

HSU Feedback Document - LHD responses 14/02/2023

Maintenance Supervisor/ 50% electrician S2 Pod

- As the two roles are covered under separate awards, which award will the position be working under?

The LHD reviewed this query and agree that this position should be adjusted to an Engineer Grade 1. This would be consistent with current Maclean workforce structure and is a suitable like for like comparison across the proposed PODs in the restructure. The Engineer 1 falls under the Engineers award. Trade qualification will be a requirement of the role PD.

Will electrical licencing cost be covered by LHD under Supervisor award, as allowances are provided under electrical award?

No provision in the Engineers award. Applicants will be required to maintain licences at their own cost.

- Will backfill of position only be able to be filled by an electrician?

A relevant trade qualification will be required under essential criteria for the role PD

- If there is no Maintenance at Bonalbo MPS, how is maintenance going to be covered?

The Pod structure is intended to network our services I.e Staff will be required to work across multiple sites within their Pod. The Pod Engineering Managers will monitor work through AFMO and delegate to the appropriate staff. Work will then be scheduled, and the relevant staff would attend Bonalbo, in a work vehicle to complete the work.

- Maintenance Supervisor (Trade Gd 2) w/50% Elec hours: This position should reflect what is in S 3 Pod for Maclean as there are more people and more sites to look after.

Answered above.

- If there will be no Handyman at Casino, who will be doing this work?

Under direction from the Pod Engineering Managers work tasks will be delegated appropriately to any one of the 3x Non-Trade Supers to complete the Handyman works across the Pod.

HVAC position

- The HVAC x 1 at Lismore and Grafton under S1 Pod & S3 Pod –it has been advised that previously the reason why HVAC (refrigeration/air-conditioning) positions don't appear on the FTE list is because HVAC positions are paid under & covered by the Skilled Trades Award (electrical). This has caused incorrect position advertising in the past, i.e. position advertised as electrician with refrigeration experience instead of refrigeration/air-conditioning technician. Will management be able to ensure, that these positions will be dedicated HVAC position and for HR to understand that they have to be advertised as such & not electricians?

We are not aware of incorrect positions advertised in the past. HVAC staff are not specifically mentioned in the Skilled Trades award. Therefore, they are categorised as Electrical Tradesperson. The difference is clearly stated in the relevant PD's (Attached both PD's).

- Please provide clarification on the difference in job titles between "Electronic Equipment Trades Worker" and "Electrician (General)"?

This is historical discrepancy in position naming. There is no difference. They are classified as "Electrical Tradesperson".

- Due to the complexity of the HVAC system, it is essential to have 2 x HVAC staff, to ensure someone is on site with thorough knowledge, while the other HVAC staff is absent. The benefit of the proposed Pod structure under a networked team means that if there were issues at a particular site with an absent HVAC staff member there is more of the district resources that can be drawn upon if the need arises. This would be managed by the Sector Engineers and Engineering Managers. The restructure is restricted to the current budget.
- It is noted that there are 7 current vacant positions in the cost centre, 2x electrical, 3 x plumber, 1 x Gardener and 1 x carpenter. If these positions are available, why are they currently not filled and why haven't they been included in the proposal?

This relates to query from LBH team. Positions in Stafflink to not reflect actual FTE budget. The current approved / budgeted trade FTE is as follows:

2 x Elec, 1 x HVAC, 1 x Fitter, 1 x Carpenter, 1x Plumber, 2 x Handyman, 1 x Gardener , 1 x painter

Staffing levels:

- With the proposed level of staffing for S1 Pod i.e. LBH, other than the extra engineering positions and deletion of 1 Handyman position, no increase in FTE is being offered. Considering the growth of the site over the last 5-6 years, staffing levels have not increased to accommodate the expansion of the site. This is increasing workload of existing staff. We intend where possible to develop business case proposals to grow internal trade teams where this can be funded through offsetting external trades expenditure. However, those business case developments are separate to this restructure which is restricted to the current budget.
- It is noted that backfill planning and reliance on contractors are listed as benefits of the restructure. Under this proposal, without increasing trade positions, it is difficult to understand how this will be achieved?

Networking of maintenance teams that are currently working in isolation, and providing new Administration and Engineering Managers will support backfilling of key positions across the district. It also enables business case proposals to grow internal trade teams. However, those business case developments are separate to this restructure which is restricted to the current budget.

- To reduce reliance on contractors, it is important to increase FTE of trade staff however, this has not been proposed. It would be of a significant cost benefit to the organisation, to employ staff, rather than to engage external contractors at significantly higher rates.

We intend where possible to develop business case proposals to grow internal trade teams where this can be funded through offsetting external trades expenditure. The networking of maintenance teams that are currently working in isolation will help to create the critical mass of trade-specific work to support these business cases. However, those business case developments are separate to this restructure which is restricted to the current budget.

Start Time

- Majority of contractors and staff start at 07:00. It has historically worked well, as quite often, early access is gained to services which generally start at 08:00, and the 07:00 is effective as it does not impact them.

Across the broader LHD, most Maintenance staff commence at 7.30am. For our management team to appropriately manage its obligations from a Work Health Safety, staffing and contractor perspective and to align with the majority of the current district maintenance teams work hours, standardised work hours will be introduced across the district from 7.30am to 4pm. This is an important and necessary change to support the maintenance activities under a Pod structure which now has multiple sites under shared management.

NNSW LHD reviewed all district sites and can confirm that there are no current routine maintenance work tasks that are required to take place prior to standard work hours of 7.30am to 4pm. A small number of the LHD sites have historically had a few members of staff start work prior to 7.30am, however, the 6am start time is not connected to any facility maintenance requirement to do so.

As per current practices if there is a specific job that cannot be completed during standard hours, it would be planned prior with the Engineering management teams and the appropriate person would be scheduled to complete the work. This process is in place across the district, is effective with no tangible impact on clinical services.

- It may be only half an hour, but it provides an opportunity to complete tasks before affecting patient flow and the work being performed, interrupted.

Hospitals are 24/7 facilities. As per current practices if there is a specific job that cannot be completed during standard hours, it would be planned prior with the Engineering management teams and the appropriate person would be scheduled to complete the work. This process is in place across the District, is effective with no tangible impact on clinical services.

- As per the proposed restructure, LBH is in S1 Pod as a standalone site. As a result, it is difficult to understand 07:00 – 15:30 cannot be maintained.

Refer responses above. LBH historically operated 7:30am – 4:00pm with no significant issues prior to 2015.

- The duties that are being performed by staff are all significant duties and the working hours currently operating are effective.

Refer responses above. Hospitals are 24/7 facilities and access to clinical areas is always difficult. As per current practices if there is a specific job that cannot be completed during standard hours, it would be planned prior with the Engineering management teams and the appropriate person would be scheduled to complete the work. This process is in place across the district, is effective with no tangible impact on clinical services.

Increase in workload:

- The proposed restructure will increase the workload of the Gardener Handyman based at Kyogle. This is already a fulltime job as they will be expected to maintain the grounds at 5 sites, which will increase the workload at Kyogle for the Maintenance Supervisor. It will further reduce the hours that the Gardener /Handy person is onsite at Kyogle to attend their required duties.

Under direction from the Pod Engineering Managers work tasks will be delegated appropriately to any one of the 3x Non-Trade Supers and 1 x Gardner Handyman to

complete the Handyman works across the Pod. The addition of management and administration staff will reduce the 3 x Non-Trade Supers and 1 x Gardener Handyman current administrative tasks to provide more time to attend to core maintenance functions.

- Currently the Gardener / Handyman does occasionally assist with tasks at other sites, but this is arranged in a way where it can be ensured that the Gardener/ Handyman is meeting key responsibilities at Kyogle.

This will continue in the same manner.

Under direction from the Pod Engineering Managers work tasks will be delegated appropriately to any one of the 3x Non-Trade Supers and 1 x Gardner Handyman to complete the Handyman works across the Pod.

- The Gardener Handyman based at Kyogle will also have the Maintenance Supervisor based at Casino as their direct line Manager and not the Supervisor at Kyogle. This will cause problems planning work at Kyogle to maintain services required to be completed by the Gardener Handyman to ensure the comfort of the Aged Care Residents.

The Pod Engineering team will monitor work through the AFMO system and delegate to the appropriate staff. Work will then be scheduled, and the relevant staff would attend Kyogle, in a work vehicle to complete the work. This multi-site structure is already in place at Tweed, Murwillumbah & Maclean and works effectively.

- Kyogle MPS is comparable in size to Casino Hospital in bed numbers and requires 2 full-time staff members to maintain it to the required standards.
- The Pod Engineering team will monitor work through the AFMO system and delegate to the appropriate staff. Work will then be scheduled, and the relevant staff would attend Kyogle, in a work vehicle to complete the work. This multi-site (Pod) structure is already in place at Tweed, Murwillumbah & Maclean and works effectively.
- Staff also participate in on call Roster for Casino, Kyogle, Urbenville, Nimbin, and Bonalbo on a rotational basis of 5 weeks, this will also change with the deletion of the Bonalbo Maintenance Supervisor position as it will bring it back to a 4-week cycle.

With the addition of Engineer Gd1 and the electrician plus the current 3 x Non-Trade Supers the 1 in 5 week rotation will still be achievable.

- The Deletion of the Handyman/ Gardener position at Casino will require Handyman tasks to be completed by the Maintenance Supervisor Trades at the site and due to its size this may necessitate the increase use of Contractors.

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- The reduction of hours for Handyman duties at Kyogle due the proposed restructure will increase the workload at the site and due to its size, this may necessitate the increase use of Contractors as it is comparable to Casino in bed numbers.

Under direction from the Pod Engineering Managers work tasks will be delegated appropriately to any one of the 3x Non-Trade Supers and 1 x Gardner Handyman to complete the Handyman works across the Pod. The addition of management and administration staff will reduce the 3 x Non-Trade Supers and 1 x Gardener Handyman current administrative tasks to provide more time to attend to core maintenance functions.

- The deletion of the Maintenance Supervisors position at Bonalbo will also put added pressure on the workload of other staff in the Pod to attend to issues at the site, this site is now in size that compares with Nimbin and Urbenville and the issues that arise on a daily basis require a site Supervisor to maintain Services efficiently,
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- Trade staff in the Proposed Pod will only be an Electrician and a Trade Maintenance Supervisor Electrician 50% as per the Spread sheet based at Casino, when compared to the other 2 Southern pods, this will not effectively reduce the reliance on Contractors to maintain services at all the sites.

We agree that there will initially only be a small internal trade benefit for Casino and MPS sites. We intend where possible to develop business case proposals to grow internal trade teams where this can be funded through offsetting external trades expenditure. The networking of maintenance teams that are currently working in isolation will help to create the critical mass of trade-specific work to support these business cases. However, those business case developments are separate to this restructure which is restricted to the current budget.

- The Proposed reporting lines for the MPS Maintenance Supervisors should be directly to the Pod Engineer and not the Maintenance Supervisor based in Casino as the proposed structure effectively has 2 people in charge of all the sites in the Pod and the Casino Maintenance Supervisor position will also be responsible for Maintenance services at Casino
As noted above position adjusted to Engineer Grade 1 (Under engineer award).
- 1 x Admin Staff member for 5 sites will not effectively reduce Maintenance Supervisors admin workload

That is not what the experience tells us for sites that currently have admin support in similar multi site arrangements at Murwillumbah, Maclean and the larger sites of Tweed, Lismore and Grafton. Many of the admin tasks that Non-Trade Supers do now will be taken up by the 1 x Admin FTE.