

Albury Wodonga Health: Proposed changes to switchboard

Dear Member,

Attached is correspondence the HSU has received from Albury Wodonga Health regarding proposed changes to the switchboard.

Member feedback requested

The HSU industrial team is currently reviewing the potential impacts of the proposed restructure upon affected employees. We are now seeking feedback, views and comments from our members.

Please review the attached documentation and provide comment and feedback by 27 August 2019. You can submit it by email to luke.maroney@hsu.asn.au with subject line *AWH Switchboard*.

Not a member of the HSU? Now is time to join and have your say! You can join online at www.hsu.asn.au/join or call 1300 HSU NSW and join over the phone.

A union's effectiveness and negotiation power depends upon the strength and density of its membership base. Join your work colleagues today by becoming a member of the Health Services Union and help us continue to protect and improve your working life.

In unity,



Gerard Hayes
Secretary, HSU NSW/ACT/QLD



CHANGE IMPACT STATEMENT

CAMPUS:	Albury & Wodonga
DEPARTMENT: <i>(if applicable)</i>	Front Office & Revenue Services
PROGRAM: <i>(if applicable)</i>	Front Office/Reception/Switchboard

1. Brief Description of Change Proposal:

The Wodonga Switchboard external main Number (60 517111) will be phased out, the calls re-routed to the Albury number (60 584444) and a single switchboard service created on the Albury Campus. The technology remains the same. The staff roster will enable a staff member to be dedicated to the switchboard service and will not have to double as front counter receptionists during peak times. Education will be organisational wide to largely reduce internal phone traffic and free up reception service to support consolidation of cross campus external calls. The change is expected to reduce hand offs' and wait times for callers and enable staff to better focus on customer service. Example; currently if you dial Albury switch looking for a family member, not knowing that they are on the Wodonga campus, you are bounced from Albury to Wodonga switchboard where you have to re-state your enquiry before being transferred to that family member. This initiative is the priority part of a broader piece of work to redesign the front reception areas at both hospitals which is subject to capital funding.

The current extension 7450 (Admissions) will remain unchanged.

2. Current Situation:

Currently staff rostered at both Albury and Wodonga are expected to multi-task on reception, answering phones, processing admissions and discharges, dealing with patient enquires and directing them around the hospital. Calls can get unnecessarily bounced from Wodonga to Albury increasing their wait times and overall volume of calls to the switchboard.

Current Roster Monday to Friday:

Wodonga

Mon-Fri

0700 to 1530 1 staff member covering Switchboard/Admissions/Discharges & Front Line Customer Service

1200 to 2030 1 staff member covering Switchboard/Admissions/Discharges & Front Line Customer Service

Sat/Sun/Public Holidays

0700 to 1330 1 staff member covering Switchboard/Admissions/Discharges & Front Line Customer Service

1330 to 2000 1 staff member covering Switchboard/Admissions/Discharges & Front Line Customer Service

Albury

Mon-Fri

0700 to 1530 1 staff member covering Switchboard/Front Line Customer Service

1230 to 2100 1 staff member - Reliever/Front Line Customer Service then Switchboard Operator from 1530

0900 to 1730 1 staff member covering Admissions/Discharges

Sat/Sun/Public Holidays

0700 to 1530 1 staff member covering Switchboard/Front Line Customer Service/Admissions/Discharges

1230 to 2100 1 staff member - Reliever/Front Line Customer Service/Admissions/Discharges then Switchboard from 1530

3. Proposed Situation:

Phase out the Wodonga number (02) 60 517111. Promote & Publicise (02) 60 584444 as the main line into AWH. Relocate the existing Albury Campus Switchboard Computer to remove it as much as possible from external customer visibility and redesign the IVR to better direct incoming calls. This will enable staff rostered to cover switchboard functions an opportunity to provide a better telephone experience for customers utilising AWH switchboard services.

Proposed Roster

Wodonga (Unchanged)

Mon-Fri

0700 to 1530 1 staff member covering Admissions/Discharges & Front Line Customer Service

1200 to 2030 1 staff member covering Admissions/Discharges & Front Line Customer Service

Existing Arrangements for Meal Breaks/Tea Breaks remain unchanged.

Existing Weekend & Public Holidays arrangements remain unchanged.

Albury

Admissions/Discharges shift to change from 0900-1730 to 0830-1700.

Other shift times remain unchanged, however dedicated time allocated to Switchboard duties.

0700 to 1530 Shift to be worked as follows:

0700 to 1230 Switchboard

1230 to 1300 Meal Break*

1300 to 1530 Switchboard

1230 to 2100 Shift would be worked as follows:

1230 to 1530 Switch Meal Relief/ED Meal Relief/Front Line Customer Service & Administrative Functions

1530 to 1615 Switchboard

1615 to 1645 Meal Break#

1645 to 2100 Switchboard & Front Line Customer Service

* Meal Break provided by 1230 to 2100 shift worker

Meal Break provided by Admissions Discharge Shift prior to 1700 finish

The current requirement for Albury Front Office to assist in Emergency Department during the lunchtime cross over will remain unchanged at this stage.

Sat/Sun/Public Holidays

Unchanged

0700 to 1530 1 staff member - Switchboard/Front Line Customer Service/Admissions/Discharges

1230 to 2100 1 staff member - Reliever/Front Line Customer Service/Admissions/Discharges then Switchboard from 1530

Existing arrangements for meal & tea breaks will remain unchanged

4. Benefits and Cost Savings of Proposed Change:

The changes are expected to reduce the time callers spend on the phone before they get to their destination; reduce the transferring of calls between switchboards and enable the delivery of better customer service allowing staff on reception to focus on face to face customers approaching the counter.

5. Effects of Change Proposal on Staff in your Department (include aspects such as EFT numbers, shift / penalty rate changes, location changes, etc. Also attach a listing of actual staff that will be affected).

Staffing:

No impact on Revenue Services FTE. Staff impacted already hold either Albury, Wodonga or Cross Campus Contracts. The shift hours for both Wodonga and Albury remain unchanged resulting in no financial impact to employees.

Permanent Part Time Staff currently on a Victorian Contract include Pauline Anderson; Anna Mathey; Jennifer Miller & Sharyn Smith. An opportunity exists for these staff to participate in the roster in a Cross Campus capacity upon their request should they wish to enhance their skills and broaden their experiences.

Permanent Part Time Staff currently on a NSW Contract include Melissa Davidson; Judith Stewart & Wendy Marschall

Cross Campus Permanent Part Time and Casual staff impacted include Team Leader, Natalie Atteridge, Lisa Dimitrakellis; Barb Gould; Kylie Doherty; Toni Jordon

Location:

The current location of the Switchboard computer and Admissions/Discharges (overflow switch) computer will need to be swapped. This will remove the switchboard operator from being the first contact to customers as they approach the Albury Front Counter. Removal from visibility can be achieved by utilising the pull up/down roller shutter on the window above the switchboard operator.

6. Will Staff have to be Retrained to Achieve Proposal?

No, operating the switchboard is undertaken in their current duties.

7. Measures to Mitigate Effects on Staff.

Staff to be consulted on the new IVR (interactive voice response); e.g. for outpatients clinics press 2, as experts in directing caller enquiries efficiently

A trial run will be held during the consultation period & prior to any permanent change to gather lessons learnt including any unforeseen impacts on staff and patients.

8. Effects of Proposal on Services / Staff in Other Departments.

The development of a more professional IVR and "on call" recordings is an opportunity to enhance the overall service of Albury Wodonga Health.

Expectation is that a single switchboard will also reduce wait times for staff who call the switch directly to be transferred to a number internal and external to AWH (e.g. doctor calls the switch to be transferred to imaging). A reduction in double handling will result in the delivery of a more efficient telephony service and experience.

9. Timeframe and Dates for Proposed Change.

Sent CIS to Martin Clifford - Approved 22/7/19

Sent CIS to Virginia Boyd - Approved 26/7/19

1. Present CIS to team members and distribute a copy to all affected staff and the Union on 13/8/19
2. Written responses from staff and / or union required by 27/8/19
3. Consultation meetings to be held during the fortnight commencing 9/9/19 and upon request.
 - * Staff consultation meetings on implementation will involve Focus Group - why do people call AWH?; Marketing strategy development; Planning for a test day, how to give feedback on test day - gather lessons learnt.
4. Feedback from focus groups & test day required by 23/9/19
5. Consideration of any alternative proposals resulting from feedback/test day - 7/10/19
6. Briefing with Front Office Administration Staff on outcome of test day & consultation progress with a view to plan for transition to a Single Switch Model.

10. Details of Staff / Union Consultations Conducted to Date (if any).

n/a

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Date:	22/07/2019
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