

9 November 2021

Mr Gerrard Hayes
Health Services Union
L2/109 Pitt Street
SYDNEY NSW 1215

Attention: Tracey Gaddelin – Organiser

Via email: Tracey.Gaddelin@hsu.asn.au and secretary@hsu.asn.au

Dear Mr Hayes,

Re: Change Management Plan – Administration Services, New Maitland Hospital

I am writing to advise you that in anticipation of the move to the New Maitland Hospital (NMH) in early 2022, a review of the current Administration Services provided across the Lower Hunter Sector has been completed. The review was undertaken with the purpose of realigning the existing administration resources to better support the NMH and has been undertaken on the premise of a “same level transfer”.

The scope of the review encompassed administrative support services located at all of facilities within the Lower Hunter Sector including The Maitland Hospital, Cessnock Hospital, Kurri Kurri Hospital, Dungog Hospital, and the community health services based at East Maitland, Cessnock and Kurri Kurri.

Services out of scope of the review include:

- Clinical Information
- Medical Administration
- Patient Experience Officer (Emergency Department)
- Administration Services not managed by LHS eg Mental Health, Oral Health, Imaging and Renal Dialysis
- New services identified to commence operation at NMH such as Cardiac Catheter Lab and Chemotherapy
- Services that will remain onsite – Palliative Care and Family Care Cottage

With the design of the NMH there is a need to realign and redistribute administration resources to best meet the needs the day-to-day operation of the hospital. No administration positions will be lost in the realignment.

The proposed realignment of administration services will achieve:

- No loss of positions but a redistribution of resources that align administration support to hospital activity
- Administration support for all IPUs – Monday to Friday
- Weekend support for IPUs and Birthing Unit
- Access to administration support for all Staff Specialists
- Administration support to all outpatient clinics
- Designated front facing customer service
- A multi-skilled administration team

- Improved customer experience
- Separation of Maitland Hospital providing administration support to the Mental Health Patient Trust

A copy of the change management plan is attached for your information and I would ask that you provide any response to this plan by close of business Friday 26 November 2021. Your response can be sent to me via email at: Christine.Osborne@health.nsw.gov.au

If you have any concerns or questions, please do not hesitate to contact me on (02) 4939 2068 or Lynn Hurst, Senior Human Resources Consultant on (02) 4985 3449.

Yours sincerely,



Christine Osborne
A/General Manager
Lower Hunter Sector
Hunter New England Local Health District

cc Katie McFadyen, Administration Manager
Lynn Hurst, Senior Human Resources Consultant

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