

7 June 2018

Auditor-General's report to parliament

HealthRoster benefits realisation

The HealthRoster system is delivering some business benefits but Local Health Districts are yet to use all of its features, according to a report released today by the Auditor-General for New South Wales, Margaret Crawford.

HealthRoster is an IT system designed to more effectively roster staff to meet the needs of Local Health Districts and other NSW health agencies.

HealthRoster has improved on previous rostering practices and systems by:

- ensuring staff rosters comply with employment award conditions
- reducing instances of retrospective adjustments
- improving approval processes.

'NSW Health and Local Health Districts need to work together to improve rostering practices, such as developing better demand templates, to realise all the benefits HealthRoster can deliver', said Ms Crawford.

To do this, the report recommends that NSW Health should provide additional support to those Local Health Districts that were among the first to implement HealthRoster. The implementation of HealthRoster in these districts has not been as effective as later implementations.

The report also recommends Local Health Districts apply NSW Health's benefits realisation framework to plan how they are going to measure benefits, before they implement new systems.

Further information

A full copy of the report is on the Audit Office website.
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