

Organisational Structure Change

1. *What is changing?*

South Western Sydney Local Health District (SWSLHD) is implementing an integrated multidisciplinary model of care that will be called the Community Older Person's Intervention and Liaison Outreach Team (COPILOT) Building on the successful implementation of the Community Outreach Geriatric Service (COGS), which currently provides outreach acute and sub-acute services to people living in Residential Aged Care Facilities (RACF), the expanded service will meet the needs of older people in SWSLHD living in the community (including RACF, older persons in supportive care and those still living in their residential homes). COPILOT will be consolidated with a range of existing community facing older persons services as well as a newly funded Urgent Care Service endorsed by the Ministry of Health. It is expected COPILOT will address current service gaps while also aligning all current community based aged care services as one service under Primary and Community Health (P&CH).

2. *Why has this change been proposed?*

Increasing population growth, as well as an ageing population and a trend of increasing burden of chronic disease, continue to impact significantly on the demand for aged care services within SWSLHD. These factors will impact hospital and community service provision across the continuum of care, including acute and subacute facilities and primary care, ambulatory care and other community-based services into the future.

The key drivers for the planned changes also include:

- The opportunity to improve coordination and consolidation of service delivery of aged care programs across the District.
- Continued delivery of consistently safe, high-quality person-centered care by expert clinicians, and health advice to patients, carers, their families and other health professions.
- An increased emphasis on recovery and re-enablement which recognises the individual needs of people and empowers patients to be leaders in their care.

3. *How will staff benefit from the changes?*

The COPILOT model will consolidate existing siloed services into one service that manages the older person in the community and enhances the service provided to those at home.

Benefits of a consolidated service include:

- Improved integration between private community providers, primary care and acute facilities.
- Provision of a flexible model of delivery, utilising a mix of face-to-face appointments and the use of virtual care where appropriate.
- Staff are equipped with skills and capabilities required to meet the needs of the ageing population.

4. What will the changes mean for current staff?

The planned changes relate to the transfer of services, streamlining and standardising of referral pathways and processes, a change in reporting lines, and an update to position descriptions.

There will be no staff redundancies as a result of the organisational change.

5. What does a transfer of services mean?

Your team reporting line will change, and your team will be transferred to the newly established COPILOT service in P&CH.

6. When will the change happen and will it be permanent?

Yes, the changes will be permanent and we expect they will be implemented by 30 September 2023.

7. What support will staff receive to manage this change?

Staff will receive regular communications advising them of the planned changes and implementation.

Staff are able to raise their concerns via email to the P&CH General Managers Unit SWSLHD-CommunityHealthGeneralManagersUnit@health.nsw.gov.au

8. What will happen from here?

Industrial bodies will be contacted to advise them of the proposed changes. Consultation will also take place with individual teams. Once consultation with these groups has occurred, letters will be issued to staff impacted by the changes.

9. Who can I contact about the change?

If you have any questions about the change process, you should raise them with your manager in the first instance.

If you have further questions regarding the change, please contact Aliesha Maguire at Aliesha.Maguire@health.nsw.gov.au or on 4621 8769.

If you have any concerns or questions about the process, you may contact Emma Williams, Senior Workforce Consultant at Emma.Williams@health.nsw.gov.au or 0477 322 154.

The Staff Wellbeing and Support Service (previously EAP) is also available at SWSLHD-StaffWellbeingSupportService@health.nsw.gov.au or on (02) 8738 4552 should you wish to seek confidential counselling.