

# Patient Transport Service Management Structure Changes

## Information and FAQs

---

### **Why is the PTS management structure changing?**

The restructure will support the Patient Transport Service (PTS) to better cater to the needs of our customers and patients in alignment with the HealthShare NSW Strategic Plan. It will assist PTS by encouraging greater collaboration between PTS teams, supporting Operational Managers to adopt a more strategic approach, and increasing the number of clinical staff within hubs to better support patient care.

### **What are the proposed changes?**

The proposed new structure combines the Booking Hub with the Operations team, introduces the split of the Senior Operations Manager position into Northern and Southern regions, the addition of a Business Support Team and Clinical Lead positions. Further details and a new organisational structure will be shared following the announcement.

### **What is the process?**

PTS Management Team restructure was announced on 19 July 2023. This will be followed by a consultation period (20 July – 3 August 2023) with the Union and employees. Associate Director, Shubjeet Kaur and HR, Kelly Papasavva and Kristin Matthews (HealthShare NSW) will be available over the two weeks period and all employees will have the opportunity to have one-on-one discussions to raise any concerns, ask questions or provide feedback.

Union Specific Consultation Committee (USCC) will be convened as required. This forum provides the opportunity to discuss the proposed changes with the unions, union representatives as well as HealthShare Management.

Following the consultation period, HealthShare plans to advertise all new positions.

### **Will I be offered voluntary redundancy as a permanent staff member?**

Our commitment is to redeploy all affected staff members into the new structure or other suitable positions across NSW Health. We will engage in further consultation following the recruitment processes to discuss any potential impacts on individuals.

### **How will redeployment across NSW Health work?**

The redeployment process includes:

- HealthShare NSW working with you to actively engage in identifying suitable job opportunities within NSW Health Services.
  - If you see a position you are interested in, complete an application form, and submit to HR Business Partner who can assist you with your application.
-

- 
- Your application will be reviewed as a priority assessment application.

### **What is priority assessment?**

Employees who have been advised their permanent positions are affected will have access to priority recruitment assessment. This means they will have first opportunity to apply and be considered for suitable roles within HSNSW. Further information can be found in the [Managing Excess staff policy](#).

### **What does affected mean?**

As per the NSW Health Managing Excess Staff policy, affected staff are staff members whose positions have been deleted, altered, or relocated because of organisational change and who will become excess if they are not placed in a position within the new structure.

### **What happens if I accept a job at a lower grade?**

If you are redeployed to a lower grade you are entitled to three months' salary maintenance at your substantive rate. You also remain entitled to priority consideration until you acquire a permanent position at equivalent salary to your former salary.

### **Do I have to reapply for my role?**

All new positions will be filled through merit-based selection, where successful appointment is determined by the applicant who demonstrates the skills, abilities, and knowledge considered most suitable for the job applied.

### **If I'm on a secondment or in Higher Grade Duty, what will happen to me?**

If you are unsuccessful in your application for a position in the new structure, secondees to PTS or employees acting in HGD will return to their substantive position at the end of their secondment/HGD agreement, or earlier as determined by HealthShare. Notice will be provided in line with the secondment/HGD agreement, and your return date will be negotiated with your manager.

### **What happens next?**

We are committed to addressing any concerns you may have regarding these changes. To facilitate this, we will arrange individual meetings with management and/or HR to provide you with an opportunity to express your concerns and seek clarification.

If you require further information, support or would like to provide feedback, please contact:

#### **PTS Senior leadership for questions, comments and feedback:**

Shubjeet Kaur, PTS Director

Email: [Shubjeet.Kaur@health.nsw.gov.au](mailto:Shubjeet.Kaur@health.nsw.gov.au)

#### **Human Resources**

Kelly Papasavva, HR Business Partner

Email: [Kelly.Papasavva@health.nsw.gov.au](mailto:Kelly.Papasavva@health.nsw.gov.au)

Kristin Matthews, A/HR Manager

Email: [Kristin.Matthews1@health.nsw.gov.au](mailto:Kristin.Matthews1@health.nsw.gov.au)

---

**Employee Assistance Program (EAP)**

Telephone: 02 8644 2323 - option 4

Book via the website at [www.convergeinternational.com.au](http://www.convergeinternational.com.au)

Additional **Health and Wellbeing Resources** can be found on our [intranet page](#).

---