

Hospital Surge Support Allowance

What is the Hospital Surge Support Allowance?

- This is a new allowance recently announced by the Victorian Government.
- Aims to
 - Retain highly skilled workers in priority areas over the COVID surge and traditional holiday periods.
 - Incentive for current employees
 - Support part-time and casual employees to take up additional shifts in the acute settings
- It applies to employees who are providing direct face-to-face patient/ or interacting with patients.
- Employees may be full-time, part-time or casual basis.



When does the Allowance apply?

- The allowance is payable from 11 October 2021 to 10 February 2022.
- Your manager will input the relevant allowance code into Kronos for all eligible shifts. Allowance codes have been added to Kronos.
- Eligible employees will receive back pay for the allowance to 11 October 2021. Managers will need to submit a Kronos amendment form listing the eligible shifts.



Who is eligible for the Allowance?

- Employees must be working in an eligible employee group and in an eligible work environment (Red Zone or Amber Zone) for the majority of their shift in order to receive the allowance.
- You must be providing face-to-face care or directly engaging with patients.
- There are 2 eligible employee groups:
 - Group 1 – Doctors, Nurses, Midwives , Allied health professionals
 - Group 2 - PSAs, cleaners, ward clerks, food services and security



What are the Groups and Zones

Three employee groups working in the following eligible working environments:		Group 1 - doctors, nurses, midwives, and allied health professionals, employed students, providing direct, face-to-face care for patients	Group 2 - Ambulance Victoria paramedics	Group 3 - patient care attendants and assistants, orderlies, ward clerks, oral health staff, hotel services (e.g., cleaning staff located on wards), security, technicians that are directly engaging with patients in our hospitals
RED ZONE	Care of patients in Intensive Care Units in COVID-19 streaming health services	\$60	\$60	\$20
	Care of COVID-19 patients in hospital ward settings (and COVID-19 hospital in the home settings where face-to-face visits are deployed)			
	Emergency departments and maternity assessment services in hospitals			
	Ambulance Victoria callouts and patient transfers			
AMBER ZONE	Care of patients in Intensive Care Units in non-COVID-19 streaming health services	\$30	-	\$15
	Care of non-COVID-19 patients in all other hospital ward settings (including maternity and acute mental health settings)			
	Care of patients in suspected COVID (SCOVID) areas			
	Urgent care centres			



What is a Red Zone?

- The following Monash Health areas are considered to be within the Red Zone:
 - All ICUs – as Monash Health is a COVID-19 streaming health service;
 - COVID-19 wards;
 - Emergency departments;
 - Hospital in the home where face-to-face visits are provided to COVID-19 patients;
 - Maternity assessment services in hospital;
 - COVID-19 dedicated birthing suites; and
 - Theatres where a specific theatre list is created solely for COVID-19 patients.



What is an Amber Zone?

- The following Monash Health areas are considered to be within the Amber Zone:
 - Care of non-COVID-19 patients in all other hospital ward settings (including maternity and acute mental health);
 - Care of patients in suspected COVID areas;
 - Maternity settings where employees are directly caring for SCOVID or non-COVID patients; and
 - Theatres where one COVID patient is on a broader theatre list with other non-COVID patients.



What if my occupation is not listed in Group 1 or 3 ?

The employee group list is not meant to be exhaustive and other groups may be eligible.

Employees will be eligible if they are:

- Working in a hospital ward setting
- Providing face-to-face care or directly engaging with patients.
- Shift is at least 6 hours



Is the Allowance impacted by shift lengths?

- Yes. A shift of 6 hours or more and work the majority of that shift in one of the Zones.

Hours Worked

6 hrs or more

12 hr shifts

Double shift 16hrs

Eligible Allowance

Allowance payment x1

Allowance payment x 1.5

Allowance payment x 2

- Overtime shifts are also eligible for the Allowance provided the other requirements are met.



What if I have to provide a consultation in a Red Zone

- If an employee is required to provide a consultation in a Red Zone area (ED/ ICU/ COVID Ward) but does not work in the Red Zone for 50% of their shift.
- They will be eligible for the Amber Zone allowance



Who is not eligible for the Allowance?

- Employees in the following work settings are not eligible for the Allowance:
 - Testing and vaccination roles or sites
 - Working from home or providing telehealth services/virtual care while working remotely
 - Employees working in specialist clinics
 - Employees working in community settings with the exception of employees providing face-to-face hospital in the home visits to Covid-19 patients
 - Administrative, office management, communication, clerical, research and other functions that are not patient facing
 - Workers who are not direct employees of Monash Health e.g., contractors or volunteers and workers employed through third party agencies.
- The Hospital Surge Support Allowance will not be payable during periods of leave or where an employee is otherwise absent from work



Are Theatres included ?

- If a Theatre list is created solely for providing surgery to COVID patients employees rostered on that theatre list will be eligible for Red Zone payments
- If one COVID patient is on a broader theatre list (comprising other non COVID patients) employees rostered on that theatre list will be eligible for Amber Zone payments



How will it work on Kronos

- Kronos team are attempting to reduce work load on Managers
- Codes are in Kronos and managers can allocate them
- Kronos team are looking at options to reduce effort
 - Upload a spreadsheet of all employees with dates (similar to Roster upload process)
 - Kronos will create a genie for Managers to assist in recording
- Kronos are looking at a bulk upload/ spreadsheet for backpay with a covering Kronos amendment form



Further questions

- FAQ on the COVID site under the Employees tab
- Further advice, including assistance with whether or not employees/ areas are considered eligible, can be sought from the HR Advice Line by contacting (03) 9265 2724 or emailing hradvice@monashhealth.org.

