

Mr Gerard Hayes  
Secretary  
Health Services Union

Email: [secretary@hsu.asn.au](mailto:secretary@hsu.asn.au)

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## Administration Review

Dear Mr Hayes,

I am providing formal notification that following the release of Southern NSW Local Health District's (SNSWLHD) People Strategy, Elevating Our Workforce and acknowledging that our administration team members are vital in supporting the delivery of day-to-day District-wide operations and customer services, a review of administration services across the District is being undertaken.

The aim of this review is to strengthen the foundations of service support and to identify the effectiveness of current roles to ensure they have clear pathways for career progression, access to appropriate, timely professional development and support staff wellbeing and psychosocial safety.

This exercise will assist in better understanding processes and systems and identifying opportunities and challenges to better support the strategic and organisational objectives of the organisation.

Administrative staff working in a range of roles that support clinical operations, across Facilities and Directorates including:

- the Emergency Departments,
- Inpatients,
- Outpatients,
- Community Health,
- Integrated Care and Allied Health, and
- Mental Health Drug and Alcohol

who may be a Ward clerk, Reception staff, Clinical support officers, Administration officers, Executive Assistants, Data Entry Officer have been invited to participate in feedback and discussion sessions.

These sessions have been specifically designed to share information about roles, accountabilities, structures, and processes including how to foster an environment where people can be their best and grow a learning culture to ensure optimal service delivery can be provided for our patients.

The Health Services Union has been notified via phone to Mark Jay in February 2024 and via the Joint Consultative Committee on 22 May 2024.

Once information has been collected, we will provide the Health Service Union with an opportunity for consultation, where/ if there are any changes to be proposed.

Please feel free to contact me if you have any questions.

Kind regards

A handwritten signature in black ink, appearing to read 'Karen', with a long horizontal flourish extending to the right.

Karen Lee-Archer

District Director People and Culture

23 July 2024

CC: Mark Jay, [mark.jay@hsu.asn.au](mailto:mark.jay@hsu.asn.au)