

29 August 2023

## Frequently Asked Questions

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# Unified Communications Restructure

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

## What is changing?

We are commencing consultation with staff for the proposed restructure of the Unified Communications group within Technology Services (TS). The restructure will see the adoption of the Service Delivery Operating Model (SDOM) for the group including the introduction of a Capability Manager as well as a range of Engineer, Senior Product Owner and Product Owner positions.

## Why are we doing this?

The restructure of the Unified Communications group is intended to firstly prepare the group for expected rapid future growth and adoption of a number of new products such as MedSync and Azure Communication Services. Secondly, by adopting the SDOM, the restructure also aims to improve the employee experience through streamlined roles and ways of working, while enabling our people to develop in their career and provide opportunities for growth.

## Who is impacted?

Employees within the Unified Communications group will be impacted by a change in reporting line to the new Capability Manager role. Furthermore, all staff will have opportunity, and are encouraged, to apply for the new proposed roles.

One permanent full-time employee may become affected as a result of the implementation, dependant on outcomes of the recruitment process. This employee will be consulted with individually regarding their situation.

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## What does this mean for me?

In most cases, the restructure will mean a simple reporting line change from a Team Manager to the new Capability Manager. There will also be a consolidation of position title for the below positions:

Current Title	Proposed Title
Senior Systems Officer Voice Senior Systems Officer Senior Systems Officer – Skype	Senior System Officer
Systems Officer – Conference Services Systems Officer – Conferencing Services Systems Officer – Enterprise Voice Voice Systems Officer	System Officer

However there will be no change to grade, award or other conditions as part of this restructure. Employees will however have the opportunity to apply for new positions which will be available as part of proposed implementation.

## Will my salary be maintained?

Yes, there will be no change to your salary and/or Award classification. Processes for salary increases remain subject to the Award and performance review process. All current entitlements such as leave, leave loading and salary packaging will remain as is.

## Will there be a change in how my performance is measured?

No, there will be no changes regarding the way your performance is measured, it will continue to be measured through our Performance and Talent Management system (PAT). The Capability Manager will set up growth and development discussions with you, to help ensure you're able to individually benefit from this change – we are here to support your ongoing development and career. These discussions will inform your PAT plan and will include how your performance will be measured, as well as how we will support you to grow and learn through this opportunity.

## Will there be a change in existing business processes?

There will be no sudden change to existing business processes. However an approach of continual improvement will remain as part of BAU as the new positions are implemented.

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## Where can I find out more?

All available information will be available on the Unified Communication Team Channel. Alternatively, contact the Group Manager Unified Communications or the Technology Services HR Business Partner for copies to be sent to you via email.

## What consultation will occur as part of this change?

Consultation is a period of two weeks from the staff briefing session on 29 August 2023. This time will give eHealth NSW employees the opportunity to provide feedback and ask questions. The consultation period is proposed to end at close of business on 12 September 2023.

## How can I provide feedback on the proposal?

Feedback can be provided directly in staff briefing sessions. Staff may also request individual meetings with the Group Manager Unified Communications and/or the HR Business Partner, Technology Services.

Feedback can also be submitted directly via email to:

- Mark Galea, Group Manager Unified Communication via [Mark.Galea@health.nsw.gov.au](mailto:Mark.Galea@health.nsw.gov.au)
- Leanne Tipping, HR Business Partner via [Leanne.Tipping@health.nsw.gov.au](mailto:Leanne.Tipping@health.nsw.gov.au)