NSW Health

UROC - Missed Meal Breaks Claim
Audience: Junior Medical Officers (JMO)

Quick Reference Guide – Missed Meal Break

🔍 What is UROC?

- The Unrostered Overtime and Callback Claims (UROC) system provides an online facility for Junior Medical Officers to claim unrostered overtime, callbacks and missed meal breaks all within the same application.
- You can create:
  - a claim for unrostered overtime (and claim for a meal allowance where eligible within the same claim).
  - a claim for callbacks (recalled for duty).
  - a claim for missed meal breaks
- All claims are reviewed by your JMO unit or equivalent for processing into payroll. On occasions if you have missed important details in your claim, your JMO unit may return your claim to you to update before it is processed.
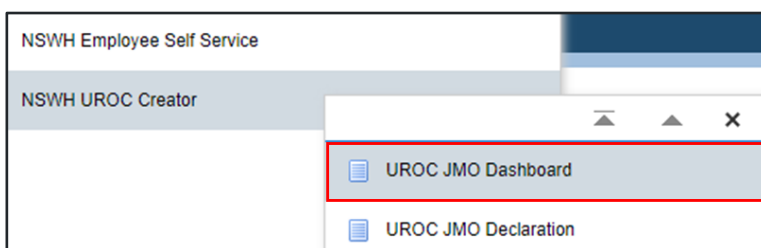
🖱 How to create a Missed Meal break claim

To access the UROC JMO Dashboard:

1. Navigate to StaffLink and login using your ID and password
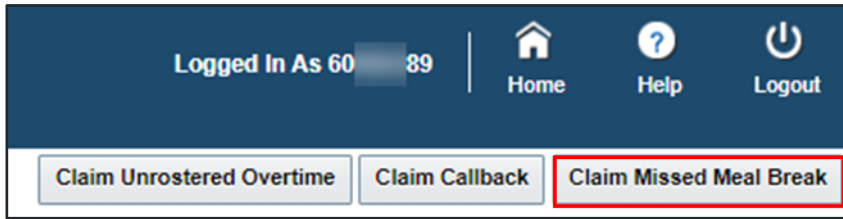2. Open the **UROC Creator** role from the drop-down list in the top left.
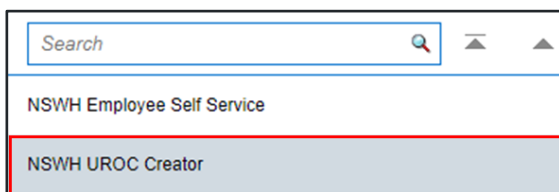
3. Click on the **NSWH UROC Creator** tab and then select **UROC JMO Dashboard**.

The UROC JMO Dashboard landing page displays.

4. Click on the **Claim Missed Meal Break** button, located in the top right.

Logged In As 60___89 | 🏠 Home ❓ Help ⏻ Logout

Claim Unrostered Overtime | Claim Callback | **Claim Missed Meal Break**

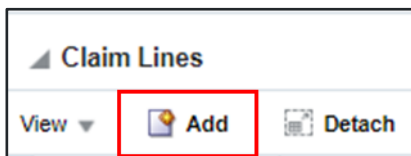*The **Claim Missed Meal Break** landing page displays.*

Tip

The **Health Agency** and **Facility** fields will default to the **Health Agency** and **Facility** to which your current main assignment in StaffLink is linked. If you wish to claim for missed meal breaks when working in a different Health Agency or Facility you can select the relevant option from the drop-down list.

5. Add in your LHD or Network as the **Health Agency** field and **Facility** from the drop-down fields.

Claim Header			
Employee Number		Claim Type	Missed Meal Break
Employee Name		Claim Status	Draft
Claim Number		Claim Submission Date	

* Health Agency
* Facility

Note: Claims more than Three months old must be completed using the manual form available here
Note: Missed meal breaks can only be claimed on a day shift Monday-Friday. Further Guidance is available here

6. Under **Claim Lines**, click on the **Add** button to add a claim line.

Claim Lines

View ▼ | 📄 **Add** | 📄 Detach

📢 **Important Information**

You can make a claim for a missed meal break for Monday-Friday, day shifts only (excluding public holidays). For all other shifts, meal breaks are automatically paid.

7. Fill out the following mandatory fields: **Date of Missed Meal Break**, **Reason for Missed Meal Break** and **How much of your meal break was missed (between 1 and 30 minutes)**

* Date of Missed Meal Break	* Reason for Missed Meal Break	* How much of your meal break was missed(between 1 and 30 minutes)	Additional Details	Status
dd-mmm-yyy 📅				Draft

> **Tip**
>
> The **Date**, **Reason** and **Meal break time missed** columns are compulsory.
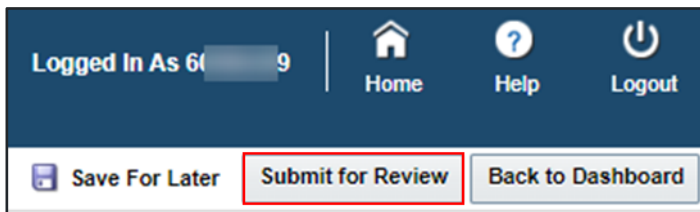
8. Add in any other additional information into the **Additional Details** field. You should explain why you were unable to take all or part of your meal break.
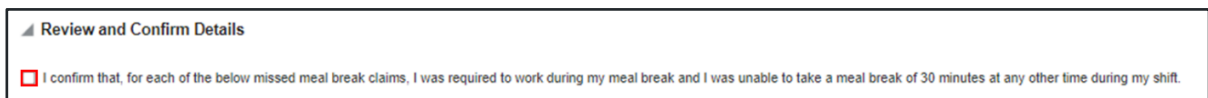
> **Tip**
>
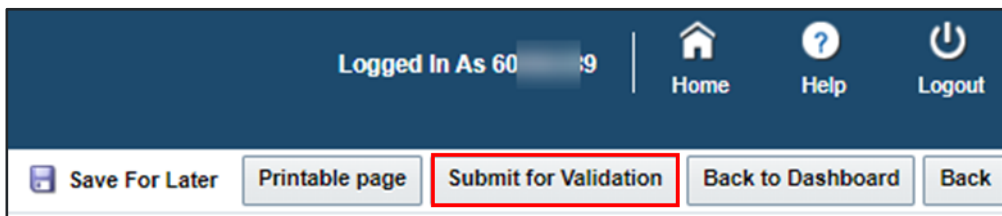> There are no limits to the number of claim lines added in a single claim.

9. Click on the **Review** button to submit your claim.

Review and Confirm Details screen will open

Review and Confirm Details

☐ I confirm that, for each of the below missed meal break claims, I was required to work during my meal break and I was unable to take a meal break of 30 minutes at any other time during my shift.

10. Check the box and click the **Submit for Validation** button.

You should see this message if your claim has been submitted successfully.

ⓘ Information

Claim Submitted successfully

OK
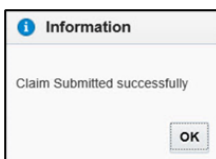
> 📢 **Important Information**
>
> If you are intending to submit claims that are more than 3 months old, these must be discussed with your JMO administration unit and completed using a manual form. Please contact your local JMO administration unit for more information.
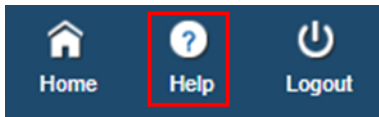
Video link

1. Link to UROC: How to make a Missed Meal Break claim.

Other useful information

1. Please refer to JMO Unrostered and Call-back Claims user guide for more detailed information on creating claims. This guide can be found by clicking the **Help** button on your **UROC JMO Dashboard** page.

2. All claims and declarations can be performed via the NSW Health UROC mobile app which can be downloaded from the App Store or Google Play.