

Memo

17 May 2024

Director Corporate Services

To	Service Managers of those staff that will be based at Tweed Heads Community Health Centre
From	Matthew Long
CC	Health Services Union, Nurses and Midwives Association
Subject	Progress update for Tweed Heads Community Health Centre (THCHC)

Dear Managers

Further to my previous correspondence dated 8 May relating to transition arrangements, I'm writing to provide an update of progress to date and more detailed information regarding support services where known.

Tweed Heads Community Centre

- Level 1 & Level 3 are no longer operational. Staff are requested not to access these areas without authorisation
- Level 2 is the entrance to the building and provides a range of clinical services as well as office accommodation for identified services
- Level 4 will provide a range of office accommodation for identified services and hot desks

BreastScreen remains operating in the current location in the TCERI building with access via Powell Street

The remainder of The Tweed Hospital site is no longer accessible to staff without authorisation, and all previous access has been removed.

High level timeline

Monday 20th – Friday 24th May

- Completion of setting up new clinics / offices / storage areas
- Cleaning and rubbish removal continues
- Service managers will be notified when rooms / clinics are ready for occupation and will liaise with staff.

Monday 27th May

- New clinic services will commence including: Women's Health; antenatal; Midwifery Group Practice; AOD; N&SP; Sexual Health plus bookable clinics x 2

Support services

Security

MS Services Group security are now on site 24/7. Ongoing security will be provided in accordance with assessed WHS needs.

Current duress procedures remain unchanged

Fencing of the TTH site is currently being completed. Once installed, the access gate on Florence Street will be open from 0600 – 1800 7 days per week.

Entrance to THCHC is now via Level 2. Doors will be open from 0800 – 1630 Mon – Fri. with afterhours access via swipe card.

Swipe access to the lift lobby on level 2 has now been installed. No patient facing services will operate past these doors.

Fleet

- Fleet vehicles are now located at THCHC in the car park on Florence Street (at street level in front of the Community Health building)
- Boom gates have been installed to provide quarantined parking.
- The process for booking and allocation of cars remains the same and is managed by TVH Fleet.
- Keys are available for collection at THCHC level 2 reception desk
- On your return, please put keys in chute next to reception
- For weekend cars please collect keys on Friday if possible
- FLEET KEYS - BEFORE HOURS - collect from pigeon hole in reception in an envelope with your name.
- FLEET KEYS – WEEKEND - spare weekend keys available in folder located in pigeon hole

Pathology

- Pathology will provide a daily collection from L2 at 1230 Monday to Friday commencing 20th May
- An area for specimens is being set up in the shared equipment room opposite reception including a temperature monitored fridge for samples requiring refrigeration.
- Pathology advises most specimens can be held until collection the next day with correct storage.
- Blood specimens are the exception. These need to be collected prior to 1230 pick up or transported to pathology at TVH as close to collection as possible.

Stores

- Stores will be delivered once per week to Level 2 (weekday TBA). Boxes will be decanted onto flatbed trolleys and placed in the corridor outside the main storeroom (as currently happens).

Laundry

- The process for receiving clean laundry and collection of dirty laundry is being determined and will be communicated in due course.

Mail

- Level 2 reception will collect outgoing mail, and receive and distribute (into pigeon holes) incoming mail
- Services will need to collect mail from Level 2 reception
- Mail to and from TVH will initially occur weekly.

Cleaning Services

- A 'moving clean' and regular cleaning service will commence from this weekend.

Waste management

Several skips and rubbish bins have been provided this week and we thank staff for their willingness to engage and assist in this process.

A waste management plan is being developed in conjunction with WHS including general waste, clinical waste, sharps disposal and confidential document disposal.

Staff kitchens

- There are staff kitchens located on each level of the THCHC which provide microwave, fridge, crockery, tea & coffee making facilities
- Kitchen supplies will be ordered through Winc (dry goods) and coordinated through Community Health admin officer (level 2) and ACAT admin officer (level 4)
- Milk will be delivered to site each week and further details will be provided as arrangements are finalised

Hot desks

- Hot desks will be available from May 27th on Level 4 (previously Riverview Room / IT training room).
- Initially this will be on a first come basis however a booking system can be implemented if demand becomes high.
- Hot desks are also available at the Council Chambers (level 2) Brett Street Tweed Heads and can be booked by emailing RES-NNSWLHD-TWE-HI-PO-Hotdesk@health.nsw.gov.au.

Progress on TCERI refurbishment

- In consultation with Executive Directors and key service leads, the proposed floor plans for the refurbishment of the TCERI have been completed.
- The scope of works required to undertake the refurbishment has been completed and we will be selecting a builder for the works in the coming weeks.

I ask that you please provide this information to your staff and continue to work with them to ensure all aspects of this transition are being considered.

Thank you again for your patience and understanding during this period of change. If required staff are encouraged to access the Employee Assistance Program (EAP).

Please contact your direct line manager or email us NNSWLHD-THCHCTransition@health.nsw.gov.au with any queries or concerns.

Regards



Matthew Long, Director Corporate Services