

Gerard Hayes
Secretary
Health Services Union NSW/ACT/QLD
Locked Bag 3
Australia Square NSW 1215

Via email: secretary@hsu.asn.au

Dear Mr Hayes,

RE: COVID-19 capacity building – possible changes to food service delivery model

I am writing to advise you we are in the process of implementing COVID-19 contingency plans across our food service model, to ease the pressure on our workforce, preserve staff and protect current service levels experienced by our customers. These plans involve changes to the way patients will receive food and refreshments.

The short term strategies do not change any of the existing work we do in our food services. There will not be any reduction in shifts or hours that are currently being offered on our sites. These strategies mean that staff can assist in other areas to reduce some workplace pressures. The strategies are designed to equip HealthShare NSW to respond to the impacts of COVID-19, such as members of our team being exposed to the virus and not intended to continue post this current pandemic situation.

You will see the changes being implemented at some sites over the coming weeks including:

- Sandwiches made fresh off site and supplied by our accredited third-party providers
- Pre-packed 'Breakfast Boxes' will replace the usual breakfast service in Emergency Departments

Should we have a significant reduction in staff due to COVID the below may also be implemented on a needs basis:

- Pausing of supper mid-meal services and replaced with supper snack box on dinner meal tray
- Pausing of morning and afternoon team mid meal service
- Temporary use of pre-packaged meals (where appropriate)
- Water jugs replaced with water bottles
- Pausing of recording of low risk meal intake

In the event of any of the above scenarios, we will communicate with the stakeholders affected including your local Health Services Union organisers.

HealthShare NSW is proud to provide an essential service to patients and the community and continuing to supply food services on time is of utmost importance and priority, whilst also ensuring a safe workplace for our staff.

I would like to take this opportunity to thank you for your continued support and assistance as we work together in these unprecedented times.

Please contact Joel Bardsley, Associate Director, Service Delivery, via joel.bardsley@health.nsw.gov.au or 0447 763 392 should you require further information or foresee any issues with these changes.

Yours sincerely,



Carmen Rechbauer
Chief Executive

Date: 01/09/2021