

## HEALTH SERVICES OFFICER / ALLIED HEALTH ASSISTANT CLASSIFICATION REVIEW

### 1. PURPOSE

The purpose of this document is to detail the communication strategy that will be implemented by the Joint Working Party (JWP) in undertaking a review of the Health Services Officer (HSO) and the Allied Health Assistant (AHA) classifications in the ACT Public Sector Support Services Enterprise Agreement 2018 – 2021 (SSEA).

The Plan may be updated throughout the project as identified by the JWP.

### 2. TARGET AUDIENCE(S)

HSO and/or AHA employees (including managers and executives) in:

- Canberra Health Services
- Calvary Public Hospital, Bruce
- ACT Health Directorate

### 3. BACKGROUND

Clause Q13 of the SSEA makes provision for a review of the HSO and AHA classifications to address “the current suitability and currency of work value assessments underpinning the current classifications and the pay relativities for low paid workers”.

### 4. COMMUNICATION GOALS

The main goals of the Communication Plan are to:

- Enable clear, consistent and coordinated communication with stakeholders;
- Enable contribution and feedback from stakeholders;
- Outline clear expectations of the responsibility for, frequency and mode of communication;
- Increase awareness of the timeframes, processes and milestones of the review; and
- Engage key stakeholders to become champions and advocates for communicating key messages about the review.

The key principles that underpin this Plan are:

- Communication will need to occur throughout the review;
- Communication will be timely and regular;
- Key messages need to be accessible, clear, coordinated, consistent and accurate to all key stakeholders;
- Communication will be two-way (inviting and responding to stakeholder feedback).

## 5. GOVERNANCE

- Implementation of the Communication Plan will be managed by the JWP in collaboration with People and Culture, Canberra Health Services.
- The communication materials will be managed by the Project Manager, in consultation with People and Culture, Canberra Health Services.
- The Project Manager will keep records of communication activity to demonstrate compliance with the Plan.

## 6. STAKEHOLDERS

### General

- Minister for Health
- HSO and AHA employees employed under the SSEA

### CHS

- Chief Executive Officer
- Executive Director Nursing and Midwifery and Patient Support Services
- Executive Group Manager People and Culture

### ACT Government entities

- Project Manager, ACT Service-wide Classification Review, Public Sector Workplace Relations, CMTEDD
- Senior Director, People and Strategy, ACT Health Directorate

### Calvary Public Hospital, Bruce

- Director of Human Resources

### Unions

- Health Services Union
- Community and Public Sector union
- Construction Forestry Mining Maritime and Energy Union

## 7. COMMUNICATION

The communication channels will be those that deliver the information in the most effective, efficient manner available. Methods of communication include:

- Email updates
- Newsletter (email and print)
- Website – internet and/or intranet (Minutes, reports, factsheets & FAQs)
- Employee information sessions incl. presentations at team meetings
- Briefs/Minutes
- Personal briefings
- Reports to Directorate Consultative Committees

## 8. COMMUNICATIONS MATRIX

Channel / Stakeholder	Email	News-letter	Internal / external Website	Employee information sessions	Briefs / Minutes	Personal Briefings	DCC
Minister					✓	✓	
HSO & AHA employees	✓	✓	✓	✓			✓
Chief Executive Officer (CHS)	✓				✓	✓	
CHS Senior Managers	✓	✓			✓	✓	✓
Unions	✓	✓	✓				✓
Individual bargaining reps	✓	✓	✓				
ACT Govt entities	✓	✓	✓	✓			
Calvary Public Hospital	✓	✓	✓	✓			

### ACKNOWLEDGMENT OF COUNTRY

ACT Health acknowledges the Traditional Custodians of the land, the Ngunnawal people. ACT Health respects their continuing culture and connections to the land and the unique contributions they make to the life of this area. ACT Health also acknowledges and welcomes Aboriginal and Torres Strait Islander peoples who are part of the community we serve.

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