

Gosford Hospital Patient Enquiries Staff Stand Firm In Fight For Safety

Dear Member,

Following the Central Coast Local Health District's unwillingness to negotiate an end to HSU members' safety concerns, Patient Enquiries staff at Gosford Hospital are now following through with actions endorsed at last Friday's urgent union meeting.

Given our members' actions, management took the decision to open and operate Patient Enquiries themselves, rather than deal with our concerns. The HSU condemns this action, which shows a clear lack of understanding of issues faced by members, and demonstrates they are prepared to put staff at risk for the sake of a few thousand dollars.

The Chief Executive of CCLHD must now show leadership and prove CCLHD do put staff safety ahead of budgets, by agreeing to install a protective screen to address these concerns. Let's not forget – it was only last Wednesday that Patient Enquiries staff were abused by a visitor, a situation which required security intervention.

The CE publicly states that staff safety and wellbeing is paramount to CCLHD, but so far his actions do not tally with this point of view.

If you, like many others we have spoken to, believe CCLHD should put staff safety first, we encourage you to send an email directly to the CE. The HSU has designed a form email which you can send by visiting <https://www.hsu.asn.au/gosford-hospital-safety-email/>. The text of the form email is attached for your reference.

Patient Enquiries members are staying strong but need your continued support and encouragement as they fight for basic safety.

In unity,



Gerard Hayes
Secretary, HSU NSW/ACT/QLD

Dear Dr Montague,

I am writing to you as a concerned member of the Health Services Union.

I refer you to the Patient Enquiries department at Gosford Hospital, where staff have repeatedly had their safety concerns dismissed by management. A simple request for a protective perspex screen at the new Patient Enquiries desk has been denied time and time again by management.

Staff at Patient Enquiries are often subject to verbal and occasionally physical abuse. It is unacceptable that such a straightforward request should be denied, while devoted staff remain exposed to the threat of harm.

I call on you to immediately install a protective screen at the Patient Enquiries desk. Everyone deserves a safe workplace.

Yours sincerely,
[Your name]