

14 October 2022

Mr Gerrard Hayes  
Health Services Union  
L2/109 Pitt Street  
SYDNEY, NSW 1215

**Attention: Jeremy Lappin (Industrial Officer) and Tracey Gaddelin (Organiser)**

*By email only:*

*[Jeremy.Lappin@hsu.asn.au](mailto:Jeremy.Lappin@hsu.asn.au) [Tracey.Gaddelin@hsu.asn.au](mailto:Tracey.Gaddelin@hsu.asn.au) and [secretary@hsu.asn.au](mailto:secretary@hsu.asn.au)*

Dear Mr Hayes, Mr Lappin and Ms Gaddelin

**Re: Maitland Hospital: Revised Proposal for Wardsperson Model**

This letter seeks to provide further information about the proposed wardsperson model for Maitland Hospital presented at the most recent Union Specific Consultative Committee (USCC) meeting on **Friday, 9 September 2022**.

Following that USCC and having carefully considered the feedback provided from the HSU, the District seeks to outline a revised proposal for the wardsperson model at Maitland Hospital. That is:

*Revised Proposed Wardsperson Model*

In addition to HSU feedback at the September USCC, this revised proposal has been developed giving due consideration to the following elements:

- confirmation that the staffing enhancement is fully costed and can be funded with available budget;
- having reviewed the current job demands of each wardsperson across the hospital and then distributing hours in accordance with peak activity over a 24/7 period;
- following consultation, input and involvement from current wardspersons, HSAs and the security & wardsperson manager;
- confirmation that there is no disruption to previously agreed security officer staffing arrangements (i.e. 2 dedicated security officers rostered 24 hours/day on a 12 hour roster;
- an additional wardsperson for 3 hours on weekends in the Radiology Department;
- while assigned to a specific area of the hospital, there is an expectation that the wardsperson will work collaboratively as part of a team in order to meet fluctuating work demands in other areas as required;
- In recognition of the previous HSA role which had mixed duties. The following duties have been removed from the proposed wardsperson duties:

- Cleaning (4 hours per day) from shift 18\* medical wardsperson
- Cleaning (6 hours per night) from shift 12\* HASA ED night cleaner
- Waste and linen (2 hours per weekday) shift 17\* Xray porter.
- Security functions from all HSA roles

*(\*Please see Enclosure 1 at page 2 – Model prior to move to NMH)*

We **enclose** for your review the following:

1. **Proposed model** with allocated shift patterns; and
2. **Table** of the revised Wardsperson / Security Officer proposal detailing the current and proposed wardsperson and security officer headcounts. Importantly, we note that the total headcount for HSAs and wardspersons under the revised model, will remain the same. That is, there will be no loss of HSA/wardsperson on a morning, late and night shift. Further, we confirm that there will be no loss of wardsperson or HSA hours in the revised model.

Further, we **enclose** for your review the following draft duties lists for:

3. **General Wardsperson;**
4. **XRAY Wardsperson;** and
5. **Emergency Department Wardsperson.**

#### Wardsperson: Code Black Response

The wardsperson will play a secondary role as part of the code black team

- This will be as a secondary response if security is delayed due to a simultaneous code black or seclusion. (Noting our previous agreement that a casual security officer will be called if there is prolonged seclusion).
- When a code black is called a bridging call will be created with all responders to ensure appropriate response. Wardspersons will be stood down at this point if not required and if security is available.
- There will be no expectation that waerdspersons perform a security function in this role. (i.e. restrain patients). Their role will be to de-escalate as any member of the team;
- If security is delayed in responding, an assessment will be made by the team leader and if there is significant risk to staff than the code black team will retreat to a safe haven and call police if further delays to security are expected.
- Wardsperson will receive appropriate training as any clinical member of the team does inclusive of
  - VPM awareness
  - VPM Promoting acceptable behaviours
  - VPM Introduction to Legal and ethical Issues
  - Personal Safety Workshop

- Managing an Incident with de-escalation
- Attend yearly practice drills in their workplace

We look forward to your feedback and would be happy to clarify any concerns on or before our next scheduled USCC. If you require further information about the revised proposal, please contact either Paula Richards, Director of Nursing & Midwifery on (02) 4087 2032 or via email to ***Paula.Richards@health.nsw.gov.au*** or Matthew Byrne, Senior Manager Human Resources on (02) 4985 3355 or via email to ***Matthew.Byrne@health.nsw.gov.au***.

Yours sincerely,



**Christine Osborne**  
A/General Manager  
Lower Hunter Sector

Enclosures

1. Proposed Wardsperson/Security Model
2. Table: Current -v- Proposed Wardsperson/Security Headcount
3. General Wardsperson Duties List
4. Xray Wardsperson Duties List
5. ED Wardsperson Duties List

Cc: Karen Kelly, Executive Director, Greater Metropolitan Health Services, HNELHD  
Kim Nguyen, Executive Director, Workforce and Allied Health, HNELHD  
Paula Richards, Director of Nursing Services, Lower Hunter Sector, HNELHD  
Darran Hopper, Security and Wardsperson Manager, Lower Hunter Sector, HNELHD