

29 August 2023

Mr Gerard Hayes  
Secretary – HSU Health Services Union  
Locked Bag 3  
Australia Square Sydney NSW 1215

Email [secretary@hsu.asn.au](mailto:secretary@hsu.asn.au)  
Cc: [Josh.Dodsworth@hsu.asn.au](mailto:Josh.Dodsworth@hsu.asn.au)

Dear Mr Hayes,

**Restructure of Unified Communications Group, Technology Services, Service Delivery, eHealth NSW**

Please find attached consultation documents for the proposed restructure of the Unified Communications group at eHealth NSW (eHNSW).

The restructure of the Unified Communications group is intended to firstly set the group up for expected rapid future growth and adoption of a number of new products such as MedSync and Azure Communication Services. Secondly, by adopting the Service Delivery Operating Model, 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.

Staff consultation meetings have been held on 29 August 2023 to inform staff of the proposed changes. Staff have been requested to provide formal feedback by close of business 12 September 2023. If you could provide any feedback regarding the proposed structure by this time also.

eHNSW is committed to consultation with our staff and the HSU on the impacts of this change. If you have any questions, please contact myself or Leanne Tipping, HR Business Partner on 0499 946 824.

Sincerely,

A handwritten signature in black ink, appearing to read 'RCC'.

Rachael Lunn  
**Director People & Culture**  
**eHealth NSW**

**Attachments:**

- *Staff Briefing Pack*
- *Change Management Plan*
- *Current Organisation Chart*
- *Propose Organisation Chart*

- *Proposed Role Descriptions*
- *Frequently Asked Questions*