

Frequently Asked Questions & Feedback

Proposed Restructure of Patient Services, Wyong

1. What is the actual change?

We are proposing to:

- introduce 10-hour shifts at Gosford, Woy Woy and Wyong for IPU administration Officers.
- Create a remote after-hours Admin Hot Desk to support all units.
- Roving administration support on weekends covering two units.

2. Why is the change happening?

We live and operate in a 24/7 world, and therefore need to make sure our administration support services meet and match the resource demands of our hospitals. These changes aim to make our support services more effective and efficient, to improve timely patient care.

After receiving feedback and gathering information from peer organisations, we found that our administrative staffing levels are higher than other similar hospitals. We looked at how other hospitals manage their administrative support and found that all have either limited to no administration support in the evenings and on weekends.

This has highlighted the need for the proposed change in how we allocate admin support resources for our hospitals (Gosford, Woy Woy, and Wyong).

3. Who will be impacted?

Administration Officers that work in an IPU at Gosford, Woy Woy and Wyong. Specific details are provided within the consultation document. Please reach out to your line manager if you have questions or would like to talk through this change and how it may impact you.

4. When will this be implemented?

Genuine consultation needs to occur, and we recognise that this can take time, we also want to ensure that we provide appropriate notice of changes in roster pattern.

5. What does a restructure mean?

A restructure means a change in the organisation's structure, which can include altering teams, roles, or reporting lines to improve efficiency or adapt to new goals. It can involve creating new, additional roles, or making changes to existing ones. Throughout this process we will be working with you on how you will fit into this new roster pattern.

6. Is there a chance I could lose my job?

CCLHD will manage changes according to the relevant Award and NSW Health Policies. If your position is affected and you are advised that you no longer have a substantive role with CCLHD and where there are no vacant or suitable positions available, you will be supported in being matched to other NSW Public Sector roles in line with the Workforce Mobility Placement Policy. Where no matches are made, CCLHD will progress in line with our obligations under the NSW Health Policy Managing Excess Staff of the NSW Health Service.

7. Why can't the roster just stay as it is?

We live and operate in a 24/7 world, and therefore need to make sure our administration support services meet and match the resource demands of our hospitals. In the roster 'line' matching process we will try to accommodate individual team member's circumstances and preferences, but it may not be possible to accommodate all requests.

8. Do we have a voice in this restructure?

Yes, those who have years of experience and those who have joined our team in recent times are the cornerstones of information and knowledge within our IPUs and we value your input and suggestions throughout this process.

Every staff member will have the opportunity to engage in one-on-one discussions with their line manager if you would like to. These conversations will provide a platform to explore how the changes may impact their individual role and to share any suggestions or insights that you may have.

We believe that an open discussion is essential in navigating this transition, and we encourage everyone to take advantage of this chance to voice their thoughts and concerns.

9. I am currently employed as a part-time shift worker, and I have been on a set shift for many years. This change will have a significant impact on my personal circumstances and parental responsibilities. What can I do?

For part-time shift employees, you are appointed by the organisation to work a specified number of hours each roster cycle which are less than those prescribed for a full-time employee. This is not specific to set days of work and may be altered based on the needs of the service with reasonable notice being given. This is in line with Award conditions as a shift worker.

In addition, as CCLHD employees we are required to participate in the review of practices and processes to ensure there is ongoing improvements with efficiencies for our staff and patients. We are continually seeking to improve the quality and outcome for our patients.

As such, the proposed change outlines the improved efficiencies and flexible support for the administration team within our IPUs and may require a change in roster pattern to align to service needs so as to improve the patient experience and build a sustainable, agile workforce.

Consideration will be given to each individual situation and a reasonable timeframe of three (3) months' notice will be given should the change need to progress.

10. I would prefer not to work a 10-hour shift. What are my options?

The majority of the proposed roster consists of 10 hours shifts. However, there are also limited 5 and 8-hour roster patterns. In the roster 'line' matching process you will be given the opportunity to submit your roster preferences and whilst we will try to accommodate individual team member's circumstances, it may not be possible to accommodate all requests.

11. What will be the impact on clinical staff?

There may be some impact on clinical staff in terms of the changed arrangements regrading administration staff. This reflects the fact that there will be a reduction of 2 hours per day from Monday to Friday, and the introduction of a centralised after-hours administration hot desk to support our clinical teams

We will continue to review how administrative work is structured and streamline tasks to make them more efficient in supporting timely patient care.

The introduction of the 10-hour shifts will eliminate administration handovers, enhancing communication among the clinical care team and allowing for more focused patient attention.

12. Do I have to reapply for my position?

As part of the process, the District will aim to direct match you to an equivalent role, alleviating the necessity to apply for a position. If you are not job matched a meeting will be held with you to discuss your options.

13. How will the after-hours administration officer be able to cover all the requirements of all the IPUs?

The administration officer will be co-located with the After-Hours Nurse Manager, and they will work collaboratively to prioritise and undertake the required tasks based on the needs of each IPU. Open lines of communication will be maintained to manage IPU expectations and tasks priorities effectively.

14. I am a casual IPU Administration Officer. How does this restructure affect me?

Casual employees will be offered the same opportunity to work shifts for planned and unplanned leave as per current practice. The difference is that casual will now be offered vacant 10-hour shifts. There will no longer be 5-hour afternoon shifts.

15. I am interested in the A03 hot desk position. Do I need to apply?

Yes, when the position is advertised all staff will be advised of the recruitment process.

16. Will training be provided for IPUs that they have been assigned to?

Yes, all staff will receive adequate training prior to the implementation of the new roster to ensure they are fully equipped and supported to work in their assigned IPUs.

Your line manager will continue to provide support once the new roster has been implemented.

17. What if I need additional support throughout this change?

Support and guidance will be provided by your Patient Services Management team, with additional assistance from People & Culture.

The Employee Assistance Program offers free and confidential counselling to all staff through AccessEAP, and you can call this service for support in ringing 1800 818 728.

18. How do I have my say?

You will be able to speak to your manager about these changes and the impact. We will also be arranging drop-in sessions Monday to Friday, where your manager will make themselves available to drop in and have a chat. These will be advertised and promoted via MS Teams. You will also have an opportunity to provide specific feedback by scanning the **QR CODE** below. Your manager may reach out to you to discuss your specific feedback.

