

Sam Oram  
Health Services Union  
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Dear Mr Oram,

## Consultation - Building 5 Emergency Department Administration Roster

In accordance with Section F (Communication and Consultation) of the *ACT Public Sector Administrative and Related Classifications Enterprise Agreement 2023-2026* - where there are proposals by the ACT Public Service to introduce change within a Directorate the head of service will consult with the affected employees and their relevant union representatives.

### What is the proposed change?

The proposed model would see the reallocation of three shift times from the existing roster, implementation of an additional three (3) day shifts and two (2) night shifts per calendar day, and an earlier commencement of the EMU morning shift. Shift codes will be changed to reflect the primary physical location of the shift.

### Describe the proposal and the change(s):

This letter proposes changes to the following ED Administration Shifts.

Triage staffing, shifts, and duties to remain consistent. Shift names to change.

- G1 to be renamed T1, shift hours to remain 0630-1730
- G2 to be renamed T2, shift hours to remain 0830-1930
- G3 to be renamed T3, shift hours to remain 1030-2130
- GB1 to be renamed T4, shift hours to remain 1130-2230
- GN to be renamed TN, shift hours to remain 2000-0700

Addition of Ambulance triage requiring additional 24/7 administration support.

- Addition of A1, shift hours 0630-1730
- Addition of A2, shift hours 1130-2230
- Addition of AN, shift hours 2000-0700



Current Flight Deck Administration to be divided and reallocated to individual pods.

- B1 to be renamed G1, shift hours to remain 0630-1730 – will cover Green Acute
- B2 to be renamed G2, shift hours to change to 1130-2230 – will cover Green Acute and Fast Track
- BN to be renamed GN, shift hours to remain 2000-0700 – will cover Green Acute
- Introduction of P1, shift hours 0630-1730 – will cover Purple Acute
- B3 to be renamed P2, shift hours to remain 1130-2230 – will cover Purple Acute and Children's
- Introduction of PN, shift hours 2000-0700.

The EMU shift names will change from R1/R2 to E1/E2. The EMU morning shift (E1) will commence 30 minutes earlier at 0700, for a 1450 finish. The EMU evening shift (E2) will remain unchanged.

### What are the benefits?

With the expansion and increased footprint of the ED, additional staffing is required to continue to improve patient flow and coordination of care during the 24/7 operation of the ED.

We are experiencing increasing demand in the evening and overnight in our current department, building 5 was built to keep up with these presentations and allow for future proofing, the increase in building footprint, and presentations, will increase workload. Increasing the number of full-time equivalents (FTEs) will provide the necessary support to meet the expectations of the Emergency Department consumers.

Currently, tasks like simple faxing, following up phone calls, restocking printers, and IT troubleshooting cause delays when clinicians in areas without direct administration support try to do these things as well as their clinical duties. This interrupts patient flow and decreases the quality of care provided to our consumers. Increasing access to administrative support for clinical staff within each pod in the ED will limit unwarranted administrative tasks for the clinical team and will have a positive impact on patient care.

### Next steps?

The table below details the consultation timeline. Your feedback, suggestions and questions will assist in further refining the proposal.

Step	Action	Date
1	Letter to Union and consultation paper circulated	5 July 2024
2	Letter to staff and consultation paper circulated	5 July 2024
3	Consultation period commences	5 July 2024



4	Consultation period closes	19 July 2024
5	Feedback Summary circulated and Consultation process closed via email to stakeholders	26 July 2024

For any further information relating to the building 5 administration staffing increase and change to roster times and subsequent consultation process, please contact CHS ED Administration Management on [CHSEDAAdministrationManagement@act.gov.au](mailto:CHSEDAAdministrationManagement@act.gov.au).

I look forward to your response and contribution to this consultation process.

Yours sincerely,



Ashley Young  
Administration Manager, Emergency Department  
Canberra Health Services  
Building 1, Level 2, Yamba Drive, Garran, ACT 2605

5 July 2024

**Cc:**

Ashish Godara, Director, HR Business Partnerships

**Encl:**

Attachment A – Consultation Paper – Building 5 ED Administration Roster

