



Mercy Health

*Care first*

## **CHANGE IMPACT STATEMENT**

### **MERCY MENTAL HEALTH – POST ADMISSION SUPPORT TEAM (PAST) CHANGE OF OPERATION HOURS**

#### **Background**

The Post Admission Support Team (PAST) is within the acute stream of Mercy Mental Health (MMH) and provides follow up to all clients who are not seen by a secondary mental health team on discharge from the adult acute inpatient units. The PAST workforce consists of peer workers and clinical staff. Clinical staff approached the Manager and Team Leader suggesting an amendment to hours as discussed in this change impact statement.

#### **Current State**

Clinical staff (2.8 EFT) have been operational since February 2018 and currently work a rotating roster, 7 days a week 08:00hrs to 16:30hrs. A recent review of the client contacts demonstrates a significantly lower level of contacts over the weekends and public holidays. The peer workforce (2.4 EFT) work Monday to Friday 0800 – 1630hrs (excluding public holidays).

Over the weekend one clinical staff member is rostered on shift. This restricts the service provision to phone calls only. There is no ability to provide any form of outreach. The clinical service is also further limited by any unplanned leave.

Staffing during the week is also limited, with approximately one third of shifts covered by only 1 clinician alongside peer workers.

The weekend work has not been shown to facilitate contact to clients the team has been unable to contact during weekdays.

The dilution of staff across all 7 days restricts the type of service the team is able to provide to clients on any given day.

#### **Proposed Change**

The proposal is to amend the operational hours to Monday to Friday 08:00hrs to 16:30hrs with one late shift per week 12:00 hrs – 20:30hrs. There would be no weekend operational hours.

There will be no changes to the current EFT or the location of impacted roles.

## **Benefits of Proposed Change**

The increased staff numbers available during business hours will result in the potential for enhanced clinical service provision to clients due to:

- (a) an increased ability to outreach,
- (b) improved availability of clinicians to be actively engaged in discharge planning on the inpatient units including attendance of multi-disciplinary team meetings without compromising resources,
- (c) a matching of rostering practices across the team and consequent increased opportunity for innovative collaborative work with the peer workforce.
- (d) an ability to develop post admission group programs facilitated by clinician and peer worker,
- (e) increased ability to undertake clinician/peer and clinician/clinician outreach visits to clients and carers,

## **Employee Impact (including Occupational Health and Safety Impacts)**

To date MHVL have identified the following impact that this proposed change may have on effected employees.

- Reduction in salary

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

MHVL are committed to working with staff to mitigate the effects or impacts of this change.

The following measures have been identified to date in an attempt to mitigate the effects on employees:

### **Communication with Staff**

We will seek to understand preferred communication channels.

Throughout this process staff will be:

- Kept regularly updated via email and meetings
- Are able to meet individually with management and HR upon request
- Encouraged to ask questions

Following a proposal from clinical staff to reduce the operational hours, individual discussions have already commenced with staff including reduction in income and reduced annual leave. All clinical staff have indicated their support for this proposed change to go ahead and haven't identified any issues/concerns.

### **Training**

- No additional training will be required

## 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:
  - <https://www.convergeinternational.com.au/cvi/portals/eap-portal-login>
  - Username: mercyhealth
  - Password: eap



## Consultation Process

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

The consultation process occurs as per the process and requirements in the affected employees relevant Enterprise Agreement (EA), an outline and an indicative timeframe for this process is included below.

1. As this was a staff initiated change initial meetings have taken place with affected staff.
2. A follow up meeting will take place to provide staff with a copy of the CIS.
3. Where a staff member is not present at this meeting or on leave, contact will be made with them following the meeting

4. A copy of the CIS will then be sent to the relevant unions

Affected employees are advised during this process they are able to have representation including a support person or Union representative present at any time during the change process.

The affected employee's manager will be available to staff should they have any initial questions.

Individual meetings are able to be scheduled for affected employees should they have any further questions or require clarification on this proposed change and consultation process.

MHVL 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](#).

### **Consultation process outline and indicative timeframe**

<b>Step</b>	<b>Action</b>	<b>Indicative Timeframe</b>
1	Employer provides change impact statement and other written material	Wednesday 15 January 2020
2	Employees and/or Union may provide a written response to any matter arising from the proposed change	7 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	TBC

### **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
Andrea Kavanagh	Acting Deputy Program Director (Access and Residential Care)	<a href="mailto:AKavanagh@mercy.com.au">AKavanagh@mercy.com.au</a>	8754 3560
Laura Nelson	HR Business Partner	<a href="mailto:lnelson@mercy.com.au">lnelson@mercy.com.au</a>	8754 3282

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