



Australian Services Union  
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# Media Release

for immediate release

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Attention: Chief of Staff / News Editor

## QLD HEALTH ADMINISTRATIVE STAFF VOTE FOR INDUSTRIAL ACTION

Hospital administrative staff employed by Queensland Health have voted to commence industrial action from next Tuesday.

Australian Services Union members will place bans on a range of activities including overtime bans and bans on financial reporting and processing. Internal phone calls will be affected, and in many cases diverted to senior management. ASU members will also work to rule, taking all designated breaks and refusing to work outside of their job descriptions.

ASU Branch Secretary Julie Bignell said it was highly regrettable that admin staff felt they had no other option than to start taking industrial action.

“QHealth have refused to meet with us to discuss a specific agreement for admin staff to address our key concerns. Instead they have issued an insulting and sub-standard offer of 3.25 per cent per annum in return for increased contracting out and the ability not to fill vacant positions as they arise. Our members are already stretched to the limit and sick and tired of being the First Contact but Last Priority for QHealth.”

“The wage offer is below the inflation rate and far below what we are achieving in the private sector for similar jobs. It is a slap in the face to our members that they have simply ignored their claims, many of which would lead to greater savings to the government if they were implemented. And to top it all off, they have told us that if our members want more, they have to fund it themselves. This comes on the heels of significant deals with health professional staff which placed no such restrictions on staff,” she said.

“The Premier Anna Bligh recently announced plans to improve health services and eliminate waiting lists. She has even gone so far to publicly praise support staff as being the ones who make this all happen. But her Department seems to think that they will achieve a massive turn-around in service delivery by abusing the good will of the staff upon which they rely. The less admin staff they have, the bigger the waiting lists will be, because patients won't be able to be admitted and processed. The more they treat our members as invisible, the more obvious it will be that you can't deliver world class health services without adequate and properly trained support staff on the front-line. Q2 will be filed at the bottom of the filing cabinet as a good idea but one that couldn't be delivered because the fundamental issues of staffing and resourcing weren't addressed.”

“We hope not to inconvenience the public too much and we have directed the industrial action back at the Department. However, we cannot rule out delays in some circumstances. We ask that the public join with us in telling QHealth to come to the table with a decent offer so that we can all focus on delivering a quality health service,” said Ms Bignell.

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The Australian Services Union (Clerical and Administrative Branch) represents workers in the clerical, administrative and call centre industries across both the public and private sectors throughout central and southern Queensland