



Mercy Health

Care first

CHANGE IMPACT STATEMENT

MERCY MENTAL HEALTH PROJECT OFFICER

1. Background

Mercy Mental Health (MMH) is undergoing transformational change as it responds to recommendations of the MMH Service Plan 2019-2032, incorporates new growth funding and positions itself to respond to the recommendations of the Royal Commission into Victoria's Mental Health System.

During 2019, MMH undertook a significant body of work, including a clinical services plan, phase one of the MMH Access and Flow Project and a review of readmission rates. There is ongoing work evolving from the service plan project, and Access and Flow Project (focused on redesign of clinical processes), which will continue into 2020 and beyond.

Ongoing project management expertise and resources are required to maintain the momentum of projects already commenced and to enable MMH to respond to anticipated changes across the mental health sector with new investment and recommendations from the Royal Commission.

2. Current State

There is a full time fixed-term (12 months) Project Officer for the MMH Access & Flow Project, due to finish in January 2020. The role is located at the Saltwater Clinic and reports to the Program Director.

There is a fixed term part time Project Officer undertaking analysis of readmission rates that reports to the Director Clinical Services, also finishing in January 2020.

3. Proposed change

It is proposed to convert the MMH Project Officer role from fixed term to permanent (1 EFT). The role would remain based at the Saltwater Clinic, and continue to report to the Program Director. Given the nature of the tasks for this role, the successful incumbent will require a clinical background.

The role will be advertised internally and externally.

4. Benefits of Proposed Change

The benefits of a permanent appointment include:

- The ability to attract a high calibre of employee due to tenure of employment
- Reduction in time spent on recruitment, orientation and skills development for short term roles
- The development of in house project management expertise and the establishment of project management systems and processes that can easily be adapted to new pieces of work
- The development of a unique understanding of the mental health sector including identification of gaps and opportunities
- Long term sustainability of change initiatives by providing stability and consistent support for cultural change
- Position MMH to respond with agility to the changing landscape of the mental health sector in anticipation of new funding initiatives and recommendations from the Royal Commission into Mental Health
- Enable MMH to build service excellence as we become better at introducing change through project management approaches

5. Employee Impact

The current incumbent in the fixed-term Access and Flow Project Officer role is not a clinician and thus would not be eligible to apply for the permanent role.

The current incumbent in the fixed term readmission rates review Project Officer role is a clinician. They are currently seconded to the Project Officer role and retain their permanent role within MMH.

5.1 Occupational Health and Safety Impacts

- None identified.

6. Measures to Mitigate Effects on Employees

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:

8. Timeframe and Indicative Dates for Proposed Change

Step	Action	Indicative Timeframe
1	Employer provides change impact statement and other written material required by clause 18.6. Affected Employees and unions consult over change facilitated by the Employer.	Monday 20 January 2020
2	Written response from Employees and / or union including alternative proposals to mitigate or avert adverse impacts on affected Employees.	7 days of step 1
3	Consultation Meeting/s convened	7 days of step 2
4	Further Employer written response (where relevant)	After the conclusion of step 3
5	Alternative proposal from Employees or Union	7 days of step 4

6	Employer to consider alternative proposal/s consistent with the obligation to consult and, if applicable, to arrange further meetings with Employees or Union prior to advising outcome of consultation	7 days of step 5
7	Proposed implementation date of change	Tuesday 10 March 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	Acting Program Director, Mercy Mental Health	atmlinson@mercy.com.au	03 9928 7409
Laura Nelson	HR Business Partner	lnelson@mercy.com.au	03 8754 3282

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