

## eHealth NSW: Proposed changes to Technical Services

Dear Member,

Attached is correspondence the HSU has received from eHealth NSW regarding proposed changes to the Technical Services team.

### **Member feedback requested**

The HSU industrial team is currently reviewing the potential impacts of the proposed changes upon affected employees. We are now seeking feedback, views and comments from our members.

Please review the attached documentation and provide comment and feedback by close of business 13 August 2018. You can submit it by email to [tom.stevanja@hsu.asn.au](mailto:tom.stevanja@hsu.asn.au) with subject line *eHealth Technical Services*.

**Not a member of the HSU? Now is time to join and have your say! You can join online at [www.hsu.asn.au/join](http://www.hsu.asn.au/join) or call 1300 HSU NSW and join over the phone.**

A union's effectiveness and negotiation power depends upon the strength and density of its membership base. Join your work colleagues today by becoming a member of the Health Services Union and help us continue to protect and improve your working life.

In unity,



Gerard Hayes  
Secretary, HSU NSW/ACT/QLD

Mr Gerard Hayes  
Secretary  
Health Services Union NSW/ACT/Qld  
Locked Bag 3  
Australia Square  
NSW 1215

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

Dear Mr Hayes,

### Re: Technical Services

I am writing to formally advise you of proposed changes to the roles and responsibilities to parts of the Technical Services Team, Service Delivery, eHealth NSW.

In response to changes in the delivery of ICT Services and evolving industry demands, a functional review of the eHealth Operating Model and the IT Operating Model was conducted. The changes proposed will improve cross-functional communication and processes, streamline roles and responsibilities for critical technical support functions and further develop a managed service provider (MSP) capability. The proposed changes also provide for improved career opportunities and capability development for the group. This is aligned to the Service Delivery organisation.

32 new positions as outlined below will be created.

Position	Classification	FTE
Senior Systems Officer	CM2	8
Team Manager	HM4	10
Frontline Support Specialist	CM2	3
Systems Officer	CM1	8
Principal Systems Officer	HM4	2
Team Lead	HM3	1

13 positions currently filled by full time staff will be affected by the change. We will speak to these staff members individually over the next few days.

6 of the 13 staff affected by the change will be position matched to new positions.

45 positions, while not affected, will have their reporting lines changed in line with the new organisational strategies.

Initially all positions will be advertised by an Expression of Interest (EOI) to all employees of Technology Services and any staff member currently seconded into a Technical Services team.

If any positions are not filled, then wider recruitment and/or other resourcing will be used.

Positions at HM4 and above will be released to all NSW Health in the first instance.

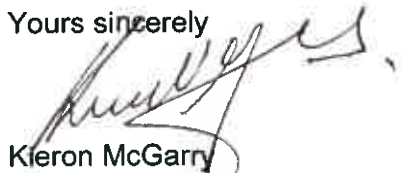
Affected staff will be offered the opportunity to attend a job application/interview skills workshop.

We will be providing staff with further information on the proposed changes at a meeting on 2 August 2018. Staff will have an opportunity to provide feedback on the proposed changes until 24 August 2018.

We would be happy to organise a time to meet with you and discuss the proposed changes as your views on the proposed changes are welcomed. Please advise Michael Kime, contact details below, if you would like to arrange a further discussion.

Should you have any questions, please contact Michael Kime, Associate Director Technology Support Services on (02) 4041 7382 or 0438 923 440 or Shareen Fouladi, HR Business Partner on (02) 8907 1570.

Yours sincerely



**Kieron McGarry**  
**Director Technology & Customer Support Services – Service Delivery**  
**eHealth NSW**

Date: 27 July 2018