



24 July 2023

Gerard Hayes  
Secretary  
Health Services Union  
Level 2, 109 Pitt Street  
SYDNEY, NSW 2000

Via email: [info@hsu.asn.au](mailto:info@hsu.asn.au)

Dear Mr Hayes,

**Re: Realignment of Management – Tamworth Rural Referral Hospital Clinical Support Officers and Ward Clerks.**

I write to advise you of the proposed realignment of the day to day Management of the Clinical Support Officers (CSO) and Ward Clerks from the Patient Services Manager (PSM) to the Managers of the units/wards they currently work in at Tamworth Rural Referral Hospital (TRRH).

By way of background, the CSOs and Ward Clerks are currently managed by the TRRH PSM however the employees work in other wards/units and take operational direction for majority of their day to day tasks from the Nurse Managers (NM) and Nurse Unit Managers (NUMs) of the units they work in. Any leave requests for the CSOs and Ward Clerks is approved by the NM/NUM prior to the PSM being advised. Further, the PSM undertakes the delivery of performance development reviews and other human resource elements for the CSO and Ward Clerk staff despite not overseeing their direct day to day management.

As such, there is an opportunity to realign the CSOs and Ward Clerks to be managed by the Nurse Managers (NM) and Nurse Unit Managers (NUMs) of the units they currently work in. This will reduce duplication, and provides staff with a sense of belonging in their teams.

There are no changes to any employment conditions and there are no reductions in FTE or hours, rather a minimal change to reporting lines. In the majority of situations, this is one or two staff for each of the respective wards/units.

Moving forward, the PSM will continue to provide ongoing professional support to the Unit Managers as required. The Nurse Managers will have meaningful and appropriate involvement in the daily and strategic management of the CSOs and Ward Clerks and removes the unnecessary duplication of work that came with staff reporting to two Managers.

Please find attached a copy of the proposed organisational chart.

If you have any questions or wish to discuss this matter further, please contact Susan Penny on 02 4985 3316 or [susan.penny@health.nsw.gov.au](mailto:susan.penny@health.nsw.gov.au).

Yours Sincerely,

Yvonne Patricks  
General Manager – Peel Sector  
Rural & Regional Health Services  
Hunter New England Local Health District