

25 March 2024

Attn: Gerard Hayes, Secretary HSU  
Level 2, 109 Pitt Street  
Sydney NSW 200

Email: [info@hsu.asn.au](mailto:info@hsu.asn.au)

Dear Gerard

I am writing to advise you of proposed changes to the staffing levels of our North Coast Radiology Group Chatswood and Ryde clinics which we are advising the teams of today. Staff are largely shared across the 2 sites.

For a number of years now our Chatswood and Ryde clinics have been operating at suboptimal levels. Through COVID, we reduced the operating hours of the clinics, such that we no longer offer extended hours and weekend appointments. We did not reduce the staffing levels with these changes.

Our Chatswood clinic is currently operating at a loss; and our Ryde clinic has been performing well below the expected level.

### **Proposed change**

It is proposed to change our staffing levels and skill mix to match the current operational needs of the clinics. Across both clinics this equates to an overall reduction of:

- 1 FTE MRI Radiographer
- 1.5 FTE CT/X-ray Radiographers
- 2 FTE Sonographers
- 2.8 FTE Medical Receptionists

And the introduction of:

- 1 FTE Clinical Assistant
- 0.4 FTE Registered Nurse

### **Rationale**

We do not take the decision to propose such significant change to our staffing levels lightly, we have considered other options, including how we might increase revenue but have limited capacity to do so at this time and therefore need to look at managing our costs for the clinics to remain financially viable and to ensure that we prevent further loss of jobs.

It is also recognised that there is redundancy in our current staffing levels ie. at times we have more technicians than machines/rooms available and need to optimize the utilization of our resources.

## Impact

We value all of our team members and would like to retain as many as possible. We will explore with all team members whether reduced hours, alternate positions within the Qscan group, or opportunities to up-skill (for Medical Receptionists) are feasible options.

We will also obtain expressions of interest for redundancy, in the event we are unable to achieve the required reduction through alternate methods, and prior to undertaking a merit-based selection process for all remaining positions.

## When

We are expecting to implement changed staffing levels as early as the week commencing Monday, 6 May 2024.

## Next Steps

Laurence Walker, Regional Manager and I are intending to meet with the teams today to advise them of the proposed changes.

Over the next two days, we will attend both the Chatswood and Ryde clinics to discuss individual circumstances, answer questions and provide options in writing.

We have asked for all team members to think of:

- any alternate solutions to the proposed that might achieve the same outcome;
- the impact the proposed changes will have on the clinic to ensure these are taken in to consideration; and
- which options may be acceptable to them individually (and collectively if they wish to).

Further meetings will be arranged between Tuesday, 2 April 2024 and Thursday, 4 April 2024 to discuss the above.

## Support

We have offered support to our team members via our Employee Assistance Program, and are committed to supporting them through this transition.

I would welcome the opportunity to discuss the changes with your delegated representative and can be contacted on 0437 679 254.

Yours sincerely



Madonna Donnelly  
**Senior HR Business Partner**