

eHealth NSW – Restructure Business Operations Support

Dear Member,

Attached is correspondence the HSU has received from eHealth NSW regarding changes to Business Operations Support.

Member feedback requested

The HSU industrial team is currently reviewing the potential impacts of the proposed restructure 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 22 November 2018. You can submit it by email to tom.stevanja@hsu.asn.au with subject line *eHealth BOS*.

Please distribute this newsletter to your work colleagues for their information and comments.

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 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
General Secretary
Health Services Union
109 Pitt Street
Sydney NSW 2000

Dear Mr Hayes,

Re: Business Operations Support

I am writing to formally advise you of proposed changes in Service Delivery, eHealth NSW. The changes relate to consolidating and centralising relevant finance and business management services under Business Operations Support, Technology and Customer Support Services.

This is in response to changes in the delivery of ICT Services and evolving industry demands. A functional review of the eHNSW Operating Model and the IT Operating Model was conducted and the proposed changes will enable a consistent quality of service that is aligned to the Service Delivery organisation.

Ten (10) new positions as outlined below will be created. This will provide staff with an opportunity for career progression and create a career path within the team.

Position	Classification	FTE
Emergency Support Coordinator	HM1	1
Business Continuity Coordinator	HM1	1
Business Services Coordinator*	HM1	5
Business Services Team Manager	HM3	1
Cost Modelling Analyst	HM3	1
License Entitlement Analyst	HM3	1

*3 Business Service Coordinator positions will replace 3 AO6 Admin Officer positions in the structure

Two (2) staff are affected by the change. We have spoken to these individuals.

In the first instance, we will advertise the new positions to the staff in Business Operations Support and Office of the Director business units. If any positions are not filled, then wider internal and/ or external recruitment will be used.

We have consulted the affected staff individually and provided all staff with further information on the proposed changes at a meeting 8 November 2018. Staff will have an opportunity to provide feedback on the proposed changes until 23 November 2018.

We would be happy to organise a time to meet with you and discuss the proposed changes. We welcome your views. Please let me know when you would like to meet.

Should you have any questions, please contact me on 0429142602 or Shareen Fouladi, HR Business Partner on (02) 8907 1570.

Yours sincerely,



Kieron McGarry
Director, Technology & Customer Support Services
eHealth NSW

Date: 5 November 2018

eHealth NSW
ABN 90 365 793 470
PO Box 1770 Chatswood NSW 2057
Tel (02) 9880 3200