



HealthShare NSW Service Lines Overview



HealthShare NSW Service Lines

HealthShare operates over 42 non-clinical services and over 180 sub-services across NSW Health.

Patient Services & Planning	System Service Delivery				Procurement & Supply Chain	Customer Services	Employee & Financial Shared Services	
Food Services	Patient Transport Service**	Linen Services	Enable NSW	Make Ready Service	Category Management	Customer Service Desk	Accounts Payable	Masterfile Maintenance
Cleaning Services	Road	Distribution of linen to the dock	GMAT (Get My Assistive Tech)	Cleaning and Restocking of Vehicles	Supply Chain Operations		Accounts Receivable	Taxation
Internal Linen	Rideshare	Distribution of goods from Onelink	Aids & Equipment Program		Transformation P&SC		VMO Processing	Payroll Production
Docks	Fixed Wing	Distribution of sterilised goods	Enable Online		Reporting		Other Financial Accounting Services	Compensation and Benefits
Patient Services			Home Modification Program				Financial Accounting	Payroll Operations
Grounds & Garden			IPTAAS				Lease Data Hub	Employee Relations
Waste Management Services			Away from Home Haemodialysis Program				Fixed Assets	Employee Screening/ Recruitment Operations
			Home Ventilation Program				Procurement Card	
							Purchasing	



HealthShare NSW Service Lines Offerings



Patient Services & Planning Service Offerings

Within the PSP Business Line, HealthShare provides 7 non-clinical sub-service offerings across NSW Health.

Patient Services & Planning						
Food Services	Cleaning Services*	Internal linen	Docks^	Patient Services	Waste Management Services	Grounds and Gardens
Delivery Model	Clinical	Ordering	Receipt	Wards person / Porter	Kitchen Waste Collection	
MFC	Non-Clinical	Distribution to linen room/ward	Receipt and Distribution	Theatre Assistant	Ward Waste Collection	
CHEF	Task Management	Handle dirty linen		Transportation of CSSD	Kerb	
Hybrid	Task Allocation System (TAS)	Internal patient laundry				
Cook Fresh						
Cook Chill						
Meals on Wheels						
Cafeteria						
Electronic Ordering						
Food Management						
CBord HealthShare						
Tidy Stores						

Note:
 * PSP service utilisation currently captured at 'Cleaning Services' Service Line level. Usage of Service Offerings (i.e. Clinical, non-clinical cleaning and TAS utilisation) to be confirmed
 ^ Docks service utilisation at site level to be confirmed by PSP team



System Service Delivery: Service Offerings

Within the SSD Business Line, HealthShare provides 14 non-clinical sub-service offerings across NSW Health.

System Service Delivery			
Patient Transport Service	Linen Services	Enable NSW	Make Ready Service
Road	Distribution of linen to the dock	GMAT (Get My Assistive Tech)	Cleaning and Restocking of Vehicles
General road services	Distribution of goods from Onelink	Recycling centre	PTS Prestons Trial
Bariatric services	Distribution of sterilised goods	GMAT for equipment loan pool	
Paediatric Services		Home respiratory program	
Rideshare		Commonwealth proposal project	
Existing dialysis program		Aids & Equipment Program	
Rideshare		Prosthetic limb service	
Fixed Wing		Prosthetics/orthotic manufacturing services	
Road and Air Transfers		Enable Online	
		Home Modification Program	
		Safe and supported at home	
		IPTAAS	
		Away from Home Haemodialysis Program	
		Home Ventilation Program	

Procurement & Supply Chain: Service Offerings



Within the P&SC Business Line, HealthShare provides 17 non-clinical sub-service offerings across NSW Health.

Procurement & Supply Chain			
Category Management	Supply Chain Operations	Transformation P&SC	Reporting
Medical Portfolio	Product Management	DeliverEASE	Savings Leadership Reporting
Corporate Portfolio	Warehousing & Distribution Services	SmartChain	Spend Analysis
ICT Portfolio	Sourcing	HealthSupply	Marketshare Analysis
Local Tenders and Contracts	Purchasing	Master Catalogue	Missed Opportunities Dashboards
	Catalogue Services		

Employee & Financial Shared Services: Service Offerings (1/3)



Within the EFSS Business Line, HealthShare provides over 140 non-clinical sub-service offerings across NSW Health.

Financial Shared Services							
Accounts Payable	Accounts Receivable				VMO Processing	Financial Accounting	
Invoice and payment requisition processing	Accounts receivable (AR) invoice transactions	Claim for undue hardship	Cash receipting	Accounts receivable ad hoc reporting	VMO record maintenance	Processing of journal entries	Cash reporting and forecasting
Foreign currency payments	Account receivable (AR) transactions postings to general ledger (GL)	Accounts receivable debtor dispute	Cash receipting (Creditors Bank Account)	Intrahealth invoicing	VMO claims processing and payment	Month end process for reconciliation of accounts	Intra health statewide invoicing
Invoice Payment Runs	Salary and wage (S&W) loan postings to receivables	Accounts receivable debtor account balance review	Cash receipting (HRIS Bank Account)	Intrahealth accrual		Balance sheet reconciliation	Post journal entries (customer generated)
Refund and recoveries against accounts payable	Salary and wage (S&W) loan recovery	Accounts receivable write offs	Accounts receivable reporting on identified Salary & Wages loans	Cash receipting (intra health notional receipting)		Inter company reconciliation	Customer month end process
Accounts payable invoice holds management	Auto invoice master import	Salary and wages loan completion	Accounts receivable reporting on aged debt (aged trial balance)	Create intra health matrix		Electronic fund transfer (EFT) payments online processing	Processing of reverse journals
Continuous control monitoring	Open and close period for accounts receivable module	Salary and wage loan earnings adjustments	Accounts receivable reporting on write off			Pcard/Vcard reconciliations	Intra-health invoicing - raising
	Accounts receivable debtor contact	Salary and wage loan minimisation	Accounts receivable reporting and service delivery dashboard			Travel virtual card reconciliations	Reconciliation of subsidies
	Salary and wage loan employee notification	Account receivable credit	Accounts receivable reporting to MoH			General ledger flexfield maintenance	

Employee & Financial Shared Services: Service Offerings (2/3)



Financial Shared Services							
Lease Data Hub	Fixed Assets	Procurement Card	Purchasing	Masterfile Maintenance	Taxation	Payroll Production	Compensation and Benefits
Register fleet leases	Fixed asset register (additions and disposal)	System Administration - ProMaster EMS	Conversion of purchase requisitions into purchase orders (PO)	Creation and Maintenance of Vendor Masterfile	Business Activity Statement (BAS)	Customer enquiries	Payroll production (including out-of-cycle payments)
Maintain fleet leases	Fixed asset month end process	System Administration - Citibank	Goods returned authorities for purchased goods	Creation and Maintenance of Customer Masterfile	Fringe Benefits Tax (FBT)	Payroll consultation	Payroll accounting
Property NSW lease reconciliation		Customer Support	Holds Management		Annual Tax	Employee support payment scheme (ESPS)	Adjustments to roster information
			HIMF Variances			Subpoena and litigations	Superannuation administration
			Customer Support			Oracle time and labour administration*	Overpayment recovery
			General purchasing agreement localised (GPAL)			Reporting and analytics	Annual processing
			Purchase order reporting (run expenditure reports)				Salary packaging administration / FBT
			Procurement data analysis				Previous years payment summaries

Employee & Financial Shared Services: Service Offerings (3/3)



Employee Services						
Payroll Operations	Employee Relations	Employee Screening / Recruitment Operations	Other Financial Accounting Services			
Leave cash outs and leave elections (MSS)	Student onboarding	Recruitment operations	Manage statewide general ledger (GL) periods	Manage lease accounting end of month processes	Ad hoc reporting	Annual leave (AL) and long service leave (LSL) provision accounting requirements
Maternity leave including parental leave requests	Staff specialist increment elevation	Employment screening	Statewide staff mobility for leave	Manage HRIS statewide payroll	Attendance of monthly finance meeting plus survey completion	Sub module systems testing
Commonwealth paid parental leave	Employee assignment data processing	TESL - Training education study leave	Statewide long service leave (LSL) claim	Manage the purchase order (PO) receipt accrual end of month process	Attendance at board/finance/audit meetings	Patient billing reporting system (PBRC) interface to general ledger
Long service leave (LSL)	Employee/employment detail changes		Statewide accrued day off (ADO) liability journal	Manage statewide purchasing periods	General ledger (GL) reports	Interfund journal between general fund (GF) and special purpose and trust (SP&T)
Recognition of prior service	Work structure data processing		Managing salary and wages (S&W) reconciling items upload	Treasury online entry system (TOES) reporting	Other requests from MoH/Parliament	Interfund journal between general fund (GF) and custodial Trust Fund (CTF)
Leave verification	Employment statements		Statewide public holiday accruals	Treasury reporting PRIME + budget upload	Mass allocation creation and deletion - statewide	Interfund transfers and journals between general fund (GF) and restricted Funds accounts (RFA)
Separation transactions processing	Consultation		Statewide creditors and payroll subsidy	Other Treasury reporting	Year end rollovers	Cash Management Miscellaneous receipting
Voluntary redundancy			Centralised inventory management	Calculate and submit payroll tax	Transfer interentity balances	
Leave			Intra health reconciliation management	Advisory services	FSG amendment and creation	
			Manage fleet lease accounting	Data analytics (finance related)	Cost allocation reversal and correction	