

Acknowledgement of Country

I would like to begin by acknowledging the Traditional Custodians of the land on which we are all on today, and pay my respects to their Elders past, present and future.

I extend that respect to Aboriginal and Torres Strait Islander colleagues here today.



eHealth NSW

Staff Briefing

Taking you through some changes ahead

17 November 2023



Agenda

- 1. Background and context**
- 2. Drivers for change**
- 3. Overview of proposed changes**
Changes at a glance, current and future organisational structure
- 4. How it will work**
Overview of how the teams will work together in the future
- 5. What to expect**
Consultation process and providing feedback
- 6. Support available**

We are realigning parts of our organisation

Let's go through the changes ahead

Background and context

Since inception, eHealth NSW and our Directorates have served to meet the needs of our customers, our partners, and the people of NSW. We have grown organically and evolved in line with customer demand, increased digitisation, new technologies and operating methodologies.

As eHealth NSW continues the journey towards becoming the digital centre of excellence for NSW Health, we need to continuously evolve, improve and change the ways services are delivered.

The eHealth NSW Business Plan 2022-2025 focuses on developing our internal capabilities, organisational culture and ways of working. Over the last 12 months, the EMT have identified opportunities to better align our operations to business plan outcomes.

Drivers for change

The changes we go through today will support two key Business Plan Outcomes



Changes at a glance

What is changing?

We are streamlining our business and making changes to give clearer role clarity and support

1. Creating two teams, one focused on the platform and supporting technology and the second focused on application delivery leveraging the platform provided technologies.
2. Platform team, located in Technology Services, focus on maintaining Citrix platforms, infrastructure, technical services / functionality and administrative delegation
3. Application team, located in Clinical Applications, focus on maintaining and supporting apps, both clinical and corporate, running on Citrix platforms

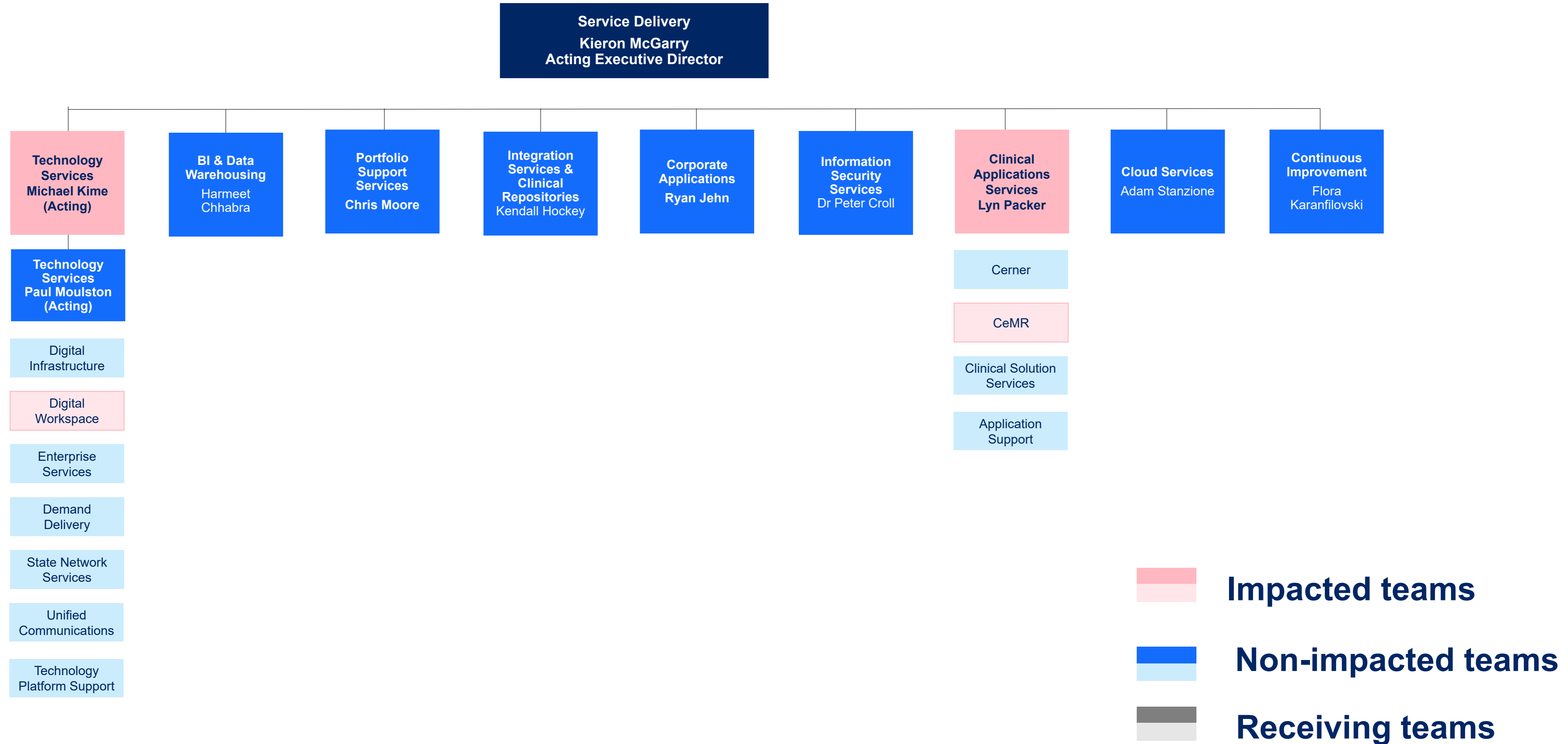
What will remain the same?

- Working together to ensure customer experience is at the highest quality

This Staff Briefing will outline the changes in detail, and offer an opportunity to ask questions and provide feedback

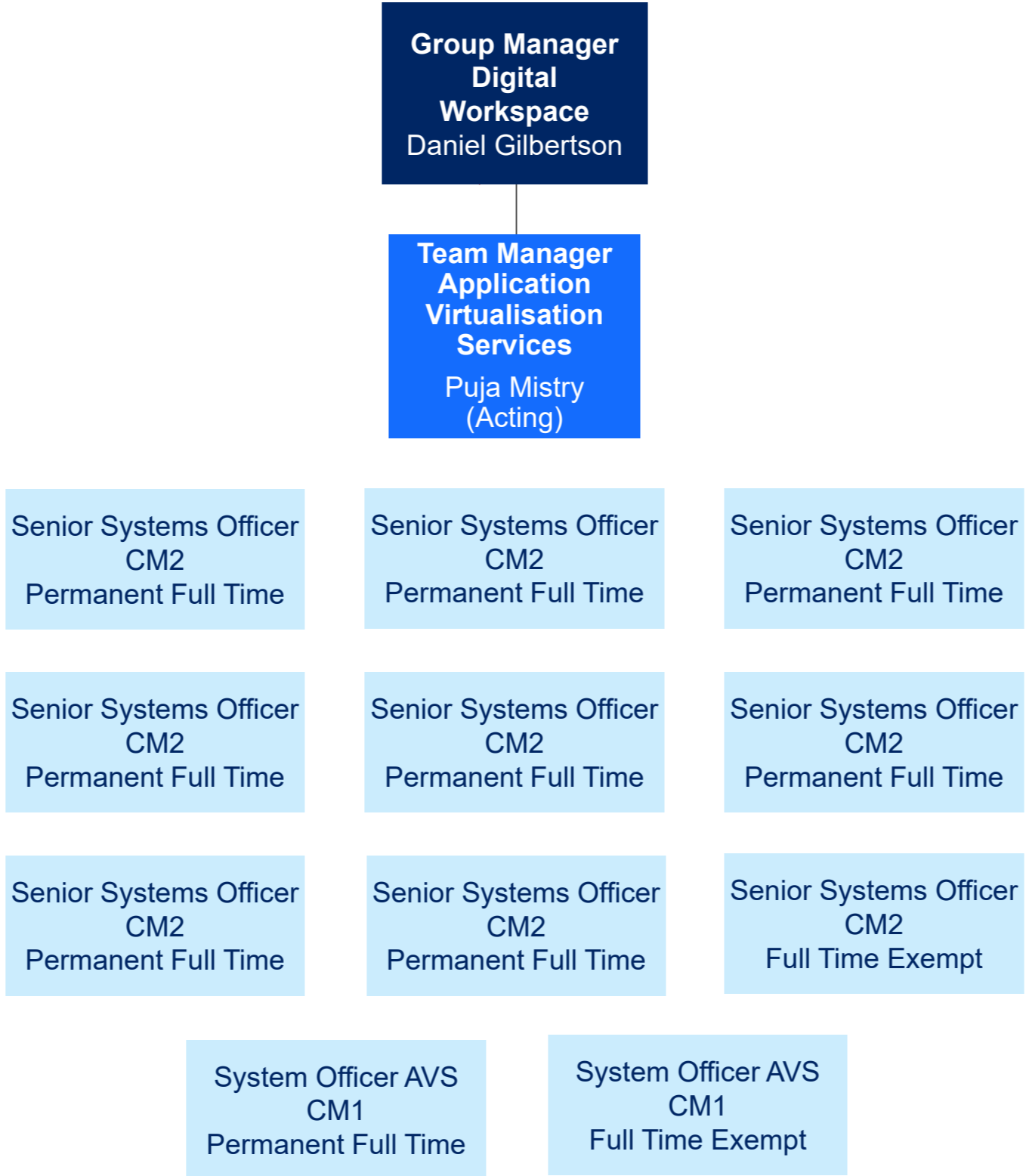
Current and Future Organisational Structure

Impacted teams in Service Delivery



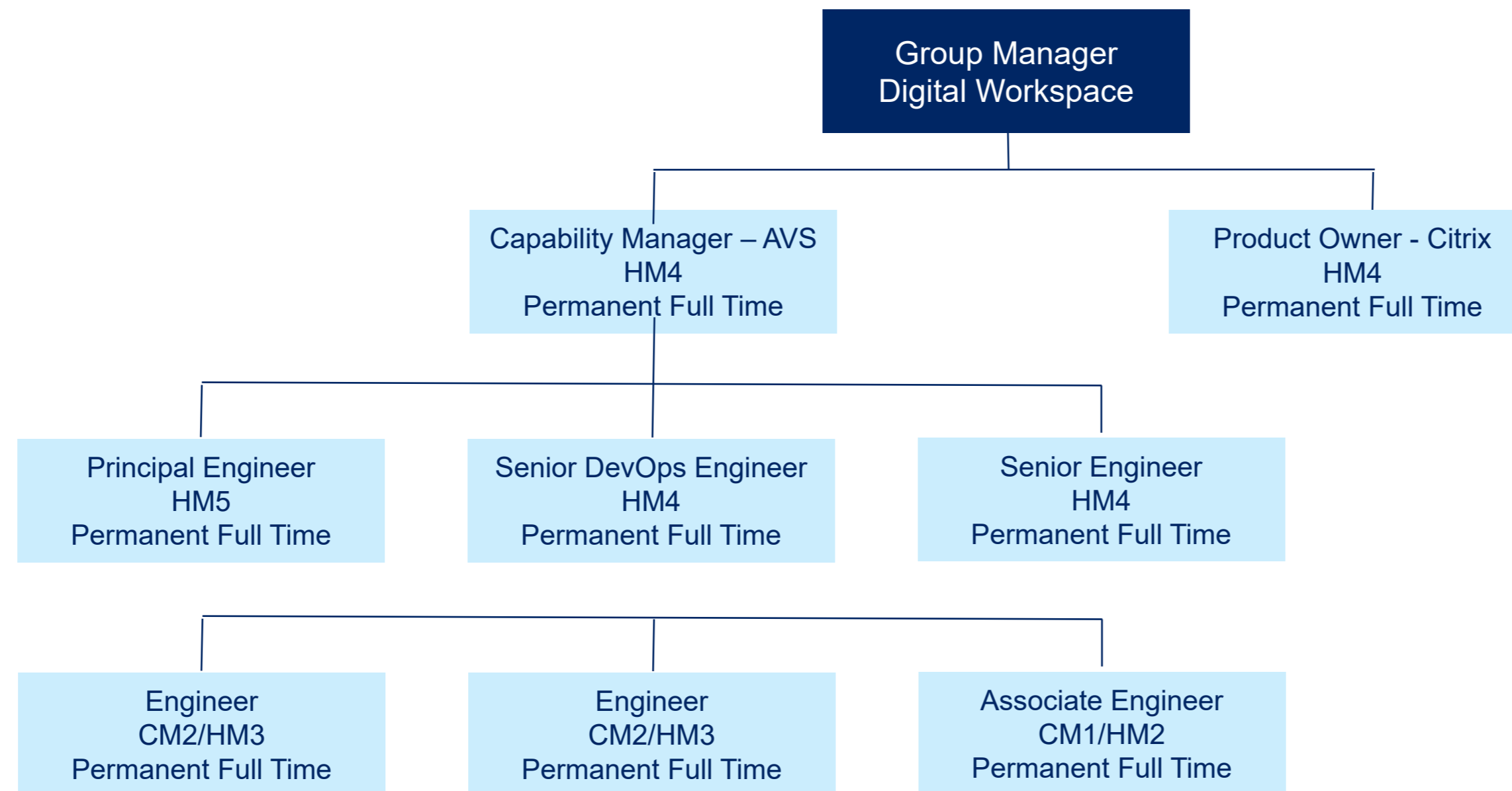
Current Application Visualisation Services (TS) Structure

Technology Services

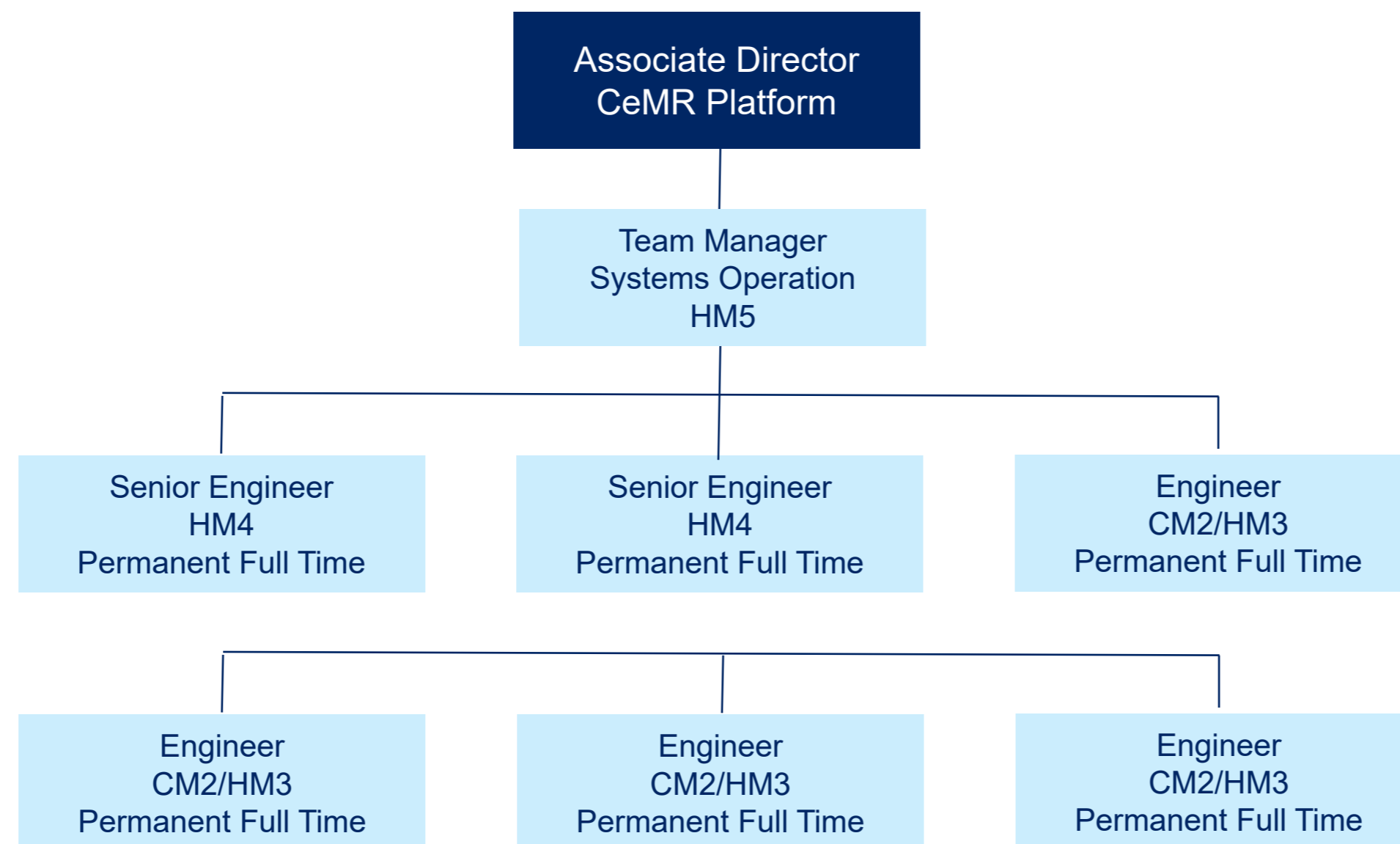


- Existing Teams
- Transitioning Teams

Proposed Application Visualisation Services (TS) Structure



Proposed Cerner eMR Platform (CAS) Structure



How will it work?

Looking at how the proposed structure will work in practice

Applications and Platform Teams Defined

Application Team

The team is empowered to deliver customer or user value as quickly, safely, and independently as possible, with minimal hand-offs to other teams. Maintaining a single point of contact for customer engagement and support flow directly to the team.

As teams work on the full spectrum of delivery, they are, by necessity, closer to the customer and usually already agile. This team incorporates customer feedback in development cycles, while maintaining software in production.

Application teams should work closely with application vendors / providers, infrastructure and platform service teams to continuously improve the speed of delivery and quality of their products and services.

Platform Team

The Platform team enables the application teams to deliver virtual app workloads with substantial autonomy. While the application team maintains full ownership of building, managing, running and fixing an application in production, the platform team provides the underlying services and technical functionality that application teams utilise.

Platform team create capabilities that can be used by numerous teams, with little overhead. By establishing a product team responsible for Citrix platform and services, we help minimise resources overhead for the application team. This also benefits end-users too, since platform teams can create a cohesive experience that spans across different service locations and user experiences.

Platform teams build and maintain services used to deliver Citrix virtual apps/desktops. A key objective is empowerment of app teams through Citrix platform and service level delegations. This is further facilitated through sharing of documentation, agreed support framework, and consultation for application teams where technical guidance is required.

What to expect

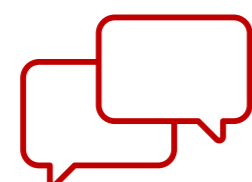
Consultation process and providing feedback

Process and proposed timeline for realignment

We are here



Announcement
of a proposed change
to organisational
structure



**2 Week Consultation
Period**
Staff and Health Services
Union have the opportunity
to provide feedback.



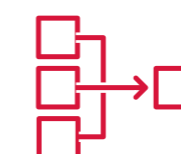
Review Feedback
All feedback will be
reviewed and
considered by our
EMT.



Approval
Final Change to be
approved by CE and
ED



Staff Briefing
Announce result of
Consultation



Implement
Commence
implementation of our
new structure (if
approved).



Recruitment
Merit based
recruitment processes
undertaken to fill new
positions



**New org structure
in place**



Ongoing support
Support and welcome
initiatives planned to
support our teams

NOV

JAN

FEB

The role of CORE values in the consultation process



Collaboration

- We work in teams where all contribute and share ideas and responsibilities
- We are willing to learn and we welcome new ideas and ways of doing things
- We get involved
- We explore alternatives



Respect

- We treat our workmates with consideration and courtesy
- We are inclusive
- We create a safe place to work, both physically and emotionally
- We demonstrate integrity in all we do
- We resolve issues constructively



Openness

- We have confidence in our work and are accountable for our actions
- We share ideas and information within our teams
- We communicate clearly and accurately
- We give and receive feedback constructively



Empowerment

- We encourage and support our people
- We strive for innovation
- We encourage and recognise achievement and performance
- We recognise that our work is important
- We help others grow and develop

Recruitment Process

Stage 1

Expressions of Interest are invited from permanent employees for “at-grade roles”. These will be assessed by a panel and interviews conducted where required. Successful candidates will be placed in roles, unsuccessful candidates are potentially declared excess.

Stage 2

Roles not filled at Stage 1 to be advertised. Internal AVS eHealth NSW employed (including temporary staff) will have access to advertisement for at least 3 days prior to external advertising.

Stage 3

Impacted staff who have chosen to not apply, or who have been unsuccessful in their applications, will be assessed to “similar capability” roles, which would be determined as a suitable match in accordance with policy.

Stage 4

Remaining roles to be advertised externally, with excess staff given priority assessment. Remaining impacted staff will be allocated with a Case Manager in accordance with policy.

eHealth NSW Service Delivery and People & Culture teams will comply with NSW Health Policies that cover restructure and impacted staff, namely the Managing Excess Staff Policy (PD2012_0210), and the *Recruitment and Selection of Staff to the NSW Health Service (PD2017_040)*

How to find information and provide feedback

You will be sent via email:

- This presentation
- FAQs
- Copies of proposed Role Descriptions

Suggestions and feedback are welcome during the consultation period

- Via email to your manager
- Via email to Leanne Tipping (HR Business Partner)
- Live during our staff briefings
- During 1:1s with managers



As we navigate our new and changing environment, it is important that we continue to look after ourselves and each other.

Resources available to support you

Your direct manager

- Schedule 1:1s with your manager to discuss

HR Support

For further assistance regarding the proposed changes

- Leanne Tipping, HR Business Partner

Access free support via our Employee Assistance Program (EAP)

- Converge International offer eHealth NSW employees and contractors and their families with a free confidential, counselling, coaching and wellbeing service on (02) 8644 2323 (option 4).

eHealth NSW

Thank you