

RNSH Ward Clerks expected to do more with less

Dear Member,

Please find attached correspondence from RNSH management in response to concerns raised in consultation by both the HSU and the NSW Nurses and Midwives Association. Hospital management wishes to proceed with a plan to compromise service needs and standards by reducing the number of ward clerks rostered during evenings and weekends.

How ward clerks will complete the work required for each ward and manage competing demands hasn't been explained. Who will answer family members' phone calls? Who will attend to visitors seeking entrance to the ward? Who will complete discharges and attend to all the administrative processes associated with patient admissions, discharges or transfers? Who will complete tasks left undone? Is your work really valued? If your duties aren't performed, what is the effect on patient care and your colleagues?

The RNSH HSU Sub Branch endorsed a resolution on 4th October 2019 that HSU ward clerks will not perform any incomplete work remaining from the previous evening shift.

If you have comments about the proposed reduction in the number of evening and weekend ward clerks and the inevitable increased volume of responsibilities for all ward clerks, not to mention the absence of any clear plan to properly allocate the time and duties allotted to each ward, please email Denise.OShaughnessy@hsu.asn.au or Greg.ODonohue@hsu.asn.au by Thursday 12th December 2019.

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



Gerard Hayes
Secretary
Health Services Union
Locked Bag 3
Australia Square NSW 1215

By e-mail: info@hsu.asn.au
Denise.OShaughnessy@hsu.asn.au

Attention: Denise O'Shaughnessy

PRIVATE AND CONFIDENTIAL

Dear Mr Hayes,

Re: Proposed model for after hours and weekend ward clerks RNSH

I write in relation to proposed changes affecting after hours administration staff within Royal North Shore Hospital (RNSH), and the subsequent consultation that has occurred with the union since the proposed ward clerk model was provided to the HSU on 30 September 2019.

Union Specific Consultative Committees (USCCs) were held on 14 October 2019 and 7 November 2019 to consult with the HSU on the proposed ward clerk model. We have provided all requested information to the HSU to facilitate the consultation process, and have considered the views of the HSU. We note that as of the USCC on 7 November 2019 the HSU have continued to object to the model and have indicated some intentions should the model be implemented.

Specific concerns have been raised regarding after hours discharge processes, telephone calls to the wards, opening doors at the wards and the sharing of ward clerk resources between wards. We believe that these concerns have been mitigated by processes for electronic discharges, manageable phone call levels to the wards, being able to leave some wards doors open and creating efficiencies in the performance and distribution of ward clerk tasks. Despite the discussions regarding these issues we understand that the Union continues to object to the proposed ward clerk model.

If there are further issues that have not been raised for discussion please forward these via letter for Managements consideration by 4 December 2019. As there has now been sufficient time for consultation to occur on this issue, (should there be no further new issues raised) the consultation process will be considered closed and RNSH will proceed to implement the presented model for after hours ward clerks.

Northern Sydney Local Health District is located on the traditional lands of the Eora Nation

All correspondence to be emailed or sent to:
NSLHD-Mail@health.nsw.gov.au

PO Box 4007
Royal North Shore Hospital LPO
St Leonards NSW 2065
Tel (02) 9462 9955 Fax (02) 9463 1029

Northern Sydney Local Health District
ABN 63 834 171 987



RNSH will monitor this implementation process and review the model where appropriate. Should you wish to discuss any aspects of this matter further please contact me on 02 9462 9820.

Yours sincerely

28/11/19

Belinda Gow
Manager Human Resources
Royal North Shore and Ryde Hospitals
Northern Sydney Local Health District

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