 **Tweed Heads Community Health Centre (THCHC) Staff arrangements**

**FREQUENTLY ASKED QUESTIONS**

**Q: Why is there going to be a Community Health Centre at Tweed Heads?**

The Tweed Heads Community Health Centre (THCHC) will deliver targeted Community and Allied Health services to greater Tweed Heads area residents. The types of services provided will include chronic care, community health, wound clinics, aged care assessments and specialist palliative care which can require multiple visits and ongoing care. This population is large, accounting for about half of the total Tweed Local Government Area population and is projected to grow. THCHC will enable residents in and around Tweed Heads to continue to access out of hospital services easily and closer to home.

**Q:** **Why aren’t all services and staff being located at Tweed Valley Hospital?**

There are Activity Based Working (ABW) spaces built into TVH, but there are only a few office facilities in the clinical units. Our review indicates that most of these ABW spaces will be utilised by the hospital-based staff.

Community-based services can perform their function from a range of locations and are regularly located within community settings to enable greater access for patients and community-based staff. Generally, they are not co-located with acute hospital facilities given these services are designed to keep people out of or away from hospitals. Health services aspire to reduce the need for people to come to hospital or stay any longer than necessary, so having THCHC at Tweed Heads supports this.

**Q: Will staff who are not based at TVH be able to work from there if required?**

There will be a concierge role at Tweed Valley Hospital and part of their role will be to facilitate activity-based workspace access for visiting staff.

**Q: Why are there changes for some staff based at Kingscliff Community Health Centre**

Kingscliff CHC will have a focus on IPARVAN and Child and Family services. These services complement each other and provide good access to care for the community by being co-located with each other as well being close to an acute facility without being onsite. To enable this change, the capacity at Kingscliff CHC and the role of staff was reviewed, and some staff that are currently located there will in future be based at either Tweed Valley Hospital or Tweed Heads CHC.

**Q: What works are planned for the TCERI building to convert it into THCHC?**

The TCERI building does not require major changes prior to becoming THCHC.

After the Tweed Hospital ceases operations on 14 May, a physical separation of the TCERI building from TTH will need to occur. Works are required to ensure all the services such as electrical, water, data and fire systems continue to operate.

We don’t anticipate any change to BreastScreen and the impacts on the outpatient clinic spaces on the ground floor should be small. However, some refurbishment works will be required in other parts of the building to make it more suited for the workspaces it will accommodate.

We currently estimate that these works will take 3 to 4 months. Confirmed timeframes and dates will be announced as soon as possible.

**Q: How can I access fleet cars if I work at THCHC?**

A significant portion of the existing TTH fleet will be retained at THCHC, ultimately these will be located in the car park in front of the current main hospital entrance. We are assessing the best location for the Fleet Vehicles to be located during the transition period between 14 May and the completion of works on the TCERI building and will make staff aware of this prior to 14 May.

**Q: Where will staff be accommodated in the interim after 14 May while works on the THCHC (TCERI building) are taking place?**

We currently estimate that the works on the TCERI building will take 3 to 4 months.

We have made plans for staff locations during this transition period with two key aims:

1. Minimising disruption to staff by minimising the number of moves required for most staff.
2. Vacating most buildings on The Tweed Hospital site as soon as possible to allow for decommissioning. This is partly for safety and security reasons, but also to facilitate an efficient transfer of the property from NSW Health.

These considerations have led to the following plans for staff locations during the transition period:

* BreastScreen will continue to operate from its existing location in the TCERI building.
* Staff who are currently based at the Council Building at Brett Street, who are intended to move to the THCHC (TCERI) building, will remain working from Brett Street in the interim.
* Staff who are currently based on levels 2 and 4 of the Administration building at The Tweed Hospital (TTH), who are intended to move to the THCHC (TCERI) building, will remain working from levels 2 and 4 of the Administration building in the interim.
* Community Health Nurses and Specialist Palliative Care staff currently accommodated in the Allan Millard Room, will move to Level 2 of the Administration building, TTH in the interim.
* The Health Promotion team, formerly based at Kingscliff will move to Level 2 of the Administration building, TTH in the interim.

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**Q: Where will clinics be accommodated in the interim after 14 May while works on the THCHC (TCERI building) are taking place?**

The health clinics that will continue to operate from Tweed, will operate out of level 2 of the Administration Building in The Tweed Hospital as an interim measure until the THCHC refurbishment has been completed.