



Restructure Consultation Paper Adult Outpatient Department (AOPD) & Professorial Suite

September 2025



Comments or feedback on this proposal can
be submitted in writing to

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by close of business Friday 13 February 2026

Version Control

Version Number	Date (DD/MM/YYYY)	Details of Changes	Author (Name and Position Title)
1	08/05/2025	Draft restructure	Julia Campbell Administration Manager – AOPD/Prof Suite Vanessa Russell Frontline Administration Manager – POWH
2	29/05/2025	Updates to draft restructure	Jesscia Pellegrini – SESLHD People & Culture HR Business Partner
3	25/8/2025	Updates post review	Elizabeth Browne Director Operations – Shared Clinical & Support Services

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1. Overview of SESLHD POWH AOPD & Professorial Suite

The Adult Outpatient Department (AOPD) and Professorial Suite provide a comprehensive range of services that include:

- Managing and maintenance of patient health records ensuring information is current and correct.
- Reporting of statistical data to the Ministry of Health and hospital executives.
- eRMS – processing of referrals.
- QFLOW – managing patient appointments.
- POWH wide waitlist management in line with the NSW Health Management of Outpatient (Non-Admitted) Services.
- Making patient appointments and completing associated administrative tasks.
- Rescheduling clinics as required including management of clinicians leave and maintaining open clinics during this period.
- Management and correcting PBRC errors.
- Ensuring correct Financial Class for ABF appointments.
- Justice Health – all associated tasks.
- Checking patients in, checking patients out and making follow-up appointments.
- Managing the clinic day list including discharging cancelled appointments and no-shows.
- Adherence to local, district and state legislation policies and procedures relevant to the Adult Outpatient Department and Professorial Suite.
- The provision of administrative services across Prince of Wales Hospital and external clinics.

The Adult Outpatient Department and Professorial Suite report to the Administration Manager, Frontline Administration Manager and Director Operations Shared Clinical and Support Services Prince of Wales Hospital and the following services are provided under a shared service model:

AOPD & Prof Suite	Shared Service Partner
Staffing requirements:	Adult Outpatient Department Professorial Suite Palliative Care Community All outlying Outpatient Clinics at POWH

The POWH AOPD undertakes 32,410 Occasions of Service per annum.

1.1 Background

The Adult Outpatient Department and Professorial Suites comprise of the following services:

- All Adult Outpatient Department appointments
- Management of 27 speciality services
- Management of Justice Health appointments
- Professorial Suite

The existing Adult Outpatient Department and Professorial Suite report to the AOPD Administration Manager as two separate entities.

1.2 Current Organisation Structure

The current Adult Outpatients Department consists of the following administrative staff:

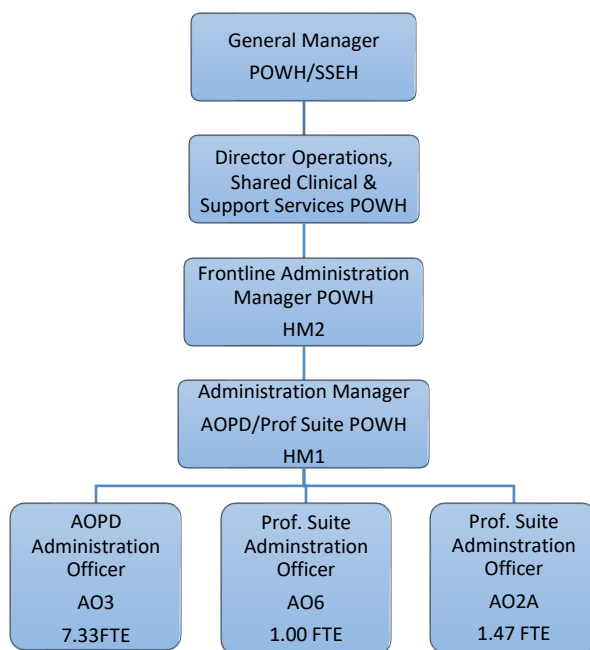
- 7.33 FTE AO3 Adult Outpatients Administration

The current Professorial Suite consists of the following administrative staff:

- 1.00 FTE AO6 Professorial Suite Administration Officer; and
- 1.47 FTE AO2A Professorial Suite Administration

Stafflink POSITION FTE Pos no / Pos Classification	Cost centres		Total FTE
	150015	150320	
690626 Health Mgr Lvl 1	1.00		
722987 Admin Off Lvl 3	0.00		
93857 Admin Off Lvl 2A		1.47	
93859 Admin Off Lvl 6		1.00	
95009 Admin Off Lvl 3	7.33		
Total FTE	8.33	2.47	10.80

1.2.1 Current Organisation Charts



1.3 Case for Change

The Prince of Wales Hospital (POWH) Outpatient service continues to experience growth in both service demand and reporting requirements. To ensure sustainable and high-quality service delivery, a review of the structure of the Adult Outpatient Department and Professorial Suite is required. Growth in Greater Sydney is increasing which is having a direct impact on patient volumes at Prince of Wales Hospital, hence requiring a more efficient processes to meet these demands.

This proposal outlines a strategic realignment of the administrative services supporting outpatient care, including the merging of two existing entities – Adult Outpatient Department and the Professorial Suite into a unified structure to meet the demands of the outpatient setting. The proposed changes will create a model that will provide Outpatients with greater resources to meet demands. There will be role clarity in both settings with position descriptions aligned.

Additionally, this proposal to merge the two entities provides POWH outpatient services with the ability to respond to the future changes such as the move to a Single Digital Patient Record and NSW Health Management of Outpatient (Non-Admitted) Services.

The NSW Health GL2023_014 Management of Outpatient (Non-Admitted) Services requires POWH to provide access to care in the outpatient setting based on prioritised clinical need and responsive to the needs, values and preferences of patients. Processes are in place that facilitate safe, timely and effective referral management. This includes ensuring referral screening takes place efficiently upon receipt of a referral, and appropriate management occurs thereafter.

The proposed change will provide the following benefits to both staff and patients:

Benefits to staff:

The proposed realignment will involve the reclassification of positions to create a clear reporting and leadership structure which will provide greater support to staff as well as facilitating succession planning and career progression. The proposed change will also create learning and upskilling opportunities.

Benefits to patients:

The proposed change will benefit our patients by reducing wait times and seamless transitions between services resulting in a better outpatient experience within Prince of Wales Hospital.

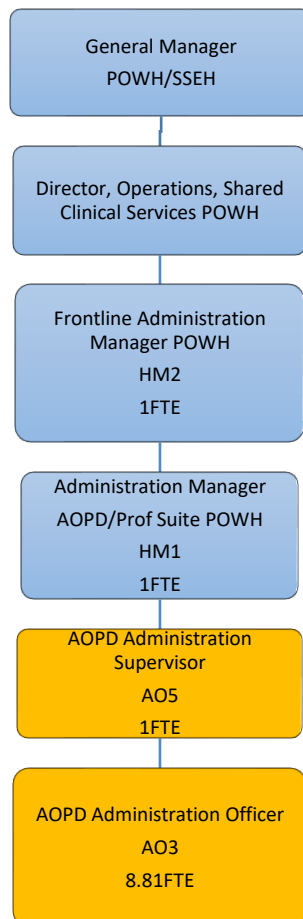
2.1 Proposed Organisation Structure

Based on the increase in growth and reporting demand for the Adult Outpatients Department and to respond to future changes, the proposal is to realign the administrative service for Adult Outpatients Department and Professorial Suite into one Outpatient support structure.

The proposed change includes the:

- Regrade the AO6 the Professorial Suite Administration Officer (1.00 FTE) to a full-time (1.0FTE) AO5 Adult Outpatient Department Supervisor position across the entirety of the Adult Outpatient Department. Please refer to attached PD.
- Regrade of an AO2A (1.47FTE) to an AO3 (1.47FTE) permanent part-time role.
- Create within the existing budget a 1.0FTE AO3 relief. This position will be utilised across the department on a daily basis to cover unplanned and planned leave, breaks, process eRMS referrals in a timely manner, waitlist management, process PBRC errors, support training and education, supporting staff well-being with the ability to plan ahead and keep clinics up to date.
- Administration Manager AOPD/Prof Suite will be able to meet the responsibilities of the POWH waitlist requirements, eRMS reporting, PBRC and provide support to outlying Outpatient department for q-Flow and eRMS.

2.2 Proposed Organisation Chart



3. Proposed changes to Positions

3.1 Positions with Changes to Reporting Lines

No.	Position Title	Summary of Proposed Change	Filled or Vacant	Incumbent affected
1	AOPD Administrative Officer Positions (AO3)	AOPD Administrative Officers will report into the AOPD Administrative Supervisor (AO5) (New position)	Filled	Y – 7.33 FTE

3.2 New Positions

No.	Position Title	Summary of Proposed Change
1	AOPD Administrative Supervisor (AO5)	Creation of 1.00 FTE AOPD Administrative Supervisor (full-time) (AO5) position

3.3 Positions with Changed Responsibilities

No.	Position Title	Summary of Proposed Change	Filled or Vacant	Incumbent affected
1	Administration AO2A (old part-time)	Regrade to AO3 0.61FTE - AOPD Administrative Officer Position	Filled	Y
2	Administration Officer AO2A	Regrade to AO3 0.82FTE - AOPD Administrative Officer Position	Filled	Y

3.4 Deleted positions

No.	Position Title	Summary of Proposed Change	Filled or Vacant	Incumbent affected
1	Prof Suite Administrative Office AO6	Position to be deleted	Filled	Y

4. Consultation

Affected staff will be contacted individually and made aware of the proposed changes as part of the restructure. Changes will be managed in line with the NSW Health and SESLHD policies.

This Restructure Consultation Paper will be released for feedback from Adult Outpatient Department and Professorial Suite staff. The Adult Outpatient Department Administration Manager POWH will consult with the administration staff members of the POWH Professorial Suite team impacted by the proposal.

Written feedback will be collected by the Frontline Administration Manager POWH.

The Health Services Union (HSU) will be notified of the proposal and provided with the Restructure Consultation Paper and an opportunity to comment on the proposal.

The consultation period will take 4 weeks from the date staff are advised of the proposed change and issued the consultation paper. Following the completion of this, the Frontline Administration Manager POWH, Administration Manager AOPD and Hospital Executive team will consider feedback received from all staff members.

5. Recruitment and Matching Process

All changes will be managed in line with SESLHD Procedure Management of Organisational Restructures and Other Reforms in SESLHDPR/180, NSW Health Policy Directive Managing Excess Staff of the NSW Health Services PD2012_21 and SESLHD Procedure Grading and Classification: All Positions Excluding Nursing, Medical, Allied Health, Psychology and Senior Executives.

For the incumbents that would be affected by the regrade from AO2A to AO3, incumbents may be directly appointed if they meet the selection criteria of the AO3 position. This is due to the change being within one grade of the original grading and the commencing salary of the AO3 is within 5% of their current salary rate. This would not apply to those classified as old part-time due to other entitlements that they receive under the *Health Employees' Conditions of Employment (State) Award 2024*.

For the vacant position where there is no incumbent classified at that grade, the position will be advertised externally, and a full merit selection process will take place unless the affected staff member wishes to be considered for this role.

6. Employee Assistance Program

Change management can be difficult for staff and throughout this process, they will be reminded of the availability of the Employee Assistance Program which they can contact on 1300 681 327. This number is answered 24 hours per day, seven days per week to facilitate enquiries, booking requests and provide assistance.

7. Restructure Timeframe

Task	Documentation/Task	Timeframes (Indicative) Week Commencing
Restructure Consultation documents completed	Restructure Consultation Paper	8 September 2025
Initial consultation period / awareness discussions with Executive	Meet with General Managers –	15 September 2025

Consultation period with staff and unions commences	Restructure Consultation Paper and draft position descriptions	19 January 2026
Consultation period closes	-	13 February 2026
Feedback reviewed and considered.	Restructure Consultation Paper Feedback from consultation	20 February 2026
Final consultation document incorporating any changes identified during consultation circulated	Restructure Consultation Paper (Final)	2 March 2026
Written advice issued to affected/impacted staff	Letter to advise of 'affected/impacted status'	2 March 2026
Process of direct matching of affected staff to positions in the new structure	Letter to advise of matching to position	2 March 2026
Vacant positions advertised	Through merit selection recruitment process	2 March 2026
Selection process for positions commences	Assessment of applications and interviews	16 March 2026
Written advice issued to staff appointed to positions	Letter to advise of appointments	30 March 2026
Employees not matched to permanent or temporary position to be referred to Workforce mobility Placement team (WMP) at Premiers department for 8-week period.	WMP to seek suitable positions within other Government agencies	20 February 2026
Employees not matched to positions by WMP to be declared excess employees.	Letter issued to employees offering voluntary redundancy or option to seek employment for three-month period.	TBC

8. Position Descriptions

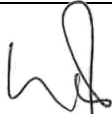
No.	Document description	Internal Ref.
1	AO5 AOPD Supervisor	T25/53771
2	AO3 Administration Officer	T25/53774

9. Endorsement

Executive Sponsor

Name	Martin Martertich
Position Title	A/General Manager POWH/SSEH



Signature	
Date	16 January 2026