



2 March 2026

Gerard Hayes
Secretary
Health Services union
Locked Bag 3
Australia Square NSW 1215

Dear Gerard,

NSW Health Pathology – Review of Administrative Services within Westmead Laboratory.

In 2023, NSW Health Pathology (NSWHP) undertook a review of the administrative workforce within Clinical Operations at Westmead. The review aimed to document and understand the current structure and identify opportunities to:

- Increase collaboration and knowledge sharing
- Streamline activities and workflows
- Achieve efficiencies across administrative functions

The review highlighted that administrative support across Westmead was inconsistent, with varying skills, classifications, and unclear role responsibilities. Staff operated in silos, limiting flexibility and efficiency.

The recommendations were considered at the time, however placed on hold due to competing operational priorities. We have since revisited the review of administrative services and confirmed that the results of the review remain current and that there is capacity to progress the recommendations.

The recommendations include the centralisation of the administrative staff from our Chemistry, Haematology, Microbiology, and Immunology Laboratories into the one team, reporting into the one central leader (HSM 1 Executive Assistant). The proposed restructure will optimise the available administrative staff, streamline workflows, increase collaboration, gain efficiencies in eliminating duplicate processes/tasks and share resources across all Laboratories to facilitate coverage during leave periods. (Administrative roles within Anatomical Pathology will not form part of the centralised administrative team).

This consultation period will be open to all staff for a period of 4 weeks, from 2 March 2026 to 27 March 2026. The target implementation date of the proposed changes is 4 May 2026.

To support the achievement of the identified objectives we propose the following changes to the administrative workforce structure:

- Reduce to one Administration Officer and introduce one Administrative Officer from **at AO Level 6** within Microbiology
Rationale: The complexity of this area requires higher-level administrative support for both operational and clinical leads, moving to a higher classification will allow for higher-level of administrative support to be offered, and to provide senior support within a centralised administrative team.
- Regrade two Administrative Officers from **AO Level 3 to AO Level 4**
Rationale: To ensure consistency of classifications across administrative roles performing comparable duties.

2. Delete Positions

- Delete **1 FTE AO5, 1 FTE AO3, and 1 FTE AO2** positions
Rationale: To facilitate the higher classifications, deleting the classifications where administrative support is limited.
- Within Microbiology, in line with the recommendations of the review, the separate Microbiology reception area will be amalgamated into the Customer Service team, and deliveries will be redirected and managed by central stores this removes the duplication and streamlines workflows.
Note: AO5 and AO2 positions are currently vacant.

3. Centralise Administrative Workforce

- Establish a centralised administrative team under one leader (existing HSM1 Executive Assistant) to improve efficiency and streamline workflows, ensuring capacity to distribute workloads evenly throughout the team. Additionally, centralising all administrators into the one team will allow for leave coverage ensuring every service is provided with seamless administrative support.

Summary

Department	Current Classification	Proposed Classification	Current FTE	Proposed FTE	Reporting Line
Microbiology	AO 4	AO 6	1	1	Change to HSM1
Microbiology	AO 3	-	1	0	N/A
Microbiology	AO 2	-	1 (Vacant)	0	N/A
Immunology	AO 3	AO 4	1	1	Change to HSM1
Chemistry	AO 3	AO 4	1	1	Change to HSM1
Haematology	AO 5	-	1 (Vacant)	0	N/A

We are seeking feedback regarding these proposed changes. Please provide any comments or concerns by **27 March 2026**.

If you have any queries, please feel free to contact me on (02) 8890 9665.

Yours sincerely,



David Spence
Senior Operations Manager
NSW Health Pathology