

eHealth NSW

# eHealth NSW Technology Services

Unified Communications Staff Briefing

August 2023 | Mark Galea



## 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.

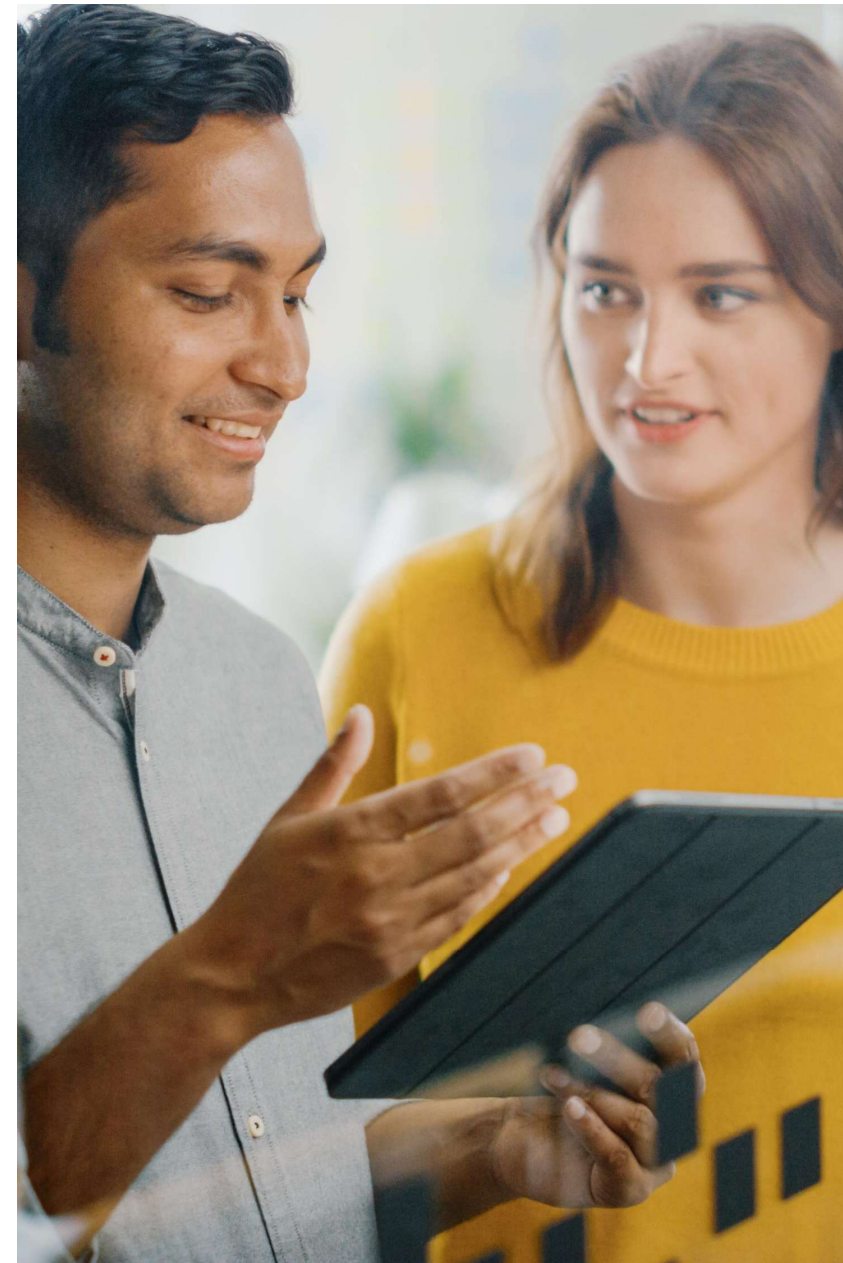


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# Staff Briefing

Taking you through some changes ahead

29<sup>th</sup> August 2023



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## Agenda

- 1. Background and context**
- 2. Drivers for change**
- 3. Overview of proposed changes**  
Changes at a glance, current and future organisational structure
- 4. What to expect**  
Consultation process and providing feedback
- 5. Support available**



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# We are realigning the Unified Communications Group

Let's go through the changes ahead



## Background and context

The Unified Communications group provides a number of Statewide services such as Teams Enterprise Voice, Skype for Business, Health Managed Meeting Rooms, Video Conferencing Services and Virtual Clinical Applications such as myVirtual Care and Critical Care Camera Network. As NSW Health is coming out of the COVID-19 pandemic, a greater strategic emphasis has been placed on the importance of modern digital communication technologies to support positive and adaptable services for customers.

As a result, an 18-month review has been conducted of Unified Communications, evaluating the current state, capabilities and expected future demand for products and services provided by the group. While the group has already grown substantially in recent years, the current pipeline suggests some of the services will double such as Health Managed Meeting rooms with over 450 rooms to be enabled in the next 12 months.

While the current structure of the Unified Communications group is functional, the restructure aims to:

- Improve the employee life-cycle for staff as Capability Managers will be focused on their employment, wellbeing, development and performance.
- Provide clearer accountability as well as opportunities for staff through offering both a capability and a product stream.
- Increased opportunity for staff to receive technical mentoring and stretch on-the-job training via Product Specialists
- Modernising products driven by Product Managers as they will be devoted to the product, its lifecycle, and how it aligns and meets the needs of customers.
- Provide better outcomes for customers as the team will be structured to allow for strategic

# 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 realigning the Unified Communications Group to be in line with the Operating Model

1. The staff within the Conferencing Services and Enterprise Voice teams will move under the Capability Manger
2. There will be 9 new positions created
  - Capability Manager
  - 2 x Senior Product Owners
  - 4 x Product Owners
  - 1 x Senior Systems Officer
  - 1 x Systems Officer
3. Your position title will change

### What will remain the same?

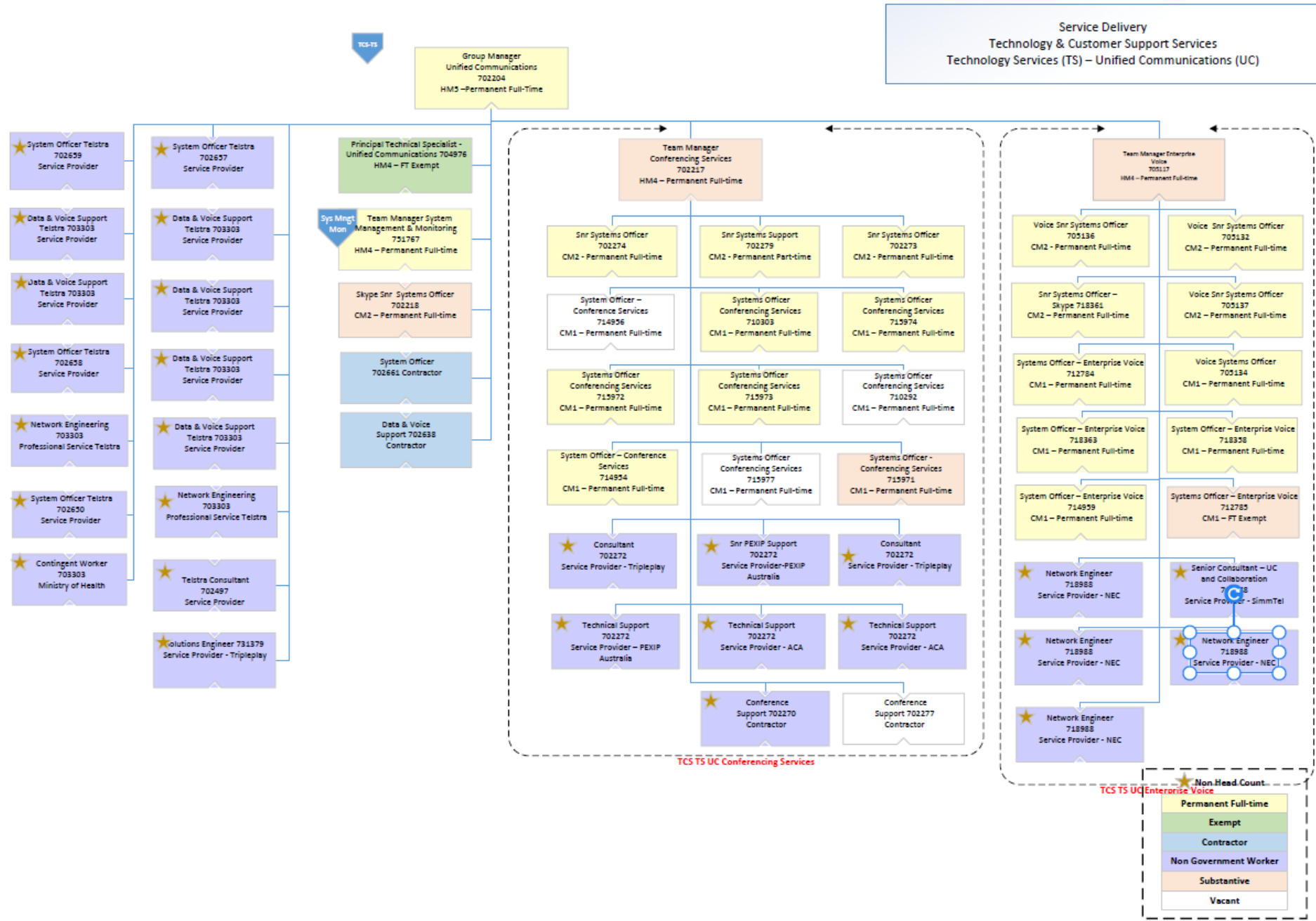
- For the Systems Management and Monitoring team there will be no changes to reporting lines.
- Role description and day-to-day responsibilities will not change.
- The terms and conditions of your employment will not change.
- Opportunities for technical and non-technical career pathways will not change.

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

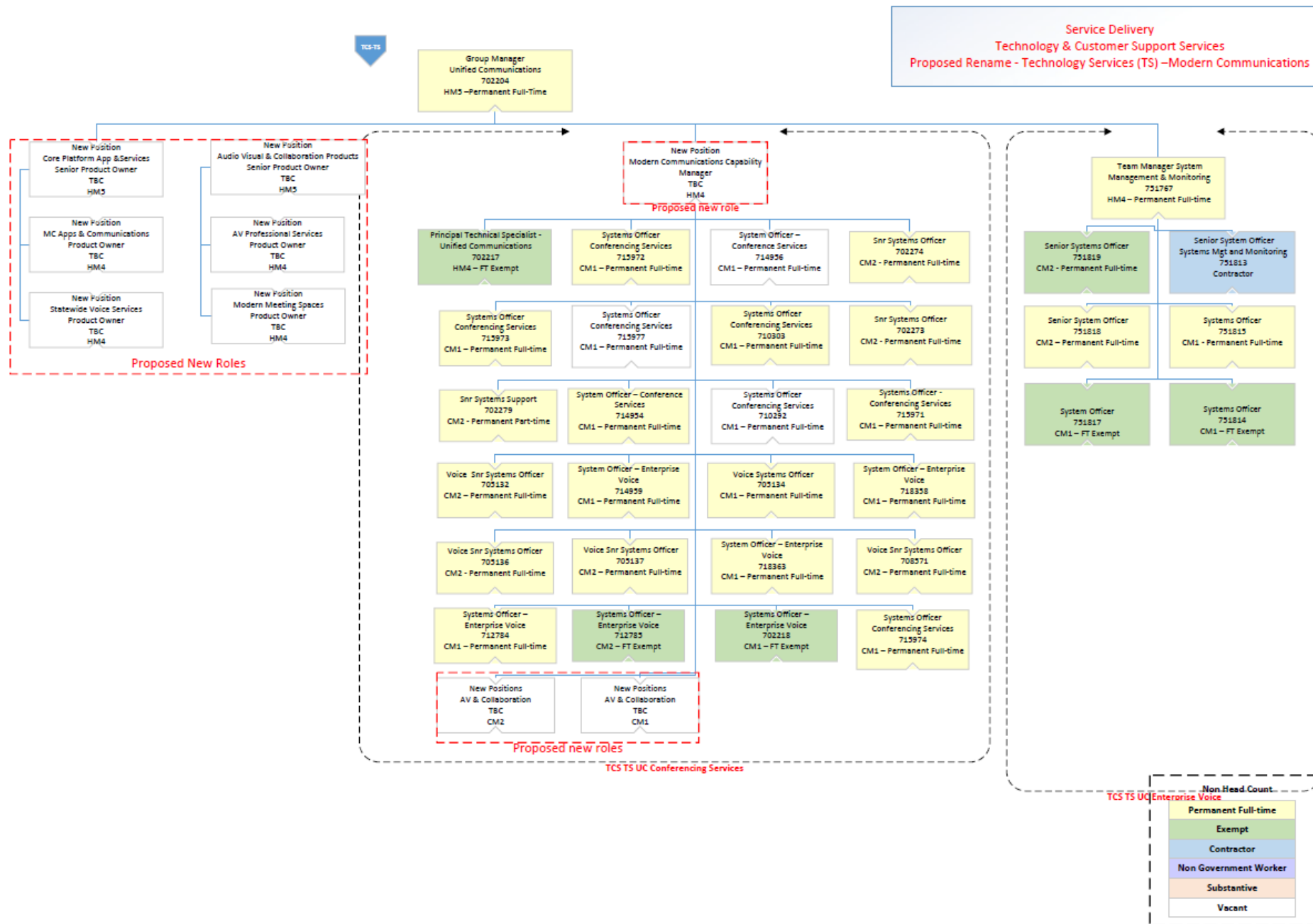


# Current and Future Organisational Structure

# Current Unified Communications Structure



# Proposed Unified Communications Structure



# 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

AUG

SEP

SEP

## How to find information and provide feedback

Visit the [SD TCS Unified Communications Group Teams channel](#) to find:

- This presentation
- Capability Manager Position Description
- Senior Product Owner Position Description
- Product Owner Position Description
- Senior Systems Officer (CM2) Audio and Visual Collaboration Position Description
- Systems Officer (CM1) Audio and Visual Collaboration Position Description

### [Operating Model Consultation](#)

**Suggestions and feedback are welcome during the consultation period**

- Contacting your HR Business Manager
- 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).

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Thank you

