



Mr Gerard Hayes
Secretary, Health Services Union
Locked Bag 3 Australia Square
Sydney NSW 2007

REF: SCHN26/2565

Delivered by email secretary@hsu.asn.au

Attention: Kym Morgan, Organiser, Kym.Morgan@hsu.asn.au

Dear Mr Hayes

Re: Change in reporting line within Pathology at The Children's Hospital at Westmead

I am writing to inform you of a change to the reporting line for the Customer Experience Coordinator (Admin Officer Level 3) position within Pathology at The Children's Hospital at Westmead. This position will shift reporting from the Quality, Safety, and Patient Experience Manager (referred to as Quality Manager) to the Pre-Analytical Services Manager.

This adjustment does not impact to the position's role scope, duties and responsibilities, remuneration, hours-of-work, or any other employment conditions with the Network.

When the role was created, its reporting line was to the Quality Manager to facilitate a short-term project aimed at improving workflows and procedures to support improved customer access for enquiries and improved distribution of reports – core functions which sit within the pre-analytical team. As this project has now finalised and opportunities implemented, the Quality Manager will resume focus on their core role requirements and other improvement projects.

Realigning the reporting line to the Pre-Analytical Services Manager is expected to strengthen operational support by better integrating the Customer Experience Coordinator with the pre-analytical services team. This will allow this position to continue to support these activities while working closer with the broader pre-analytical team.

The proposed change has been discussed with the affected employee and the incoming manager. No concerns have been raised, and all have expressed their support for the change.

For more information or to discuss in more detail, please contact me at Angus.McDowell@health.nsw.gov.au or on 0419 873 805.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Angus McDowell", enclosed in a thin black rectangular border.

Angus McDowell
Clinical Stream Director, Diagnostics

9 March 2026

CC. David Attard, Principal Business Partner, The Sydney Children's Hospitals Network