



Hon Lawrence Springborg MP
Minister for Health

Level 39
147-163 Charlotte Street Brisbane 4000
GPO Box 48 Brisbane
Queensland 4001 Australia
Telephone +61 7 3234 1191
Facsimile +61 7 3229 0444
Email health@ministerial.qld.gov.au

10/6/2014

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 nurses and midwives was to ensure that you and your colleagues were actually getting your pay-packet, 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 significant 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

Less payday paperwork = More nurses



Red tape and paperwork in Queensland Health means workers have 9 awards, 6 agreements and 132 human resource policies - which all adds up to 24000 different pay variations every fortnight. Queensland's money could be better spent on more hospital beds, shorter waiting lists and more nurses. So now we're fixing it.

Queensland Health. It's about getting better.



Authorised by the Queensland Government, George Nether, Brisbane

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 outstanding 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 *Blueprint 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)

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

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,



Ian Maynard
Director-General
Queensland Health

RTI Release



Customers first



Ideas into action



Unleash potential



Be courageous



Empower people

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

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Redact Page

Page 6 redacted for the following reason:

Irrelevant matter - s.73 of the RTI Act

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Queensland Government

Great state. Great opportunity.

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 put 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 Minibox email as an email rather than letter – Toni
5. Minibox 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
Integrated Communications Branch | Office of the Director-General
Department of Health | Queensland Government
Level 18, 147-163 Charlotte Street, Brisbane QLD 4000
t. 07 3234 1368 | m. 0412 91 9900
e. Cathie.Schnitzerling@health.qld.gov.au | www.health.qld.gov.au



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