

21 June 2022

Mr Matthew Ramsay
Health Services Union
Level 2, 109 Pitt Street
Sydney NSW 2000



Health
Central Coast
Local Health District

By email: matthew.ramsay@hsu.asn.au

Dear Mr Ramsay

RE: Proposed Outsourcing of Oral Health Call Centre Functions

I wish to advise the Health Services Union of proposed changes within the Central Coast Local Health District's Oral Health Call Centre Function.

Central Coast Local Health District (CCLHD) are outsourcing call centre functions to the Hunter New England Local Health District (HNELHD) Oral Health Call Centre. The service has a well-established fee for service model already providing call centre services to Mid-North Coast LHD and Far North Coast LHD Oral Health Services.

There will be increased efficiencies and improvements in the new proposed model:

- Ensuring patients are not kept in queues unnecessarily;
- Enabling access to automated SMS appointment reminders;
- Allowing message & call back facilities; and;
- Allowing oral health messages to be provided while on hold.

Outsourcing will allow CCLHD dental assistant/reception staff to return to their core business in the CCLHD dental clinics where their capabilities are best utilised to support the dental team and patient care. The systems in the larger call centre in HNELHD, enables established supervision and educational pathways to support these demanding frontline roles and provide consistency of performance management.

As a result of this, there will be an impact on existing positions as follows:

- Call Centre Operator x 2 (0.42FTE & 0.74FTE) will be deleted and the incumbent staff members will become affected. Consultation has occurred with the affected staff members who will be managed under the *Policy Directive PD 2012_021 Managing Excess Staff of the NSW Health Service*.
- Both affected employees can be accommodated within the current Oral health team as reception or dental assistants.

I have attached the following documents for your perusal and information as follows;

- Current and Proposed Organisation Charts

If the HSU does not provide any feedback on the proposal within two weeks of this letter, that being, 5th July 2022, it will be deemed that the HSU has no concern with the proposed outsourcing of the Oral Health Call Centre Functions.

If you would like to meet and discuss this proposal or wish to raise any concerns please contact me on 4320 3743.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'P. Rayner', is positioned above the printed name.

Philip Rayner
A/HR Business Partner - Workforce
Central Coast Local Health District