

Closure of Mosman Private Hospital

Dear Member,

The HSU has received the attached correspondence from Healthscope, advising of the employer's decision to discontinue operations at Mosman Private Hospital and transfer its clinical operations to the new Northern Beaches Hospital.

This decision will take effect in mid-November.

The employer has advised that some roles may no longer be required, although redeployment options will be explored.

The HSU will support members through this process. If you need advice, please contact your local HSU organiser Gail Owens on 0448 110 086 or email gail.owens@hsu.asn.au. Alternatively, you can call the HSU Member Services Division on 1300 478 679.

In unity,



Gerard Hayes
Secretary, HSU NSW/ACT/QLD

10 September 2018



Healthscope

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Mr Gerard Hayes
Secretary
Health Services Union

By email: gerard.hayes@hsu.asn.au

Dear Mr Hayes

Notification of Workplace Change – Healthscope

I refer to organisational changes at Mosman Private Hospital (**Hospital**).

Decision

Healthscope has made the definite decision to discontinue its operations at Mosman Private Hospital site and to transfer its clinical services to the new Northern Beaches Hospital (**Decision**).

It is important to note that Mosman Private Hospital site is not owned by Healthscope. Therefore, after Healthscope has transferred its clinical services to the Northern Beaches Hospital, it will be a decision for the owner of the site as to whether it continues to operate the site as a Hospital.

Whilst employees will be informed of the Decision from today, the precise date on which Healthscope will cease its operations at the site is uncertain at this time, however, we anticipate that it is likely to be in mid-November 2018.

Effect

The effect of the Decision is that some roles will no longer be required, however, we expect that many of the Hospital's employees will be able to be redeployed to Northern Beaches Hospital or to another Healthscope Hospital.

However, as Healthscope is not discontinuing its operations at the site until mid-November 2018, we anticipate that clinical services, and therefore work will, continue for a number of weeks.

Over coming weeks Healthscope will be actively exploring all viable redeployment options at Northern Beaches Hospital in addition to other Hospitals in the Healthscope network. See below for further detail.

It is important to note that we will not be ending the employment of any employee today. Our focus at this time is on undertaking relevant consultations, exploring all viable redeployment options and supporting our employees.

Measures to Mitigate

The following further measures have been put in place, or will be put in place, to mitigate the impact of this change on our employees:

Activity	Detail
Attempts at Internal Redeployment	<p>Healthscope is committed to attempting redeployment of employees where relevant vacancies exist at Northern Beaches Hospital and within our wider network of hospitals. A list of the hospitals in the Healthscope network can be found at http://www.healthscopehospitals.com.au/</p> <p>If redeployment is successful, service will remain continuous and the entitlements applicable upon termination of employment will not be relevant.</p> <p>See the attached Q&A documentation for detail associated with the pending redeployment activities.</p>

Activity	Detail
Capacity to Opt Out of Redeployment	<p>Employees can choose to opt out of redeployment.</p> <p>Whilst ending the employment relationship is not Healthscope's preferred outcome, Healthscope will permit employees to opt out of the redeployment process if this is their personal preference.</p> <p>To assist employees with making an informed decision, those employees entitled to a severance payment will receive a statement of estimated entitlements. Payroll personnel will be available at the hospital and via a dedicated email address (payroll@healthscope.com.au) to answer any questions employees may have.</p> <p>Where an employee chooses to opt out of redeployment, redundancy entitlements, in line with the Enterprise Agreement, will be paid when the employment relationship comes to an end. Employees will also be given the required period of notice prior to the employment relationship ending.</p>
Employee Information	<p>From today, Healthscope will conduct a series of staff forums. At the forums we will explain this decision and discuss ways we can support employees associated with this relocation.</p> <p>Following the briefings we will provide employees with an information pack concerning the Decision, the impact on their employment and ways in which Healthscope will support them at this time.</p> <p>A copy of key information from this pack is attached to this letter for your reference. This information pack includes a covering letter, comprehensive Q&A document, estimate of entitlements that would apply upon termination, information about EAP and Career Transition Services.</p> <p>In addition to handing out this information in the Hospital, to ensure that this information reaches all employees in a timely manner, the information will also be posted to all employees by express post from this afternoon.</p>
Employee Assistance Program (Counselling)	<p>Healthscope will have trained external personnel available in the Hospital from today to support employee who require additional support.</p> <p>Employees may also access EAP support by calling our 24/7 support line where they will be offered the opportunity to make individual appointments with a counsellor.</p> <p>See the attached documentation for further detail. Support will also be provided by the Hospital's management team.</p>
Career Transition Services	<p>Healthscope will offer tailored career transition support for employees who opt not to pursue redeployment or who are not able to be redeployed.</p> <p>Those employees will be able to individually meet Career Coaches who will provide guidance on matters including, resumes, interview techniques and financial planning.</p>
Severance Payments	<p>Severance payments will be in accordance with the entitlements provided in the employees' under the applicable Enterprise Agreement.</p> <p>In addition to the severance payments applicable under the Enterprise Agreement, Healthscope has also made the decision to provide a discretionary payment to casual employees who have worked regularly at the hospital over recent times.</p>

Activity	Detail
Notification Centrelink	Healthscope will also be notifying Centrelink of this change via the standard notification process.
Communication Systems	<p>Employees will be able to contact Hospital management, Payroll and HR through the following methods:</p> <ul style="list-style-type: none"> • Payroll queries can be directed to payroll@healthscope.com.au; and • Redeployment queries can be directed to redeploy@healthscope.com.au. Employees who decide to opt out of the redeployment process are requested to confirm this decision in an email to redeploy@healthscope.com.au. Employees may also contact the Hospital General Manager who will be supporting employees during the redeployment process. <p>See attached Q&A documentation for further detail.</p>

Employee Details

A summary of employees covered by relevant industrial instruments follows:

Category	Job title	Number of Employees
Part time	Clinical Nurse Specialist	1
Part time	Cook	1
Part time	Enrolled Nurse	2
Full time	Environmental Services Assistant	1
Part time	Environmental Services Assistant	2
Full time	Food Services Assistant	1
Full time	Food Services Team Leader	1
Part time	Intake Officer	1
Full time	Maintenance Officer	1
Part time	Nurse Assistant	1
Full time	Nurse Unit Manager	2
Part time	Physiotherapist	1
Part time	Psychologist	2
Part time	Registered Nurse	10
Full time	Registered Nurse	3

In addition, it is proposed that the following casual employees will cease engagement at the Hospital:

- 1 x Administration Officer
- 2 x Allied Health Assistant
- 1 x Art Therapist
- 1 x Consumer Consultant
- 3 x Cook
- 1 x Enrolled Nurse
- 2 x Environmental Services Assistant
- 2 x Food Services Assistant
- 8 x Nurse Assistant
- 3 x Psychologist
- 1 x Receptionist
- 13 x Registered Nurse

Total staffing details are as follows:

Employee Status	Total
FT	9
PT	21
CS	38
Total:	68

Communications with Employees

Face to face consultations

We will begin meeting with employees from today to communicate the Decision. A number of group meetings will occur today.

Healthscope representatives will also be involved in necessary follow up consultations with employees and their representatives. As the Hospital's services will not relocate for approximately two months, we envisage there will be significant time to work through all necessary matters. Employees are welcome to involve their union in any discussions.

Communication by SMS

Employees will also receive a communication by SMS message today.

The SMS message will be sent so we can ensure that we inform all employees of this change as promptly and efficiently as possible.

The SMS message will be in terms similar to the following:

Dear Colleague, I have some important information to share and wanted to make sure you hear directly from me. Today we'll commence consultation with all employees about the relocation of patient services from Mosman PH to Northern Beaches Hospital proposed for mid-November. Staff forums will be running at the hospital today at 2:30 pm and 10:00 pm to detail your options including redeployment to NBH or other Healthscope Hospitals. Over coming days you are welcome to come and see me to learn more about the opportunities available. Please call 1300 687 327 if you would like access to our EAP. Further paperwork is available at the Hospital and will be sent to you by regular post. Thank you, Helga Heydra

Communication by formal correspondence

As noted above, employees will also be provided with:

- a. a letter from the Hospital advising them of the Decision;
- b. a detailed Question & Answer document that seeks to address what we anticipate to be the most frequently asked employee questions;
- c. an estimate of employee entitlements in the event that their employment relationship with Healthscope ends;

Please note that while employees' employment will not end today, and we are focused on redeploying as many employees as possible, for completeness, employees will be provided with an indicative quote of entitlements, including the value of a proposed severance payout, the value of their accrued but untaken leave entitlements and the expected taxation which will be withheld.

The indicative quote is being provided so employees can make an informed decision in the context of the pending redeployment process.

- d. a list of current vacancies, but we expect that this list will change over coming weeks as the redeployment process firms up;
- e. information related to the Employee Assistance Program; and
- f. information related to Career Transition Services.

A copy of the key information above, is attached to this letter.

Information packs will be provided to employees at all face-to-face meetings and will also be sent by express post to all employees.

Employees with special circumstances

Healthscope appreciates that there will be a number of employees with special circumstances, including those on some form of extended leave.

Healthscope will be working with individual employees to support their circumstances. We have asked employees to raise particular matters promptly so these matters can be managed in a timely manner.

Please see the attached Questions and Answer document for further detail.

Possible end to employment relationships

As noted above, Healthscope's first priority is to consult with employees and their representatives and explore viable redeployment options. We believe his activity will enable a range of redeployment options.

However, Healthscope appreciates that redeployment may not be viable in some cases.

Where redeployment is not viable, we anticipate meeting with relevant employees to discuss other relevant matters. Employees are welcome to bring a support person to those meetings.

If redeployment has been unsuccessful and there are no other viable alternatives, then it is likely that a decision will be made to end the employment relationship.

However, it is important to stress that no decision has been made to end any employment relationships and the timing of any such activity will be dependent on a range of considerations.

In the event that employment relationships end, then employees will be promptly paid all entitlements.

Consultations with Union

Healthscope is committed to consulting with the Union.

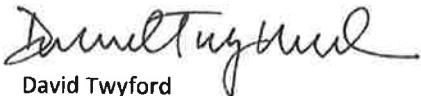
Whilst this letter and the attached documentation provides significant detail, we would welcome an opportunity to meet and discuss matters further.

To arrange a meeting time for discussions, then please contact me on 0427-957-223.

If you would like to arrange an onsite meeting of members then again please contact me to coordinate access to facilities.

If you require further information then please contact me on the mobile number above or at david.twyford@healthscope.com.au.

Yours sincerely



David Twyford
General Manager – Workplace Relations

10 September 2018



Healthscope

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Name
[address]

Dear [name]

RELOCATION OF OPERATIONS FROM MOSMAN PRIVATE HOSPITAL TO NORTHERN BEACHES HOSPITAL

The purpose of this letter is to formally advise you that in approximately mid-November 2018, Healthscope will relocate the clinical services currently provided at Mosman Private Hospital to the new Northern Beaches Hospital. This will mean that work at Mosman Private Hospital will not be available after this relocation.

However, whilst Healthscope will not be providing clinical services at Mosman Private Hospital after mid-November 2018, we are hopeful that we can offer redeployment to many employees at our new Northern Beaches Hospital or to another hospital in Healthscope's network.

Notification of this decision to you should **not** be construed as notice of the end of your employment relationship with Healthscope. Your employment will only end if you opt not to be redeployed or where you are unable to be redeployed. To be clear, no one's employment is ending today. At this time we are committed to:

- Exploring viable redeployment options, (see below); and
- Undertaking relevant consultations with you, relevant unions, and other stakeholders from today and over coming weeks.

POSSIBLE REDEPLOYMENT

In order to minimise the impact of this decision on you, Healthscope is committed to exploring, over coming weeks, viable redeployment options with you.

Vacancies exist for various roles at the new Northern Beaches Hospital. Northern Beaches Hospital is scheduled to open on 30 October 2018.

In addition, there may be suitable vacancies at other Healthscope Hospitals. It is important to note that if you are redeployed to another Healthscope facility, your employment with Healthscope **will** continue.

Detail on how possible redeployment arrangements may work is included in the Question and Answer document (**Q&A document**) enclosed with this letter.

To ensure that we have recorded your interest in redeployment, you are required to complete and return the attached **Redeployment Expression of Interest** form to me by **4pm, 21 September 2018**.

If you do not return a completed form to me by that date, I will assume that you **are** interested in attempting redeployment and Healthscope will work on finding redeployment opportunities for you.

ESTIMATE OF ENTITLEMENTS

Whilst we will be endeavouring to redeploy as many people as possible, it is possible that some employees will either not wish to be redeployed or not be able to be redeployed.

Where redeployment does not apply, then relevant employment entitlements will be payable at the end of the employment relationship.

To assist you in making an informed decision about your future, we have therefore produced an estimate of entitlements that would apply if the employment relationship ends.

We want to stress that this statement is an estimate only and may change.

Although we have provided this estimate of entitlements, it is Healthscope's preference that we redeploy our staff and avoid ending employment relationships.

FURTHER INFORMATION

I am aware that the decision to transfer our operations from Mosman Private Hospital to Northern Beaches Hospital has a personal impact on our team.

Questions you have may be addressed by the enclosed Q&A document. Your direct Manager and I are also available to discuss other questions you may have.

The Q&A document addresses many matters including, what is happening to the Hospital, how the redeployment process will work, what will happen if redeployment is not possible/preferred, employment entitlements, access to support services (Employee Assistance Program and Career Transition Services), consultation with employees, union and other stakeholders and likely timing of all activities.

WELFARE

At this time, our focus is on supporting you and the team at the Hospital, continuing to provide quality care to our patients and commencing a period of consultation with all relevant personnel. If I can assist you in any way, then please do not hesitate to contact me.

If you require additional support, you are encouraged to access our confidential Employee Assistance Program (**EAP**), through Converge, by contacting Converge directly at **1300-687-327**. EAP support will also be available onsite at the Hospital today.

MOVING FORWARD

There will be many opportunities over coming weeks for us to work through the necessary consultations associated with this relocation.

Finally, I would like to take this opportunity to thank you for your continued commitment to the care of our patients and for your contribution to our Hospital.

Yours sincerely



Helga Heydra
General Manager

REDEPLOYMENT EXPRESSION OF INTEREST

Name:

Position currently employed in:

Please confirm your preference below:

I **DO** want to attempt redeployment

I do **NOT** want to attempt redeployment

Return this form to Helga Heydra (General Manager) by 4pm, 21 September 2018.

Please note that if you do not complete this form and return it by the above deadline, it will be assumed that you do want to attempt redeployment

Employee Assist

Employee Assist is a personal coaching and counselling service that offers confidential, short-term support for a variety of personal problems that may be affecting you at work or at home.

Employee Assist services are provided independently of Healthscope by a company called Converge International. Using Employee Assist gives you access to qualified professionals, including psychologists, social workers and management coaches.

Employee Assist can help with a range of issues and concerns, including:

- Interpersonal conflict and tension
- Work-related stress
- Changes in your work environment
- Harassment and grievances
- Relationship or family matters
- Personal and emotional stress
- Grief and bereavement
- Alcohol and drug related problems
- Crisis intervention and trauma counselling

Accessing the service

When you contact Employee Assist, you can arrange to speak with a consultant over the phone, or if you prefer you can meet face-to-face. Consultations can be conducted at one of Converge International sessional offices or with our extensive network of consultants across Australia.

Office hours are 8.00am – 6.00pm Monday to Friday. Services are available 24 hours, 7 days a week, to facilitate enquiries, booking requests and to provide assistance in crisis situations.

Please note that your confidentiality is assured. If you decide to access Employee Assist your details will not be passed on to anyone in Healthscope.

Healthscope offers a confidential and independent Employee Assist specialist service, which is available under the Employee Assistance Program.

Employee Assist is:

- A confidential service
- Available to all employees



More Information

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