

Structure Reform: Revenue and Financial Services and Pathology Accounts

Consolidation PBRC billing and debt recovery functions and teams

Name/Title/Area Represented	Date Received	Feedback	Response	Action
Feedback received through emails to ED Pathology	Various dates	<ul style="list-style-type: none"> Will our reclassification review happen? If yes when and who will be responsible to make it happen? 	Answer	<ul style="list-style-type: none"> Within 90 days of the decision paper the review will be completed. With the change of management this will fall with the CFO division's responsibility
		<ul style="list-style-type: none"> Is Kambah the permanent location 	Answer	<ul style="list-style-type: none"> There are no plans to move from Kambah that we are aware of.
		<ul style="list-style-type: none"> Who will do the banking and receipting? 	Answer	<ul style="list-style-type: none"> EFTPOS payments by the Kambah location, cash and cheques by the cashiers office at TCH
		<ul style="list-style-type: none"> Will there be a meet and greet of our new reporting manager before the move 	Answer	<ul style="list-style-type: none"> Yes, opportunity was offered to all staff.
		<ul style="list-style-type: none"> What happens to roles in the team who are not set to move to Kambah? 	Answer	<ul style="list-style-type: none"> Stay with the Pathology division.
		<ul style="list-style-type: none"> What will happen to our future leave plans? 	Answer	<ul style="list-style-type: none"> All approved leave will be honored. New leave requests will need to be put to the team leaders as per the Patient Accounts process.

Consultation Feedback Summary

		<ul style="list-style-type: none"> If reclassification doesn't happen, will our job roles get adjusted to ASO3? 	Answer	<ul style="list-style-type: none"> At the end of the reclassification work there will be clear outcomes of the roles and expectations at the ASO3 and ASO4 levels.
		<ul style="list-style-type: none"> How will you divide the pathology people between the revenue and debt recovery teams? Can we choose where we want to go? 	Answer	<ul style="list-style-type: none"> Based on the feedback we have changed the proposal and kept the pathology accounts team together with their Supervisor.
		<ul style="list-style-type: none"> The current workload is so large, will there be an opportunity to hire new people? 	Answer	<ul style="list-style-type: none"> This will be the responsibility of the CFO division to determine.
		<ul style="list-style-type: none"> How will the logistics of the move work? 	Answer	<ul style="list-style-type: none"> A plan for moving and the timing of the move will be shared over the next two weeks. All IT equipment and chairs will be transported. Crates will be provided. Feedback will be requested regarding what else would be required. Noting this is a great time to archive, and consider how often you have accessed a hard copy file, is it still required to be next to you or would a scan copy and archiving be better.
		<ul style="list-style-type: none"> Do you have desks available for the 5 new staff that are not "hot desks" and is there a seating plan available and will it be provided prior to the move? 	Answer	<ul style="list-style-type: none"> A seating plan will be made available. There are no hot desks.
		<ul style="list-style-type: none"> If we merge, what will we be expected to do? 	Answer	<ul style="list-style-type: none"> Same role/ work that you are currently doing. This consultation is about line management and location change.
		<ul style="list-style-type: none"> We are worried about not having Brett, Anna and Rachel with us to help and give advice. 	Answer	<ul style="list-style-type: none"> Regular communications will be set up to assist. Phone calls, teams meetings are available.

Consultation Feedback Summary

				– Similar to how support is provided to all other collection centres.
		<ul style="list-style-type: none"> • Who will have the final say on processes if they are different to enable consistency? 	Answer	– The process mapping aim is to identify differences in processes so as to discuss and identify best practice. Ultimate responsibility will sit with the CFO division and the Senior Director.
		<ul style="list-style-type: none"> • Who will the existing and future issues be under the control of to fix? • Who will make the decision of what is a priority? 	Answer	– Depending on the existing issues a collaborative decision on responsibility and timeframes, where applicable, to correct will be made. For future issues and priorities, where appropriate, responsibility will sit with the CFO division and the Senior Director.

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