

17 January 2024

Mr Gerard Hayes  
General Secretary  
Health Services Union NSW/ACT/QLD  
109 Pitt Street  
Sydney NSW 2000

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Dear Mr Hayes

**Restructure of End User Services, Customer Services, Customer Engagement & Service Transitions, eHealth NSW**

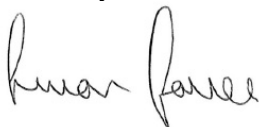
Please find attached consultation documents for the proposed restructure of the End User Services group at eHealth NSW (eHNSW).

The restructure of the End User Services group is intended to improve the efficiency and customer-centricity of a range of critical desktop and professional services offered by the group. The restructure also aims to enhance the employee experience through improved career opportunities and boost job security by increasing the number of permanent positions available.

Staff consultation meetings have been held on 17 January 2024 to inform staff of the proposed changes. Staff have been requested to provide formal feedback by close of business 31 January 2024. If you could please provide any feedback regarding the proposed structure by this time also.

eHNSW is committed to consultation with our staff and the HSU on the impacts of this change. If you have any questions, please contact myself or Leanne Tipping, HR Business Partner on 0499 946 824.

Sincerely,



Simon James  
**Executive Director – Customer Engagement & Service Transitions**  
**eHealth NSW**

*Attachments:*

- *Staff Briefing Pack*
- *Change Management Plan*
- *Current Organisation Chart*
- *Proposed Organisation Chart*
- *Staff Frequently Asked Questions document*