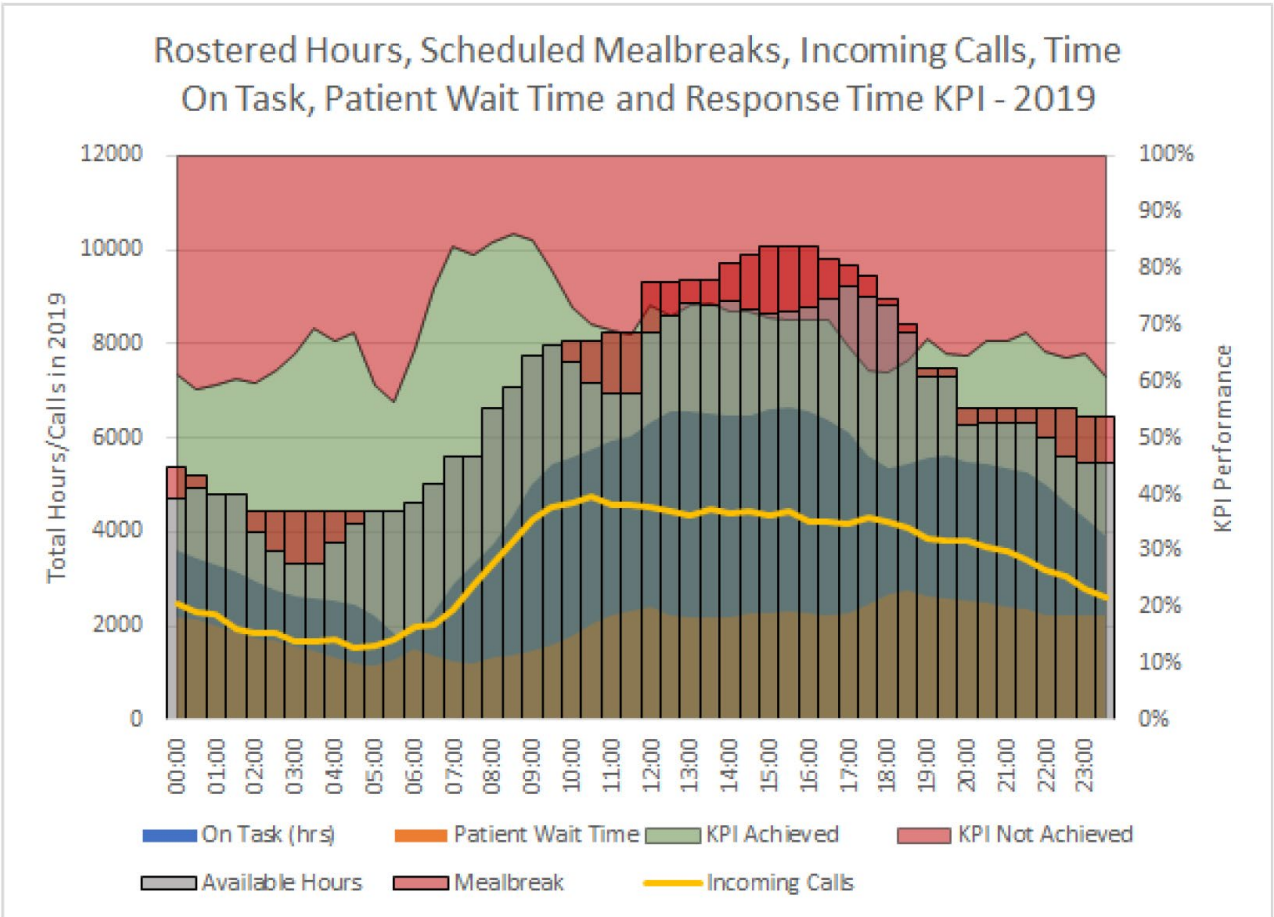
Both models will include appropriate spare and leave reliever lines.

Workload Data

Data provided to the AEA shows what is already known that there are resourcing shortfalls across days, afternoons, and nights. Data for 2019 has been used which models well with the current 2021 data. 2020 data has been omitted due to the COVID anomaly.

Afternoons show the start of the decline in response time KPI performance which flows into the night where demand decreases along with resourcing, however poor response time performance continues. Early dayshifts (0600-1000) are the only area that show reasonable KPI performance.

The 3x3 roster model evenly overlays additional resources where current crib breaks are due from existing resources and where poor KPI performance occurs. The 4x4 off roster weights the additional resources onto dayshifts and less resources onto the afternoons and nights. This means that there are less resources covering current KPI performance shortfalls and where current crib breaks fall.



What are the shift times?

Dayshift 0900-1930, Afternoon shift 1100-2130 and Nightshift 2030-0700. The 4x4 model would have a staggered second dayshift time of 0930-2000.

Shift times are aligned to reduce the reliance on post shift overtime, match demand and cover crib breaks and to balance a family friendly roster. If a resource is deployed at a station with an existing 0700 finishing ambulance the new night shift may be able to accommodate a 2000-0630 shift.

^Locations

Data shows that resourcing is required within the 'ring' of the metro area, especially to bolster inadequate night shift crewing. Initial placement would occur at Prospect (subject to further consultation), with secondary locations in the East and Inner South to occur. Early consultation around Campbelltown, Mitcham/Marion have been discussed but require further consultation surrounding infrastructure and the teams.

Clinical Team Leader Structure

Both models will have on-shift CTL's with the 3x3 off model having their shift line's CTL follow them like the lateral model. The 4x4 off model will have on-shift CTL but due to the staggered shifts, will not always be the shifts own TL.

Both Paramedics and ICP's can apply for the role and will be renumerated in line with the Enterprise Agreement as per their clinical level. If a Paramedic Team Leader successfully completes an ICP Internship they will retain their position as Team Leader and will be renumerated at the higher ICP Team Leader rate.

***How do I apply, and is there a 'try before you buy'?**

Members who wish to apply for this roster can do so under NEEOPTS and will be provided with a 'try before you buy' period for the trial (16 or 18 weeks) with a right of return to their substantive position and no loss of points at the conclusion of the trial period.

For 3x3 roster model the trial period will be 18 weeks and for 4x4 roster model the trial period will be 16 weeks due to roster cycles.

In the event a member decides to remain permanently on the roster, transfer point deduction for the move will be based upon the members point balance from the date of the original application.

Why a 10.5-hour shift?

Compared to 12-hour rotational rosters; 10-hour rosters, which are shorter and work less overall weekly hours generally, result in a part-time roster unless extra shifts are added into the cycle. Increasing the shift length to 10.5-hours reduces the need for these extra shifts.

For current 4 on 4 off 12/12 rosters members work an average of 42 hours a week.

If the proposed roster models were 10-hour shifts they would only average 35 hours a week and not be a full-time roster. The current 10/10 shift rotation manages this issue by adding in an extra 10-hour shift every 2nd rotation (4 on 4 off 5 on 3 off).

The proposed 10.5-hour roster models average 36.75 hours a week which brings the roster closer to a full time 38-hour per week average, this negates the need for a second regular shift every 2nd rotation which the current 10-hour model requires but does require some additional shifts as discussed below.

Why are training days rostered out of cycle?

In both models (as above) there are hours owed to the roster unless extra shifts are worked. To manage this it is proposed that the 5 training days a year will be rostered in advance so that the 2 clinical PDWs, 2 operational PDWs and the team training day will be rostered throughout the year on the day prior to a rotation starting. This will be rostered in advance so that members know what days they will fall on.

There will be the ability to swap these days for catch-up days as well if the rostered day in advance falls on a day that is unsuitable. PDW's have been selected to make up the required hours as they provide the flexibility of being shorter days than a regular shift.

What happens if my 10.5-hour shift turns into a 12-hour shift?

As part of the formal review process as discussed below the AEA will be seeking commitments from SAAS that any post-shift overtime is closely monitored and forms a critical part of the review process. Shift times have been consulted to reduce the incidence of post-shift overtime.

How much leave will I get?

All rosters will attract 6-weeks of annual leave. This becomes up to 7 weeks when the RDO's preceding the leave block are taken into account.

The 3x3 off model will provide 1x 4 rotation block and 1x 3 rotation block. Rostered leave will be evenly spread and include a equitable share of weekends/weekdays.

The 4x4 off model will provide 1x 3 rotation block and 1x 2 rotation block. Due to the roster cycle, this leave will result in an uneven share of weekends/weekdays.

ADO (Accrued Days Off) are not accrued on this roster. (See below for further explanation)

What will the Rolled in Rate (RIR) be?

The 3x3 Day, Afternoon, Night model will be a RIR of approx. 28.4%-29.5%.
The 4x4 Day, Day, Afternoon, Night model will have a RIR slightly less than the 3x3 model due to working more days. Final amounts have not been formally agreed as of yet and will be released shortly.

For background, the current 12/12 roster models work an average 42-hour week, this generates weekly overtime and ADO leave accrual for working greater than 38-hours. The overtime is calculated into the RIR which represents a reasonable component of the current 12/12 RIR. As the proposed 10.5-hour rosters do not have built in rostered overtime, they have a reduced RIR.

Part Time

Both models allow for job share 3 on 9 off or 4 on 12 off. In the initial deployment fractional part-time will be difficult to accommodate due to low overall FTE – when increased this becomes more accessible.

Are the rosters going to be reviewed?

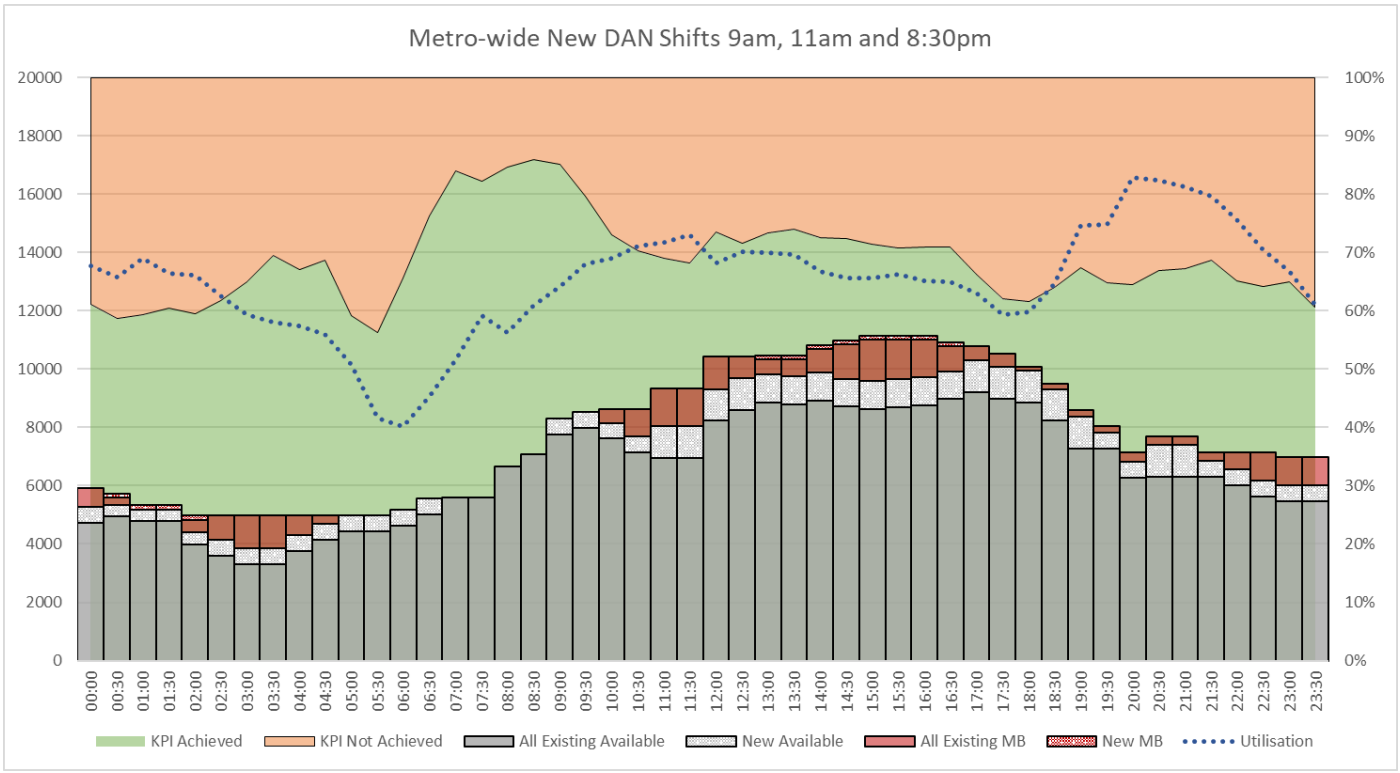
The AEA and SAAS will jointly review the models looking at workload data along with qualitative feedback from those working the roster. 3 reviews have been scheduled for Mid-September 2021, Late-December 2021 and a final review Late-February 2022.

How will the additional rosters add capacity in relation to the data?

The dark grey vertical bars represent existing crewing across a 24hr period (Left Y-axis total hours of crewing). The Light speckled grey represents where the additional resources would be deployed in each model. The red bars represent where current cribs are due and the time allocated, the light speckled red shows the new resources cribs. The dotted line represents average utilisation rate (right Y-Axis percentage for utilisation and response time performance), the solid line shows response time KPI performance.

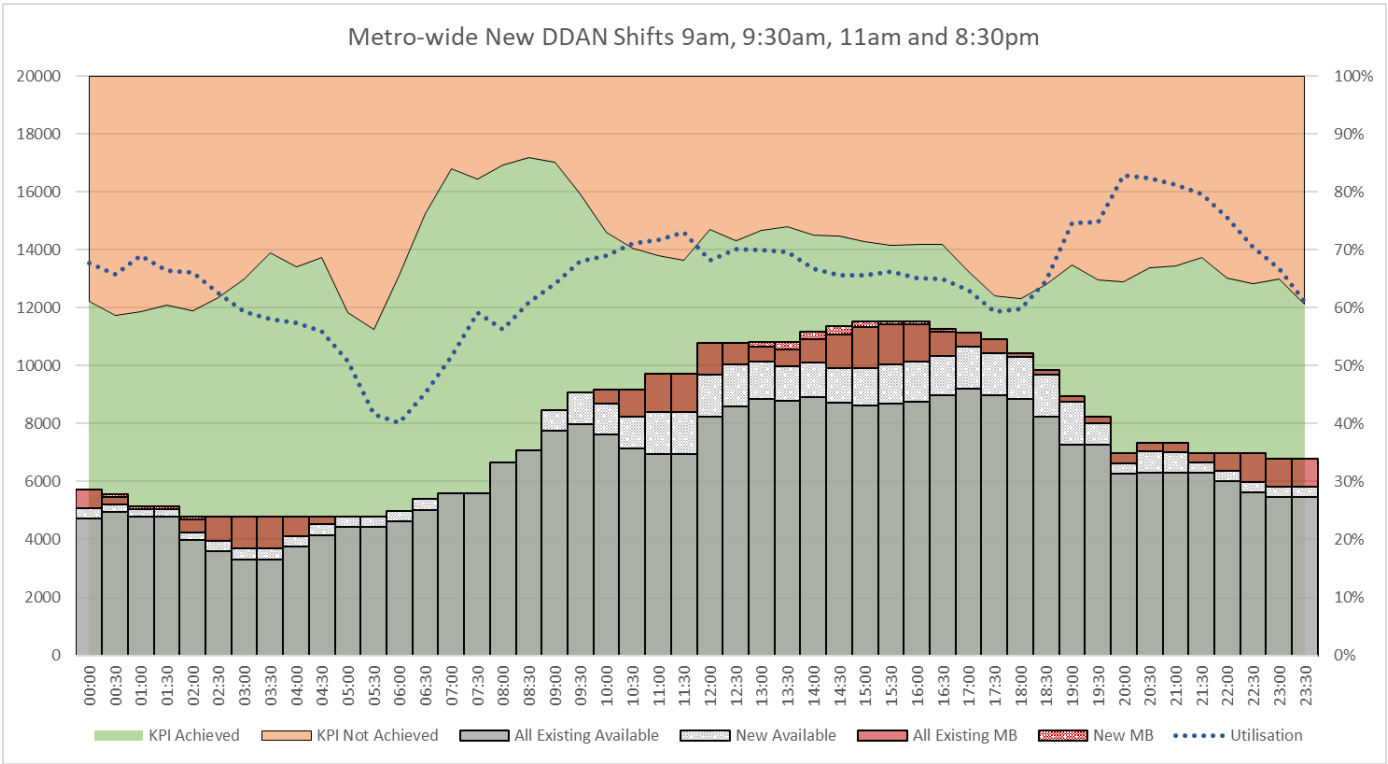
The below data demonstrates metro-wide additions of resourcing in each model. Due to the low number of additional resources the graphical representation spread over all of metro resourcing appears marginal. However, for individual regions/locations this is easier to graphically demonstrate the improvement in resourcing for that area.

The below graph shows the introduction of three 10.5hr 3x3 D/A/N rosters:



As you can see the resourcing evenly spreads over all areas where there is poor KPI performance and where current crib breaks are due. Where the afternoons overlap the dayshift between 1100-1930 there is an extra 6-resouces and at other times (afternoon/night) an extra 3 resources. This model over a metro-wide context increase resourcing over poor-KPI performance areas such as afternoon and nights.

The below graph shows the introduction of two 10.5hr 4x4 D/D/A/N rosters:

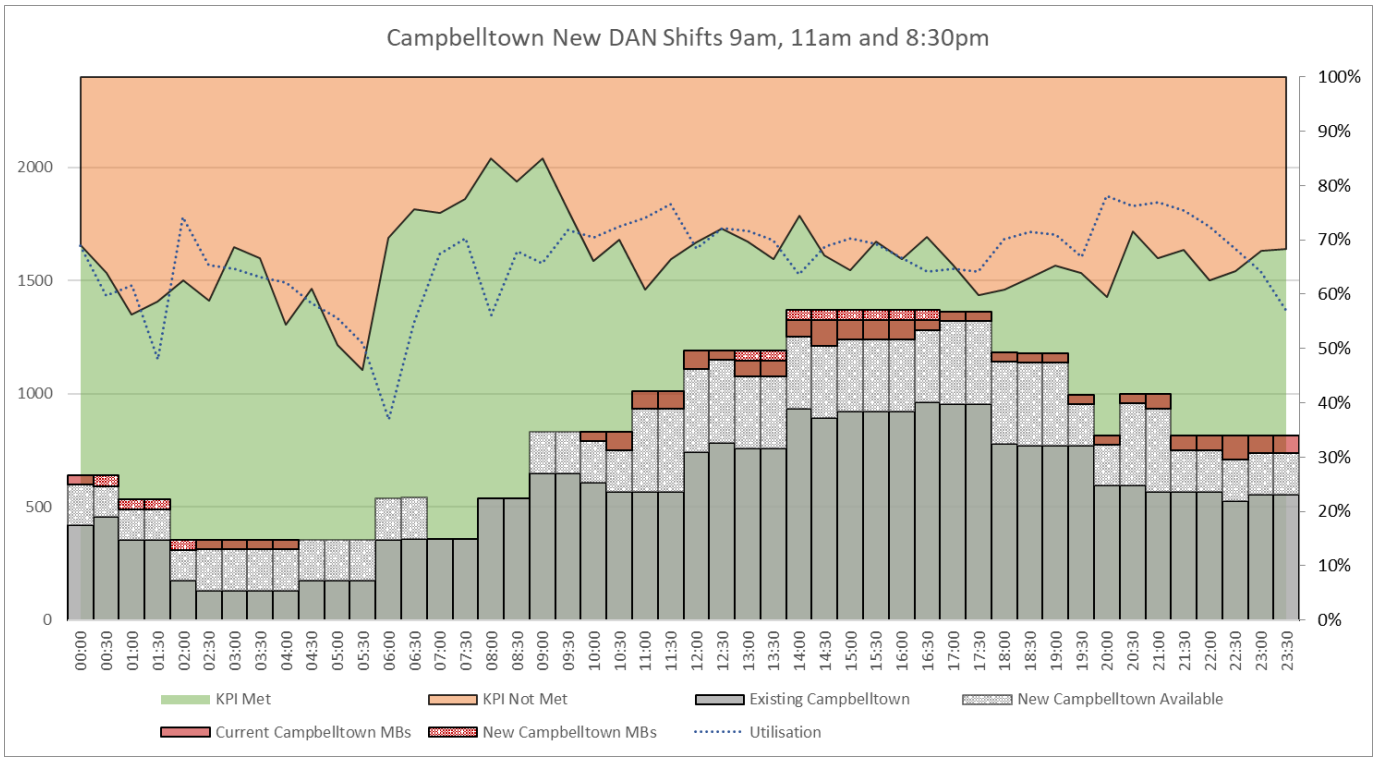


This roster creates 4 dayshifts, 2 afternoon and 2 nights shifts. As demonstrated between 0900-1930 the roster has more resources servicing the day component at the expense of afternoon and nights. For the same period of afternoon/dayshift overlap ~1100-1930 there will still be 6 extra resources and at all other times (afternoon/nights) 2 additional resources. This model increases crewing over

the dayshift portion where KPI performance is reasonable and has less available resources for when KPI performance is poor (afternoon and nights).

What will it mean for individual locations?

Depending on further local consultation with the placement of resources; the below graph demonstrates what it would mean for an individual region/location. This example is if one of the three 3x3 D/A/N resources were deployed at Campbelltown which currently only has 1 night shift. In a 4x4 D/D/A/N which only has two resources the data indicates that these would be optimally spread over Prospect and the Inner South and would be unable to provide additional resourcing for Campbeltown.



For all data modelling provided to the AEA (including regional/location specific* – subject to further local consultation) this has been uploaded to the AEA Knowledgebase https://www.aeasa.com.au/knowledge-base/additional-rosters/