



**STRICTLY PRIVATE AND CONFIDENTIAL**

WSLHD Ref: WSBRIEF24/2451-7

The Secretary  
Health Services Union NSW/ACT  
Level 2, 109 Pitt Street  
SYDNEY NSW 2000

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

Dear Mr Hayes

**Re: Realignment of the Integration and Transformation administrative structure in Integrated and Community Health**

I write to you to advise you of the proposed portfolio realignment within Integration and Transformation, Integrated & Community Health (ICH) department at Western Sydney Local Health District (WSLHD).

The Integration and Transformation department is currently made up of services including Central Referral Services (CRS) Health Care Interpreter Services, Health Pathways Western Sydney and inTouch Nursing services. ICH is currently redesigning the way referrals are received and processed across ICH services. The aim is to have a single point of entry for all ICH services via a "front door" concept through CRS. The first step in this redesign is the realignment of administrative staff with similar accountabilities, skills and type of work. It has been identified across the department that 2.8 FTE (temporary) and 2 FTE (permanent) that currently sit under the other service streams will need to be realigned to CRS.

The current proposal is that the RACF and inTouch planned care for better health administrative officers will report to the Service Manager, Central Referral Services (see attached organisational chart). This realignment will benefit the current services by providing a centralised approach to the management of referral and enquiry services across ICH will improve service delivery for the betterment of patient experience and their health outcomes.

It is additionally proposed as part of this process that all staff within CRS and inTouch who are not already on a rotating shift pattern will be converted to shift/rotating shift to ensure equitable rostering practices of existing after hours and weekend shifts.

Consultation with impacted staff of the department commenced in December 2024 regarding the proposed reporting line changes and change to rotating shift work. Overall, the realignment will affect the reporting line of 4.8 FTE only, and the shift type of 10.63 FTE (including two Enrolled Nurses within the current CRS team). The consultation period will conclude on 22 December 2024, with the view to implement the structural changes in January 2025 and the shift rotation in February 2025.

These arrangements are administrative in nature and will not impact on the services currently being provided to patients.

If you have any questions or wish to discuss this matter further, please contact Nicole Truelove, Director Human Resources, Integrated & Community Health on 0434 603 594 or [Nicole.Truelove@health.nsw.gov.au](mailto:Nicole.Truelove@health.nsw.gov.au).

Yours sincerely



**Jasmin Ellis**  
General Manager  
Integrated & Community Health

Date: 9/12/24