



The Sydney
children's
Hospitals Network

care, advocacy, research, education

The Children's Hospital at Westmead (CHW)

Linen Services Department

Consultation Document

January 2022

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Background

The Linen Services department within The Children's Hospital at Westmead (CHW) receives linen delivered from contractors. The Linen Services Department is responsible for sorting and packing bulk items received, as well as delivering to and collecting linen from user areas such as wards and departments via Imprest.

The Department maintains a two day supply of linen for emergency use, and washes in-house special items belonging to the Hospital, operating 7:00am to 3:30pm Monday to Friday, and 6:30am to 3:00pm on weekends and public holidays.

The Department's mission is to;

- Provide a service consistent with the philosophy of the Hospital.
- Maintain and provide a quality service.
- Ensure work practices do not interfere with the safety and comfort of patient, staff and visitors.
- Promote teamwork with the ability to work together towards the same goals.

Current status

Currently, the structure of the Department comprises of 10.34 FTE:

- 1.0 FTE – Manager, Linen/Sewing Service (*Health Manager Level 1*)
- 9.34 FTE – Linen Handlers (*Hospital Assistant Grade 2*)
 - 7.0 FTE full-time
 - 2.34 FTE part-time

Case for proposed changes and impact on employment arrangements

Under the proposed changes, all Linen Handlers will be required to work a rotating Monday to Sunday roster within the current hours of operation.

DAY	STAFF LEVELS REQUIRED UNDER PROPOSED ROSTER
Monday to Friday	Six to seven
Saturday	Four
Sunday	Two

This change will better enable the Department to meet staffing requirements to ensure obligations to staff, patients and the public are met, and a rotating roster will promote consistent, fair and equitable working conditions for all staff. A rotating roster will also allow for sufficient Departmental coverage for

planned and unplanned leave, and peak periods. In addition, the implementation of a rotating roster will enable greater work/life balance. Individual roster preferences may be considered on a case by case basis.

As part of this proposed change, all staff will be required to sign an updated position description. All other terms and conditions of employment will remain unchanged.

Timetable for proposed changes

STAGE	TIMESCALE*
Consultations with staff and simultaneous notification to unions	Pending Chief Executive approval of proposed changes
Working with affected staff to determine support required	Ongoing from commencement of consultations with staff and unions
Consultations with staff and unions close	Two weeks from commencement of consultations with staff and unions
Assessment and consideration of staff and union feedback	One week from close of consultations with staff and unions
Proposed implementation of changes	After the assessment of staff and union feedback, with at least four weeks' notice
Continue to work with staff affected by changes	Ongoing

* Dates are approximate only and may be amended as necessary.

Flexible Working Arrangements

Each employee of the SCHN is welcome to submit an application for a flexible working arrangement for review and consideration in accordance with the SCHN Policy: Flexible Work Practices.

Employee Assistance Program

The Employee Assistance Program (EAP) is a free, strictly confidential and professional counselling service provided by SCHN to all staff. Staff can access the program via the following contact details:

- Access EAP – 1800 818 728
- Converge International – 1800 337 068

Feedback and contact details

Enquiries and feedback regarding the proposed changes should be addressed to:

Marny Thomas

Corporate Services Manager | The Children's Hospital at Westmead

Marny.Thomas@health.nsw.gov.au

(02) 9845 2662

Position description

The proposed updated position description is provided as **Attachment 1**.

PRIVATE AND CONFIDENTIAL

[Name]

Linen Handler | Linen Services Department
The Children's Hospital at Westmead

Re: Proposed change to roster

Delivered in person

Dear [name],

The purpose of this letter to advise you of a proposed change to the rostering pattern of staff within the Linen Services Department at The Children's Hospital at Westmead (CHW), The Sydney Children's Hospitals Network (SCHN).

The Linen Services Department receives linen delivered from contractors and is responsible for sorting and packing bulk items received, as well as delivering to and collecting linen from user areas such as wards and departments via Imprest. The Department maintains a two day supply of linen for emergency use, and washes in-house special items belonging to the Hospital.

Please be advised that under the proposed changes, your current position of Linen Handler (*Hospital Assistant Grade 2*) may be affected. All Linen Handlers will be required to work a rotating roster, providing coverage over seven days. As part of this proposed change, you will be required to sign an updated position description (**Attachment 1**). All other terms and conditions of your employment will remain unchanged.

This change will better enable the Department to meet staffing requirements to ensure obligations to staff, patients and the public are met, and a rotating roster will promote consistent, fair and equitable working conditions for all staff.

The Consultation Document for the proposed changes to the Linen Services Department is enclosed and outlines further detail about the proposed changes (**Attachment 2**). It is important to note that there will be no loss of positions or FTE as a result of the proposed changes.

Please provide any feedback to the proposed change within two weeks of receipt of this letter so that it may be considered prior to any final decisions being made. Feedback can be provided via email at Marny.Thomas@health.nsw.gov.au.

SCHN will continue to work with you through this process and an individual meeting may be arranged to discuss these changes with you. Each employee of the SCHN is welcome to submit an application for a flexible working arrangement for review and consideration in accordance with the SCHN Policy: Flexible Work Practices.

If you need any support during this time, the Employee Assistance Program (EAP) provides staff with confidential, independent, and professional counsellors for a range of issues. EAP is available to you by phoning Converge International on 1800 337 068 or Access EAP on 1800 818 728. These services are provided to you free of charge and may be contacted at any time.

If you have any enquiries or would like to seek further clarification, please contact me on (02) 9845 2662. You are welcome to arrange a time to discuss how these changes may affect you and the support that can be provided to you.

Yours sincerely,

Marny Thomas
Corporate Services Manager
The Children's Hospital at Westmead

Date:

Attachments:

- 1. Position description*
- 2. Consultation document*