



HealthShare

Mr. Gerard Hayes
Secretary
Health Services Union NSW/ACT/QLD
Locked Bag 3
Australia Square NSW 1215

Via email: secretary@hsu.asn.au; Tom.Stevanja@hsu.asn.au;

Private & Confidential

Dear Mr Hayes

Re: Notification of Restructure – Customer Experience

I am writing to advise you of HealthShare NSW's proposal to restructure the Customer Service Team Leader positions of the Customer Services department within the Customer Experience directorate.

The restructure is being proposed in order to improve the effective delivery of the customer experience, standard of employee and customer engagement and overall contact centre capability and to effectively respond to and manage Customer Value Survey improvements.

A meeting will be held on Thursday 15 April 2021 at 9.00am at HealthShare's Charlestown Service Centre to announce the proposed restructure, and the HSU are invited. Alternatively should you be unable to attend onsite an online meeting invite can be provided for you to dial into. Please let David Attard, Human Resources Business Partner know if the HSU will be attending the meeting.

As the proposed restructure will be changing how services are delivered in the Customer Services department, there will be several affected positions. However, it is expected that overall, there will be no change to net head count.

HealthShare NSW is committed to consultation with HSU and our staff of the impact of this change and one-on-one meetings will be offered to staff in the period commencing 15 April 2021 to provide feedback or raise any concerns. Please contact David Attard, Human Resources Business Partner, if you have any questions, or to arrange for a USCC to be convened.

David can be contacted by email at David.Attard@health.nsw.gov.au or by phone on 0418 562 440.

Yours sincerely,

A handwritten signature in black ink that reads 'Jaymie Ling'.

Jaymie Ling
A/Director, Customer Experience
Date: 14 April 2021.

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