



Mercy Health

*Care first*

## **CHANGE IMPACT STATEMENT**

### **MERCY MENTAL HEALTH**

#### **Relocation of Staff to New Offices at Werribee Mercy Hospital**

#### **1. Background**

Mercy Mental Health's (MMH) Wyndham Clinic is currently located in Hoppers Crossing, as a tenant of IPC Health, a community health service. There has been a large amount of new growth funding in mental health in Victoria, which has resulted in an expanding workforce. MMH has outgrown the space available at Wyndham Clinic. Alternative accommodation options have been explored and a new portable has been identified as a suitable option to provide additional non-clinical office space on the Werribee Mercy Hospital (WMH) site.

#### **2. Current State**

The Wyndham Clinic provides care to over 300 people both in a clinic setting (consulting / interview rooms) and an outreach basis through the Community Mental Health Team (CMHT), Community Plus services and the Crisis Assessment & Treatment Team (CATT). There are 51 equivalent full-time (EFT) positions equating to 56 individuals providing services from the Wyndham Clinic. These figures include the projected growth of 7.6 EFT (8 staff) newly funded positions for 2019/2020, and recruitment processes are underway to fill a number of vacant positions. Additionally, a cohort of students rotate through the service.

The space MMH currently occupies at IPC Health provides a total of 44 desk spaces across shared and single offices and 13 consulting rooms. The space is at full capacity and there is no room to accommodate the new roles / positions that have been funded during 2018/2019 and 2019/2020.

### **3. Proposed change**

It is proposed to relocate the CATT from Wyndham Clinic to WMH and move the HOPE service and a number of leadership and administration positions that currently occupy space within the CMB into the portable. Additionally, members of the MMH Learning and Development Team located at CMB and other roles currently located within CMB will be able to use the space currently occupied by the HOPE service.

CATT has been identified as the most suitable service to move to WMH due to its size (i.e. will remain together as a whole) and the primary outreach nature of their work. CATT staff work across two shifts per day (morning shift 0800 -1630 and afternoon shift 1400 – 2230 hours) and require at least nine desks in an open plan office to accommodate all rostered staff and students at handover times, as well as two offices for the Acute Community Intervention Service (ACIS) Manager and consultant psychiatrist (11 desks in total). The space CATT currently occupies is overcrowded at handover times and there is competition for desk space and computers.

The portable will maximise the footprint of the proposed site, opposite the Clare Moore Building (CMB), and as such will enable some staff to move from CMB, including the HOPE service, the Consultation and Liaison Consultant and some members of the senior leadership team. The HOPE service has been identified as it is also under the clinical governance of the ACIS Manager and Consultant Psychiatrist and is a suitably sized service to be co-located with CATT. The HOPE service requires five desks and a private open plan office to enable sensitive telephone based conversations with clients. The HOPE service works during business hours 0830 – 1700 hours.

The space released within CMB will be used to provide appropriate office space for both members of the MMH Learning and Development service and other roles working within CMB, as required, and two interview rooms. The MMH Learning and Development service have 3 staff members who are permanently located onsite in CMB. As per all staff working in MMH Learning and Development, at times other staff members are on site and share this space.

Clients will not be seen at the portable.

The table below details the positions affected.

**Table 1: Proposed relocation by roles**

<b>Role</b>	<b>Individuals</b>	<b>Service</b>	<b>Current Location</b>	<b>Proposed Location</b>
Manager	1	ACIS (CATT, PAST, HOPE)	Wyndham Clinic	WMH - portable
Consultant Psychiatrist	1	CATT/HOPE	Wyndham Clinic	WMH - portable
Nurse Practitioner*	1	CATT	Wyndham Clinic	WMH - portable
CATT clinician - nursing	11	CATT	Wyndham Clinic	WMH - portable
CATT clinician – social work	1	CATT	Wyndham Clinic	WMH - portable
Deputy Program Director	1	Adult Inpatient & Perinatal	WMH - CMB	WMH - portable
Deputy Program Director	1	Access & Residential Care	Not applicable	WMH - portable
Deputy Clinical Services Director	1	Access & Acute Community	WMH – CMB (hot desk)	WMH - portable
Consultant Psychiatrist	1	Adult Consultation & Liaison	WMH - CMB	WMH - portable
Administration Assistant to MMH Deputy Program Directors	1	Administration	WMH – CMB (part of week at Saltwater)	WMH - portable
Administration Assistant**	1	Administration	Wyndham Clinic	WMH - portable
Senior Psychologist	1	HOPE	WMH - CMB	WMH - portable
Senior Social Worker	1	HOPE	WMH - CMB	WMH - portable
Psychiatric Service Officer (PSO)	2	HOPE	WMH - CMB	WMH - portable
Family Therapist	1	HOPE	WMH - CMB	WMH - portable
Clinical Educators	3	Learning & Development	WMH - CMB	WMH - portable
<b>Total staff directly affected</b>	<b>29</b>		<b>Wyn x 16 / CMB x 12</b>	

\* Nurse Practitioner concurrent change process noting other change proposes this role does not move to the portable

\*\*An Administration Assistant is located at the Wyndham Clinic and will split their time between Wyndham Clinic and the WMH Portable

#### **4. Benefits of Proposed Change**

The benefits of the proposed change include:

- Reducing overcrowding at Wyndham Clinic and CMB
- Providing CATT with more office space than is currently available to them (10 desks, plus two single offices)
- Locating the ACIS Manager on the same site as all teams that fall within this portfolio i.e. CATT, HOPE and PAST
- Close proximity for CATT to the inpatient unit and WMH emergency department
- Making available two additional interview rooms within CMB, one on the ground floor that is currently occupied by a Deputy Program Director; and the other co-located with Intensive Care Area (ICA). This will free up space for client and visitor interactions.
- Providing members of the MMH Learning and Development service with more appropriate accommodation
- Creating an additional meeting space for up to 12 people within the portable
- Staff access to infrastructure and amenities on site at WMH including, interview and meeting rooms and the Learning and Education Centre
- The location of WMH is more accessible by public transport than the Wyndham Clinic.

#### **5. Employee Impact**

The main impact will be for those staff currently located at Wyndham Clinic, which is located 6 kilometres (10 minutes) from their proposed work location. WMH is a five minute walk from Hoppers Crossing Railway Station and several bus routes also stop at the train station. There is also an option to park onsite at WMH.

##### **5.1 Occupational Health and Safety Impacts**

The proposed portable and site have been assessed by the Work Health and Safety Officer and no occupational health and safety impacts have been identified.

#### **6. Measures to Mitigate Effects on Employees**

The new building will be set up with reference to WorkSafe's Officewise guidelines.

## **6.1 Communication with Staff**

MMH will seek to understand each staff members preferred communication channels. Throughout this process staff will be:

- Kept regularly updated via email, meetings and telephone contact
- Provided with opportunities to meet individually with management and human resources
- Encouraged to ask questions

## **6.2 Employee Assistance Program (EAP)**

- Mercy Health's EAP provider is Converge International
- Converge International provide a range of services which may be of assistance to staff during this period, below is a diagram with an overview of their services
- EAP can be contacted on 1300 687 327 at any time, the service is also available to staff member's immediate family members
- A range of additional resources to support staff wellbeing is available on their website:
  - Username: mercyhealth
  - Password: eap

## **7. Consultation Process**

The purpose of the consultation process is to provide affected employee/s with an opportunity to influence decision makers prior to a proposed change being implemented.

The consultation process occurs as a part the process and requirements in the affected employees relevant Enterprise Agreement (EA). An indicative timeframe for this process is included below.

To commence the consultation process the following will occur:

1. An initial meeting will take place with all affected staff to be provided with an overview of the change and provide them with a copy of the CIS.
2. Where a staff member is not present at this meeting or on leave, contact will be made with them following the meeting.
3. A copy of the CIS will then be sent to the relevant unions.

MMH will give genuine consideration to matters arising from consultation. A copy of the affected employees relevant EA is available on the Mercy Health intranet site. Located under People & Learning > Awards and Agreements.

#### 8. Timeframe and Indicative Dates for Proposed Change

Step	Action	Indicative Timeframe
1	Employer provides change impact statement and other written material	Friday 6 December 2019
2	Employees and/or Union may provide a written response to any matter arising from the proposed change	7 – 14 days of step 1
3	Consultation Meeting/s convened	7 days of step 2
4	Further Employer written response	After the conclusion of step 3
5	Alternative proposal from Employees or Union	7 days of step 4
6	If alternate proposal provided, Employer to consider alternative proposal/s consistent with the obligation to consult and arrange further meetings with Employees or Union prior to advising outcome of consultation	7 days of step 5
7	Proposed implementation date of change	Monday 20 January 2020

*\*Implementation date subject to change if Steps 5 and 6 required*

## 9. Key Contacts:

The below table outlines key contacts in relation to this change. We encourage affected employees to make contact with any of the key contacts listed below to discuss any aspect of this change.

Name	Role	Email	Phone
Andrew Tomlinson	Deputy Program Director, Adult Inpatient and Perinatal Mental Health	atomlinson@mercy.com.au	8754 3560
Andrea Kavanagh	Acute Community Intervention Service Manager	akavanagh@mercy.com.au	8734 1601
Laura Nelson	HR Business Partner	lnelson@mercy.com.au	8754 3282

**Note:** The above Change Impact Statement is based on information available at the time of writing and may be subject to change.