

Mr Gerard Hayes  
Secretary  
Health Services Union  
Level 2, 109 Pitt Street  
SYDNEY NSW 2500  
Via email: [secretary@hsu.asn.au](mailto:secretary@hsu.asn.au)

Attention: Greg O'Donohue

Dear Mr Hayes

I refer to the Clinical Support Officer (CSO) project undertaken by the Illawarra Shoalhaven Local Health District (ISLHD) in 2022 to determine if the role was being implemented as it was originally intended.

As you would be aware the CSO position was established as part of the Caring Together: The Health Action Plan in response to the 2008 Garling Report. The purpose of the CSO role was to support skilled health professionals, in particular NUMS/MUMs, to ensure they spent less time on administration and more time focussed on patient care.

At ISLHD we undertook an analysis of the current situation, which included consulting with CSOs and their managers. Several findings and recommendations were identified including the need to:

- Realign the role and responsibilities of the CSO with its original purpose
- Standardise the CSO position description and clarify the scope of the role
- Identify training needs and implement individual development plans
- Share best practice examples of work practices and processes
- Provide the CSOs with a professional reporting line and forum
- Consider options for coverage of leave and part time roles

An updated position description and toolkit have been developed to support the implementation of the recommendations, which are now available to managers and the CSOs as part of the formal consultation process over the next two weeks.

While we do not anticipate that staff will have concerns about the proposed way forward given the support and clarity these documents provide, we are advising the HSU of this information should members reach out for advice. All feedback is to be provided directly to Chris Lunn via email [chris.lunn@health.nsw.gov.au](mailto:chris.lunn@health.nsw.gov.au) by Friday 8 December 2023.

If you have any questions about this advice please contact me on 0436 651 602 or via email at [vicki.weston@health.nsw.gov.au](mailto:vicki.weston@health.nsw.gov.au)

Yours sincerely



**Vicki Weston**  
A/Executive Director People & Culture

Date: 24 November 2023