



7 April 2022

Mr Michael Kearns
Organiser, Public Health Division
Health Services Union
Level 2, 109 Pitt Street
SYDNEY NSW 2001

Email: michael.kearns@hsu.asn.au

Dear Mr Kearns,

Re: Overnight Switchboard The Tweed Hospital

I write to advise you of a proposed change to the physical work location of Administrative Staff covering the Tweed Hospital Switchboard during the night shift.

Historically Administration staff working overnight covering Switchboard have been physically located at Main Reception. During the course of the shift they are routinely redeployed to Triage in the Emergency Department (ED) between the hours of 11pm to 2am to continue these duties and to admit presenting ED patients.

Administration staff covering the Switchboard during the night shift have been dissatisfied with this arrangement for some time. Previous attempts by Management to support a change whilst maintaining the effective operation of Hospital administrative support services has been unsuccessful. I refer to correspondence to the HSU dated 18 May 2021. This correspondence proposed the removal of a dedicated night shift at Main Reception and transfer of Administrative hours to the ED to allow switchboard calls to be answered by ED Administrative staff.

Most recently Management received further correspondence dated 14 March 2022, from Administrative Staff covering the Switchboard during the night shift.

The 14 March 2022 correspondence advised that effective from Monday 11 April 2022, Administrative staff wished to remain at Main Reception for the full duration of the night shift. The correspondence also identifies that the Health Services Union support the Administrative staff in their request.

Management have subsequently met to discuss the 14 March 2022 correspondence as well as the ongoing operation of the Hospital Administrative support services during night shifts moving forward.

The purpose of this correspondence is to advise that as a result of these discussion effective from 11 April 2022 and until further notice, Administrative Staff covering the Switchboard during night shift will remain at Main Reception for the full duration of the night shift.

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To facilitate this request the following will apply:

- Administrative Staff covering the Switchboard during the night shift will be required to remain available to be called upon to work during their thirty (30) minute meal break. As such, these staff will be paid for the 30 minute meal break as ordinary time in accordance with the Award.
- The paid 20 minute 'tea-beak' will be relieved by Administration staff in the ED. Currently this break occurs at approximately 8pm and 4am daily.
- The rostered night shift is currently from 22:45 to 06:45 hours (total of 8 hours).
- WHS & Security requirements will be reiterated with the staff.
- Further discussions will be held with ED Administration staff in regards to longer term administrative support arrangements during night duty.

Administrative Staff covering the Tweed Hospital Switchboard during the night shift have been notified of the above and have been advised that the arrangement is until further notice.

As noted the above action will also support further discussions with ED Administration staff as a means of determining longer term administrative support arrangements during night shift as well as future staffing considerations as we move towards Tweed Valley Hospital.

Management appreciate the support of the HSU as we progress the above actions and welcome any comments which can be progressed via Linda.Goodwin1@health.nsw.gov.au .

Yours sincerely



Linda Goodwin
Business Manager
The Tweed Hospital NNSW LHD