



OFFICE OF THE EXECUTIVE DIRECTOR OF MEDICAL SERVICES

Our Ref: 2022-001

Thursday 17 March 2022

Mr Gerard Hayes
Secretary
Health Services Union
Locked Bag 3
Australia Square NSW 1215

By email: [secretary@hsu.asn.au]

Dear Mr Hayes

Re: Northern NSW Local Health District (NNSW LHD) Medical Administration Review - update

This provides an update on the NNSWLHD review of our Medical Administration Units, as previously notified in our communication of 7 January 2022.

Between 21 February and 4 March 2022, two external reviewers conducted interviews with Medical Administration Unit staff, individually or in small groups, across our sites.

As previously advised, the review is in relation to structure, policies and processes, training and support to the medical administration units, to determine how the specialised skill sets and dedicated personnel and teams can be best utilised to meet current and future challenges.

The interview processes were successfully completed, and the reviewers will now write their report, due to be delivered in late April 2022. Please note that there are no interim findings, so there are no impacts on structures, processes or roles from the review at this stage.

As previously advised, the review was not designed for and has not encompassed matters of individual performance. Nevertheless, in the context of recent additional stressors including COVID-19 impacts and severe regional flooding, NNSWLHD recognises that any process (such as a review) which could result in change may be challenging or difficult for staff. To ensure that any Medical Administration Unit staff member who has related stress has access to additional support, NNSWLHD has obtained the services of Lifeworks as our EAP provider, to offer counselling services to any Medical Administration Unit member who would like that additional support. The flyer which will be provided to staff on Thursday 17 March 2022 advising of the availability of those services is attached.

I hope that this sufficiently updates you on the progress of the review. I would also be happy to take a call from you or your delegate with any questions you have, and/or to have a meeting with you if you prefer.

Richard Buss, as Director of Workforce, is also happy to be a contact point for any industrial questions. Please contact me and/or Richard for further information or discussion.

Yours sincerely

A handwritten signature in black ink, appearing to read 'T Williams', is centered on the page.

Dr Timothy Williams

Executive Director Medical Services

Northern NSW Local Health District

Email: Timothy.Williams2@health.nsw.gov.au

Attachment: Flyer regarding Lifeworks services