



Mr Gerard Hayes  
Secretary  
Health Services Union  
Level 2, 109 Pitt Street  
Sydney, NSW, 2000

ATTN: Michael Kearns

Via email: [Michael.kearns@hsu.asn.au](mailto:Michael.kearns@hsu.asn.au)

Dear Mr Hayes

I refer to the email received on Monday 6/2/2023 regarding the concerns from your members in regard the opening of the new Outpatient and Community Health Centre located at Lismore Base Hospital.

The Outpatient and Community Health Centre (C4) is a new area designed to provide high quality services for non-admitted patients. It provides modern facilities for staff to work in, and the opportunity to enhance teamwork and integration of clinical care between the services.

Currently the services are provided from different locations.

- Specialist Outpatient Clinics operate from level 2 in Crawford House
- Antenatal Clinics operate from Uralba Street, Preadmission Clinics from level 5 LBH
- Community and Allied Health clinics have been dispersed and operating out of a variety of locations since the Molesworth Street facility was damaged during the 2022 floods.

Discussions with staff have been positive and they are looking forward to working in the new facilities.

Our opening plan is for a staged opening according to the following schedule-

- Friday 10/2/2023- LBH Specialist Outpatient Clinics
- Community and Allied Health- High Risk Foot Service, Podiatry, Wound Clinic, HITH and Women's Health- week commencing 13/2/23
- Community and Allied Health remaining clinics- week commencing 20/2/23
- Antenatal clinic- 27/2/23
- Pre-admission clinics- TBA

Existing services will move into the new area and allow staff to settle and workflow processes to be refined before the addition of any new clinic types.

Lismore Base Hospital  
Northern NSW Local Health District  
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There are interim arrangements for cleaning and storeperson positions. From Friday 10<sup>th</sup> February the existing out patients cleaner will move across to the new area. The hours allocated to the cleaning of the Speciality Outpatients area have been increased to 8 hrs.

From Monday 13<sup>th</sup> February, two domestic service casuals will be contracted for 3 months. An existing HASA from Domestic Services will be rostered to the new clinics area Monday to Thursday. Friday will be covered by a wardsperson and the Domestic Services leading hand will assist.

An existing domestic services staff member will be utilised until the storeperson role is further considered.

All clinics continue with their existing administration staff. The need for additional administrative staff has not been identified as there are no new clinics.

I note your concerns regarding staffing for food services. As this is an outpatient clinic area, food is not routinely supplied to any patients/clients.

Should any further information be required please do not hesitate in contacting me on telephone 0426 636 852, or via email- Christopher.hanna1@health.nsw.gov.au.

Yours sincerely



Chris Hanna  
**A/General Manager**  
**Lismore Base Hospital**

**Date** --/--/--