



**ST VINCENT'S
HOSPITAL**
SYDNEY

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

St Vincent's Hospital Sydney Limited
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16 December 2021

Mr Gerard Hayes
Secretary
HSU NSW Branch
Level 2/109 Pitt street
Sydney NSW 2000

By email only: gerard.hayes@hsu.asn.au; robert.brady@hsu.asn.au

Attention: Robert Brady HSU

Dear Mr Hayes,

Change in roster and uniform – Private Patient Officers

We write to you to advise you of proposed changes to the Private Patient Officer team which are required to meet operational needs.

The Private Patient Service assist patients to better understand their entitlements and benefits from their private health insurance while in receipt of treatment from St Vincent's Hospital, Sydney (**SVHS**).

Revert to afternoon and weekend shift arrangements

In January 2021, as part of SVHS' response to the COVID-19 pandemic, afternoon and weekend shifts were removed from the Private Patient Service roster. As a result, staff were only rostered to shifts during the ordinary span of hours, Monday to Friday. As you know, previously staff were required to work afternoon and weekend shifts to meet the operational requirements of the hospital.

As SVHS has now commenced easing COVID-19 measures, we propose to revert the Private Patient Service to its previously operating hours. As a result, staff would be required to resume working afternoon and weekend shifts.

To ensure the safety of the staff during "after hours" and weekend shifts, a suitable space will be allocated in the Emergency Department during these shift times. We confirm staff will be paid appropriate loadings for these shifts as set out in the *Named NSW (Non-Declared) Affiliated Health Organisations' Health Employee Agreement 2019 (Agreement)*.

We further propose that afternoon and weekend shifts are shared equitably amongst staff, under a five week rotation. Please see **attached** the proposed rotating roster.

Revert to afternoon and weekend shift arrangements

Additionally, SVHS is proposing to introduce a uniform for staff of the Private Patient Service to ensure a consistent corporate appearance. Consistent with the Agreement, a laundry allowance will be paid to compensate staff.

Staff consultation

We have spoken to all Private Patient Officers on 16 December 2021 to advise them of the proposed changes to the roster and the introduction of a uniform. The proposed changes are anticipated to come into effect from **Monday 31 January 2022**.

A further meeting will be held in the week commencing 10 January 2022 to discuss any feedback or concerns raised.

Ongoing consultation

The Private Patient Officers may seek advice and support from the Health Services Union following the abovementioned staff communication. Should you receive any queries, or have feedback you would like considered, please feel free to contact me on 02 8382 2424 or helen.lewis@svha.org.au. Alternatively Mr Rio Pun, People & Culture Business Partner can be contacted on 02 8382 4067 or rio.pun@svha.org.au

Yours sincerely



Helen Lewis

Project Manager, Revenue & Outpatient Clinic Initiatives

St Vincent's Hospital Sydney