



INFORMATION SHEET

Tandem Electronic Timesheet System (A guide for Support Workers)

This sheet should be read in conjunction with the document, Frequently Asked Questions-DAELIBS, dated 29 July 2010, which explains why Tandem has adopted the Daelibs system and how it works.

Issue	Explanation
The phase-in period	<p>The Daelibs loggers and iButtons will be progressively rolled out to clients and support workers from 30 August. The new system will operate concurrently with existing pre-printed and handwritten timesheets until 15 October.</p> <p>During this transition period support workers' pay entitlements will continue be calculated from the paper timesheets and compared against results produced from the new system to identify and resolve any anomalies.</p>
Mandatory use by Support Workers	<p>From the pay period commencing Saturday 16 October, paper timesheets will no longer be accepted (other than in a few exceptional circumstances mentioned below).</p> <p>It is expected that support workers will encourage and assist their clients to adapt to the new system.</p>
Clients/families that will receive iButtons	<p>iButtons will be issued to all current clients who are regularly accessing a support session more than once a month.</p> <p>Support Workers will be assigned buttons to deliver to their regular clients when attending their next scheduled session from the week of 30 August.</p> <p>Clients not presently accessing their support hours will receive their iButton when sessions resume.</p>
Exceptions - Clients/families that are not issued with an iButton	<p>Tandem recognizes that there will be some instances where it may be inappropriate or impracticable for a client to use an iButton. These situations are expected to be rare. They will be addressed on a case-by-case basis by Tandem management to reach a workable solution having regard to all the circumstances.</p> <p>Initially, clients who are accessing support less frequently than once a month will not be issued with an iButton. For these cases, the support worker will need to use a paper timesheet and have each session signed by the client/carer.</p>

<p>Pre-printed fortnightly schedule of services</p>	<p>In place of the old pre-printed timesheets, support workers will continue to receive a fortnightly listing of their scheduled sessions in the mail with their pay advice.</p> <p>Where it is known in advance that a session will require a paper timesheet, this will be clearly marked on the schedule and a blank timesheet will also be supplied for the fortnight.</p> <p>It is important to remember that the pre-printed schedules are based on the information known to Tandem at the date of issue. Support workers are expected to manage their own work diaries for all sessions they have committed to, and also to keep Tandem informed of any changes to session times that need to be recorded in the database system.</p>
<p>Location of the iButton in a client home</p>	<p>Tandem recommends and encourages clients to keep their iButton accessible for support sessions by attaching it to the side of the fridge. Where this is not convenient to the client, coordinators will endeavour to keep support workers informed of the alternative location.</p> <p>Similarly, regular support workers are encouraged to report any changes so this can be passed on to other workers as needed.</p>
<p>Multiple service recipients in one household</p>	<p>Families within the Children & Young People program will have one iButton for the family unit. Once a support worker has logged on to the button, the service recipient for the session will be identified later when matched to the record stored in Tandem's internal database.</p> <p>All clients in the Adult programs will all have an individual iButton</p>
<p>Occasional/ Relief support sessions</p>	<p>Support workers attending occasional/relief sessions simply logon and logoff as usual to the iButton in the home, unless alternative arrangements have been notified by the coordinator when the session was booked.</p>
<p>Sessions that start or end offsite</p>	<p>For sessions that routinely start or end away from the client's home, follow the specific logon/logoff arrangements that have been put in place under the support plan. The coordinator will keep you informed of any changes that may need to be made as they arise.</p>
<p>Variations from the authorised session start time or end time</p>	<p>Support workers must keep Tandem informed of any departures from the pre-approved session times to ensure that they are paid correctly and clients are not charged any service fees for more hours than they have agreed.</p> <p>Where the logged start time and the time spent at a session are both within 15 minutes of the authorised times held in Tandem's database, it will be accepted automatically for payroll processing. Unauthorised variations beyond these tolerances will be followed up by the coordinator and/or payroll staff.</p>

I forgot to take my logger to a session	You cannot be paid for any session for which there is no verifiable record of your attendance. If you have forgotten your logger you will need to complete a paper timesheet and have it signed by the client. Copies of paper timesheets can be obtained from the Tandem office or downloaded from the website.
I forgot to logon at the scheduled session start time	Logon as soon as you can during the session and log off as usual at the end of the session. Then notify Tandem of the situation so that our database will be updated to ensure that you can be paid correctly.
The button is not accessible to logon at the session start	Report the situation to Tandem so that our database will be updated to ensure that you will be paid correctly. If possible log on as soon as you are able to during the session and log off as usual at the agreed end time.
I forgot, or I was unable, to log off at the end of the session	Report the situation to Tandem so that our database will be updated to ensure that you will be paid correctly.
A session is cancelled at late notice.	Contact Tandem to ensure that our database is updated and that you will be paid the late cancellation fee if applicable.
I worked less than the authorized time in a session	You will be paid for the actual time worked where the time exceeds one hour. Note: Tandem pays a minimum rate of 1 hour for approved sessions that are shorter than 1 hour
I worked longer than the authorised time	You will be paid for the time that was authorised. You should contact Tandem if you consider there are valid grounds for extending the authorized time. As clients are charged a fee for all hours authorized, this will be a relevant consideration prior to any decision to approve an extension of a session after the event.
I attended for a session that has not been pre-approved by Tandem	Support workers will not be paid for sessions that have not been authorized in advance by Tandem. In addition you would not be protected during the session by Tandem's terms of employment including workers compensation insurances.
I was late arriving for a session	Report the situation to Tandem so that our database will be updated to ensure that you are paid correctly and that the client is not charged for time before your arrival. Log on as soon as you arrive and log off as usual at the agreed end time.

Transferring the logger data to Tandem	Store the logger overnight in the docking station which is connected to a power outlet with power on. Wireless GSM data transfer will occur automatically while the logger battery is simultaneously recharged. DO NOT leave the logger in the docking station with the power turned off. This will cause the logger battery to discharge.
Lost iButtons	If you become aware that a client has lost their iButton please inform Tandem so that a replacement can be arranged.
Lost or damage loggers or docking stations	Report any loss, damage or malfunction of the equipment to Tandem as soon as possible so remedial action can be taken. Support workers have a duty of care to ensure the Daelibs equipment on issue to them is used responsibly and not mistreated.
When to return the logger to Tandem	The logger and docking station must be returned to Tandem immediately if any of the following circumstances apply: <ul style="list-style-type: none"> • you intend not to work any sessions for a continuous period of more than two weeks; • you cease your employment with Tandem; • upon request from Tandem.
Need more information?	Do not hesitate to contact your coordinator if you have any further queries. Your coordinator will be happy to assist you or refer you on to the appropriate person

30 August 2010