



ST JOHN OF GOD  
Health Care

# KRONOS BIOMETRICS PACK

A GUIDE FOR MANAGERS AND CAREGIVERS TO ASSIST WITH  
UNDERSTANDING THE COLLECTION, USE AND STORAGE OF  
YOUR PERSONAL INFORMATION



# Contents

What is the Rostering, Time and Attendance Program? .....	2
Biometric collection and consent .....	2
Kronos biometrics in a nutshell .....	2
Frequently Asked Questions .....	3
1. What is Kronos? .....	3
2. How do I access Kronos? .....	3
3. What is a biometric scan? .....	3
4. What if my finger scan does not work? .....	3
5. I didn't realise I was providing my fingerprint. What if I do not wish to use the finger scan? .....	3
6. I've received an email containing a Biometric Collection and Consent notice and supporting documents. What does this mean? .....	3
7. I have received the relevant information. Am I required to change / do anything? .....	3
8. Will I be given training support? .....	4
9. How does Kronos handle if I log on or off earlier, or later than expected? ...	4
10. Are my Agreement / Award entitlements factored into Kronos? .....	4
11. Where do I go for further information? .....	4
Biometric terms explained .....	4
Biometrics .....	4
Encrypted .....	4
Finger scan .....	4
Finger image .....	4
Fingerprint .....	4
Kronos kiosk .....	4
RTA .....	4

# What is the Rostering, Time and Attendance Program?

The Rostering, Time and Attendance (RTA) program converts our manual rostering, timekeeping and payroll processes to an electronic solution known as Kronos, providing caregivers with real-time access to view rosters and submit shift availability requests using either a Kronos kiosk, PC or mobile phone.

Eventually, the Kronos kiosks will replace manual timesheets, with caregivers using the device to log on / off at the start and end of their shift. This will enable more efficient and transparent management of timesheet processes, ensuring caregivers are paid accurately for the work they perform.

## Biometric collection and consent

As a part of employment with St John of God Health Care, caregivers will be invited to record their time and attendance by providing a biometric scan of their finger at one of the many Kronos kiosks within the hospital to log on / off at the beginning and end of shifts.

A recent Fair Work Commission decision relating to the collection of personal information resulted in a requirement for organisations to make caregivers aware of the collection of this type of information.

St John of God Health Care appreciates that biometric collection of data may raise privacy concerns. To ensure adequate awareness of the collection and use of biometric information, caregivers are provided with the following:

- A copy of the Biometric Collection and Consent notice and Kronos Biometrics Pack
- The Biometric Collection and Consent notice has been sent to you by email, is available on Cora and can be provided in hard copy at your request



## Kronos biometrics in a nutshell

- The Kronos kiosk converts your finger scan into a mathematical representation (your biometric information). This information is unique to you and therefore considered 'sensitive information'
- The image captured is not a fingerprint and the data cannot be recreated into a fingerprint
- The data is encrypted and therefore considered secure
- To ensure adequate awareness and to meet regulatory requirements regarding the collection and use of this type of information, we ask that you please read a copy of the Biometric Collection and Consent notice
- If you have any questions please contact the Rostering, Time and Attendance program team, please email [rta@sjog.org.au](mailto:rta@sjog.org.au)

# Frequently Asked Questions

## 1. What is Kronos?

Kronos is an electronic rostering, time and attendance system being implemented in stages to all St John of God Health Care hospitals which utilises finger scanning technology. The solution will be led by the Rostering, Time and Attendance (RTA) program team. When Kronos becomes available at your hospital, Kronos kiosks are installed through various locations for timekeeping purposes. Caregivers will use a Kronos kiosk to log on and off at the start and end of each shift and are not required to log on and off for meal breaks.

## 2. How do I access Kronos?

First time users will need to complete a once off enrolment process including a biometric scan of your finger at a Kronos kiosk with the assistance of their manager. After enrolment, Kronos can be accessed from a home or work computer using a web browser, or via the Kronos mobile app which is free to download to your mobile devices. Caregivers can access Kronos to view their roster, timecards, and to request availability and open shifts in real time.

## 3. What is a biometric scan?

A kiosk will convert your finger scan into a mathematical representation, which is stored in an encrypted format (your biometric information). This information is unique to you and therefore considered 'sensitive information' but it is not a legal fingerprint and is incompatible with other fingerprint devices. Therefore, with the data provided, the information cannot be used to recreate a fingerprint, which strongly supports caregiver privacy.

## 4. What if my finger scan does not work?

Although most caregivers will be able to provide a finger scan, in some cases, a caregiver may experience issues scanning. An alternative log on and off process which involves setting up a ten digit passcode is available to those caregivers.

## 5. I didn't realise I was providing my fingerprint. What if I do not wish to use the finger scan?

The Kronos kiosk creates an image of your finger but it is not a fingerprint. (*Please refer to the response to question 3*). Providing a finger scan is the most efficient way to easily log and off before and after your shift, but if you do not wish to use the finger scan, an alternative log on / off process using a ten digit passcode will be issued to you. Please discuss your concerns with your manager and email [rta@sjog.org.au](mailto:rta@sjog.org.au) to arrange.

## 6. I've received an email containing a Biometric Collection and Consent notice and supporting documents. What does this mean?

This information has been provided to ensure you are aware of how your biometric information is collected, used and stored.

## 7. I have received the relevant information. Am I required to change / do anything?

No, you are not required to change or do anything and if you have already enrolled, continue to log on and off at the beginning and end of your shifts. For new caregivers, your manager will provide any further information on your first day. Please make sure you have read the material provided and let your manager know if you have any questions.

#### 8. Will I be given training support?

Support material will be available for caregivers to assist in the use of the Kronos web and mobile app. RTA project members can be contacted for those requiring extra assistance before and during implementation of Kronos to your department.

#### 9. How does Kronos handle if I log on or off earlier, or later than expected?

There are different 'tolerances' built into Kronos to allow for rounding up / down to the scheduled start and finish times of a shift. In cases where the log on / off is outside these tolerances, your manager will be alerted to this timestamp to enable them to make a decision on how to pay the shift. Kronos does not automatically approve overtime as managers are still required to authorise these hours. Caregivers are encouraged to communicate these scenarios to the in-charge manager so that each circumstance is approved and can be updated into Kronos by the manager during the current pay period.

#### 10. Are my Agreement / Award entitlements factored into Kronos?

Yes. Each different Agreement / Award has been thoroughly tested in Kronos and configured into the system so that every shift gets paid accurately as per your respective Agreement / Award.

#### 11. Where do I go for further information?

Please speak to your manager or contact the RTA program team via email, [rta@sjog.org.au](mailto:rta@sjog.org.au).

## Biometric terms explained

**Biometrics:** the measurement and statistical analysis of a person's unique physical and behavioural characteristics.

**Encrypted:** Data encryption translates data into another form, or code, so that only people with access to a secret key (formally called a decryption key) or password can read it. In this case, as explained, your data is converted into a mathematical representation.

**Finger scan:** biometric identification by automatically scanning a person's finger electronically.

**Finger image:** the picture created when you scan your finger on a Kronos kiosk which is converted into a mathematical representation.

**Fingerprint:** an impression or mark made on a surface by a person's fingertip, able to be used for identifying individuals from the unique pattern of whorls and lines on the fingertips.

**Kronos kiosk:** an electronic device installed on the wall which is used for recording time and attendance and viewing rosters.

**RTA:** an acronym for Rostering, Time and Attendance program.