

## Canberra Health Services: Proposed staff decrease, PLAT

Dear Member,

Attached is correspondence the HSU has received from Canberra Health Services regarding a proposal to decrease staff numbers within the Patient Liaison Administration Team (PLAT).

### Member feedback requested

The HSU industrial team is currently reviewing the potential impacts of the proposed change 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 2 March 2020. You can submit it by email to [olivia.forsyth-sells@hsu.asn.au](mailto:olivia.forsyth-sells@hsu.asn.au) with subject line *Canberra PLAT Staff*.

**Not a member of the HSU? Now is the time to join and have your say! You can join online at [www.hsu.asn.au/join](http://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



Mr Gerard Hayes  
Health Services Union  
Level 2  
109 Pitt Street  
SYDNEY NSW 2000

secretary@hsu.asn.au

Dear Mr Hayes

**Consultation on decreasing staff within the Patient Liaison Administration Team.**

In accordance with Section G of the *ACT Public Sector Administrative and Related Classifications Enterprise Agreement ('the Agreement')* where there are proposals by the ACT Public Service to introduce change within a Directorate the head of service will consult with the effected employees and relevant unions.

**Background**

In February 2018 Canberra Health Services ('CHS') introduced the Patient Liaison Administration Team ('PLAT'). The PLAT was designed to:

- improve private admission numbers.
- provide more accurate reporting on the reasons why patients were not electing to use their Private Health Insurance ('PHI').
- better management of admissions whilst also minimising missed revenue opportunities.
- decrease revenue write-offs under the No Out Of Pocket Expense Scheme ('NOOPEX').
- decrease complaints about out of NOOPEX process.

**What is the proposed change?**

Nursing and Midwifery and Patient Support Services ('NMPSS') has undertaken a review of the PLAT service and the benefit of private patient collection verses the operating costs to maintain the PLAT structure and portfolio. CHS is proposing to realign existing resources to better support staff with the delivery of high-quality, exceptional health care whilst also ensuring we use our resources wisely and sustainably to reduce waste and improve efficiency.

The proposed change would mean the PLAT will reduce from four ('4') Administrative Service Officers ('ASO') 4 to two ('2') ASO's positions. The remaining ASO 6 and ASO 4 positions duty statements will be redesigned to meet the operational and business requirements of the organisation today. I have attached a copy of the proposed ASO 6 and ASO 4 duty statements ([Attachment A](#)) which have been assessed against the work-level standards.

CHS is also proposing to change the PLAT service from a seven-day week service to five-day week service Monday to Friday.

### **What are the benefits?**

The first business benefits realisation will be to ensure we continue to provide a PLAT service whereby CHS can collect revenue from patients who elect to use their PHI as per the original proposal. The second business benefits realisation will be the reduction of operational costs for a service that is not generating the revenue income as predicted in the original proposal for the establishment of the PLAT.

### **What does this mean for employees?**

Should the proposal for the PLAT service be reduced, it will mean we have a greater number of employees for the positions required.

The employee who owns the ASO 6 position will remain in the position and work against the roles of responsibilities of the proposed new ASO 6 duty statement.

Employees who hold a nominal ASO 4 positions within the PLAT services will be made potentially excess officers in accordance with Section L of the Agreement.

CHS will conduct a closed, competitive merit-selection process whereby the current ASO 4 employees may apply for the positions against the new selection criteria. A Selection Advisory Committee will be established to assess the applicants and identify two suitable applicants for the positions.

The remaining ASO 4 employees will be made excess in accordance with Section L of the Agreement. Until these employees are redeployed, they will be provided reasonable work aligned against the work-level standards within NMPSS.

### **Next steps?**

To allow staff and unions a genuine opportunity to contribute to and influence the decision-making process prior to the decision being made, the consultation period for the proposed organisational structure will be 14 days from the date of this letter.

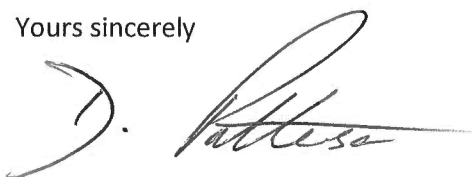
Furthermore, scheduled meetings with effected employees will occur when they are on shift to discuss the proposed changes and allow staff to ask any questions and contribute further to the decision-making process.

Feedback on this consultation process can be provided to the Office of the NMPSS by email [CHS.NMPSS@act.gov.au](mailto:CHS.NMPSS@act.gov.au).

If you have any further questions please contact Daniel Ingram, Senior Advisor Workforce Relations, People and Culture by phone 5124 6121 or by email [daniel.ingram@act.gov.au](mailto:daniel.ingram@act.gov.au).

I look forward to your feedback and contribution to the consultation process.

Yours sincerely



Denise Patterson  
Executive Director  
Nursing and Midwifery and Patient Support Services  
Canberra Health Services

<sup>14</sup> February 2020

cc. Olivia forsyth-Sells, Industrial Organiser, HSU  
Daniel Ingram, Senior Advisor, Workforce Relations, People and Culture