

STRICTLY PRIVATE AND CONFIDENTIAL

Mr Gerard Hayes
Secretary
Health Services Union NSW/ACT
Level 2, 109 Pitt Street
Sydney NSW 2000

Email: secretary@hsu.asn.au

Dear Mr Hayes,

Re: Deletion of shift 11.00PM – 7.30AM within Westmead Health Information and Record Service (HIRS), Finance, WSLHD

I write to advise you of proposed changes to a shift block within Westmead Health Information and Record Service (HIRS).

Following the appropriate consultation process, WSLHD intends to implement the deletion of a shift commencing at 11.00pm and ceasing at 7.30am. Direct meetings with staff impacted by the proposed changes are scheduled for Thursday 11th & Friday 12th July 2024.

The reason for the proposed changes is due to advances in eMR maturity and implementation of Cerner Provision Document Imaging (CPDI), which has led to a reduced demand on HIRS after hours. Prior to the implementation of CPDI the employees on the overnight shift were primarily responsible for the retrieval and delivery of paper based healthcare records to the ED and Birthing Unit. This function has become redundant with the progression of the eMR and the implementation of CPDI. Workload statistics demonstrate that requests for after-hours release of information have decreased year on year. Similar to comparative LHDs, it is proposed that urgent requests will be transferred to ED Administrative staff to release, and non-urgent requests be managed by HIRS the next working day.

Two (2) employees are rostered each night on the afternoon shift from 11:00pm - 7:30am. It has been recommended that these employees transition to the shift commencing 4.00pm – 12:30am, effective 01 October 2024. There will be no changes to the employees' contracted hours.

We note the following impacts that may/are likely to occur:

The affected employees are paid an Administrative Officer Level 3 with a 15% shift penalty rate when they perform the Overnight Shift Block at 11.00pm – 7.30am. *The Health Employees Conditions of Employment (State) Award 2022 (Award)*, Section 11 (ii) Penalty Rates for Shift work and Week – End work states: 'Night shift means a shift which commenced at, or after 4pm and before 6am on the day following.' As such, we note that:

- Employees will continue to be paid the 15% shift penalty when they perform the alternative shift commencing 4.00pm – 12.30am.
- There will be no changes to the employees' contracted hours.
- The proposed changes will support the recruitment and retention of staff to shifts more conducive to work life balance.



The new structure will support enhanced oversight of services and streamlined accountability for meeting service objectives.

Consultation

HIRS is committed to engaging productively with the HSU and our employees in a manner consistent with the relevant industrial instruments and the Industrial Consultative Arrangements in the NSW Health Service Policy Directive PD2024_00.

We invite consultation with HIRS staff and the HSU to discuss the implementation of deletion of the shift 11:00pm to 7:30am across the service. Affected staff have been notified of the proposed changes via individual letters. Consultation with affected staff and the HSU will commence on 12.07.2024 with any feedback to be provided by 26.07.2024 to

Catherine.McEwen@health.nsw.gov.au

If you have any questions or wish to discuss this matter further, please contact Catherine McEwen A/Snr HRBP District Directorates on 0429 929 821 or by email

Catherine.McEwen@health.nsw.gov.au

Yours sincerely,

Ross Sinclair
Executive Director Finance

Date: 10/7/2024.

c.c.

Nicole Grice, Director People and Culture

Dominika Nambiar, Industrial Relations ER & IR

Verity Lloyd, HR Director District Directorates