SESLHD Management Reduction Strategy Restructure Consultation Paper





Comments or feedback on this proposal can be submitted in writing to

Director People and Culture

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Version Control

Version Number	Date (DD/MM/YYYY)	Details of Changes	Author (Name and Position Title)
1.0	25 April 2024	First Draft	Fiona Fahey, Director People and Culture
2.0	2 May 2024	Finalised	Fiona Fahey/Tobi Wilson
3.0	July 2024	Revised and approved by Executive	SESLHD Executive



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1. Introduction

As Chief Executive of South Eastern Sydney Local Health District (SESLHD) I am committed to delivering the *Exceptional Care, Healthier Lives* Strategic Plan 2022-25. Within this, our Statement of Intent speaks to being a global leader in innovative and sustainable health services.

In recent years we have stepped up to many challenges, including the COVID-19 pandemic, and as we move forward we will also continue to face a range of challenges, including our financial sustainability.

As the health needs of our communities evolve, the service requirements and the delivery of services also changes. It is imperative that our structures and workforce are aligned to support these changes and needs. The proposed changes presented in this document are consistent with the District's commitment to our strategy and to ensuring that our resources are directed to work that meets local communities current and emerging expectations.

This proposed change is designed to limit impact to frontline clinical service delivery and instead focus on administrative and management roles where efficiencies can be gained.

Although the proposed structure is beneficial for SESLHD's financial sustainability, there will be some positions that will no longer be required in their current format and/or location, or whose grades and/or reporting lines will change. All effort will be made to match affected staff to similar positions, however where affected staff are not matched to any vacant/new positions, they will be referred onto the Workforce Mobility Program.

I welcome everyone's contribution as we progress through the consultation period and take the opportunity to thank you in advance for your review of the proposal.



2. Overview of SESLHD

2.1 Background

SESLHD is one of the largest local health districts in Sydney, covering a geographical area of 468 square kilometres from Sydney's Central Business District to the outskirts of the southern suburbs. We provide health care to over 930,000 residents and, in addition, provide support for residents of Lord Howe Island. SESLHD manages nine hospitals and a range of high-quality, community-based health care services.

Our District has the following hospitals:

- 1. Prince of Wales Hospital
- 2. St George Hospital
- 3. The Sutherland Hospital
- 4. Royal Hospital for Women
- 5. Sydney and Sydney Eye Hospital
- 6. Garrawarra Centre
- 7. War Memorial Hospital
- 8. Calvary Hospital
- 9. Gower Wilson Memorial Hospital on Lord Howe Island

Our staff also deliver high quality health care across a variety of community-based services ranging from pre-birth to palliative care.

We are home to a diverse population which is set to increase to 1,022,000 by 2027 (20% growth). In our community 30% of people are from non-English speaking backgrounds, 37% have long-term health conditions and 8720 identify as being Aboriginal.

At the heart of everything we do is a set of values - Collaboration, Openness, Respect and Empowerment.



2.2 Case for Change

In FY23/24 SESLHD implemented a series of cost savings initiatives to meet budget expectations, however despite these efforts, the District has had a significant budget over-run. Compounding this, the budget for FY24/25 presents a series of constraints amongst a broader context of whole of government savings initiatives, cost pressures and minimal growth. To support the savings initiatives, the District proposes an administrative reduction strategy which proposes to delete FTE equating to \$7.5 million in salaries savings per year. A proportional reduction in FTE across all management and administrative structures in the District will enable this to be targeted and ensure we do not affect frontline clinical service delivery. The efficiencies will be delivered across the District, recognising efficiencies within each directorate, site or service.

The aim of the restructure is to:

- Improve administrative efficiency and effectiveness
- Enable strong local management that facilitates responsiveness and clear outcomes
- Provide clear lines of communication for operational and professional accountability
- Ensure decisions are made as close as possible to the site/service level
- Reduce silos and facilitate a connection between the strategic priorities, planning and operations
- Meet our obligations to support government savings initiatives

The proposed restructure will adhere to, and reflect the NSW Government, NSW Health and Ministers' strategic priorities, Award and Policy requirements.

3. Impact

Given the scale of the change, implementation is planned in two phases. Phase 1 is proposed to commence in mid-July (refer section 5), and Phase 2 will commence consultation from mid-September.

In phase 1, the District proposes to delete 37.7 full time equivalent (FTE) positions and create 9 FTE with a net reduction of 28.7 FTE. The impact across the facilities and directorates is varied based on the allocation. The proposal has considered a proportional allocation of FTE based on the Health Manager establishment. Given this, the allocation is more heavily weighted to District directorates rather than the facilities. There is no impact on frontline clinical services as a result of these proposed changes.



Participation in the Workforce Mobility Program (WMP) will be mandatory for those staff impacted by the deletion of their position, as per NSW Health policy.

The indicative breakdown of directorates/facilities, and classifications impacted in phase 1 is as follows, noting some directorates/facilities will have impact spread over both phases:

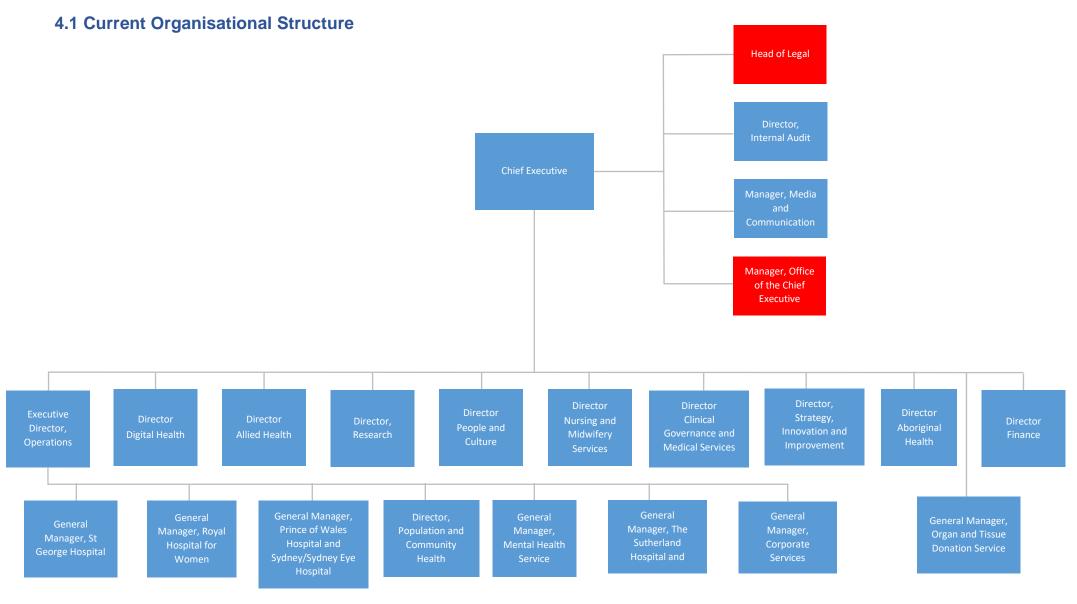
Position Classification	FTE
Health Managers	26.4
Administration Officers	8.8
Nurse Managers	2
Library Technicians	0.5

Phase 1:	Office of the Chief Executive, The Sutherland Hospital, St George Hospital, Prince of Wales Hospital, Sydney/Sydney Eye Hospital, Royal
	Hospital for Women, Mental Health, Population and Community Health,
	Clinical Governance and Medical Services, Research, District Nursing
	and Midwifery, Corporate Services, People and Culture.

Organisational Chart Legend				
Deleted position				
New position				
Change in reporting line/s or other change, or spill and fill				



4. Office of the Chief Executive





4.2 Proposed Organisational Structure Executive Head of Office of the CE to the Chief **Chief Executive** People and and Medical General Manager, Prince of Wales and Garrawarra **George Hospital** Sydney/Sydney Eye for Women

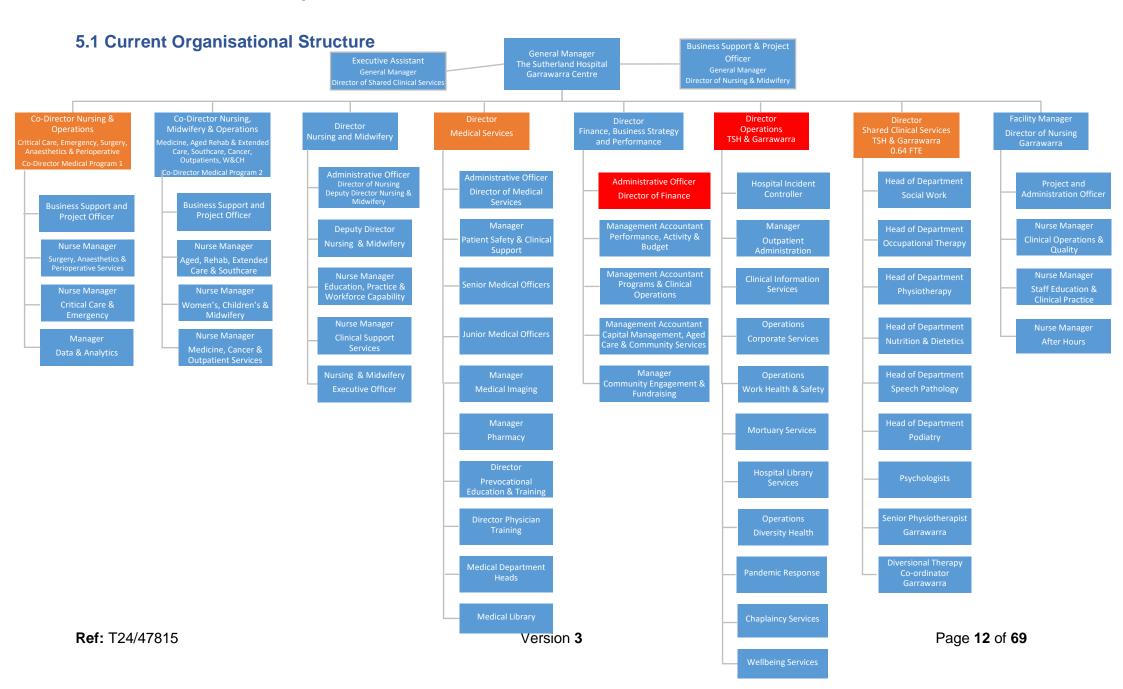


4.3 Proposed changes to Positions – Office of the Chief Executive

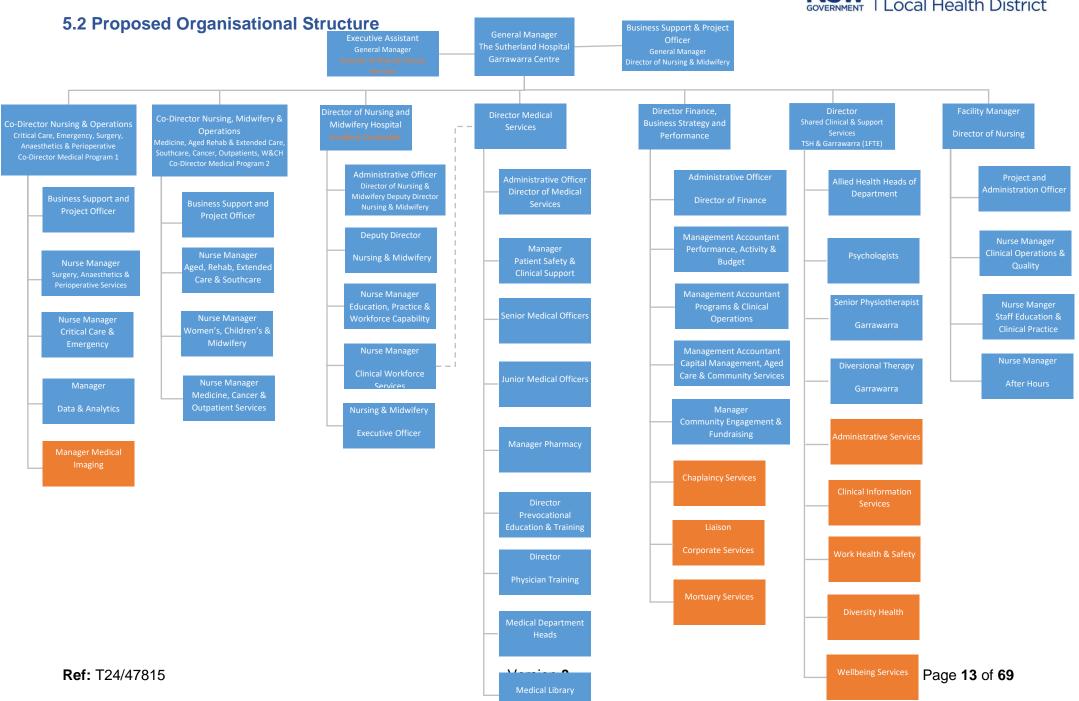
Role Type	Position	Grade	Nature of Change	Comments
Health Manager (HM)	Head of Legal – PN 703498	HM 6	Deleted Position	There is insufficient requirement for a legal position and having this role is not proportionate to the legal matters for the District.
Health Manager	Manager, Office of the CE – PN 696814	HM 4	Deleted Position	Position is deleted. Some role responsibilities and key functions will be absorbed by the new position as Head of Office of the CE.
Health Manager	Head of Office of the CE	HM 5 (pending grading)	New Position	Elevated position taking on direct responsibility of a number of portfolios and is an advisor to senior executives.



5. The Sutherland Hospital









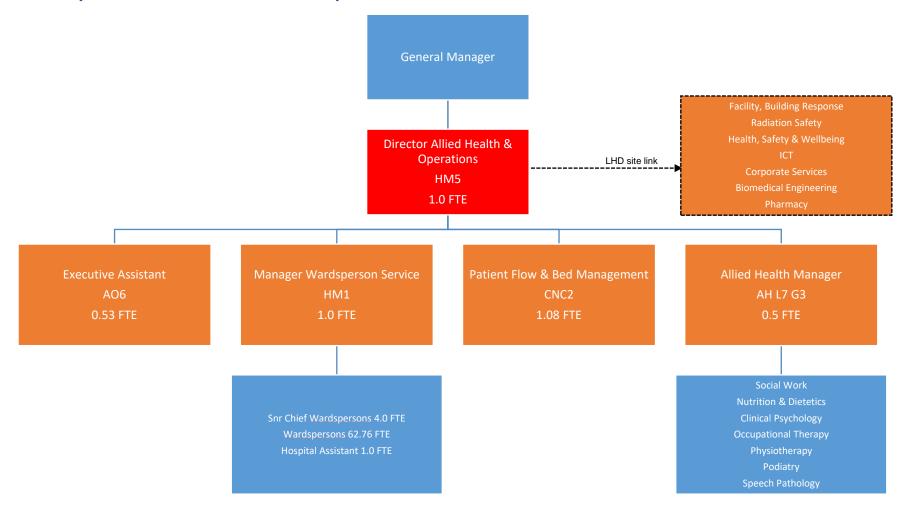
5.3 Proposed changes to Positions – The Sutherland Hospital

Role Type	Position	Grade	Nature of Change	Comments
Health Manager	Director Operations	HM 5	Deleted	Some function/teams/staff that reported into this position no longer exist. This position has only been in place for 18 months. Some functions/reporting lines are returning to the original executive leadership. Position vacant.
Admin Officer	Admin Officer Finance	Admin Officer Lvl 5	Deleted	Position vacant and will be deleted. Some functions absorbed within the Finance team. Incumbent.
Allied Health	Director Shared Clinical & Support Services	Level 7, Grade 3	Revised Responsibilities	Admin and Clinical Information Services added as reporting to this position. This position will be a liaison for Work Health & Safety, Diversity Health and Wellbeing Services.
Medical	Director Medical Services	Staff Specialist	Revised Responsibilities	Medical Imaging removed from reporting line.
Nursing & Midwifery	Co-Director Nursing & Operations – Critical Care, Emergency, Surgery, Anesthetics & Perioperative	Nurse Manager Grade 6	Revised Responsibilities	Medical Imaging added as reporting to this position.
Health Manager	Director Finance, Business Strategy & Performance	Health Manager Level 5	Revised Responsibilities	This position will be a liaison for Corporate Services, Chaplaincy Services and Mortuary Services.



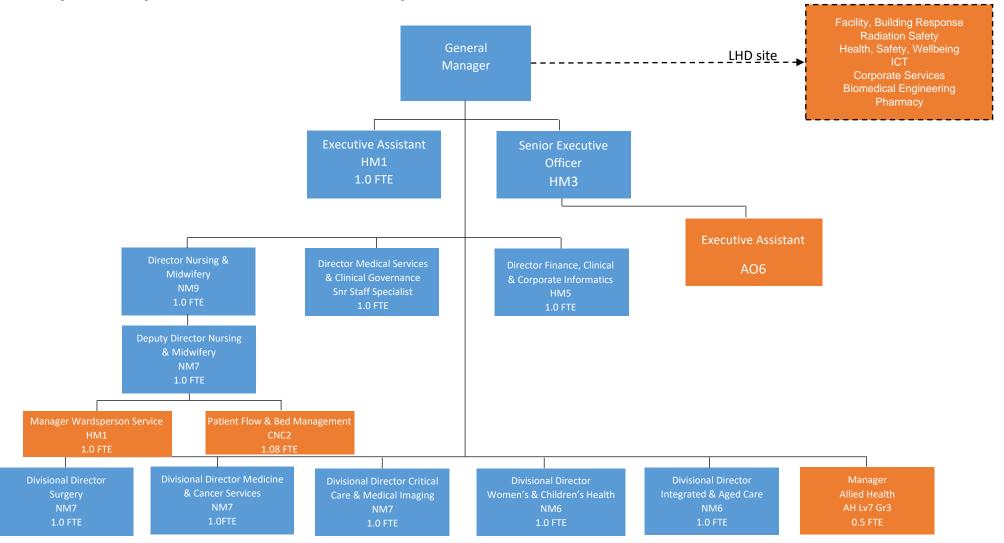
6. St George Hospital

6.1 Current – Operations – Allied Health and Operations Division



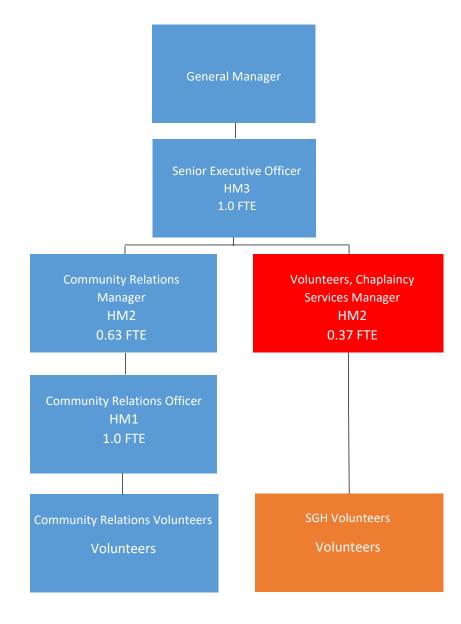


6.2 Proposed – Operations – Allied Health and Operations Division



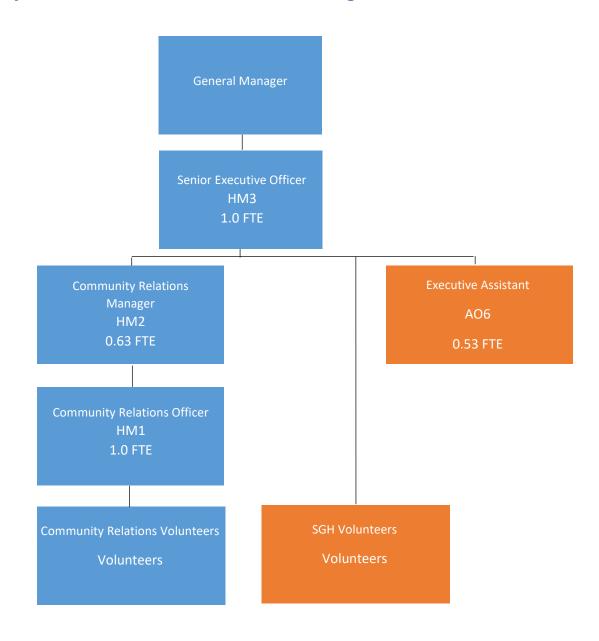


6.3 Current – Community Relations – Office of the General Manager



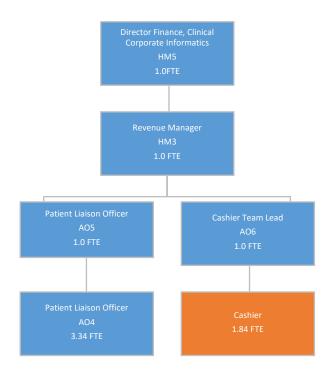


6.4 Proposed – Community Relations – Office of the General Manager



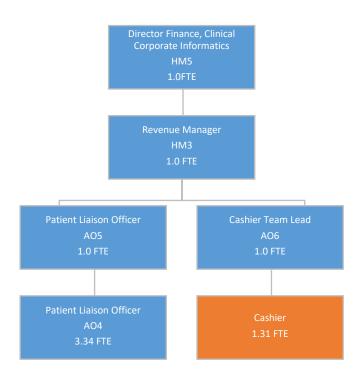


6.5 Current – Revenue & Patient Liaison Services – Finance, Clinical & Corporate Informatics



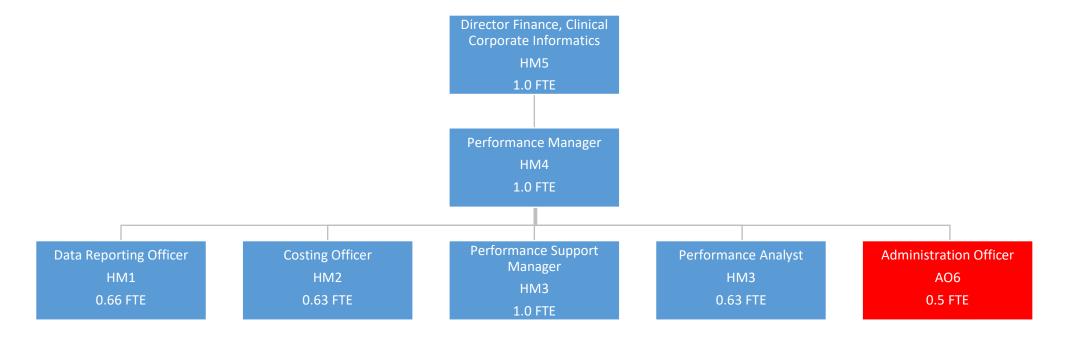


6.6 Proposed – Revenue & Patient Liaison Services – Finance, Clinical & Corporate Informatics



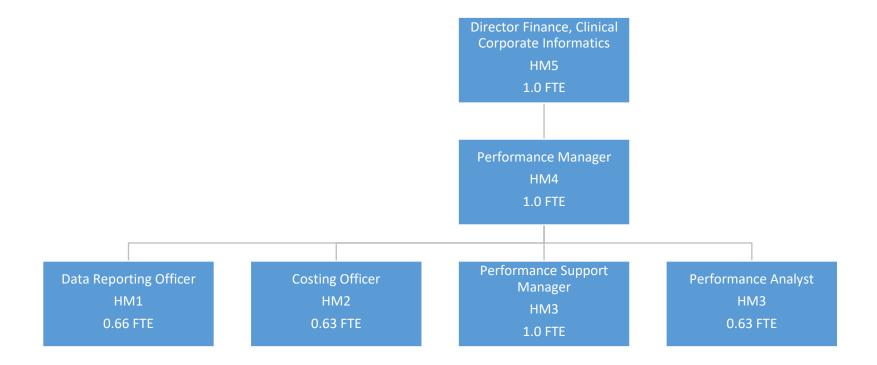


6.7 Current – Performance Analytics – Finance, Clinical & Corporate Informatics



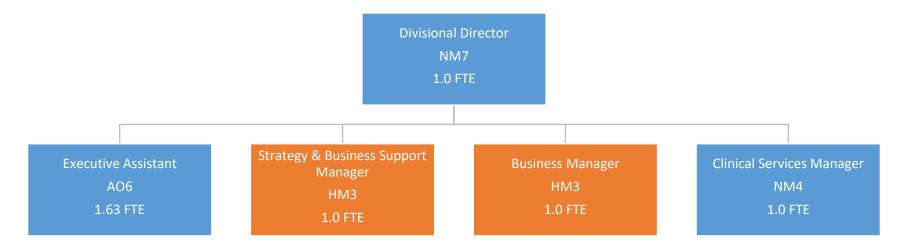


6.8 Proposed – Performance Analytics – Finance, Clinical & Corporate Informatics

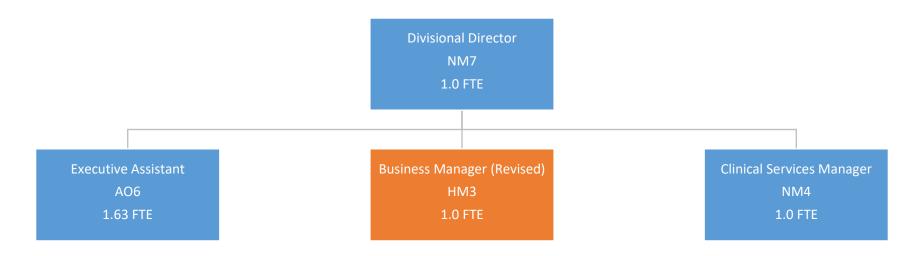




6.9 Current – Medicine & Cancer Administration – Division of Medicine & Cancer



6.10 Proposed – Medicine & Cancer Administration – Division of Medicine & Cancer





6.11 Proposed changes to Positions – St George Hospital

Role Type	Position	Grade	Nature of Change	Comments
Health Manager	Director Allied Health and Operations	HM 5	Position to be deleted	 Realignment of reporting lines and services as follows: Allied Health Manager realigns to General Manager LHD site link for District Services to SGH realigns to General Manager Executive Assistant realigns to Senior Executive Officer, GM Office Manager Wardsperson Service realigns to Deputy Director Nursing & Midwifery Patient Flow and Bed Management CNCs realign to Deputy Director Nursing & Midwifery
Health Manager	Volunteer and Chaplaincy Services Manager	HM2	Position to be deleted	 0.37 FTE vacant. Key functions realigned: Onboarding, coordination of volunteers, chaplaincy to Senior Executive Officer
Health Manager	Business Manager or Strategy & Business Support Manager	НМ3	1.0 FTE to be deleted	 2.0 FTE permanent incumbents. Key functions to be merged: Lead strategic change, project management Finance, performance data and analytics
Administration Officer	Performance & Analytics Administrator	AO6	Position to be deleted	0.5 FTE vacant. Key functions realigned:Nil, long-term vacancy
Administration Officer	Cashier	AO3	0.53 FTE to be deleted	1.84 FTE with 3 permanent incumbents. Key functions:Cash handling has declined in volume



7. Prince of Wales Hospital (POWH)

7.1 Current Organisational Structure – Executive Unit

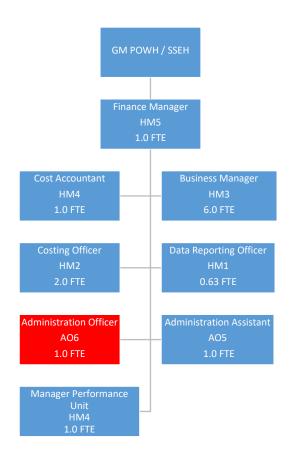


7.2 Proposed Organisational Structure - Executive Unit



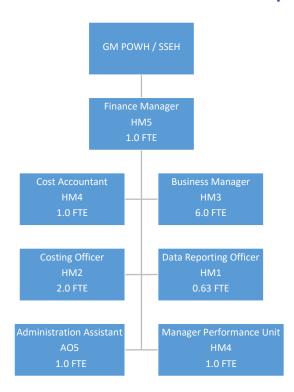


7.3 Current Organisational Structure – Finance Department POWH



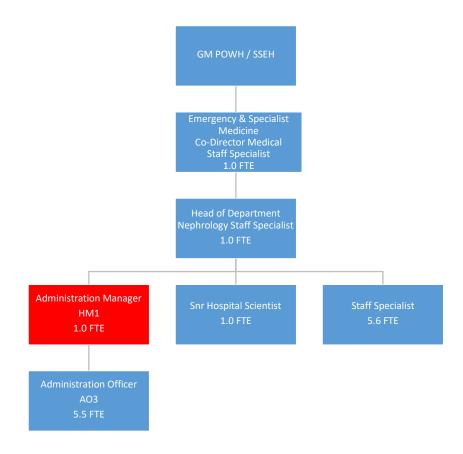


7.4 Proposed Organisational Structure – Finance Department POWH



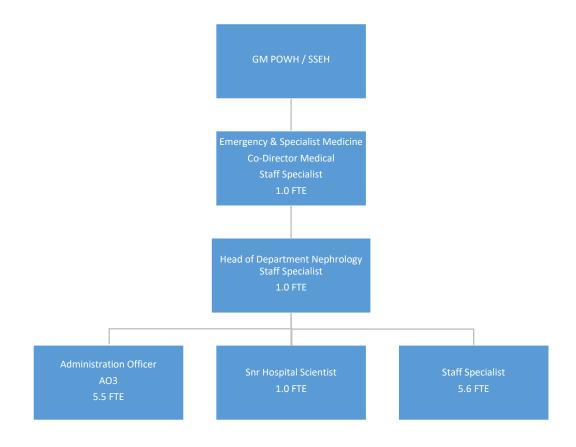


7.5 Current Organisational Structure – Emergency & Specialist Medicine, Nephrology POWH



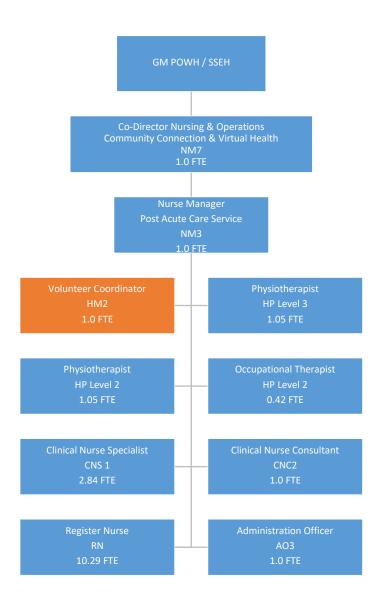


7.6 Proposed Organisational Structure – Emergency & Specialist Medicine, Nephrology POWH



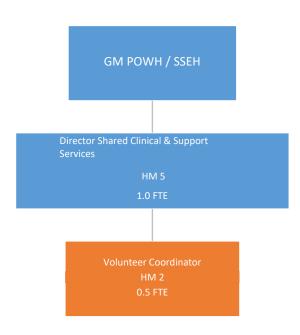


7.7 Current Organisational Structure – Emergency & Specialist Medicine, Post Acute Care Service POWH



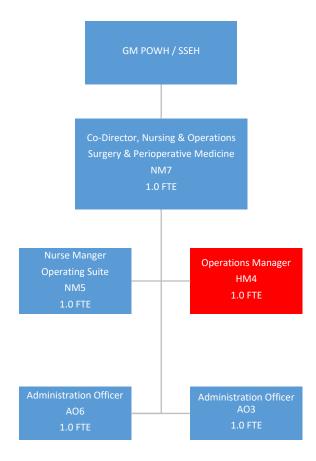


7.8 Proposed Organisational Structure – Shared Clinical & Support Services POWH



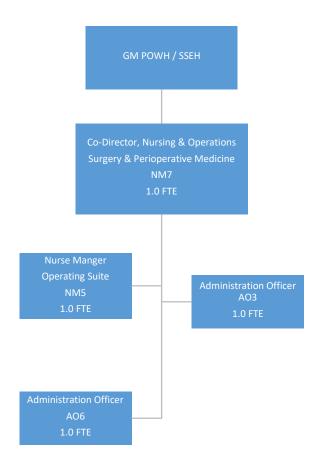


7.9 Current Organisational Structure – Surgery & Perioperative Medicine, Randwick Campus Operation Suite POWH



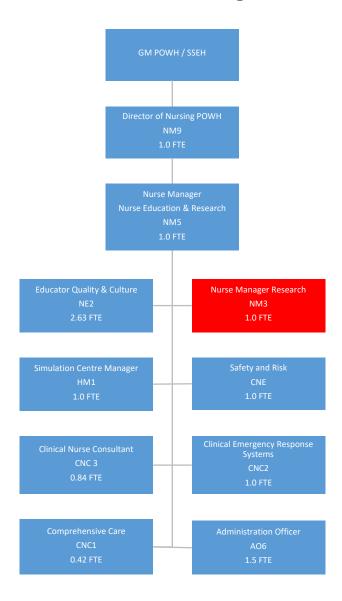


7.10 Proposed Organisational Structure – Surgery & Perioperative Medicine, Randwick Campus Operation Suite POWH



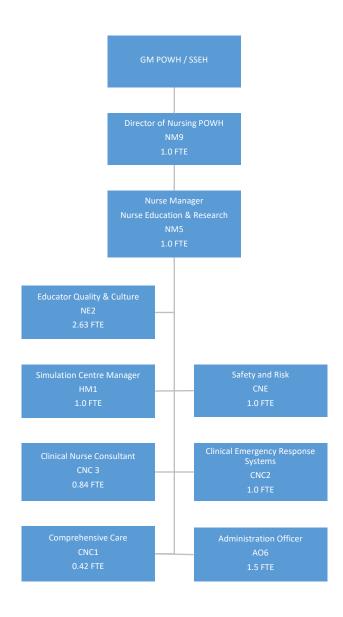


7.11 Current Organisational Structure - Nursing Education & Research Unit POWH





7.12 Proposed Organisational Structure – Nursing Education & Research Unit POWH





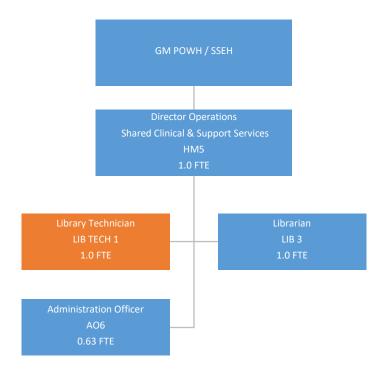
7.13 Proposed changes to Positions – Prince of Wales Hospital

Role Type	Position	Grade	Nature of Change	Comments
Administration Officer	Administration Officer Executive Unit	AO4	Position to be deleted	Incumbent
Administration Officer	Administration Officer Executive Unit, Finance	AO6	Position to be deleted	Incumbent
Health Manager	Administration Manager Emergency & Specialist Medicine Nephrology	HM1	Position to be deleted	Vacant position
Health Manager	Volunteer Coordinator Emergency & Specialist Medicine Post Acute Care Service	HM2	Reduction of FTE 1 – FTE 0.5. Change of reporting line to Director Shared Clinical and Support Services	Incumbent
Health Manager	Operations Manager Surgery & Perioperative Medicine Randwick Campus Operation Suite	HM4	Position to be deleted	Incumbent
Nurse Manager	Nurse Manager Research POWH Nursing Nursing Education and Research Unit	NM5	Position to be deleted	Incumbent



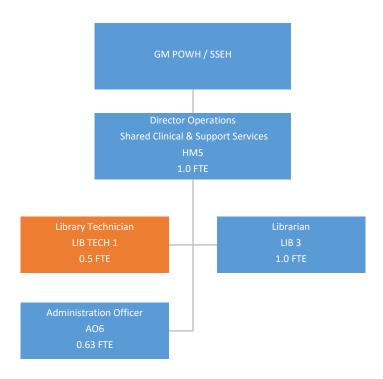
8. Sydney/Sydney Eye Hospital (SSEH)

8.1 Current Organisational Structure – SSEH





8.2 Proposed Organisational Structure – SSEH





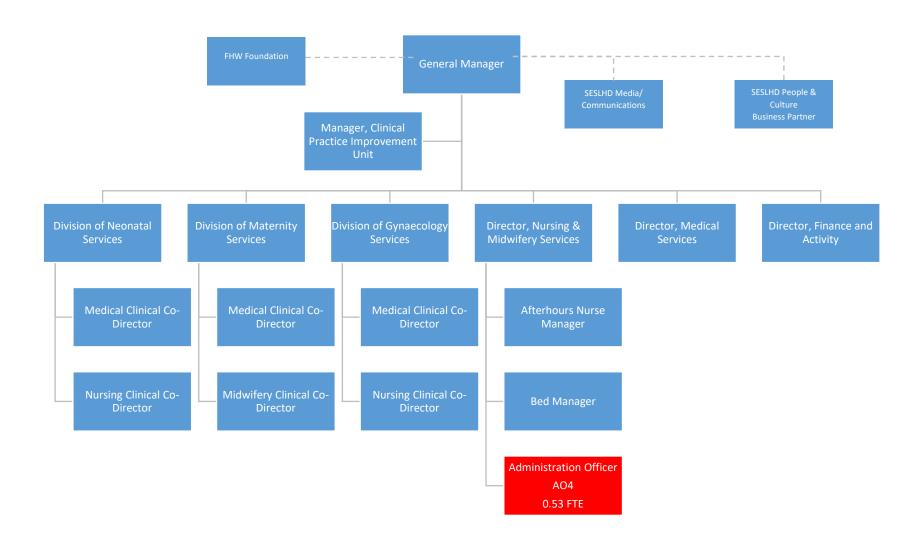
8.3 Proposed changes to Positions – Sydney/Sydney Eye Hospital

Role Type	Position	Grade	Nature of Change	Comments
Library Technician	Library Technician Shared Clinical & Support Services Medical Library (SSEH)	LT Grade 1	Reduction to 0.5 FTE	Incumbent



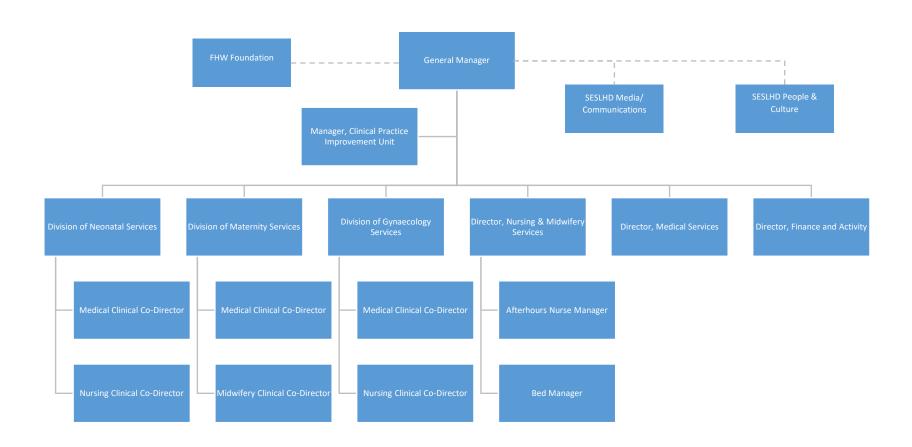
9. Royal Hospital for Women (RHW)

9.1 Current Organisational Structure - RHW





9.2 Proposed Organisational Structure - RHW





9.3 Proposed changes to Positions – RHW

Role Type	Position	Grade	Nature of Change	Comments
Administration Officer	0.53 FTE	Admin Officer Level 4	Position to be deleted	This role recorded education records (i.e. HETI) for Nursing and midwifery staff. These duties will be taken over by ward CSO's and this is already included in their PD's. Position is vacant.

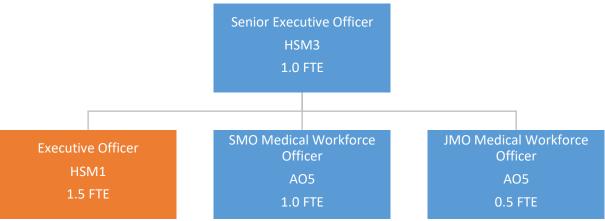


10. Mental Health Service

10.1 Current Organisational Structure

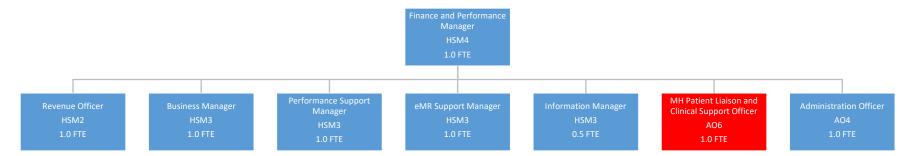


10.2 Proposed Organisational Structure

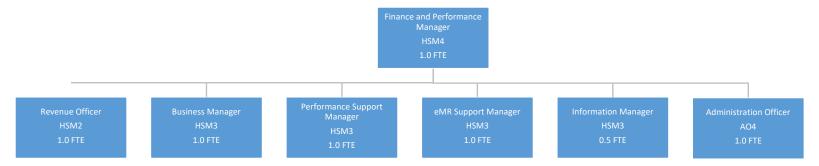




10.3 Current Organisational Structure

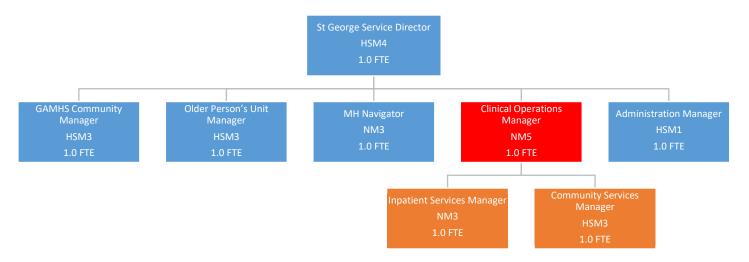


10.4 Proposed Organisational Structure

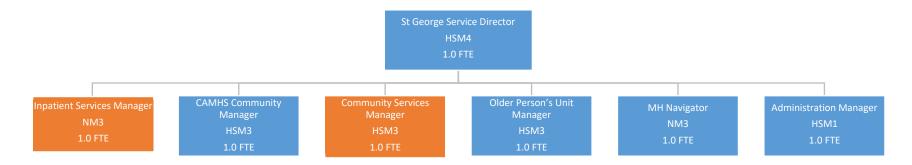




10.5 Current Organisational Structure



10.6 Proposed Organisational Structure





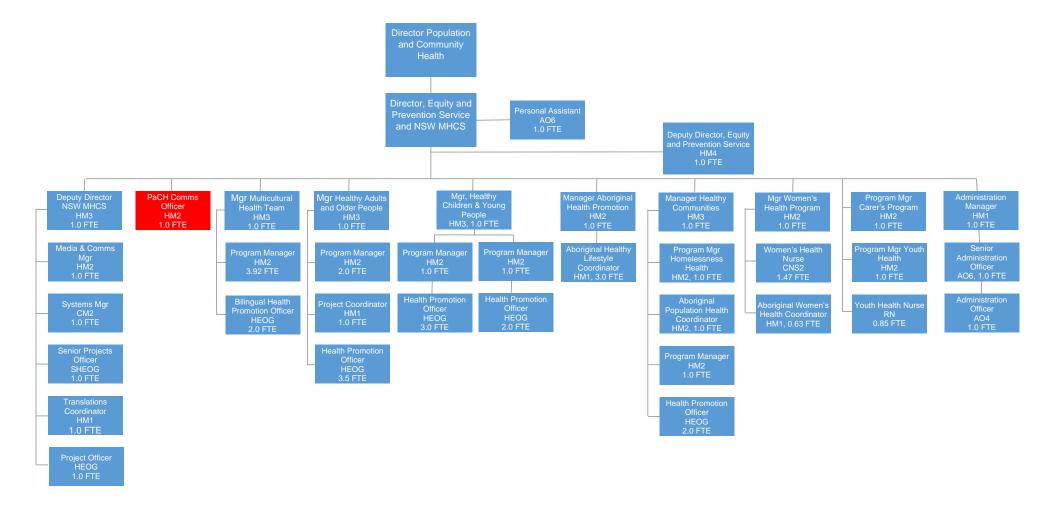
10.7 Proposed changes to Positions – Mental Health Service

Role Type	Position	Grade	Nature of Change	Comments
Health Manager	Executive Officer - Mental Health Service	HM 1	Reduction of 0.5 FTE	 Vacant position – reduction in FTE from 2.00 FTE to 1.5 FTE HM1 position does not have any direct reports
Health Manager	Mental Health Patient Liaison and Clinical Support Officer	AO 6	1 FTE deleted	 Vacant position – role no longer required. AO6 position does not have any direct reports. Revenue Officer (HSM2) 1.00FTE, picks up residual activities at minimum.
Nurse Manager	Clinical Operations Manager	Nurse Mgr.Gde 5	1 FTE deleted	 Vacant position – role no longer required. NM5 position has 2 direct line reports, the Inpatient Services Manager, and Community Service Manager. Inpatient Services Manager, and Community Service Manager positions will now report directly to the Service Director. Inpatient Services Manager, and Community Service Manager picks up residual activities at minimum.



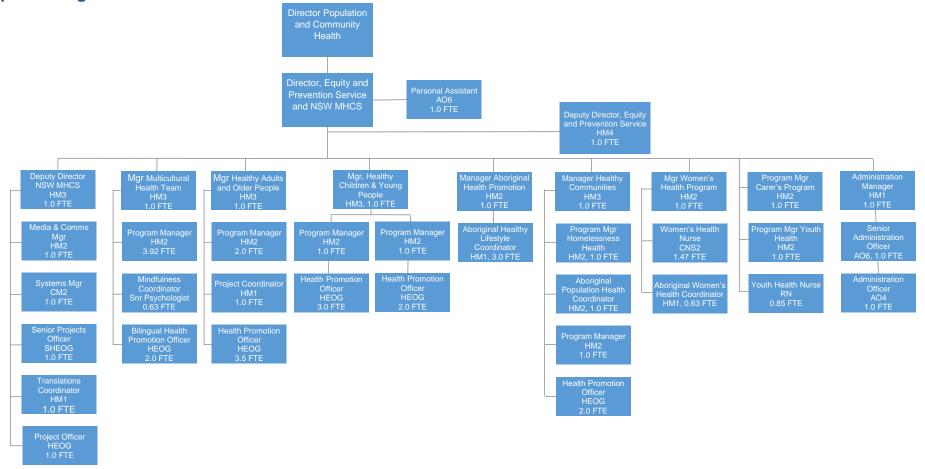
11. Population and Community Health

11.1 Current Organisational Chart





11.2 Proposed Organisational Chart





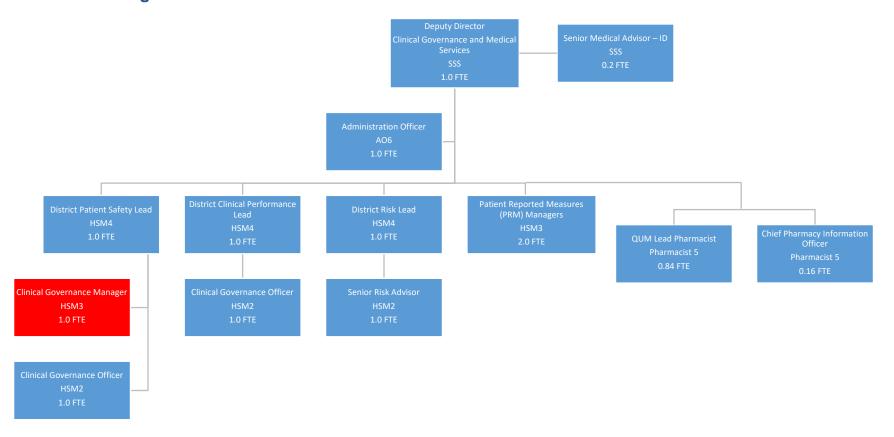
11.3 Proposed changes to Positions – Population and Community Health

Role Type	Position	Grade	Nature of Change	Comments
Health Manager	PaCH Communications Officer	HM2	1.0 FTE	Position to be deleted. Incumbent in position.Key functions of the role no longer required.



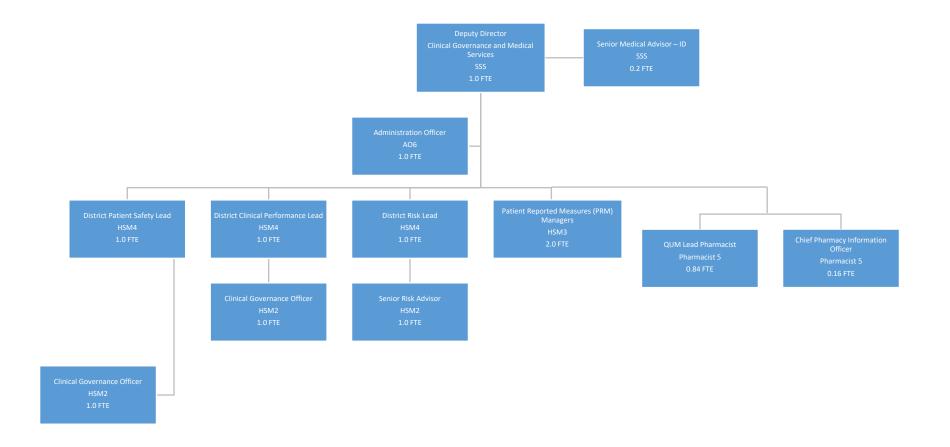
12. Clinical Governance and Medical Services

12.1 Current Organisational Chart





12.2 Proposed Organisational Chart





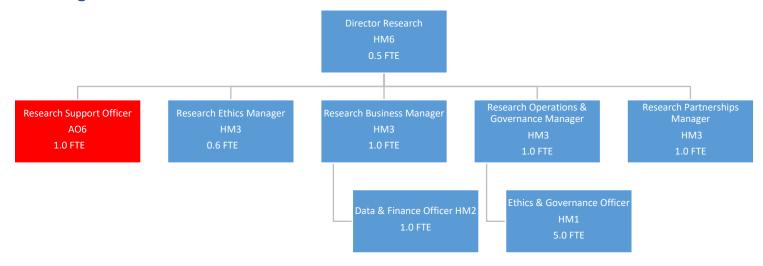
13.3 Proposed changes to Positions – Clinical Governance and Medical Services

Role Type	Position	Grade	Nature of Change	Comments
Health Manager	District Clinical Governance Manager	НМ 3	Position to be deleted	Position has no direct reports. Incumbent in role.

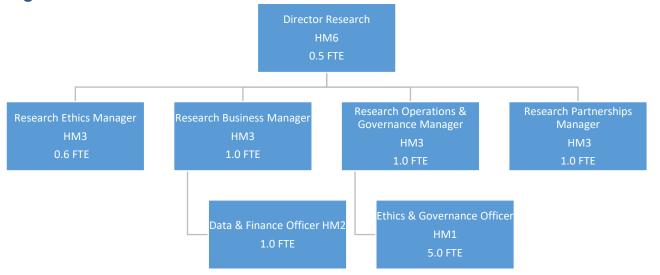


13. Research Directorate

13.1 Current Organisational Chart



13.2 Proposed Organisational Chart





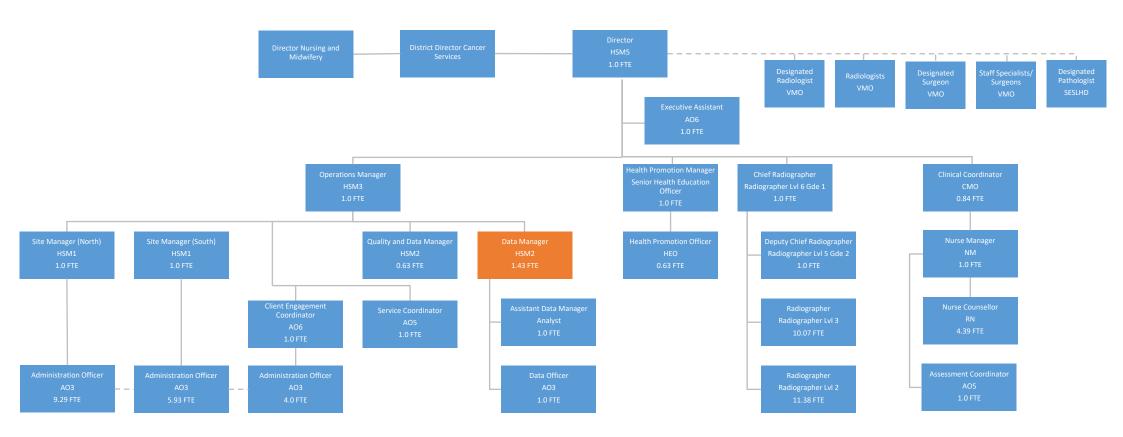
13.3 Proposed changes to Positions – Research Directorate

Role Type	Position	Grade	Nature of Change	Comments
Administrative Officer	Research Support Officer	Admin Officer Level 6	Position to be deleted	Position has no direct reports.



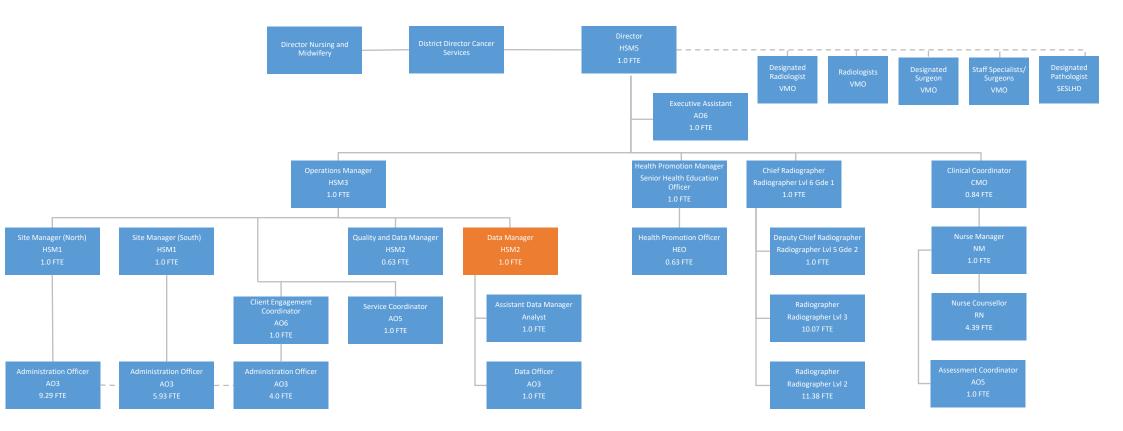
14. Nursing & Midwifery - BreastScreen Service

14.1 Current Organisational Chart





14.2 Proposed Organisational Chart





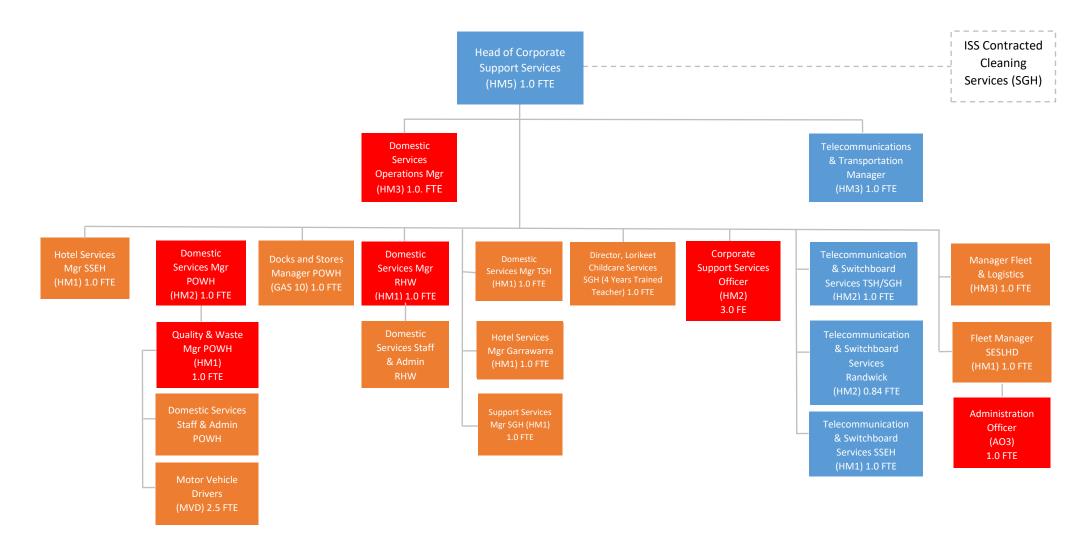
14.3 Proposed changes to Positions – BreastScreen Service

Role Type	Position	Grade	Nature of Change	Comments
Health Manager	Data Manager	HM 2	FTE reduced from 1.43 to 1.0	The 0.43 FTE to be deleted is vacant



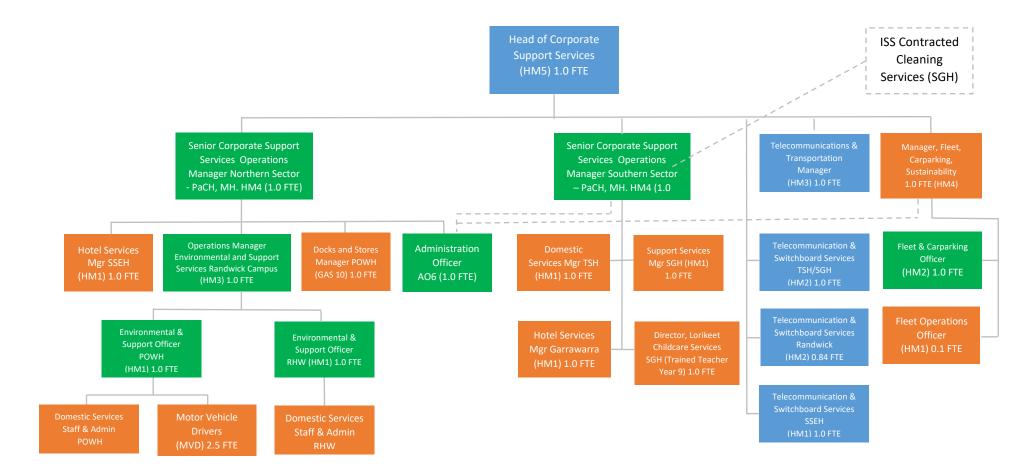
15. Corporate Services

15.1 Current Organisational Chart





15.2 Proposed Organisational Chart





15.3 Proposed changes to Positions – Corporate Services

Role Type	Position	Grade	Nature of Change	Comments
Health Manager	Domestic Service Operations Manager	НМЗ	Position to be deleted. Duties will be allocated to the Senior Corporate Support Services Operations Manager. The position is responsible for the administration and management of the cleaning, waste, linen, and porter service operations across SESLHD.	Vacant
Health Manager	Domestic Services Manager, Prince of Wales Hospital	HM2	Position to be deleted. Duties will be allocated to the new position of Operations Manager, Environmental and Support Services, Randwick (HM3).	Currently filled
Health Manager	Quality and Waste Manager, Prince of Wales Hospital	HM1	Position to be deleted. Duties will be allocated to the new position of Environmental and Support Services Officer, POWH (HM1)	Currently filled
Health Manager	Domestic Service Manager, Royal Hospital for Women (1.0 FTE)	HM1	Position to be deleted. Duties will be allocated to the new position of Environmental and Support Services Officer, RHW (HM1)	Vacant
Health Manager	Corporate Support Services Officer (1.0 FTE) Prince of Wales Hospital and Sydney/Sydney Eye Hospitals	HM2	Position to be deleted. Duties will be allocated to the new position of Senior Corporate Support Services Operations Manager of Northern Sector (HM4) Accountabilities involve the smooth running of corporate services across sites and services and ensure patient flow processes are supported and local demands are met.	Currently filled
Health Manager	Corporate Support Services Officer (1.0 FTE) The Sutherland Hospital	HM2	Position to be deleted. Duties will be allocated to the new position of Senior Corporate Support Services Operations Manager of Sothern Sector (HM4) Accountabilities involve the smooth running of corporate services across sites and services and ensure patient flow	Currently filled
Health Manager	Corporate Support Services Officer (1.0 FTE) St George Hospital	HM2	Position to be deleted. Duties will be allocated to the new position of Senior Corporate Support Services Operations Manager of Sothern Sector (HM4) Accountabilities involve the smooth running of corporate services across sites and services and ensure patient flow	Currently filled
Health Manager	Manager Fleet & Logistics 1.0 FTE	HM3	Position to be graded to HM4. Accountabilities to be realigned to regraded position of Manager, Fleet, Carparking, Sustainability (HM4),	Currently filled

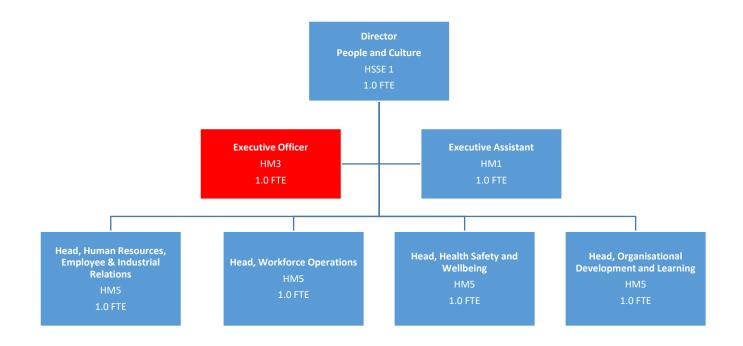


			GOVERNMENT I LOCAL HE	ealth DIS
			and direct report of 'Fleet Manager SESLHD' retitled to 'Fleet Operations Officer' (HM1, 1.0 FTE)	
Administration	Administration Officer, Fleet &	AO3	Position to be deleted	Vacant
Officer	Logistics 1.0 FTE		Accountabilities realigned to the new position of Fleet & Car Parking Officer (HM2)	
Health	Senior Corporate Support Services	HM4	New position created	Create
Manager	Operations Manager Northern Sector - PaCH, MH (1.0 FTE)	(pending grading)	Accountabilities involve leadership of hotel and domestic services, dock, stores operations across POWH, RHW, SSEH.	
			Line management accountability for current Docks and Stores Manager POWH and Hotel Services SSEH	
Health	Senior Corporate Support Services	HM4	New position created	Create
Manager	Operations Manager Southern Sector – PaCH, MH (1.0 FTE)	(pending grading)	Accountabilities involve leadership and line management accountability for current Domestic Services TSH, Hotel Services GAR, Support Services SGH, Childcare Services SGH.	
Health	Operations Manager Environmental	HM3	New position created	Create
Manager	and Support Services Randwick Campus 1.0 FTE	(pending grading)	Enhanced operational direction and support to environmental and support services functions across the Randwick Campus	
Health Manager	Environmental & Support Officer POWH 1.0 FTE	HM1 (pending	Accountabilities involve oversite and coordination of frontline delivery of environmental, domestic and support services across POWH	Create
		grading)	Line management accountability for current Domestic Services & Administration Staff POWH, and Motor Vehicle Drivers.	
Health Manager	Environmental & Support Officer RHW 1.0 FTE	HM1 (pending	Accountabilities involve oversite and coordination of frontline delivery of environmental, domestic and support services across RHW.	Create
		grading)	Line management accountability for current Domestic Services & Administration Staff RHW	
Administration Officer	Administration Officer, Northern Sector Corporate Support Services	AO6 (pending	Accountable for administrative support to Senior Corporate Support Services Operations Manager Northern Sector.	Create
	1.0 FTE	grading)	Also supporting Southern Sector, and Manager Fleet, Carparking Sustainability.	
Health Manager	Fleet & Carparking Officer 1.0 FTE	HM2 (pending grading)	Accountabilities involve oversite and direct support to parking management across SESLHD	Create
Health Manager	Fleet Manager SESLHD 1.0 FTE	HM1	Change of reporting lines in to regraded position 'Manager, Fleet, Carparking, Sustainability (HM4).	Currently Filled
			Change of position title to 'Fleet Operations Officer'	



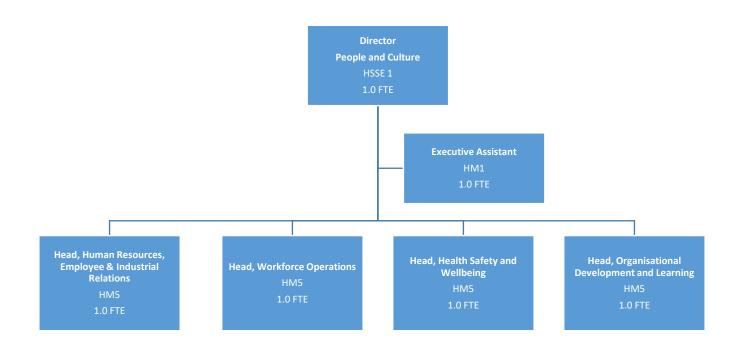
16. People & Culture

16.1 Current Organisational Chart – People & Culture Leadership Team



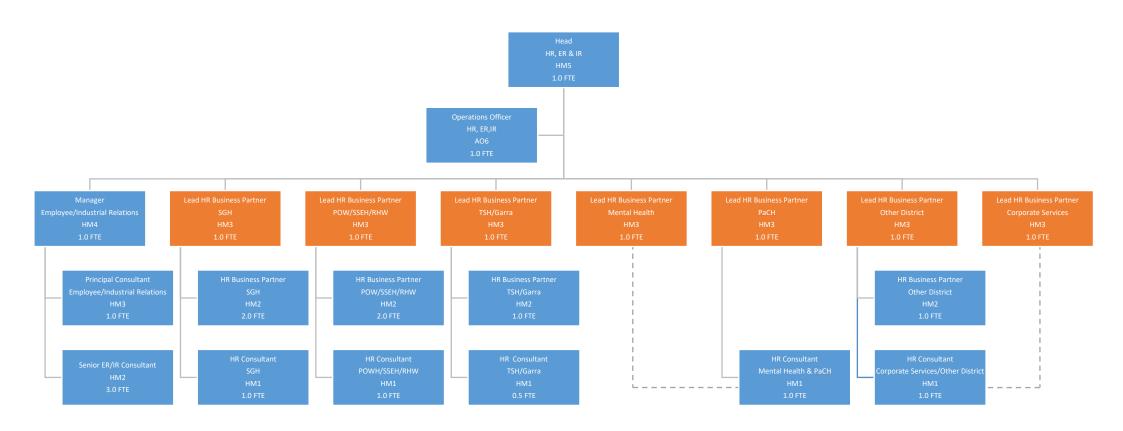


16.2 Proposed Organisational Chart - People & Culture Leadership Team



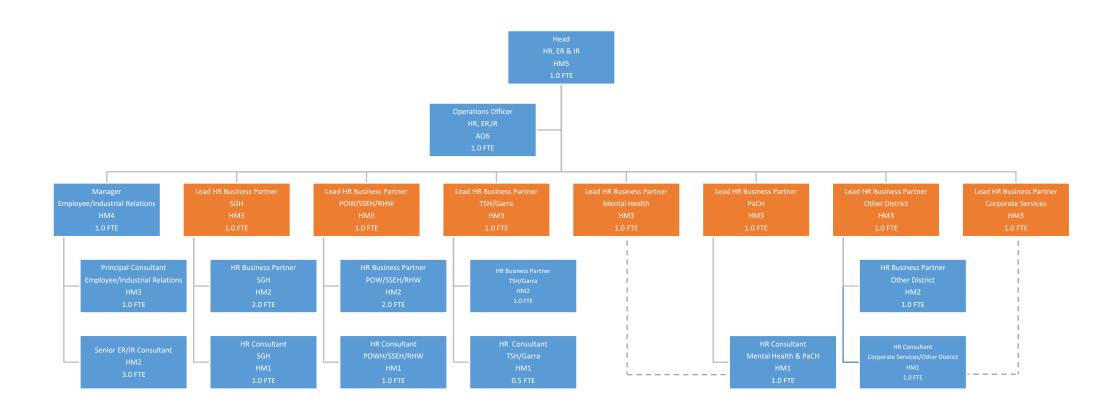


16.3 Current Organisational Chart – Human Resources, Employee & Industrial Relations





16.4 Proposed Organisational Chart - Human Resources, Employee & Industrial Relations





16.5 Proposed changes to Positions – People & Culture

Role Type	Position	Grade	Nature of Change	Comments
Health Manager	Lead HR Business Partner	HM Level 3	1 FTE Position to be deleted	Spill and Fill. Key functions absorbed by the other Lead HR Business Partners.
Health Manager	Executive Officer	HM Level 3	Position to be deleted	Incumbent



17. Consultation Plan

Consultation will occur with affected employees and will also require consultation with the Health Services Union, the New South Wales Nurses & Midwives Association and ASMOF, in accordance with NSW Health PD2012_021 *Managing Excess Staff of the NSW Health Service*, on release of the Restructure Consultation Paper.

The relevant manager will have individual discussions with all position holders who are directly affected by the proposal during the consultation period. There will be discussion with all affected staff to support open and transparent communication.

18. New Positions

Directorate/Site/Service	Position Title	Summary of Change/s
SGH	Business Manager (proposed grade HM 3)	New position
Corporate Services	Senior Corporate Support Services Operations Manager (proposed grade HM 4)	New positions x 2
Corporate Services	Operations Manager Environmental and Support Services (proposed grade HM 3)	New position
Corporate Services	Environmental & Support Officer (proposed grade HM 1)	New positions x2
Corporate Services	Fleet and Car Parking Officer (proposed grade HM 2)	New position
Corporate Services	Administration Officer Northern (proposed grade AO6)	New position
Office of the Chief Executive	Head of Office of the Chief Executive (proposed grade HM 5)	New position

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19. Restructure Timeframe - Phase 1

Task	Documentation/Task	Timeframes (Indicative) Week Commencing
Initial discussions and consultation with Executive	Meetings with Directors/General Managers	June/July 2024
Draft restructure consultation documents completed	Restructure Consultation Paper approved	1 July 2024
Consultation period with staff and unions commences	Restructure Consultation Paper and draft position descriptions	w/c 15 July 2024
Consultation period closes	-	09 August 2024
Feedback reviewed and considered	Restructure Consultation Paper Feedback from consultation	w/c 12 August 2024
Final consultation document incorporating any changes identified during consultation circulated	Restructure Consultation Paper (Final)	w/c 12 August 2024
Written advice issued to affected staff and referral made to the Workforce Mobility Placement Program (WMP) at Premiers Department for an 8-week period	Letter to advise of 'affected status' and referral made to the Workforce Mobility Placement Program. WMP to seek suitable positions within other Government agencies	w/c 19 August 2024
Process of direct matching of affected staff to any new suitable positions in the new structure	Letter to advise of matching to position	w/c 19 August 2024
Vacant positions advertised	Through merit selection recruitment process	w/c 19 August 2024
Selection process for positions commences	Assessment of applications and interviews	w/c 2 September 2024
Written advice issued to staff appointed to positions	Letter to advise of appointments	w/c 2 September 2024
Employees not matched to positions by WMP to be declared excess employees	Letter issued to employees offering voluntary redundancy or option to seek employment for three-month period.	After 8 weeks period from date of referral to the WMP



20. Employee Assistance Program

Staff will be reminded of the availability of the Employee Assistance Program through Converge on **1300 687 327**. This number is answered 24 hours per day, seven days per week to facilitate enquiries, booking requests and to provide assistance, counselling and support.

21. Endorsement

Executive Sponsor

Name	Tobi Wilson
Position Title	Chief Executive
Signature	
Date	17/07/2024

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