SARA: Online Leave Form

Frequently Asked Questions (FAQs) for Employees

Submitting, approving and managing leave requests

About the Online Leave form

1. Why is there a new online leave form?

HealthShare NSW and eHealth NSW have collaborated with a number of Health Agencies to design and pilot a new online leave form that is simple, fast and easy to use

2. What are the key benefits of the new form?

- Accessible anywhere and at any time
- Compatible with smartphones and tablets
- Form pre-populates with user's StaffLink details and name of manager
- Check on progress of requests at any time
- Check leave balances
- Automated approval workflow to manager and HR/Workforce unit
- Sends reminder emails to managers to approve requests
- Sends invitation to add approved leave to Outlook calendar

3. Where can I find training resources?

HealthShare NSW has developed two videos to help you get started:

- Completing a leave form

4. How do I access the leave form?

Via a computer:

- Go directly to the SARA Customer Portal
- Enter your **StaffLink username** (employee number) and **password**
- Select **Make a Request,** then select **Request Leave** from the Service Catalogue or from the prepopulated Popular Items

Via a smart device:

- Type **URL** https://www.sara.health.nsw.gov.au directly into your browser on a smart device
- Enter your **StaffLink username** (employee number) and **password**
- Type **Request Leave** in the Search field and click

Leave balances

5. Where do I check my leave balances on the form?

- Click Show Leave Balances in the **Leave Dates** section

Submitting the form

6. Are all leave types covered by this form?

- Yes. Click the **drop down arrow** in the **Category** field to select from the most common leave options
- Select **Other Leave** for additional leave options such as FACS Leave and Study Leave
- Select **Type** field to select the leave type

7. What if I have multiple assignments?

- Click the **drop down arrow** in **Assignment Number** field and select the relevant assignment number

8. What if the name of the manager in the form is not correct?

- You can **manually update** the manager's name
- Click in the **Approving Manager** field, type the **name of the manager** and click to load the correct name from the results
- Contact your **HR/Workforce** team to update the manager details in StaffLink

Tip: If a manager position has 2 or more employees assigned to it, the system will select alphabetically based on name

9. Can I use this form if I am a shift worker?

- Yes. When you select **Annual Leave** and then **Pay in Advance**, the Shift Details section will display.
- Select **Yes** and then **Add Shifts** to indicate the shifts you would have worked if not on leave

Tip: For help on how to enter shift details watch the Completing a Leave Form video. Fast forward to the 05:50 minute mark by dragging the blue line in the play bar.

10. How will I know if my leave is approved?

You will receive an email notification from NSWH Service Management when your leave form has been approved

11. What if my manager forgets to action my leave request?

The system will send a reminder email to the manager every 7 days if the leave form hasn't been approved

12. How do I add approved leave to my calendar?

- You will receive an email notification from NSWH Service Management to say 'Leave has been approved - please add this calendar entry into your calendar'
- Click the ✓ Accept option at the top of the email

13. How can I check the progress of my form?

- You will receive emails as your form progresses through the approval chain
- You can also track your leave requests in the Customer Service Portal. Click MY ITEMS
- Your requests will have one of the following **States**:
  - *Awaiting Acceptance* - form is waiting for manager and/or HR-Workforce approval
  - *Work in Progress* - the Service Centre is processing the request
  - *Closed Complete* - all actions have been completed

Reviewing, amending or cancelling leave

14. Where can I see my previous leave requests?

- You can see your requests for the last 6 months in the Customer Service Portal
- Click MY ITEMS
- Click on any request to view further details including any relevant shift information

15. How do I amend my leave request?

- Log in to the Customer Service Portal
- You can only amend if your leave request has not been completed or is not Closed Complete or Work in Progress.
- Click MY ITEMS to check the **State** of your request.

Follow these steps to amend a request:
  - Select **Request Leave**
  - Your details automatically populate from StaffLink
  - Select ◉ Amended button in New Application or Amended Application section
  - Click the **drop down arrow** at the end of Original Request field and select the leave request to be amended
  - Make the changes, attach any necessary documentation, and click SUBMIT

- You will receive a confirmation email detailing your leave request change with a unique ID number
- The form will be auto-forwarded to your manager and/or HR/Workforce team to approve

16. How do I cancel my leave request?

- Log in to SARA Customer Portal
- Click MY ITEMS and
- Click on the request
- Click × Cancel Request
- If the Cancel button has disappeared, contact the Customer Service Team for assistance. This happens when the leave **State** updates to **Work in Progress** indicating the Service Centre is processing your request, or to **Closed Complete**

17. Who is notified if I amend or cancel my leave request?

The manager of the person cancelling or amending the leave request will be notified via email

More information

- For technical support: contact the State Wide Service Desk (SWSD) on 1300 28 55 33
- For navigation support: contact HealthShare Customer Service team on 1300 679 367