

INFORMATION SHEET

Information for Hunter New England Health staff about the Executive Support Service

Executive Support Service

In June 2006, Hunter New England Health's Area Executive Team approved the detailed merger of Executive Support and Complaints Management to create the Executive Support Service.

Why was this service established?

The main objective of the process to establish an Executive Support Service (ESS) was to better coordinate the health service's management of executive support and complaints management functions and better support the Chief Executive, senior management and relevant health service staff in meeting legislative requirements.

What functions will be part of the ESS?

The Executive Support Service at Hunter New England Health supports the following functions:

- Complaints management
- Policy development and management
- Internal Review of Privacy complaints
- Freedom of Information
- Ministerial correspondence and briefs
- Member of Parliament correspondence
- ICAC notifications, complaints and register
- Ombudsman notifications, complaints and register
- Anti-discrimination Board notifications, complaints and register
- Coroner's Report to NSW Health
- Submission of Reportable Incident Briefs to NSW Health

How does this approach support ESS functions?

Within the Executive Support Service staff members have blended responsibility for executive support functions and complaint management functions. This multi-skilling approach allows for staff skills development, better management of workload and leave provisions and enhanced career development opportunities.

ISSUED: Updated January 2010

Who do staff report to?

The Executive Support Service is part of Clinical Governance. Executive Support Officers report to the Executive Support Service Manager. The ESS has a close working relationship with the Chief Executive, Area Executive and their support staff to ensure the functions of the service meet the expected timeframes and mandatory reporting requirements.

Contacting the ESS

ESS Manager – Dianne Sales (ph: 6592 9777)

Executive Support Officers (ESO's)

Louise Shore (ph: 6767 7128)

Heather Goldman (ph: 4921 4103)

David Scotman (ph: 4985 5522)

An email account for all functions of the ESS has been established. This will ensure that in periods of staff absence and peak workloads there is ready access to correspondence and responses by all ESS staff through proxy access to this account.

All emails for the ESS functions should be addressed to the e-mail account:

ess@hnehealth.nsw.gov.au

What is the ESS Model?

The Executive Support Officers works on an 'account management' model with each ESO responsible for providing ESS functions for a portfolio of services.

The ESO will be the liaison person for all ESS functions for that portfolio.

An overview of ESO's responsible for the various services is provided over the page.

Executive Support Service – Contact Information

The Executive Support Service (ESS) will have Executive Support Officers (ESO) that liaises directly with staff in each portfolio. This will ensure the ESO is across all relevant issues within the portfolio relating to the functions of the ESS.

A generic email account has been established with proxy access by all ESS staff. This will ensure other staff in the ESS are able to access correspondence and responses during periods of staff absence and to assist in peak workloads.

All e-mails to the Executive Support Service should be directed to ess@hnehealth.nsw.gov.au with the complainant name or reference in the subject line and attention to the relevant ESO.

The Executive Support Officer will manage the following portfolios:

Louise Shore (contact Phone: 6767 7128 fax: 6766 6638)

Primary Health and Community Health Networks
Nursing and Midwifery
Mental Health

Heather Goldman (contact Phone: 4921 4103 fax: 4985 5361)

Acute Networks
Workforce Development
Corporate Services

David Scotman (contact phone: 4985 5522 fax: 4921 4969)

Oral Health
Population Health, Planning and Performance

ESS Manager

For further information contact the ESS Manager, Dianne Sales on **6592 9777 or 0428 105 903**