



SWD23/088260

Mr Gerard Hayes
Secretary
Health Services Union
Level 2, 109 Pitt Street
SYDNEY NSW 2000
E: secretary@hsu.asn.au

Dear Mr Hayes,

I am writing to advise you of the establishment of South Western Sydney Local Health District (SWSLHD) Centralised Oral Health Intake and Information Service (COHIIS) and the proposed reallocation of FTE from Oral Health Business Unit, SWSLHD and SWSLHD COHIIS.

Effective 28 September 2023, SWSLHD Oral Health Services will be establishing its own Centralised Oral Health Intake and Information Service (COHIIS). The COHIIS will be co-located with the existing Business Unit in Suite 2, 1 Bolger Street, Campbelltown NSW 2560.

A review of the existing Business Unit functions identified several existing patient access related tasks which will be mapped to the newly established COHIIS. The tasks include, but are not limited to, responding to incoming calls from patients or their agents, registering new patients, triaging patients, patient bookings, management of referrals, and waitlisting patients.

The Business Unit will be responsible for non-patient access related tasks such as procurement functions for the service, processing of Medicare Child Dental Benefit Scheme claims and rejections, management of general and specialist waiting lists and issuing and processing of Oral Health Fee for Service Scheme (OHFFSS) vouchers.

To ensure patient demands are met in an efficient manner with minimal service disruption Chief Executive approval has been granted to reallocate positions (5.47 FTE) from the Business Unit to COHIIS. The reallocation will allow for better collaboration between staff and will deliver an imminent focus on person-centred care to ensure consistency and high-quality services are provided throughout all patient journeys.

All Business Unit staff will be provided an opportunity to submit an Expression of Interest to work as a COHIIS agent. There will be no change of work location for staff interested in the COHIIS agent role or wishing to remain in the Business Unit.

Through the implementation of this change your reporting line will change. I anticipate that the change will have a positive outcome for staff and the service.

To ensure the proposed changes have the input of employees, consultation is being planned, in line with consultative provisions of the Health Employees' Conditions of Employment (State) Award 2022, I am writing to you to attend a virtual meeting via Microsoft Teams with employees

South Western Sydney Local Health District acknowledges the traditional owners of the land.

South Western Sydney Local Health District
ABN 46 738 965 845

General Correspondence

Email: SWSLHD-ESU@health.nsw.gov.au

Website: www.swslhd.health.nsw.gov.au

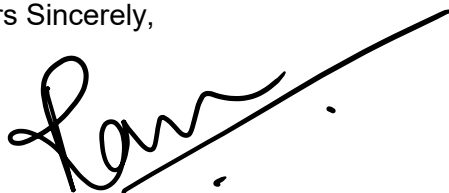
Liverpool Hospital Eastern Campus
Locked Bag 7279 Liverpool BC 1871
Tel 612 8738 6000 Fax 612 8738 6001

to discuss the proposed changes on **23 August 2023, 3:30pm** and to provide any comments regarding the proposed merge within two weeks from the date of this meeting.

Alternatively, I would be happy to discuss this matter further with your representative prior to this meeting.

If you require further information, please do not hesitate to contact me at any time via email Ravi.Srinivas@health.nsw.gov.au or phone 8738 9073.

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'Ravi', with a long, sweeping horizontal line extending to the right across the signature.

Associate Professor Ravi Srinivas
Director, Oral Health Services
SWSLHD

Date: 21/08/23