Health
Northern NSW
Local Health District

Mr Gerard Hayes
General Secretary
Health Services Union (HSU)
Level 2, 109 Pitt Street
SYDNEY NSW 2000

Email: secretary@hsu.asn.au and info@hsu.asn.au

Copy: peter.kelly@hsu.asn.au and josh.howarth@hsu.asn.au

Dear Mr Hayes

Re Proposed changes to the structure of Lismore Base Hospital Corporate Service

I write to formally advise the Health Services Union (HSU) of a proposed change to the organisation structure of the Lismore Base Hospital Corporate Service located in Northern NSW Local Health District (NNSWLHD). I have attached an outline of the restructure proposal.

The proposed structure will amalgamate the current five (5) Service Departments into three (3), which function within the portfolio of the Corporate Services Manager and provide the following services;

- Domestic Services Department – This department will be responsible for campus wide cleaning operations, store ordering and distribution, linen services, mail delivery and external local site courier services.
- Customer Services and Administration Department – This department will be responsible for the management of switch board operations, front of house reception for all staff, patients and visitors' enquiries. In addition to; daily reporting of admissions/discharges, manage patient valuables, Patient Support Officer (PSO) / Administration Officers duties for ward areas including the Emergency Department.
- Security and Wardspersons Department – This department will be responsible for the security and safety of staff, patients, visitors and property, assistant clinicians. In addition to the delivery of patient focused care, mortuary duties, responding to internal emergency situations such as fire, white level and aggression incidents

The proposed restructure will create three (2.42 FTE) new positions; Security and Wardspersons Manager (Health Manager Level 1), Security and Wardspersons Supervisor (Administration Officer Level 5) and the Administration and Customer Services Supervisor (Administration Officer Level 5 at 0.42FTE).

However, to enable the new positions to be created NNSW LHD is proposing to delete one position, the Wardspersons Supervisor Post-Mortem Assistant (1.0 FTE). This position currently supervises the Wardspersons and Health and Security Assistants positions. The rationale for deleting this position is that;

- A single efficient and streamlined management structure of the two amalgamated departments that work closely together responding to emergency situations and aggressive incidents across the Lismore Base Campus.

- The single management line of both Security Officers and Health and Security Assistants will lead to a highly trained and well utilised security team. Single management line rostering and usage of LBH licensed security staff will reduce the use of the external contracted security officers creating more opportunity and work for casual Wardsperson staff.
- The need for all security license holders to be managed by NSW security license holders will ensure compliance with NSW Police`s Security License Enforcement Directorate Division.
- Therefore, this position and the substantive employee will be formally affected and managed as per the NSW Health Managing Excess Staff of the NSW Health Service (PD2012_021).

A meeting has been scheduled with the Corporate Services Staff on 12 September 2020 at 1:30pm to initiate the consultation process. As per consultation requirements we have already liaised with Peter Kelly, HSU Organiser to confirm his attendance on behalf of the HSU at this meeting.

The aim of the meeting is to discuss the proposed change to the management structure with staff and union organisers and to respond to questions that are raised. Following the meeting, a consultation period of 2 weeks will be provided for feedback and review.

We invite any comments, queries or feedback to Stuart Rollans on the proposed structure by 26 November 2020 , via email to: Stuart.Rollans@health.nsw.gov.au

If you would like to discuss any aspect of this matter, please contact Ms Karen Bowden, HR Manager Lismore Base Hospital, on 0428 886 771 or by email: Karen.Bowden@health.nsw.gov.au

Yours sincerely

Ian Hatton
General Manager
Lismore Base Hospital