

# Restructuring Plan

Corporate Records & Archival Services

Cost Centre 181180

Digital Health Directorate

May 2024

## 1. Background

The Corporate Records & Archival Services Unit has 9 permanent FTE and 3 temporary FTE as of May 2024. In the current structure all staff report directly to the Manager Corporate Records & Archival Services.

### **The Corporate Records & Archival Services Team's purpose and mission is to:**

- Oversee aspects of the District's compliance with the NSW State Records Act, 1998 and associated regulations and participate with other key business units to monitor, assess and inform the NSW State Records Annual Compliance Audit (RMAT).
- Ensure the District's progression with recordkeeping compliance by assisting sites and services with the management of their records.
- Administer the District's corporate recordkeeping database (Content Manager/TRIM) and provide an effective and efficient service to 900+ staff in relation to the use of the system (ie. delivery of training and helpdesk support, software upgrades and enhancements).
- Progress the digitisation of the District's records via the scanning of archived medical records into eMR and distribution of additional CM/TRIM licenses site/services to increase electronic corporate record capture.
- Ensure the District's physical legacy records are stored and managed in accordance with all relevant standards and regulations and made accessible in a timely manner when required for clinical or corporate matters (ie. patient care, legal or administrative purposes). The service manages 10,000+ boxes of corporate records and 200,000+ medical records at its primary warehouse at Unanderra and a secondary off-site location.

## 2. Reason for Restructure

This restructure aims to improve the overall organisational efficiency of the Corporate Records & Archival Services Unit. There are 9 permanent FTE within the Department, whereby all positions report directly to the Manager Corporate Records & Archival Services. The new structure moves away from a flat structure to a hierarchical structure which will improve workflows, create opportunities for staff growth and career progression as well as assist with aligning the team with organisational goals and objectives. The restructure retains the 9 FTE and involves 1 x positional regrade and a change in reporting line for some positions within the team. There are no deletions to positions or major impacts to staff.

With the shift of Right to Information (to Legal Services) and Medico-Legal (to Health Information Services) there is opportunity to reset the team's focus on its core records management functions

There is a need to further strengthen site and warehouse operations to ensure compliance with the NSW State Records & Act and WHS responsibilities, this can be achieved via this restructure.

The service needs to expand/formalise its training offerings for Content Manager (TRIM) which services over 900 staff and move away from an ad hoc training style, this can be achieved via this restructure.

Currently there are three (3) temporary positions within the Department. On 1 July 2024 the A06 Admin Officer – GIPA Support/Medico Legal will be transferred to Legal Services along with Right to Information (GIPA) responsibilities. The two (2) temporary Records Officers will finish up on their contracts on 30 June 2024 and 22 December 2024.

### 3. Benefits or potential impact the restructure will have on services

#### Improved efficiency:

The restructure aims to streamline and strengthen operations and optimise workflow which will result in a more efficient delivery of the Unit's services.

The change of reporting lines so that the archival services team report to a supervisor who then reports to the Manager Corporate Records & Archival Services will assist with faster turn around times and faster decision making.

The restructure aims to free up time for the Manager Corporate Records & Archival Services to focus on more strategic initiatives and objectives, comply with site management responsibilities and oversee the day-to-day management of the service.

#### Role clarity:

The restructure aims to increase role clarity by formalising the "training" position within the Unit and align it with other training roles within the District for grading purposes. It also provides clarity for the role of Records & Archival Services Compliance Supervisor with the development of a new position description which includes archival services staff supervision and site WHS responsibilities. The existing role of Statutory Information Compliance Officer (HSM1) will become the role of Records & Archival Services Compliance Supervisor (HSM1) – the incumbent has resigned, therefore, the position will be vacant from 1 July 2024.

#### Staff retention:

With HSM1 roles on both sides of the team there will be further opportunities for staff in terms of career development and will further encourage staff to continue working within the Unit.

### 4. Affected Staff

This restructure does not involve the addition or deletion of any positions.

The following position will be regraded in the new structure:

Current Position	Grade	Proposed Position Title	Proposed Grade
Corporate Records & GIPA Support Officer	Admin 6	Corporate Records Support & Training Lead	HSM 1

The following position will have a change in position title and position description in the new structure:

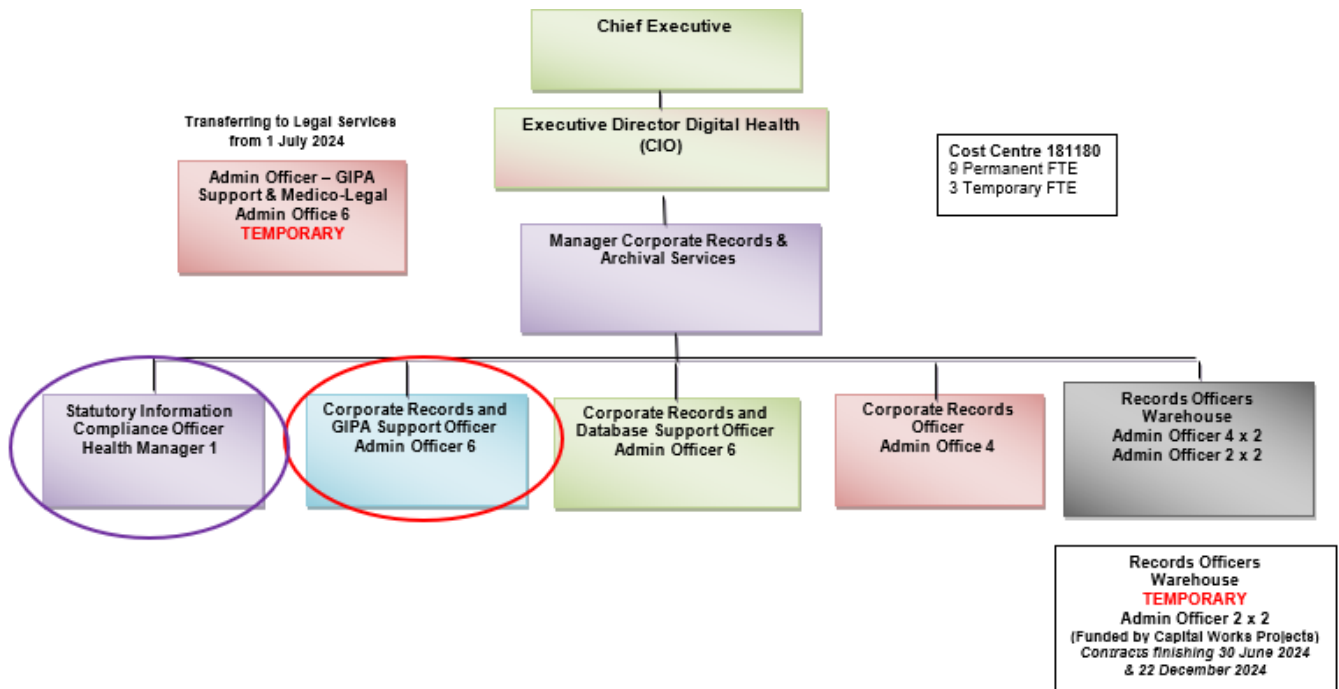
Current Position	Grade	Proposed Position Title	Proposed Grade
Statutory Information Compliance Officer	HSM 1	Records Management & Archival Services Compliance Supervisor	HSM1

The following positions will have a change in reporting line in the new structure:

Positions (Current)	Current Report Line	Proposed Report Line
Records Officers x 2 (Admin 4)	Manager Corporate Records & Archival Services	Records Management & Archival Services Compliance Supervisor
Records Officer x 2 (Admin 2)	Manager Corporate Records & Archival Services	Records Management & Archival Services Compliance Supervisor
Corporate Records Officer (Admin 4)	Manager Corporate Records & Archival Services	Corporate Records Support & Training Lead

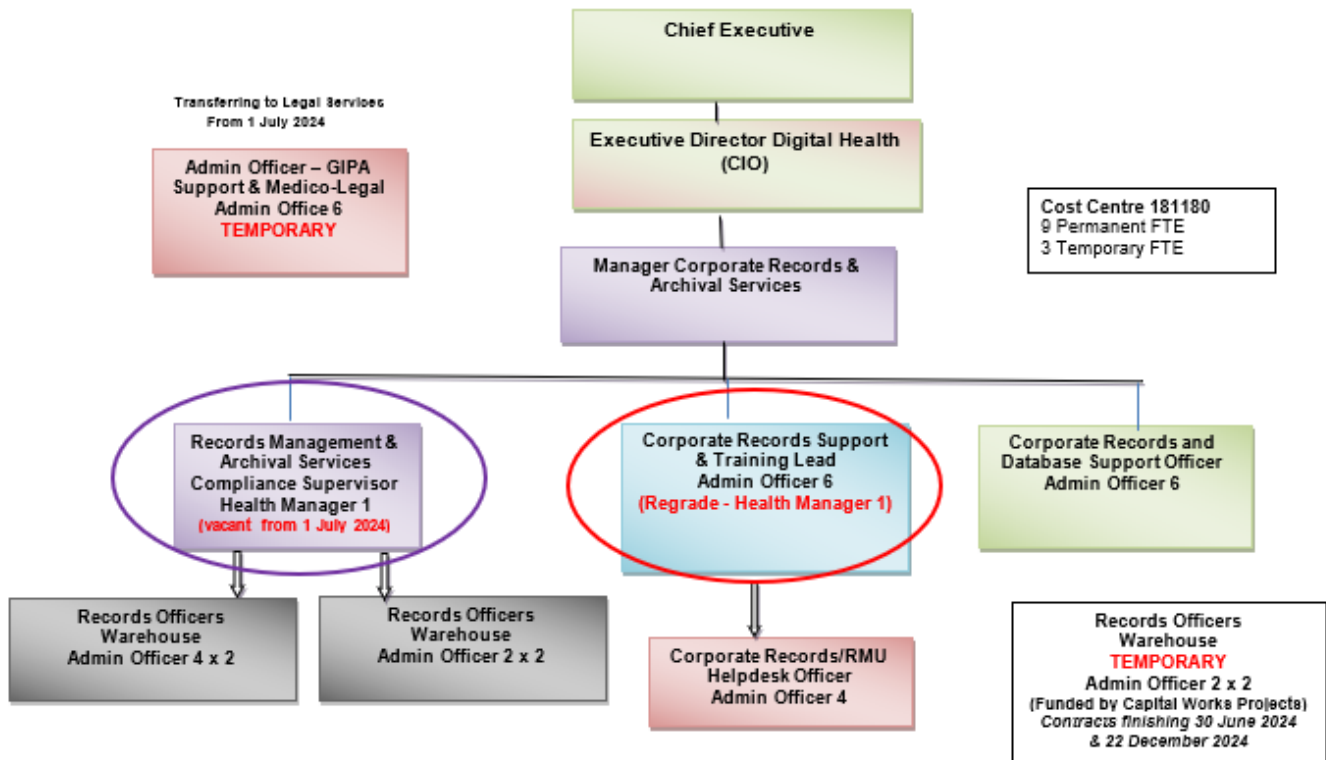
## 5. Current & Proposed Structures

### Current Structure:



### Proposed Structure:

#### SLHD CORPORATE RECORDS & ARCHIVAL SERVICES STRUCTURE (PROPOSED)



## 6. Position Descriptions

### Position 1:

- Proposed PD – Corporate Records Support & Training Lead (HM1) (April 2024)
- Interim PD – Records & Training Support Officer (A06) (May 2022)  
(Note: Temporary PD due to interim changes in structure)
- Substantive PD – Corporate Records & GIPA Support Officer (A06)

### Position 2:

- Proposed PD – Records Management & Archival Services Compliance Supervisor (HM1) (April 2024)
- Substantive PD – Statutory Information Compliance Officer (HM1)

## 7. Timetable for Implementation

### 7.1 Consultation with Industrial Organisations

The Health Services Union (HSU) will be advised in writing of the restructure.

### 7.2 Restructure – Key Steps

Item	Whom	How	When	Comments
1	Meetings held with individual staff members who are impacted directly by proposed changes.	One to One Meetings conducted by Manager	13 June 2024	
2	All staff advised of proposed changes/restructure plan. PD's provided (x2)	Team Meeting conducted by Manager	13 June 2024	Feedback open for a 2 week period
3	Communications sent to staff to include Restructure Plan and draft PD's for comment	Email	13 June 2024	Consultation concludes 27 June 2024
4	Further meetings held with staff (if requested)	One to One	13-27 June 2024	
5	Feedback is reviewed and incorporated where appropriated	Manager	1 July 2024	Manager and Workforce
6	Executive Director informed of outcome of consultation.	Via Email	1 July 2024	Executive Director/Workforce review feedback.
7	Team meeting to provide consultation feedback and final structure		11 July 2024	
8	New position descriptions graded and established		From 11 July 2024	1 positional regrade – Sign off by EDDH Review by Workforce

9	Recruitment process commences and vacancy filled		July/August 2024	1 position vacant for advertising (HM1)
10	Establishment changes		July/August 2024	Reporting line changes and FTE changes to be corrected in the establishment.

## 8. Possible affected on EEO groups

- Nil

## 9. Staff Support

Support for staff is available via the Workforce Support Team and our Employee Assistance Provider (EAP), Converge International on 1300 687 327.

## 10. Redeployments/Redundancies

- Nil

# Consultation / Feedback

(Consultation Period: 13 – 27 June 2024)

Responses received directly by staff = 2

Response from HSU = 0

- 1 response confirming support in relation to the proposed changes.
- 1 response seeking clarification of job tasks relating to role changes within the restructure.

Meeting held with staff on 11 July 2024 to discuss feedback and reconfirm proposed changes.

Questions in regards to specific job tasks within roles was answered, it was further discussed that once new structure takes affect there would be further team meetings to fine tune workflows between positions to ensure they are effective. Staff had no further questions and were in support of the proposed changes.

## Staff Meeting – Corporate Records & Archival Services – Proposed Restructure

### Final Plan following Consultation Period – Meeting Held 11 July 2024

Staff Member	In Attendance (Signature)
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted] providing update. Acknowledgement received via email 11/7/24.
[Redacted]	[Redacted]
[Redacted]	[Redacted]