

10 January 2023

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Dear Elizabeth, Tom, and Gerard

**Notification of consultation process – proposed change in opening hours for 10 medical sites in NSW**

Lumus Imaging has yesterday advised its team members in NSW that it is proposing to reduce the opening hours for 10 medical sites in NSW from 30 January 2023.

This communication was delivered by the State Manager for ACT / NSW, and we have invited our team members to raise any questions or concerns regarding this change.

The reason for the proposed change

Over the past year, our business has seen a consistent decline in referrals from GPs. As a result, Lumus Imaging has been reviewing data relating to our medical centres. The lack of referrals from GPs is due to the decline in face-to-face appointments, due to the rise in telehealth consultations. This has resulted in an imbalance of sufficient patient volumes to warrant current opening hours. Lumus Imaging wishes to continue to support medical centres and GPs but to do this, we are proposing to reduce some sites' opening hours.

Consultation process

Individual team members who may be impacted by this change, including through a reduction in their contracted hours, will be invited to a 1:1 consultation meeting this week, and will have the opportunity to bring a support person. Letters will also be provided to these individual team members, providing all relevant information regarding the change, information regarding the expected effects of the change on the team members, and any other matters likely to affect them.

We will also work with individual team members who may be impacted by this change on new deployment options over the next two weeks. Our intention is to deploy any affected team members to other sites and to retain as many individual team members as possible.

The final consultation period will commence on 23 January 2023, except for those people that are on leave. For any team members who are on leave, we will initiate a two-week consultation period after their return.

If you have any questions regarding this consultation process, please contact me at [katrina.pride@lumusimaging.com.au](mailto:katrina.pride@lumusimaging.com.au)

Yours sincerely

Katrina Pride  
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