

In scope services - Casino

The following services are in scope for the transition:

✓ Cleaning

- Current arrangements of Wards person/HSA cleaning duties maintained as per current workflows.
- Removal and replacement of shower screens only.
- Maintain cleaning permanent blinds and privacy screens
- Wards and departments including clinical, non-clinical and public areas/spaces, including unoccupied spaces
- Bed clean across facility (infectious cleans and discharge beds)
- Bed making post discharge clean
- EOD (End of Day) clean of Operating theatres in after hours
- High cleaning such as ceiling vents, fans etc with use of extendable cleaning equipment
- Cleaning services maintains current blow clean arrangements outside Emergency dept, outdoor staff eating area and Harmony garden (IPU)
- Executive / Office spaces
- Onsite Accommodation – 1 x 4 bed residence, 1 x 1-bedroom doctor residence general clean daily and full clean on discharge. Weekend cleaning ad hoc
- Cleaning service pays for consumables
- Wards order and pay for bed screens within ward areas.
- Staff and public toilets
- External Bins collection - outside ED only
- Current external cleaning processes maintained – daily blower use at front of ED and main entrance as per duty schedules
- Use of Microfibre mops across hospital
- Linen orders currently undertaken by cleaning team
- Cleaning staff continue to use TOPCAT for environmental cleaning audits
- Duress alarms used as allocated by LHD –
 - Utilised as per specified areas
 - Duress alarms are signed in /out at commencement and completion of shift
 - HealthShare will be responsible for the replacement of broken and damaged units that HealthShare utilise

In scope services - Casino

The following services are in scope for the transition:

✓ **Waste Management**

- No Waste team - HSA/Wards persons to maintain current arrangements
- Waste collection from wards, departments, executive and administrative offices, public and community/communal spaces.

✓ **Linen**

- Linen supplied by HealthShare Lismore Linen Services
- Cleaning team orders and maintain linen stock
- Receiving, distribution and collection to/from wards and departments as per current processes. Cleaners' complete linen orders & stock trolleys. Wards person delivers clean trolleys to departments
- Reviewing and updating ward and department linen impress as required.
- Maintaining facility contingency linen stock.
- Microfibre mops supplied by HealthShare Linen Services
- HSA Supervisor manages laundering of accommodation linen via external contractor (books collections as required)
- Linen currently held in temporary linen room; prior linen room not fit for purpose due to maintenance concerns

✓ **Stores and Distribution**

- HSA Supervisor looks after stores, wards persons support at busy times
- Scanning and maintaining stock levels within departments and wards - Ward Centric model - wards scan the products. Distribution team deliver & stock the wards.
- Ordering, receiving and delivery of consumables to wards and departments.

✓ **General**

- No Quattro chemical dispensers in cleaner's room
- HealthShare will maintain the use of AFM (engineering repair requests)
- Traditional chemical based Infectious clean process
- Microfibre mops laundered and provided by HealthShare linen
- Cleaning staff continue to use TOPCAT for environmental cleaning audits
- Pest control – HealthShare will coordinate technician site visits (note other tasks in out of scope)

Out of scope services - Casino

The following services are out of scope for the transition:

Cleaning

- ⊗ Inflatable mattress removal and cleaning managed by Wards person/HSA
- ⊗ Ward curtain removal and replacement is done by wards person/HSA
- ⊗ Afterhours M-F(1700-0600), WKND(1430-0600) wards person/HSA attend Infectious cleans across site
- ⊗ Mental health – Nil on site
- ⊗ Cleaning of clinical equipment in infectious room - Currently done by clinical staff
- ⊗ Bed stripping and linen removal on discharge- Currently done by clinical staff
- ⊗ Operating theatres - In between cases clean maintained by OA's
- ⊗ CSSD – Nil on site (Centralised CSSD couriered to/from Lismore hospital)
- ⊗ Staff and public carparks – serviced by Maintenance team
- ⊗ Offsite accommodation - Nil
- ⊗ Carpet shampoo - External contractors managed by Maintenance Dept.
- ⊗ Clinical Gas management – done by Stores (to remain with HSA Supervisor)
- ⊗ Print Room Management
- ⊗ Clean linen trolley delivery to wards, and removal of soiled linen from wards – completed by wards person
- ⊗ Retail outlet (Kiosk) - cleaned by Kiosk staff
- ⊗ Mortuary management (Wards person/HSA clean mortuary room and outer room on weekend)
- ⊗ Scheduled Cleaning and removal of sanitary bins (General Service will coordinate with contractor and replace bins in between scheduled visits).
- ⊗ Maintenance Contractors continues to provide External cleaning e.g. cobwebs, washing exterior surfaces, exterior windows/screens, cleaning/hosing of paths
- ⊗ Pest control – LHD will arrange POs and invoice payment
- ⊗ Sanitary bins Cleaning and removal - HSA supervisor coordinate with contractors
- ⊗ Off Site Cleaning - Nil
- ⊗ Plant rooms and Engineering workshops
- ⊗ Fleet Management including servicing and maintenance of hospital transport
- ⊗ Waste Contract management (operational interface with external waste providers in-scope)
- ⊗ One cleaner currently completes Fit Testing and Hand Hygiene audits across the site; out of scope pending further discussion with LHD

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Slide 3

MM1

[@Anne Buckley (HealthShare NSW)] can you confirm if these tasks will continued once the team transitions to HealthShare?
Have you had a discussion with the LHD?

Melanie McConnachie (HealthShar, 2026-04-08T01:45:30.299

Out of scope services - Casino

The following services are out of scope for the transition:

Cleaning

- ⊘ Garden and grounds functions
- ⊘ Mail Room Management
- ⊘ External cleaning (outside hospital entrances, courtyards, loading docks, windows, gardens, external graffiti removal, tree leaf, cleaning of seated areas to remove bird droppings, collecting under ambulance awning). LHD will maintain responsibility for servicing and/or arranging contractors.
- ⊘ HSA has been covering vacant Supervisor position for approximately 3 years while the position has been vacant
- ⊘ HSA Supervisor currently maintains WASTE / STORES / PEST control activities on site
- ⊘ HSA Supervisor manages waste activities across site, propose to leave the same due to waste tasks being completed by that team
- ⊘ Linen Ward Trolleys are the responsibility of the LHD to replace due to them being LHD assets
- ⊘ Redevelopment commissioning project cleans, and post redevelopment cleans will required consultation between General Services and DCS regarding scope of cleaning (pending scope of cleaning) small maintenance and refurbishments may be accommodated within current staffing with consultation with GSM.
- ⊘ Stores and waste management remain with HSA manager as these tasks are completed by HSA and Wards persons

Slide 4

SO1 If loading dock is transitioning does this mean the cleaning also comes to HSNSW?

Stephanie Olivera (HealthShare , 2026-03-26T02:14:16.184

AN1 0 Casino is not transitioning loading dock as per comments in the out of scope Stores and waste management remain with HSA manager as these tasks are completed by HSA and Wards persons

Anne Buckley (HealthShare NSW), 2026-03-26T09:55:53.009