

Building 5 Administration Staffing Increase and Change to Roster Times

Emergency Department, Division of Medicine

Ashley Young, 5124 4115

Consultation Feedback must include:

- A summary of the feedback received and how this was considered and/or dealt with in the document.
- A lack of feedback should be noted as a 'nil response', where feedback received is 'no comment' then this should be recorded as such.
- As appropriate, evidence of a second consultation cycle where, as a result of feedback from the first cycle, there have been substantial changes made to the document.
- Formal letter feedback should be responded to via formal letter. The feedback from these letters should be incorporated in the feedback summary to capture themes for all stakeholders to review.
- Please ensure staff are de-identified when providing feedback

Title/Area Represented	Date Received	Feedback	Response	Action
Organiser Public Health, Health Services Union NSW/ACT/QLD	8/7/2024	<ul style="list-style-type: none"> • In line with Clause B15.7, we need to hold a vote to make sure that the majority of workers agree with these changes. 	Feedback noted, a survey will be sent out for response.	- Survey to be sent out
Administration Officer, Emergency Department	6/7/2024	<ul style="list-style-type: none"> • Personally, no issues with the roster time changes and additions for me. • Seeking clarity on break covers for what will be the 4 11:30am starts, since if four staff are starting at 11:30am and if we are only allowed to have one staff on break at any time in the day, there will be competition for dinner breaks not just among the 4 X 1130 start positions, but also the T3 towards 5:30pm. • The staff on the floor are all just trying to find a suitable time to get a break in the middle of our 11 hour shifts, but, for example, if one of the 11:30 starts has to have a break at 3:30pm, they will be left with 6 ½ hours remaining in their shift and will feel like they aren't able to have some dinner until they finish at 10:30pm. • I understand flexibility has to be maintained among staff on the floor depending on workload, but just flagging how reality will play out for staff well-being on our shifts. 	<p>Feedback noted.</p> <p>As per the EA, subclause B15.15 “an employee is not required to work for more than 5 hours without a meal break of at least 30 minutes’ duration” and section B15.17 that “provisions of subclause B14.15 may be varied by agreement between the manager or supervisor and a majority of employees concerned in a workplace”. Subsequently, meal breaks are to be taken 5 hours after commencement of shift. The agreement for staggered break times to coincide within a 5–6-hour period was to ensure continuity of service delivery and entitlements whilst meeting demand on the department and staff preferences. This flexibility has caused staffing concerns with breaks taken in excess of 7-8 hours after commencement of shift.</p> <p>After consideration of this feedback, we will aim to have set break times for all shifts, with the T4 and A2 covering two sets of meal breaks. Noting that the determination of set meal break times is on the provision that the department is fully staffed. In the instance of understaffing, depending on the shift that is not covered, we may not be able to approve double meal break times to ensure continuity of service provision. This will be monitored and reviewed on an ongoing basis.</p> <p>E1 – meal break 1200, covered by T4 T1 – meal break 1230, covered by T4 A1 – meal break 1300, covered by T4 G1 – meal break 1330, covered by T4 P1 – meal break 1400, covered by T4 T2 – meal break 1430, covered by T4 T3 – meal break 1600, covered by T4 T4 – meal break 1630, covered by T3 A2 – meal break 1630, covered by A1 G2 – meal break 1700, covered by T4 P2 – meal break 1730, covered by A2</p>	-

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			<p>E2 – meal break 1800, covered by A2 TN – meal break 0100, covered by TLN AN – meal break 0130, covered by TLN GN – meal break 0200, covered by TLN PN – meal break 0230, covered by TLN</p>	
Administration Team Leader, Emergency Department	8/7/2024	<ul style="list-style-type: none"> I don't have any issues with the consultation and think the roster makes a lot of sense. I think it would be good to have a discussion on expectations with staff covering and how the extra staff may impact the TL current tasks and what we may need to implement in the new build. I am wondering how I am going to fit in two hours of lunch cover and my own one hour during nightshift. 	<p>Feedback noted.</p> <p>Documents around role responsibilities and staffing expectations are in development. We will utilize monthly ED Administration Management meetings to discuss these expectations with the Team Leaders prior to the August move, and subsequent commencement of the proposed roster and staffing model.</p> <p>Similar to the ASO2/3 meal breaks, the ASO4 TL meal breaks have been determined. TLD 1100 and 1600, TLN 0030 and 0430.</p>	-
Administration Officer, Emergency Department	8/7/2024	<ul style="list-style-type: none"> Can we please be provided a copy of a proposed roster pattern. 	Roster pattern sent out to the Administration Team for consideration and understanding.	-
EMU Billing Officer, Emergency Department	12/7/2024	<ul style="list-style-type: none"> Supported shift times for EMU 1, with move to 0700 from 0730 start. 	Feedback noted.	-
Administration Officer, Emergency Department	12/7/2024	<ul style="list-style-type: none"> With the addition of the 2 06:30 shifts, will there be a financial impact with a change to access to penalties? 	Feedback noted with decrease in day shifts with penalties. Also noted increase in frequency of night shift blocks will result in additional night shift penalties (30%).	-
Administration Officer, Emergency Department	19/7/2024	<ul style="list-style-type: none"> Suggestion of another shift to be used as floater to start at 0830/0900 instead of T4. Shift to help out each pod with scanning, sign ups, clerking and cover for little 15-minute short breaks. Not getting full break time, unable to take short breaks, or go to toilet, for 5 hours whilst waiting until A2 arrives if rostered A1 shift, for example. Too early to eat lunch at 1130 when A2 arrives. Most office admins have morning and afternoon tea breaks. Ed admin works long days and deals with a lot of stressful and demanding situations. Our job is not like a normal office one. Would be fair for a quick 15min break to be part of our working day. Just to allow ourselves a little breather and re-focus, regain energy. This will minimise errors in our work. The 830 or 9am start will also be helpful if for example, A1 or A2 calls in sick, or G1 or G2 and no one available to cover for shifts. Those days are extremely hard on every admin person and TL's. But some days are even harder when there is no TL. I am worried that with the new roster, to only have 1 person alone for 5 hrs, will result in people getting overstressed and overtired. Especially of concern is, we are moving in a new building, we should have more shifts available to rotate until at least we find our feet there. Once we are all more comfortable, then we can perhaps go with the current planned roster. 	<p>Feedback noted.</p> <p>The division of departmental workload, and increased number of staff during the morning and evening, will see a change in the demand placed on individual team members. This will affect the amount of scanning, sign ups and registration per shift. If support is required, escalation to TL or colleagues for delegation of assistance by other ASO2/3s or themselves as required.</p> <p>As per the EA, subclause B15.15 "an employee is not required to work for more than 5 hours without a meal break of at least 30 minutes' duration" and subclause B15.16 that "the term 'meal break' does not require the employee to partake of a meal during the break period".</p> <p>The EA does not reflect entitlements towards breaks other than meal breaks for any position covered in this agreement. However, we acknowledge the challenges faced in this role and are supportive of staff going to get a coffee or have some air, when appropriate and with appropriate communication; there is no requirement or expectation for TL coverage when going to the bathroom or ducking away from the desk. The only expectation is communication with the team working with you, in the case of Ambulance Triage it would be letting the nurse know that you are leaving the desk for a moment and that you can be contacted by the overhead paging system. In the event that you require longer than a couple of minutes, communication with the TL is required for either</p>	-

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			<p>delegation of coverage to other ASO2/3s or themselves as required to ensure registration of ambulances.</p> <p>A shift coverage plan is in development with ED Administration Management and the ED Administration TLs.</p> <p>Whilst there will be one person rostered between 0700-1130, there are an additional two morning shifts, and each staff member will be responsible for fewer beds. Any one of the team members could be considered to provide support. There is flexibility of utilising a number of these shifts to assist with triage/admissions/communications tasks pending workload on the day, including utilising the A1/A2/AN. These additional shifts also meet requirements of operational demand, as we see the greatest number of arrivals in the evening. The T4 provides Triage support until 2230. Without the T4, triage would be unsupported from 2130.</p>	
CPSU	Nil	Nil feedback provided.	Nil	-

Action Officer Details	Name: Ashley Young	Phone: 5124 4115	Position: Administration Manager	Division: Medicine	Branch: Emergency Department
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