

Hon Lawrence Springborg MP Minister for Health

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10/8/2014

I wanted to write to you personally to update you on the State Government's strong plans for nursing and midwifery in Queensland Health. Your profession is a key to front-line service delivery and as a clinician, you deserve the certainty of regular advice about our progress and results.

When I became the Minister for Health, my first priority for rupses and midwives was to ensure that you and your colleagues were actually getting your pay-packer, with a fair day's pay for a fair day's work, following the payroll debacle inherited by this state Government.

My second priority was to ensure your profession was properly valued and recognised. I am pleased to say that the Government has delivered significent pay increases. As of last month, these have resulted in nurses and midwives being paid almost 10% more than they were at the change of government just over two years ago.

Now the Government's strong plan will enable Queensland Health to deliver another top priority: supporting front-line health services by simplifying the complex web of human resource policies, industrial awards and certified agreements.

The complex and antiquated health pay system, with 24,000 different pay variations each fortnight, diverts resources away from front-line health activity. Feedback from nurses and midwives tells me the recent pay date change has helped, but that long term improvements are necessary.

Reduced bureaucracy will?

- give you greater transparency in your pay-packet:
- reduce the risk of you being incorrectly paid;
- make it easier for you to understand and claim your rightful entitlements.

Just as importantly, it will maximise the resources we can allocate to front-line health activity.

Recently the Queensland Nurses' Union wrote to me seeking more information on the State Government's strong plan to continue to build and value the nursing and midwifery profession in Queensland Health.

For your information, I have attached a copy of my reply which I believe contains important commitments to you to ensure a brighter future for the nursing and midwifery profession, and to the patients in your care.

Best wishes

LAWRENCE SPRINGBORG MP

Minister for Health 4/15-018 Document No.

RECEIPTING

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Less payday paperwork = More nurses



Red tope and paperwork in Queensiand Health means workers have a awards, a agreements and 132 human inequire policies, which all adds up to agood different pay variations every forthight. Queenslanders, maney could be better spent on more nospital deds, shorter waiting lists and more nurses. So now we've fixing it.

Queensland Health, it's about getting better.

Analysised by the Open-Mail Government, George Mitter, Helboure



16 July 2014

I'd like to personally acknowledge the truly exceptional work that you and your colleagues have delivered over the last 12 months.

Together, we've replaced a system that obsessively measures inputs with one in which we're reporting on patient outcomes, cutting waste, reducing bureaucracy and working hard to provide Queenslanders with value in the health services they receive.

Community feedback, obtained in the May 2014 government satisfaction survey, tells us that the public also see that we are doing a good job delivering health services to Queenslanders.

Specifically, we have seen a 5% increase in satisfaction from those people who have had some form of hospital contact (since Nov 2013). Remarkably, we have seen an increase in every indicator from the Nov 2013 survey (except one which has remained steady).

This is a simply cutstanding result and one that deserves to be acknowledged.

Collectively, employees are indicating a similar sentiment. I received the high-level results from the Working for Queensland employee opinion survey from the Public Service Commission this week and they show that Queensland Health has experienced an across-the-board increase in almost every indicator.

Notably, the two key outcome indicators of agency engagement and job engagement are both markedly improved from 12 months ago. With agency engagement up by an average of 7 – 8% across all HHSs and the Department – some up by as much as 13%. Similarly, job engagement is up by an average of 3 – 4% across Queensland Health.

Queensland is a great state with a good healthcare system, and there are great opportunities for improvement. Together, we've made structural and cultural improvements to the way we work and we are emerging as a renewed health system focused on providing healthcare that Queenslanders value.

This is a great achievement that we can all be proud of.

Since the release of the Biueprint for better healthcare in Queensland, we've been able to achieve some amazing results and are rapidly progressing towards Queensland becoming the best health system in the nation.

- Improved hospital emergency department waiting times by 2% from Feb 2013
- Improved long waits for urgent surgery by 85% since Feb 2013
- Improved long waits for semi-urgent surgery by 87% since Feb 2013
- Improved dental long wait lists down to zero from 62,513 in Feb 2013
- Improved ambulance response times by 66 sec since Mar 2012 (at the 90th percentile for Code 1 cases in Metro North and South)

22.16至20年,他们就是我们的基本的,但是不是我们的,但是我们的,我们就是这个人的,也是我们可以提出的的现在分词。

These achievements have occurred at a time when we have seen unprecedented community deman@for our services, with record numbers of patients coming through our doors.

The second secon

We've focused our energy on creating a devolved and empowered health system where the control of local healthcare decisions rightly belongs with local HHS Boards and healthcare professionals.

We will continue to invest, innovate and plan for the future and ensure a lasting commitment to collaborative effort and improvement. Our HHSs have been the key driver of our successes and the recent transfer of prescribed employer status and building and assets to several HHSs will undoubtedly yield further enhancements for our health system.

We have come far, but there are still many opportunities for us to work together as we continue to implement the Blueprint and deliver a healthcare system that all Queenslanders can be proud of.

Congratulations and thank you.

Regards,

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Director-General Queensland Health









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Andrew Bibb

From:

Cathie Schnitzerling < Cathie. Schnitzerling@health.qld.gov.au>

Sent:

Thursday, 4 September 2014 10:48 AM

To:

Andrew Bibb; Cathy Border; Cameron Thompson

Cc:

Sdlo

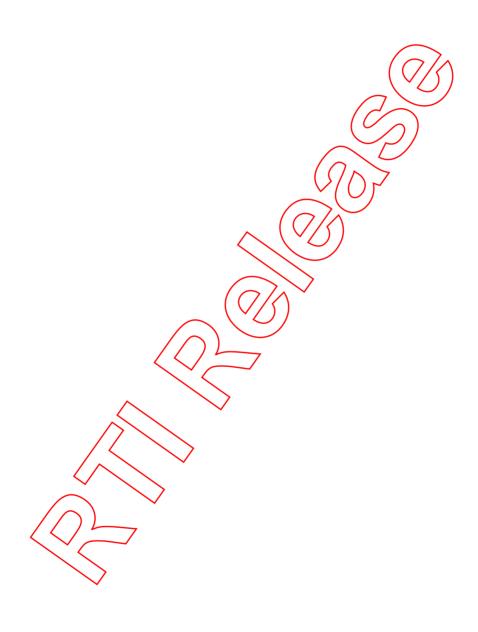
Subject:

FW: Minister's letter V5 DELIVERY DATES

Irrelevant matter - s.73 of the RTI Act Irrelevant matter - s.73 of the RTI Act



Page 6 redacted for the following reason:
-----Irrelevant matter - s.73 of the RTI Act



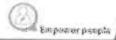














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From: Cathie Schnitzerling

Sent: Monday, 1 September 2014 2:29 PM

To: Con Dionissiou; Sdlo; Hari Suminto; Kathryn Huggard; Toni Rossi

Subject: re: Minister's letter V5

Hi.

The letter has been amended slightly but importantly. Once the following is done we can but it on the Getting Better website and email nurses.

I'll list what has to be done.

- 1. Word document (attached) to be sent to Chandler for electronic signature etc Con
- 2. Design letter and PDF without signature for web copy Kathryn
- 3. Put PDF letter without signature on Getting Better site Hari
- 4. Word document (attached) to be put into Minbox email as an emai

5. Minbox email to be provided to Con/Payroll to be sent to nurses database

Please contact me if you have any questions.

Thanks

Cathie Schnitzerling

Senior Director

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