

eHealth NSW Joint Consultative Committee Minutes of Meeting held 16 August 2022

IN ATTENDANCE:
<i>By teleconference</i> Dominic Trewick, A/Director People and Culture, eHealth NSW (Chair) Emily Choi, HR Case Manager, eHealth NSW Brendon Black, HSU Member, eHealth NSW Tom Stevanja, Deputy Industrial Manager, HSU NSW Josh Dodsworth, Industrial Organiser, HSU NSW
APOLOGIES:
Marc Roberts, Industrial Relations Advisor, HealthShare NSW Andrei Bilic, Industrial Organiser, HSU David Graeme Campbell, HSU Member, eHealth NSW

	Item	Comment
1.	Attendance and Apologies	Attendance was CONFIRMED and apologies NOTED.
2.	Minutes from Previous Meeting	There are no previous minutes as this meeting was the first formal JCC meeting - ACCEPTED.
3.	Actions Arising from the Previous Meeting	
		There were no previous actions as this meeting was the first formal JCC meeting – ACCEPTED.
4.	eHealth Update	
		The Committee NOTED that: <ul style="list-style-type: none"> Future eHealth updates will generally include organisational wide updates including new major projects and changes which may significantly impact employees. <p>Action: For noting</p>

5.	Agenda items	
5.1	Potential Outsourcing of State-Wide Network Services (SNS)	<p>The Committee NOTED that:</p> <ul style="list-style-type: none"> • There are concerns amongst employees about the potential outsourcing of state-wide network services, staff impacts and job security. • Currently, there are no definitive plans from eHealth NSW to outsource State-wide Network services. • In the areas of Core Network Services and Network Security, retention and resourcing has been a challenge. • Managed services in multiple networking areas are under consideration both to address resource requirements and to leverage the wider skills pool and expertise of partners who specialise in this space. However, no decisions have been made. <p>Action:</p> <ul style="list-style-type: none"> • Discuss with Technology Services management about staff perceptions of potential outsourcing of services and the current messaging to teams. Management to consider providing more clarity and information to teams around the direction and timing of any changes. • Maintain this agenda item for the next meeting.
5.2	eHealth Delegations Manual	<p>The Committee NOTED that:</p> <ul style="list-style-type: none"> • The HSU raised concerns about contractors exercising financial and staff delegation in management roles which is contrary to the eHealth Delegations manual and legislation. • Delegations in question include approval of petty cash, performance reviews, resignations and building access etc. • Approval processes in systems such as Stafflink, ITL and SARA do not differentiate between employees and contractors • It was raised that a significant change in Customer services was overseen by a contractor and without consultation. This change involved the creation of a group with reporting line change. • The Contingent Workforce Management guidelines was shared with the group. <p>Action:</p> <ul style="list-style-type: none"> • Brendon Black to email further information and examples to eHealth People and Culture. • eHealth People and Culture to review and report back at next meeting
5.3	Consultation on Change – Customer Services, End User Services (EUS)	<p>The Committee NOTED that:</p> <ul style="list-style-type: none"> • There will be changes for EUS as part of the broader changes happening in Customer Services. • There was a recent Townhall where it was communicated to Customer Services employees about a proposed future state/operating model and the process involved. Purpose is to start engaging staff early and get feedback on the proposed model including the set-up of “Ask Anything” sessions. • The model was presented at a high level. No individual or structural impacts have been worked out yet. • There will be a phased approach to the proposed changes. • This piece of work will be ongoing, and it may be beneficial to keep this as a standing JCC agenda item over the next 12 months. <p>Action:</p> <ul style="list-style-type: none"> • Maintain as a standing agenda item for the next 12 months.
5.4	Leave Matters	<p>The Committee NOTED that:</p> <ul style="list-style-type: none"> • The Leave Matters manual states that staff members can elect to use other forms of paid leave when their sick leave entitlement has exhausted. • In Stafflink, sick leave cascades to ‘sick leave without pay’ automatically when sick leave is exhausted, which has impacts on an employee’s pay.

		<ul style="list-style-type: none"> It was raised that this query was sent to Payroll who advised that the 'automatic cascading' to sick leave without pay is in line with the Award. Employees can view their leave balances on the SARA leave application form when they apply for sick leave <p>Action:</p> <ul style="list-style-type: none"> eHealth People and Culture to review the advice from Payroll and consider if any process or system changes are required.
5.5	Broader utilisation of contractors	The Committee NOTED that: <ul style="list-style-type: none"> This item was covered in item 5.2
6.	Other Business	N/A
7.	Next Meeting	16 November 2022

The above Minutes are confirmed as a true record of the 16 August 2022 meeting of the eHealth NSW Joint Consultative Committee.



Chair: _____
Dominic Trewick

_____ 01/09/2022 _____
Date:

ACTIONS ARISING FROM MEETING OF 16 August 2022

	Action	Responsibility	Current Status
1.	Discussion with Technology Services management about staff perceptions of potential outsourcing of services and the current messaging to teams. Management to consider providing more clarity and information to teams around the direction and timing of any changes.	eHealth	Open
2.	Brendon Black to email specific examples relating to contractors exercising financial and staff delegation.	Brendon Black	Closed
3.	Review the issue raised about contractors exercising financial and staff delegation and report back at next meeting.	eHealth	Open
4.	Review the advice from Payroll regarding the automatic cascade of sick leave without pay and consider if any process or system changes are required.	eHealth	Open