

11 May 2026

Gerard Hayes
The Secretary
Health Services Union
Locked Bag 3
Australia Square, NSW 1215

By email: gerard.hayes@hsu.asn.au

Cc: melissa.kelly@hsu.asn.au

Dear Mr. Hayes,

Re: Proposed Changes – Health Information Services (HIS) Department, St Vincent's Hospital Sydney

St. Vincent's Hospital Sydney (SVHS) writes to formally notify the Health Services Union (HSU) of a proposed change updating the reporting line and some of the physical scanning tasks within our Health Information Services (HIS) department.

As per Clause 28 of the *Named NSW (Non-Declared) AHO Health Employees Agreement 2019 (Agreement)*, where an employer has made a definite decision to introduce major changes in production, program, organisation, structure or technology that are likely to have significant effects on employees, the employer must notify the employees who may be affected by the proposed changes and their representatives, if any.

Background

SVHS is implementing a Scanned Medical Record (SMR) system to replace the current hybrid paper-based medical record system. The introduction of an SMR provides the organisation with a scalable, modern records platform that lays the critical foundation for our Single Digital Patient Record (SDPR) readiness and delivers immediate improvements to how records are managed and accessed.

In line with the SMR change, SVHS has identified an opportunity to redesign and streamline HIS record processes and workflows, replacing manual inefficiencies with faster, more accurate electronic systems that improve service delivery and data integrity.

Proposed Change

The proposed changes relate to a realignment of HIS to support current and emerging digital operational requirements:

- Record management duties are changing, with an increase emphasis on digital workflows such a scanning, prepping and quality assurance tasks.
- The department will continue to report across four managers; however, some staff will be realigned to a different manager. *A current versus proposed structure is presented on Slides 9 & 10 of the attached Change Pack.*

- Staff will be allocated desk space based on the duties in which they are conducting at any given time.
- The duties aligned to each desk space will be rostered on a weekly basis, ensuring staff are trained in the end-to-end scanning process.

It is important to note that the proposed change will not impact the number of FTE positions, which will remain at 38.74. There are no proposed changes to staff grading or classification.

Impact on Staff and Workload

The proposed realignment will affect all staff within HIS administrative and operational roles. SVHS is committed to ensuring these changes are implemented in a way that is transparent, fair and supportive of all staff.

In terms of day-to-day duties, staff will experience a shift away from manual record handling toward digital workflows, including scanning, document preparation and quality assurance. While the nature of some tasks will change, this transition is intended to provide staff with greater diversity of duties, broader skill development and improved working conditions by reducing manual handling demands.

Reporting line changes will not affect every staff member equally. Some staff will continue to report to their current manager, while others will be realigned to a different manager within the existing four-manager structure. These changes are designed to better align staff with colleagues performing similar functions and to support more effective workload distribution and backfill arrangements.

The allocation of desk space based on rostered duties represents a change to the current working environment. Staff will be supported through this adjustment, and the rotating weekly roster is designed to ensure equitable access to all areas of the scanning process and alleviate monotonous tasks. It is expected that this will foster a more enriched, team-based approach to digital record management.

Perceived benefits of Change

The proposed changes look to achieve:

- Better alignment of service functions
- Improved management efficiency and communication
- Improved operational effectiveness
- Increased focus on strategic planning
- Improved ability to respond more effectively to organisational needs and regulatory requirements.

Support and Mitigation Measures

SVHS acknowledges that change of this nature can create uncertainty for staff. We are committed to open communication, meaningful consultation and ongoing support throughout this process.

To support affected staff through the transition, an extensive training program has been developed for HIS staff. This training program encompasses role-based training, train-the-trainer sessions, workshops and E learning modules. In addition, a relevant intranet page has been created with staff resources and recordings of training sessions for ongoing support.

Active workload monitoring will continue for HIS staff with data reviewed on an ongoing basis to detect and respond to any emerging workload pressures.

Commencement of Change

The consultation period will run for two weeks, commencing 12 May 2026. Staff will be consulted via a Health Information Services Town Hall during this period. SVHS will take steps to ensure all staff receive a copy of the attached Change Pack and have been consulted with. Changes will take effect once the consultation period has been concluded.

If you would like to meet to discuss this proposal, please contact me, and I can facilitate a suitable meeting time with relevant key stakeholders.

Should you have any questions in relation to this matter, please contact Simone Engle at Simone.Engel@svha.org.au or our People and Culture department at svhs.peopleandculture@svha.org.au.

We appreciate your confidentiality as we work through this change with our employees. We will keep you up to date with any further developments over the coming weeks.

Yours sincerely,



Joe Portelli
Chief Financial Officer
St Vincent's Health Network Sydney

Attachments

Appendix 1: Health Information Services Townhall Change Pack Slides