

**Mr Gerard Hayes**  
**Secretary**  
**Health Services Union**  
**Email: [secretary@hsu.asn.au](mailto:secretary@hsu.asn.au)**

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Re: Gilgandra Multi-Purpose Service Support Services profile review

Dear Mr Hayes,

Western NSW Local Health District (WNSWLHD) acknowledges and appreciates the Health Service Union's (HSU) continued engagement regarding the Support Services profile at Gilgandra Multi-Purpose Service (MPS).

By way of background, following concerns raised by your members regarding the current staff establishment in relation to food preparation workload and cleaning schedules, a meeting was held on 2 October 2025 with Support Services staff, Mr Thomas Robinson, HSU Organiser, myself and other District representatives in attendance. The purpose of the meeting was to gain a clearer understanding of the concerns raised by your members.

During this meeting, the District committed to undertake a formal, comprehensive on-site review of the fulltime equivalent (FTE) required to deliver support services at Gilgandra MPS. This review would be conducted using the HealthShare methodology to calculate the FTE requirements for overall catering and cleaning hours.

The review was undertaken on 19 November 2025 by Ms Sharla Seckold, District Patient Support Services Manager and Ms Chantelle Kerr, District Environmental Services Manager, with the involvement of Mr Thomas Robinson, HSU Organiser, Ms Laura Dent, Health Services Manager and staff representatives. The District would like to thank the local delegates, staff and the HSU Organiser for their participation and valuable contribution to this process.

Based on the review calculations, it was determined that Gilgandra MPS requires an uplift to 5.89 FTE for Hospital Assistant Grade 2 (HA2) positions to support cleaning and catering functions, as outlined below:

Award	Current FTE	Proposed FTE	
Cook Grade B	1.47	1.47	
Hospital Assistant Grade 2	5.60	5.89	<b>+0.29</b>
General Administrative Grade 5	0.29	0.29	
Health and Security Assistant	1.47	1.47	

It is the intention of the District to recruit to these additional HA2 hours as a priority.

A local change management process, led by Ms Laura Dent, is anticipated to be implemented in consultation with staff. This process will support agreed task realignment and revised ways of working to ensure tasks are completed efficiently and effectively, without compromising the safety of staff, patients or visitors.

The District is committed to genuine and ongoing consultation with the HSU and to ensuring that all arrangements support safe patient care and sustainable staffing outcomes. In addition, the District is committed to maintaining and promoting an efficient, effective environment for our staff and patients.

We thank the HSU for its ongoing engagement and look forward to implementing this profile uplift. Should you require any further clarification please don't hesitate to contact me on 0429 066 163 or at [caren.harrison@health.nsw.gov.au](mailto:caren.harrison@health.nsw.gov.au).

Yours sincerely



**Caren Harrison**  
General Manager Central Sector

Cc: Laura Dent, Health Service Manager  
Sonia Jackson, Human Resources Partner  
Thomas Robinson, HSU Organiser