

## **John Hunter Hospital: Relocation of Contact Centre staff**

Dear Member,

The HSU has received formal notification from the John Hunter Hospital that workers attached to the Contact Centre will be relocated to the James Fletcher Campus in September 2019. This issue has been raised at recent Staff Consultative meetings, but no further information was provided by management until the attached correspondence was delivered.

Members are urged to contact your HSU Organiser Michael Kearns via email [michael.kearns@hsu.asn.au](mailto:michael.kearns@hsu.asn.au) with any concerns stemming from this decision by management to relocate workers.

In unity,



Gerard Hayes  
Secretary, HSU NSW/ACT/QLD

Debbie Bradley  
General Manager  
John Hunter Hospital  
Greater Newcastle Acute Hospitals Network  
Telephone: (02) 4921 4471  
Email: [debbie.bradley@hnehealth.nsw.gov.au](mailto:debbie.bradley@hnehealth.nsw.gov.au)



20<sup>th</sup> August 2019

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

Via email: [Gerard.Hayes@hsu.asn.au](mailto:Gerard.Hayes@hsu.asn.au)  
[Michael.Kearns@hsu.asn.au](mailto:Michael.Kearns@hsu.asn.au)

Dear Mr Hayes

I write to advise you that the John Hunter Hospital Outpatients Contact Centre will be relocating.

The new location of the Contact Centre will be at the James Fletcher Campus in Watt Street Newcastle.

The contact centre staff are currently located in several different settings across JHH. The intent of the move is to bring them together in one setting to enhance communication and support.

It was identified there was space available at James Fletcher Hospital that will allow staff to be located together. The relocation will also include the introduction of a new telephone system that will assist in improving the patient experience when calling the Contact Centre. Contact Centre staff do not need to be on site at John Hunter Hospital as they have no direct patient contact.

Discussions with staff commenced in May 2018 and HSU representatives have been advised.

It is anticipated staff will be relocating to the James Fletcher Campus by 13 September 2019.

If you have any further questions please don't hesitate to contact Acting Service Manager for JHH Outpatients, Ruth Toneguzzi on 49223405 or HR Consultant Alison Clayton on 49853368.

If we have not received a response by Friday 30 August the Health Service will proceed with the proposed move.

Kind Regards,

A handwritten signature in cursive script that reads "Debbie Bradley".

Debbie Bradley  
General Manager  
John Hunter Hospital  
Greater Newcastle Acute Hospitals Network