

## Environmental Services - Hornsby Ku-ring-gai Hospital Redevelopment Consultation Paper - Staffing

### Contact for enquiries and proposed changes:

#### Project sponsors

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Position	Environmental Services Manager and Environmental Services Support Manager respectively

#### Executive Project sponsor

Name:	Tim Heath
Position:	Manager Corporate Services

### Background

The Environmental Services team provide cleaning, waste and linen services across the Hornsby site. This includes all Mental Health buildings, Leighton Lodge, Palmerston Building, Building 14, Hope Building and Building 57, STAR building and Levels 0 – 2 of the new Clinical Services Building 60.

The Environmental Services team operates 7 days per week, including weekend and public holidays, in three shifts across 24 hours.

The Environmental Services team reports to the Environmental Services Manager, Supervisor and three Leading Hands.

### Calculation of FTE

The calculation of FTE has been based on a rate of cleaning, or in other words a square metre range that a cleaner can clean per hour.

All functional areas to be cleaned are assigned a risk rating according to criteria in the Ministry of Health *Cleaning of the Healthcare Environment Policy* (PD2020\_022). Higher risk ratings require more cleaning and thus have a lower rate. The risk rating applies to the whole functional area, so for example standalone meeting rooms are generally low risk, but the meeting rooms within the operating theatre complex have a risk rating of extreme. Most areas are only cleaned when they are used – so some areas are cleaned seven days a week, while others are closed on the weekend so only need cleaning five days per week. Additionally some are used only on specific days and therefore are cleaned accordingly.

The range of hours per square metre allows for variations specific to the environment such as surfaces that require more cleaning, are harder to clean or where the use of machinery is needed. The range also allows for variations created by the roster/award. For example, most shifts are 6 or 8 hours long however it is not practicable to create a 7.5 hour shift or an 8.5 hour shift to have the rate to an exact number.

The ranges that we use at NSLHD are based on industry averages and precedent/experience, but these are not hard limits. Flexibility and variation is necessary for the above reasons. Generally the ranges this District observes are:

- Extreme 100 - 120 m<sup>2</sup>/hour for areas such as theatres or ICU
- High 120 - 150 m<sup>2</sup>/hour for inpatient wards
- Medium 150 - 250 m<sup>2</sup>/hour for outpatient clinics and public spaces, and
- Low 250 -1000 m<sup>2</sup>/hour for back of house areas.

Accordingly, in the calculation for increased FTE, the following steps were taken:

1. Obtained the new square metres for functional areas in Stage 2 from the Redevelopment Team, 30,763.8 M<sup>2</sup>
2. Estimated the Risk Rating based on the planned use of the space
3. Calculated the amount of FTE required to clean the space – 47.97 FTE using the above ranges
4. Calculated the amount of FTE being transferred from functional areas that were being closed or relocated into Stage 2 – 18.44 FTE
5. Requested enhancement being 47.97 – 18.44 = **29.53 additional FTE**

## Proposal

The Environmental Services team will be comprised of a Manager, a Supervisor, three Leading Hands and approx. 90 – 100 staff. Currently Environmental Services has an established budget of 50.10 FTE. It is anticipated that headcount will need to increase by 29.53 FTE. Upon completion of Stage 2 redevelopment, the Environmental Services FTE will be 79.63.

Staff will continue to be rostered on six and eight hour shifts covering morning, afternoon and night shifts. This will result in no disruption to current staff rosters and allocation to units to clean. Current rostering patterns will be replicated in new work areas and for new staff.

## Impact

The impact on the Environmental Services team is anticipated to be minimal, as work methods and rosters will remain unchanged. New positions will be rostered using the same roster patterns & shifts and new areas will be serviced according to the existing service plan templates.

New staff will be inducted and trained using established methods. Existing staff will be provided with ongoing support and orientation to ensure that they are familiar with the changes to the site and aware of safety procedures.

## Implementation

Any extra shifts will be offered to existing part time staff and then casual staff as per established procedure and any further FTE requirements will be managed via standard approval and recruitment processes.

Advertisements for the night shift cleaners and others are now underway. It is not anticipated the department's full FTE requirement will be met from this single recruitment action. Therefore management will aim to fill as many shifts as possible prior to reviewing and re-advertising.