

Application Virtualisation Services (AVS) Restructure November 2023 Frequently Asked Questions

NB – Q&A will be added to this document throughout the course of Consultation to include any additional questions asked in staff briefing sessions.

What is changing and who is impacted?

We are commencing consultation with staff for the proposed restructure of the Application Virtualisation Services (AVS) Team within Technology Services (TS). The responsibilities of the current AVS team will be divided, with the development and operating of the Citrix platform to remain within TS however the management of applications on the platform will be relocating to Clinical Application Services (CAS).

Why are we doing this?

It has been determined that changes in structure and staffing are required to improve effectiveness and efficiency and achieve eHealth NSW's strategic priority objectives. A new structure is proposed, which will enable the distribution of staff and responsibilities to align with eHealth NSW's product-focused operating model.

The proposed restructure aims to uplift capabilities and capacity in CAS and TS, optimise processes and strengthen each service's product offering. AVS will focus on developing and operating the Citrix platform, while CAS will consume the platform service offering by managing applications on it.

What does this mean for me?

Should the proposal be approved after the consultation period, permanent staff within the AVS team will be classified as "Affected" as their positions will be deleted, altered or relocated as a result of organisational change these staff will be managed pursuant to *Managing Excess Staff of the NSW Health Service (PD2012_021)* policy.

These staff will have multiple opportunities to apply for the new roles created as part of the restructure, both within TS and CAS. Please note there are more people than roles in this proposed restructure, EHealth is confident that the impacted staff have transferable skills and can be accommodated within the proposed structure.

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What happens if I don't secure a position in the new proposed structure?

There are a number of possible outcomes if you are unsuccessful in securing a position during the proposed recruitment phase of implementation. Any affected staff member who is unsuccessful in the merit-based selection process or who chooses not to apply or, may be matched to a suitable position, temporarily transferred to a suitable position, or declared excess

These options will be navigated, and all processes will be in accordance with *Managing Excess Staff of the NSW Health Service (PD2012_021)* and the *Public Sector Employment and Management Act 2002*

Are Voluntary Redundancies available to affected staff?

Please note there are more roles than people in this proposed restructure, and eHealth is confident that the impacted staff have transferable skills and can be accommodated within the proposed structure. As such, it is not anticipated that any Voluntary Redundancies will be offered, in accordance with *Managing Excess Staff of the NSW Health Service (PD2012_021)*.

Can I be matched to a higher grade role in the new structure?

Noting staff cannot be matched to roles higher than their substantive role, and in the proposed organisation chart there are roles at higher grades than in the existing structure, we encourage all staff within the team to apply for any position that interests them at a higher level as you cannot receive a promotion from matching process.

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[What is the process when I am declared Affected?](#)

You will receive confirmation in writing that you have been identified as an affected staff member. Once you have received this confirmation, you will be granted priority access to suitable vacancies across NSW Health and priority access to positions in the AVS/CAS restructure, provided that:

- Excess staff will have priority over affected staff, and
- Affected eHealth staff will have priority within eHealth over other affected staff from elsewhere within NSW Health.

Affected staff with priority status who wish to be considered for vacancies in Health Services other than eHealth will be expected to be actively involved in identifying those opportunities.

[When can a staff member be declared excess?](#)

An affected staff member will not be declared Excess until all suitable vacant positions within the new structure are filled. Allocation to a temporary position may delay being classified as excess.

[What consultation will occur as part of this change?](#)

Consultation is a period of two weeks from announcement where eHealth NSW employees have the opportunity to provide feedback and ask questions.

The proposed changes will also be presented to the Health Services Union (HSU) for feedback.

During the two-week consultation period, impacted employees will be presented with information through staff briefing sessions where they can ask questions live. Employees can also request materials and/or a 1:1 meeting with a line manager and/or HR representative to address unique concerns.

[How can I provide my feedback on this change?](#)

Suggestions and feedback included feedback on the role description are encouraged during the consultation period using the following means: live during our staff briefings, and during 1:1s with managers/leaders, by speaking with their Union delegate, or by emailing their manager or HR Business Partner directly