



STRICTLY PRIVATE & CONFIDENTIAL

TRIM Ref: CD22/74171

14 December 2022

Mr Gerard Hayes
Health Services Union
Level 2, 109 Pitt Street
Sydney NSW 2000

Attention: Mr Matthew Ramsay
By email: info@hsu.asn.au

Dear Matthew

Re: Proposed Restructure and Roster Change – ED and Admissions – Gosford Hospital

I write to advise that the Central Coast Local Health District (the District) is in the process of proposing to restructure the Emergency Department (ED) and Admissions Administration Teams and implement a roster change.

The ED and Admissions administration service have 24/7 rostering requirements to meet service delivery needs. Currently there is a variance in the award level for the two teams. That being, ED Administration Officers are employed as AO2 and Admissions Officers are employed as AO3. The roles and responsibilities that are undertaken by each team today, are appropriate, however, the District has spent the time to identify a more effective way to create workflow efficiencies and improve service outcomes for patients. Specifically:

- Combine ED registration and administration workflow to be completed by one designated team, ED Administration, and have one point of administration contact during a patient's presentation;
- Separate the functions of Surgical Admissions from ED patient registration and admissions processes, creating two separate teams and rosters;
- Review and improve rostering across the ED Administration team and build greater agility within the team to support each other and the service;
- Similar review has been undertaken and implemented at Wyong Hospital and this change also aligns with ED admission operations other Local Health Districts (Northern Sydney, Nepean, Wollongong, St George, Liverpool, St Vincent's and Royal Prince Alfred); and
- Manage affected staff in accordance with the Managing Excess NSW Health Staff Policy and seek to implement a closed merit selection for those staff wanting to up-skill via the consultation phase.

Please see below impact on staffing situation:

- 21 x AO2 employees will be impacted by implementing a 24/7 roster pattern and afforded the opportunity to participate in a closed merit selection process for an AO3 role within the ED Administration area.
 - 16 x AO2 employees are currently employed as 'shift worker'.

- 5 x AO2 employees are currently employed as 'non shift'. The District will seek to redeploy these affected employees to vacant AO2 positions across the District if required.
- 13 x AO3 employees currently employed as 'shift' workers within the Admissions area will be afforded the opportunity to provide their preference to work in either the Surgical Admissions area or ED Administration area, for consideration.
- 22 casual AO2 and AO3 employees will be provided consideration during the consultation process.
- With this proposed change, there will be a disestablishment of 1.39 FTE by combining the overnight shift tasks of the Admissions Officer and Comms Clerk, and disestablishment of 0.5 FTE from the current Admissions roster; supporting the regrade of the AO2 ED Administration Officers to an AO3 position with the ED Administration team.
- A timeframe of three (3) months' notice of a change in shift pattern will be provided with consideration to individual Flexible Workplace Agreements.
- All employees will be required to participate in an up-skilling and education program.

The District will consult with relevant parties to redeploy or match staff via a merit-based selection process and as a result there will be no adverse impact on staff members.

Please find attached the following information that aligns to the proposed changes for your review, consideration and feedback:

- proposed rosters,
- organisation chart, and
- position description.

In addition, I invite you to provide any feedback, comments, questions or concerns on this proposal within two (2) weeks from the date of this letter. This feedback can be emailed to Ms Katrina Haines, HR Business Partner, Katrina.Haines@health.nsw.gov.au. Further, in accordance with the NSW Health Policy Directive Industrial Consultative Arrangement (PD2011_002), I wish to extend the opportunity for a Union Specific Consultation Committee (USCC) meeting to discuss the proposal in detail (if required).

I wish to advise that if you do not provide feedback on the proposal or request a USCC within the two (2) weeks from the date of this letter, it will be deemed that the HSU has no concerns with the proposal and I will progress to implementing the proposed changes, accordingly, taking due consideration to the feedback received from staff.

Thank you for your support in advance. If you require any additional information, I can be contacted on telephone 02 4320 3558 or via email Cindy.Hoad@health.nsw.gov.au. Alternatively, Ms Katrina Haines, HR Business Partner, can be contact on telephone (02) 4320 2641 or via the above email address.

Yours sincerely



Cindy Hoad
Patient Services Manager
Gosford & Woy Woy Hospitals
Central Coast Local Health District