

[REDACTED]
22nd September 2011.



Legislative Assembly Committee Office
Level 1
11 Harvest Terrace
West Perth WA 6005.

A brief Submission Paper on the Inquiry into the decision to award Serco Australia the contract for the provision of non-clinical services at Fiona Stanley Hospital.

Dear Mathew Bates BA (Hons) Principal Research Officer.
The Public Accounts Committee

As a taxpayer, I am appalled but not surprised at the State Government's decision to privatize the non-clinical services at Fiona Stanley Hospital without a mandate or an transparent business plan on commencement of tender. Currently our State's Public Hospitals non-clinical services co-exist in a private/public arrangement. The bulk of the services rendered by the public sector, fully accountable primarily to the Minister of Health and the General Public. Many of the existing private contractors servicing our Public Hospitals are hard working, small independent family businesses, feeding money and skills back into the local WA economy. This may change under Serco and it's many affiliated companies. We are yet to see.

Under Serco, the Government has forfeited accountability and therefore partial political liability on the Health Portfolio because the service(s) provided by Serco will be on a wholly private business contractor/ customer basis.

Currently, the majority of non-clinical staff currently employed in the State's Public Hospital's are on a short term contract or a day to day casual basis. Most are comparatively under-employed in hours earning low pay. These non-clinical staff, although not currently performance managed, understand that they will be dismissed or reprimanded for moderate or at times, minor breaches of duty.

Public sector non-clinical staff, currently working in a harsh competitive managerial environment, are not having "the mythical Public Service easy workplace lifestyle" if the included recent newspaper article, is true.

One therefore assumes that, under Serco, increased workforce productivity gains comparative to the current high public sector standards will be made by further under-employing staff, alleged automated mechanization (robots, as suggested in

newspaper reports?) or under-servicing the hospital site infrastructure. How is this going to deliver a better Health Service for all?

The People of Western Australia may lose in many ways by this privatization agenda if not mentioned previously, because ;

- Serco is a foreign multi-national conglomerate and profits gained (WA Public Health dollars) will go to shareholders and investors globally.
- Apprentices' and trainees may not receive full comprehensive training employed in a future highly specialized competitively managed , cost saving environment under Serco .
- The iconic stature of the Fiona Stanley Site will be diminished due to this arrangement, initially promoted to the General Public , as WA's latest Premier Public Teaching Hospital exceeding Sir Charles Gairdner Hospital, high standards.
- The alleged efficiency gains by privatization will be lost to Serco by its required profit margin required to sustain an operational requirement and a shareholders' profit.
- Serco has no experience in delivering Health Care in Australia .
- The State Government has ,once again, placed it's right wing industrial ideological agenda ,stealthily, at the expense of the constituency and the WA economy ,without a mandate .

I ,like most thinking West Australians' condemn the apparent lack of transparency and commentary in the handling of this business arrangement .

Yours sincerely,
Peter Whitelaw

A large black rectangular redaction box covering the signature area, obscuring the name and any handwritten notes or dates.

a non clinical public hospital employee/ ALP member

Perth Now

Health staff sick of work conditions

- Paul Lampathakis
- From: *The Sunday Times*
- September 10, 2011 5:30PM



Opposition Health spokesman Roger Cook.

Source: PerthNow

ONE in five public health workers who quit their jobs did so to escape nasty bosses, workplace stress, or bullying and harassment.

Dissatisfaction with pay and conditions drove out a further 7 per cent of staff who left WA's Health Department from October 2010 to June 30, according to exit surveys obtained by *The Sunday Times* under Freedom of Information laws.

Of 244 departing workers surveyed, including nurses and medical, clerical and allied health staff, 5 per cent left for the private sector and 2.4 per cent quit because of "patient/client behaviour".

Departing workers had a spray about their bosses in the survey, with one saying: "I often felt bullied by the Medical HOS (head of service) and not supported by the DON (director of nursing)."

Another said: "(I) had no performance reviews in five years, passive aggressive avoidance behaviours from line manager."

According to a third employee, their line manager was "the main reason for leaving employment". Another said that new management in their catering section meant there was "no respect for staff, workload got heavier (and the) work environment changed for the bad".

The surveys also showed:

* Fourteen per cent of departing workers said they would never work for the department again and 86 per cent said they would "consider" returning.

* About 7.4 per cent said they quit because of their "relationship with manager/supervisor".

* About 7.2 per cent left because of "workload and workplace pressure".

* About 5.4 per cent resigned to escape "harassment, discrimination or workplace bullying".

* Personal reasons, such as family, health and travel, were the most cited for leaving, accounting for 15.5 per cent of leavers.

* About 11.15 per cent quit because they were relocating and 7.8 per cent left to go to another WA Health Department service.

Opposition health spokesman Roger Cook said the survey backed anecdotal evidence that public health staff were working under extreme pressure.

"The Barnett Government is forcing staff to do more with less, resulting in friction between staff, patients and managers," he said.

Acting Health Minister John Day said the survey started in October 2010 so no comparative data was available to indicate if specific problems had increased or decreased. But given that 86 per cent of leaving employees would consider returning to the department, "overall, exiting employees have a positive working experience with WA Health".

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