

11 August 2023

Mr Gerard Hayes  
Secretary  
Health Service Union  
Locked Bag 3  
AUSTRALIA SQUARE NSW 1215  
Email: [secretary@hsu.asn.au](mailto:secretary@hsu.asn.au)

Dear Mr Hayes

### Re: Patient Transport Services

I am writing to advise of proposed changes to the Patient Transport Services (PTS) across MNCLHD.

In the height of COVID-19, which resulted in increased pressure on our community and health services, as well as a range of factors reducing our ability to utilise general modalities of transportation due to infection prevention and control requirements, PTS surge shifts were implemented across MNCLHD. These additional shifts were only every intended to be on a temporary basis while the service demands had warranted them.

These shifts commenced in December 2021, as a response to the COVID-19 outbreak, and have continued as we have transitioned into the impacts and flows of acute hospital pressures post COVID-19.

As we are now returning to business as usual, a transport service review has been undertaken and has shown a low utilisation of these surge shifts by our facilities. Following this detailed review, it has identified that these additional shifts are no longer being utilised to support our patient flow and community and as such, it is proposed that the temporary shifts will cease from the roster period commencing 1 October 2023.

Consultation has commenced, with our employees, who have been acknowledged for their ongoing service and assistance in ensuring the safety of our community and hospitals during this period.

You are invited to provide any information that you would like considered during this consultative period on behalf of members. If we don't receive any further comment, we will be moving to cease these shifts from 1 October 2023.

Sincerely



**Jill Wong**  
Director Integrated Care, Allied Health Community Services