

eHealth NSW

Staff Briefing

EUS Modernisation

17 01 2024



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.



Agenda

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

Background and context

Background and context

Since inception, eHealth NSW has served to meet the needs of our customers, our partners, and the people of NSW.

Within End User Services (EUS) we are focused on delivering high quality outcomes. The team has grown organically over time and we need to continue to evolve and improve the ways we deliver our services.

The eHealth NSW Business Plan 2022-2025 focuses on developing our internal capabilities, organisational culture and ways of working. Over the last 18 months, opportunities have been identified to better align EUS operations to the business plan outcomes.

Drivers for change

- Greater need for clearly defined support models
- Introduction of new services such as EUS Professional Services and PCaaS
- Greater responsibility for managing the end point environment
- Recognition that the current EUS structure needs to evolve for the future

Some of the current challenges within EUS that are also being addressed by this change:

- Outdated workforce design
- Outdated and inconsistent processes
- Lack of data on workload and performance
- Inconsistency and insecurity within the EUS workforce
- Lack of scalability and flexibility
- Lack of capacity to meet new support requirements
- Lack of career progression and development for EUS staff

The change provides an opportunity to realign our teams and increase the benefits for our people and our customers

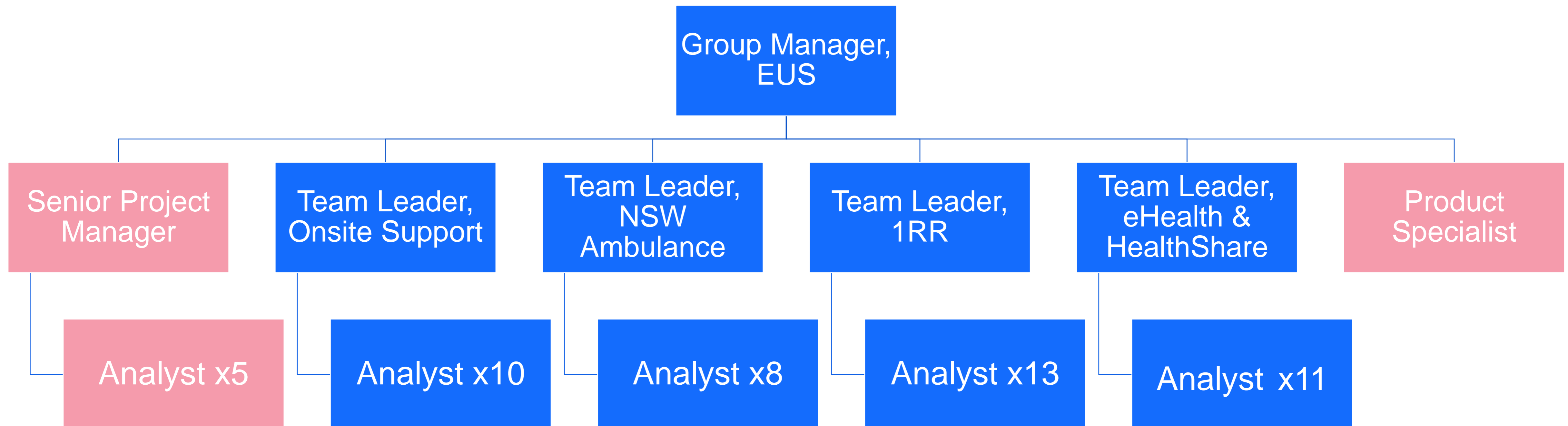
Our vision in developing the new operating model is to:

Uplift EUS services to improve the customer experience and offer opportunities for staff development and career progression

Current and Future Organisational Structure

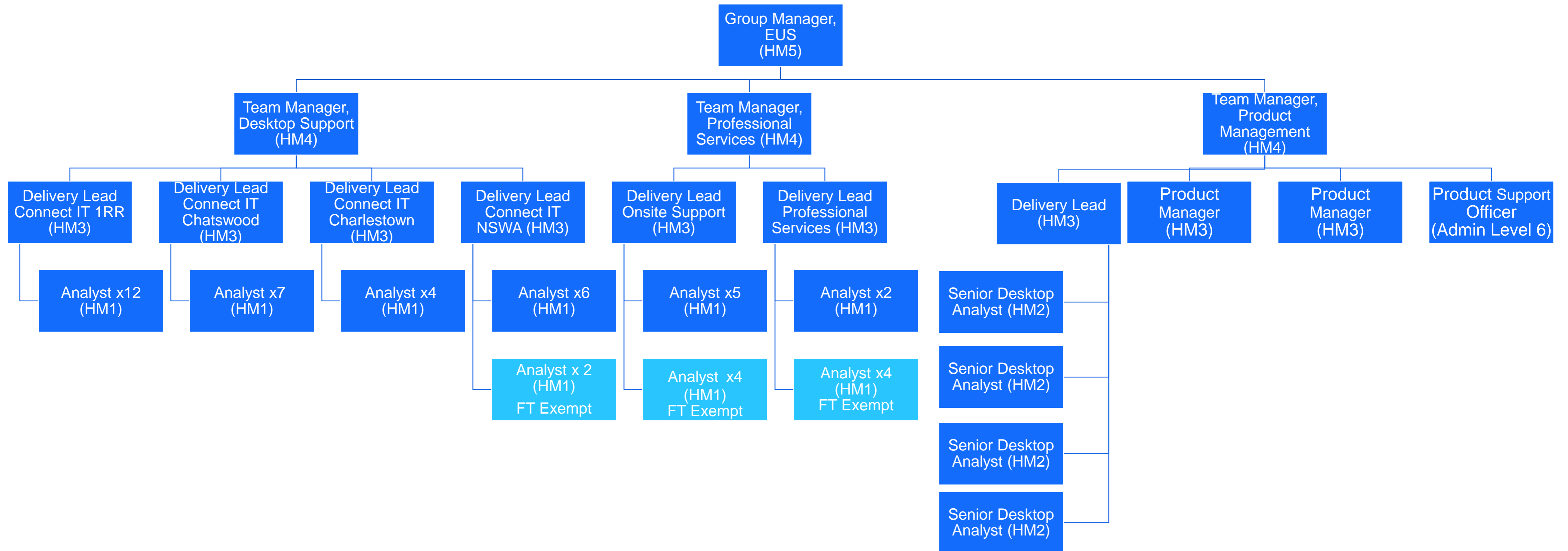
Current EUS organisation chart

- 54 positions
- Two roles – Analyst or Team Leader
- Focus on L2 support with limited capacity for non-BAU activities

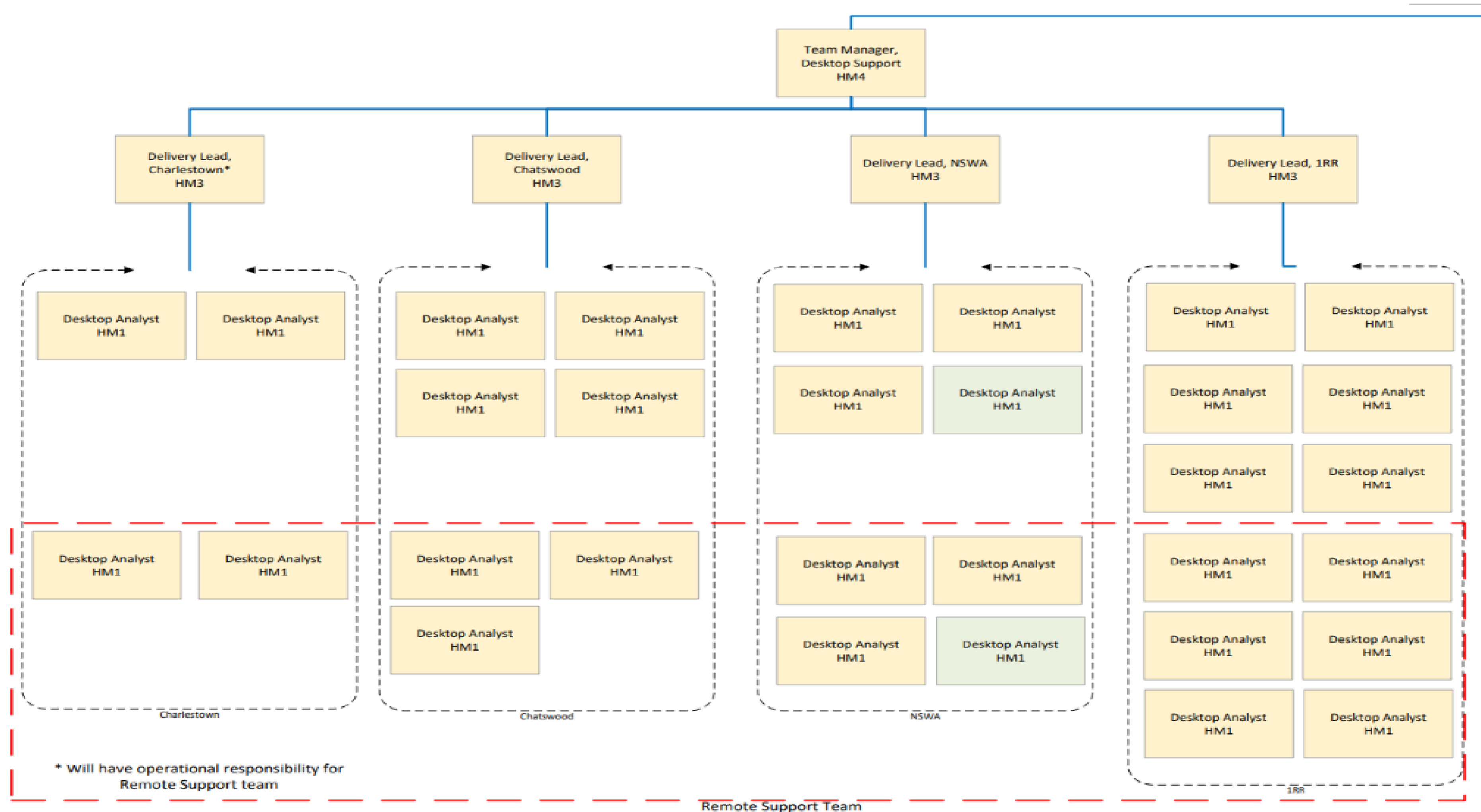


Proposed EUS organisation chart

- 64 positions
- All permanent except for 10 full-time exempt positions



Proposed EUS organisation chart – Desktop Support



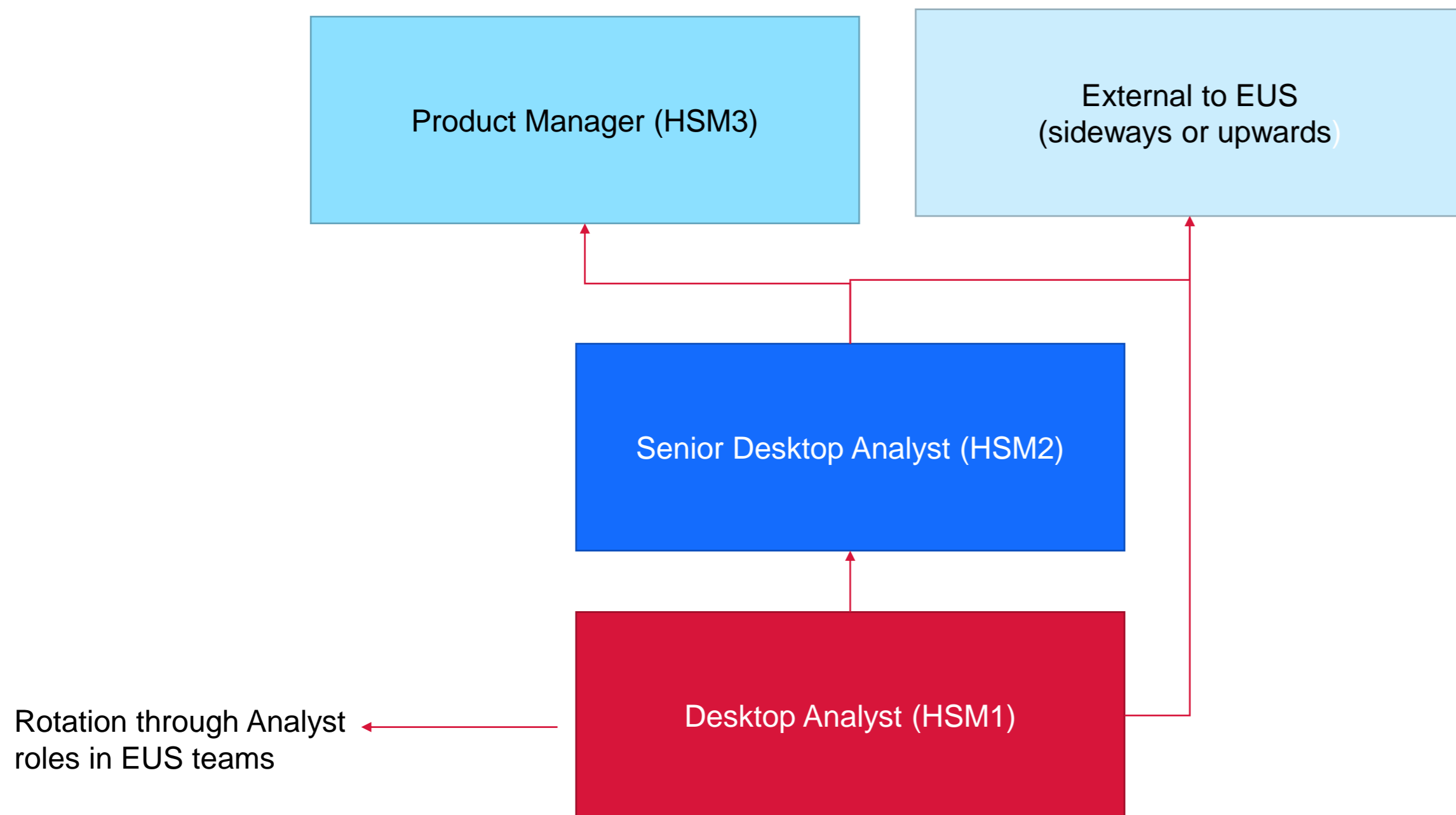
Summary of changes

- Creation of three teams – Desktop Support, Professional Services and Product Management
- Teams within Desktop Support organised by location
- All positions created under the Health Managers (State) Award
- New position descriptions for all roles
- All permanent positions except for some full-time exempt positions in Professional Services & Desktop Support (Ambulance) teams
- Improved career path for staff with creation of Senior Desktop Analyst, Product Specialist and Team Manager positions
- Performance reviews will include process for salary progression (not automatic)

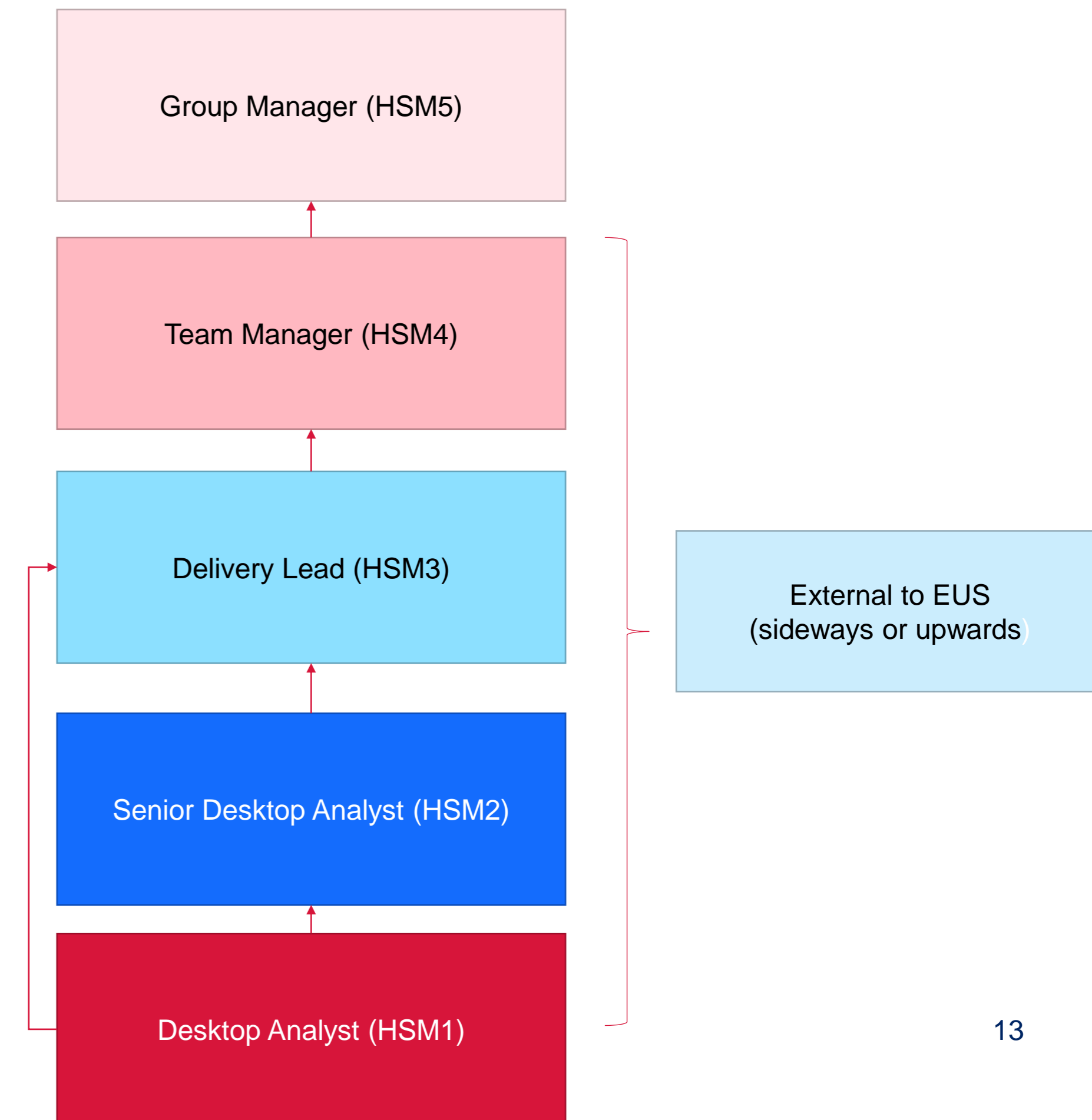
Career Pathways

There is a limited career pathway for staff within EUS at present. The new model will provide two pathways for progression.

Technical Career Path



Management Career Path

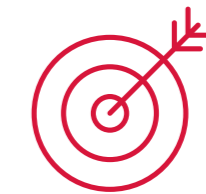
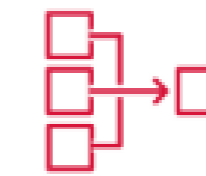
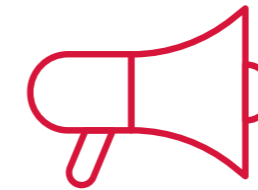


What to expect

Consultation process and providing feedback

Process and proposed timeline for realignment

We are here



Recruitment Process

Step 1

Permanent staff will be offered a suitable position "at grade".

Step 2

All vacant roles will be externally advertised. This will be done in stages, with the more senior roles being recruited first.

Step 3

All EUS staff – permanent, temporary and contractors – will have the opportunity to apply for any vacant roles.

Step 4

Following the recruitment process, if there are any current EUS staff – temporary or contractor – who have been unsuccessful, their contracts will end on a date to be advised.

How to find information and provide feedback

Via MS Teams to find:

- This presentation
- FAQs
- An overview of the proposed changes - organisation charts and position descriptions

Suggestions and feedback are welcome during the consultation period

- Live during our staff briefings
- 1:1s with managers
- Email Lisa Watson or Christine Ters



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:

- Christine Ters, 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)

eHealth NSW

Thank you