

# UROC - Unrostered Overtime Claims

(including meal allowance where eligible)

Audience: Junior Medical Officers (JMO)

## Quick Reference Guide

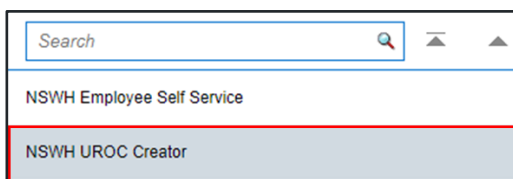
### What is UROC?

- 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.

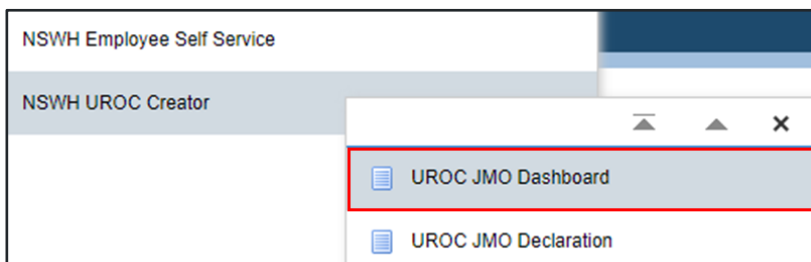
### How to create an unrostered overtime claim (inc. meal allowance where eligible)

To access the **UROC JMO Dashboard**:

1. Navigate to StaffLink and login using your ID and password
2. Select **NSWH UROC Creator** role from the drop-down list in the top left.

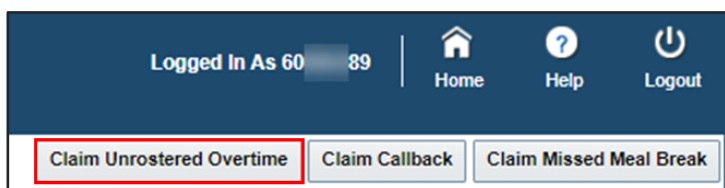


3. Select the **UROC JMO Dashboard**.



The UROC JMO Dashboard landing page displays.

- Click on the **Claim Unrostered Overtime** button, located in the top right.



The **Unrostered Overtime Claim** landing page displays.

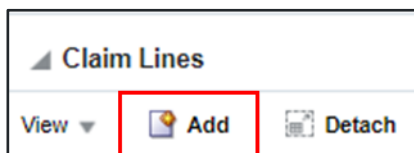


### Tip

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 unrostered overtime worked in a different Health Agency or Facility you can select the relevant option from the drop-down list.

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

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



- Fill out the following mandatory fields:

- Date worked.
- Department/Cost Centre.
- Start Time.
- End Time.
- Reason.

| * Date Worked | * Department/Cost Centre | * Overtime Start Time (24hr) | * Overtime End Time (24hr) | Reason               |
|---------------|--------------------------|------------------------------|----------------------------|----------------------|
| 06-Dec-2022   | <input type="text"/>     | <input type="text"/>         | <input type="text"/>       | <input type="text"/> |



### Tip

The drop-down menu in the **Reason** field, lists the reasons you can make a claim for unrostered overtime that you have worked without prior approval. If you are making a claim for unrostered overtime worked for any other reason, you should select OTHER from the drop-down menu and insert the person who approved the overtime prior to it being worked and complete the additional details field.

| Reason   | Approver Name (only required where reason is 'Other') | Patient              |
|--|---|----------------------|
| <input type="text"/>   | <input type="text"/>                                  | <input type="text"/> |
| <ul style="list-style-type: none"> <li>Medical Emergency</li> <li>Transfer of a patient</li> <li>Extended shift in theatre</li> <li>Patient admission</li> <li>Patient discharge</li> <li>Completion of outstanding patient transfer/discharge summaries</li> <li>Late ward rounds</li> <li>Mandatory Training</li> <li>Clinical Handover</li> <li>Hospital-based outpatients clinics</li> <li><b>Other</b></li> </ul> |   |                      |

8. Fill out the following fields (if relevant):

| Approver Name (only required where reason is 'Other') | Patient Full Name    | Patient MRN          | Add Meal Allowance Claim ^ | Was a meal or meal voucher provided? | When were you notified of the requirement of unrostered overtime? | Additional Details   | Status |
|---|----------------------|----------------------|----------------------------|--------------------------------------|---|----------------------|--------|
| <input type="text"/>                                  | <input type="text"/> | <input type="text"/> | <input type="checkbox"/>   | <input type="text"/>                 | <input type="text"/>  | <input type="text"/> | Draft  |



### Tip

There are several criteria you need to verify to be eligible for a **Meal Allowance**:

You are eligible for a meal allowance if you were not notified on or prior to your previous shift of the requirement to work such AND the unrostered overtime was worked:

- before 6am,
- after 7pm and for at least one hour after the end of your normal shift end time,
- after 2pm on a Saturday, Sunday, or public holiday.

For more information, please refer to the [Public Hospital Medical Officers \(State\) Award](#).



### Tip

To add a Meal Allowance claim:

- a. Check the box within the **Add Meal Allowance Claim** column.

*This will open the following two columns.*

| Add Meal Allowance Claim ^          | Was a meal or meal voucher provided? | When were you notified of the requirement of unrostered overtime? |
|-------------------------------------|--------------------------------------|---|
| <input checked="" type="checkbox"/> | <input type="text"/>                 | <input type="text"/>  |

- b. Select **Yes** or **No** from the **Was a meal or meal voucher provided?** drop-down field. If a meal or meal voucher was provided to you, you cannot claim a meal allowance
- c. Add the time (24hr) you were notified of the requirement to work the unrostered overtime into the following field – to be eligible you must have been notified at or after the commencement of the shift immediately preceding the overtime (for example, for overtime performed at the end of a shift, the requirement to work was only made known to you during that shift).
- d. Continue with your unrostered overtime claim.

9. Click on the **Additional Details** to add any other additional information.



### Tip

There are no limits to the number of claim lines added in a single claim.

10. Click on the **Submit for Review** button to submit your claim.

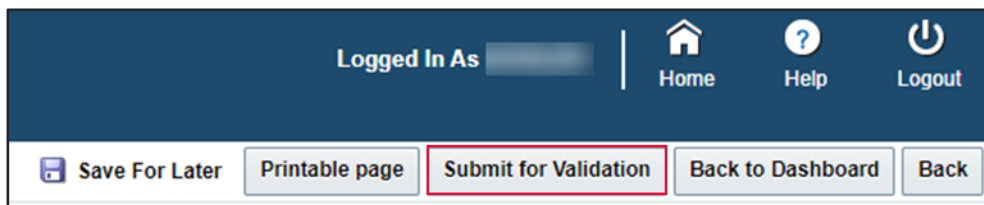
The screenshot shows a dark blue navigation bar with 'Logged In As 6[redacted]9' on the left and 'Home', 'Help', and 'Logout' buttons on the right. Below the navigation bar is a white bar containing three buttons: 'Save For Later', 'Submit for Review' (highlighted with a red box), and 'Back to Dashboard'.

**Review and Confirm Details** screen will open.

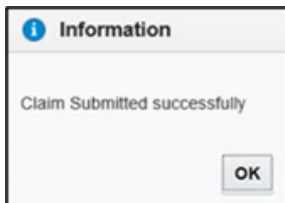
The screenshot shows the 'Review and Confirm Details' screen. It features a red checkbox next to the text 'I confirm that:'. Below this are three bullet points:
 

- I was required to work the unrostered overtime in each of the claims submitted
- The details I have provided for each of the claims are true and correct and an accurate reflection of the work performed, and
- Where required I have sought and obtained approval prior to undertaking the work.

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



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



12. Click the **OK** button to return to previous screen.



### 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.



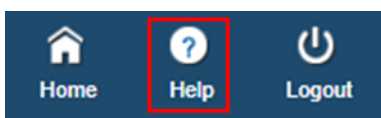
## Video link

1. Link to [UROC: How to make an Unrostered Overtime Claim Video](#)



## 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.