

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

Dear Mr Hayes

I am writing to advise you of proposed changes regarding the Call Centre, Health Language Services (HLS) in Multicultural Services within South Western Sydney Local Health District (SWSLHD) which has the potential to directly affect your members.

The Call Centre staff are currently located at Eastern Campus, Liverpool Hospital. The Call Centre staff are responsible for allocating interpreter appointments at the request of Health Care providers to meet the needs of our patients/clients who are of Non-English Speaking Backgrounds. HLS provides language support both face-to-face and via telehealth to facilitate effective and vital communication.

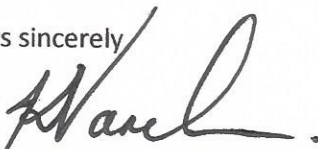
We propose to relocate the HLS Call Centre to 1 Bolger Street, Campbelltown. These changes are required due to anticipated growth of the Call Centre and we also anticipate the employment of an additional two (2) fulltime Call Centre Operators. This change will also benefit HLS overall by increasing our capacity to provide additional services via telehealth options and will also provide more space for the staff interpreters remaining at Liverpool. The proposed relocation is scheduled to occur in February 2022.

To ensure the proposed changes have the input of employees, consultation with employees is planned prior to final approval being sought. In line with the consultative provisions of the *Health Employees Conditions of Employment (State) Award*, I am writing to invite you to attend meetings with employees to discuss the proposed changes on Wednesday, 10 November 2021 at 10.00am and 11.00am. You will also be able to provide any comments regarding the proposed changes within two weeks of the date of this meeting. I will need to hold two meetings to ensure the Call Centre is still operational during the meetings.

Alternatively I would be happy to meet to discuss this matter further with your representatives prior to this meeting.

If you would like to discuss the proposed changes further please do not hesitate to contact me by email Katina.Varelis@health.nsw.gov.au or by phone 8738 6801 or mobile 0423 293 047.

Yours sincerely



Katina Varelis
Director
Multicultural Services SWSLHD

Date: 29/10/21

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