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

18 May 2021

To whom it may concern,

I write to advise of a proposed change to the reporting and physical work location of overnight Switchboard Administration staff at The Tweed Hospital.

Historically the Administration staff working overnight on Switchboard have been physically located at Main Reception. They have been working alone in an isolated environment. During the course of the shift they are routinely redeployed to the Emergency Department between the hours of 11pm to 2am to continue switch duties and to admit presenting patients.

The goal is to eliminate the single person Switchboard night shift while increasing the support to the single Administration night shift in ED. Overnight Switchboard calls would be answered by the ED Administration staff member (average 6 per night).

We propose a change in which the existing FTE is realigned to the Emergency Department. Staff would have the option to either:

1. Remain in Switchboard without working night shifts
2. Choose to do rotating shifts between Switchboard and ED

This will allow staff to have a choice about which environment they would rather work in while increasing their safety by eliminating the current practice of working in isolation at switchboard at night.

The change will also strengthen the Administration team in ED at night, allowing collegial support, meal break cover and better distribution of workload.

Consultation with the affected staff group has occurred.

I appreciate the support of the HSU in this transition and welcome any comments by Close of Business Friday 4 June 2021.

Yours sincerely

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CC. Michael Kearns Health Services Union Organizer

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