

HealthShare NSW: Proposed relocation of Customer Service positions

Dear Member,

Attached is correspondence the HSU has received from HealthShare NSW regarding a proposed restructure of the HCM/ROB Support Team within the Customer Service Directorate. As part of the restructure there is a plan to relocate two (2) Customer Experience positions (currently graded as Administrative Officers Grade 4) from the Parramatta site to Charlestown where the remainder of the team are located.

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 email to HSU Deputy Industrial Manager Tom Stevanja via email tom.stevanja@hsu.asn.au or your HSU Organiser Sarah Gleeson via email sarah.gleeson@hsu.asn.au with subject line *HealthShare Parramatta Customer Service*.

HSU organiser and sub-branch involvement

Your HSU organiser will be visiting your workplace on Wednesday 21 August from 10am-11am and convening a meeting to discuss the matter with affected employees. The HSU is also seeking expressions of interest from members to be part of the consultative process as a workplace delegate in any upcoming USCC meetings regarding this proposal. The most effective way to deal with these kinds of proposals is by taking into account the concerns of the group, agreeing on a way forward and presenting that united position to management.

Please distribute this newsletter to your work colleagues for their information and comments and encourage them to attend the meeting.

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

Private & Confidential

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

Via email: secretary@hsu.asn.au; Tom.Stevanja@hsu.asn.au;

Dear Mr Hayes,

Re: Notification of relocation of roles – Customer Experience

I am writing to advise you of HealthShare NSW's proposal to restructure the HCM / ROB Support Team within the Customer Experience Directorate.

The restructure is being undertaken in order to improve the business' ability to support, lead and manage the HCM / ROB Support team and to drive enhanced ability to meet the departments' corporate objectives.

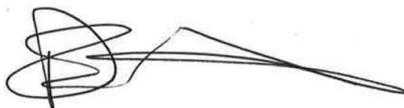
The proposed restructure includes the relocation of two (2) Customer Experience positions (Contact Centre Team Lead HM1 and Customer Service Rep AO4) from Parramatta Service Centre to Charlestown Service Centre. All other positions within the HCM / ROB Support team are based at Charlestown Service Centre and are not affected. The wider Customer Experience Directorate is also not affected.

Meetings will be held on Friday, 16 August 2019 with the two affected employees and the HSU are invited. Please let Tegan Wotton, Assistant Director HR know if a Union Organiser would like to attend the meeting.

Formal processes complying with NSW Health policy will ensure that opportunities for redeployment and voluntary redundancies for affected staff are considered equitably and transparently.

HealthShare NSW is committed to consultation with HSU, keeping our staff informed and having open communication regarding the impact of this change. Please contact Tegan Wotton, Assistant Director HR if you have any questions. Tegan can be contacted by email at Tegan.Wotton@health.nsw.gov.au or by phone on 0436 687 522.

Yours sincerely,



Darren Sutton
Associate Director, Customer Services
Date: 14 August 2019