

17 January 2024

## Frequently Asked Questions

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# End User Services Restructure

Frequently asked questions – Q&A will be added to this document throughout the course of Consultation to include any additional questions asked in staff briefing sessions and feedback channels.

## What is changing?

We are commencing consultation with staff for the proposed restructure of the End User Services (EUS) group within Customer Services (CS), Customer Engagement & Service Transitions (CEST). The restructure will see the realignment of teams into delivery streams that enables the one eHealth vision for customer engagement. It will also support the core functionalities of EUS in establishing dedicated resourcing to provide proactive management and ownership of Operating System (OS) lifecycle management, support of products and delivery of services.

## Why are we doing this?

EUS has grown rapidly and exponentially over the past 9 years, transitioning a number of Desktop Support teams and support services from Health Entities such as NSW Ambulance, Ministry of Health, Cancer Institute and HPCA. While the team is to be commended for their adaptability and commitment to Customer Service through this growth, an internal review and employee feedback provided insights into efficiencies and improvements which could be made by redeveloping the EUS operating model.

In addition, by revising the operating model we are able to clearly define career pathways for staff to ensure development opportunities and career advancement pathways. It will also provide opportunities for a flexible working environment through hybrid support processes allowing staff to work in a hybrid setting, as well as increased permanent position offerings.

## Who is impacted?

Employees within the EUS group will be impacted by the restructure.

## What does this mean for me?

Should the proposal be approved after the consultation period, the following changes will occur:

- EUS will move away from the Health Employees' Computer Staff (State) Award and will transition to the Health Managers (State) Award. Some existing permanent employees will have the option to remain on their current Computer Staff Award. This will be discussed with individuals throughout consultation.
- Team Leader positions will be replaced by Delivery Lead roles, with a new Role Description.

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- An additional reporting line will be introduced, with Delivery Leads reporting to Team Managers. The Team Managers will then report into the Group Manager EUS.
- All staff will have the opportunity to apply for new roles in the proposed structure.
- Current Full-Time Exempt and Contingent Worker contracts will be ceased as permanent roles are filled.

### Will my salary be maintained?

Yes, in many cases a move from the Health Employees' Computer Staff (State) Award to the Health Managers (State) Award will see increased earning potential. Some existing permanent employees will have the option to remain on their current Award. This will be discussed with individuals throughout consultation.

Processes for salary increases remain subject to the Award and performance review process. All current entitlements such as leave, leave loading and salary packaging will remain as is.

### Will there be a change in how my performance is measured?

No, there will be no changes regarding the way your performance is measured, it will continue to be measured through our Performance and Talent Management system (PAT). The direct supervisor will set up growth and development discussions with you, to help ensure you're able to individually benefit from this change – we are here to support your ongoing development and career. These discussions will inform your PAT plan and will include how your performance will be measured, as well as how we will support you to grow and learn through this opportunity.

It should be noted however that under the Health Manager Award, salary increases are based on performance rather than incremental over time like with the Computer Staff Award.

### Are there any job losses as part of this proposal?

All permanent eHealth staff will be matched to a new permanent position within the structure. In most cases, these roles are very similar to the role you would be doing now, however the role description and reporting line will be updated to ensure it accurately reflects the work you are doing and the customer-focussed direction of End User Services. This will be discussed with you as part of the consultation process.

There will however be a reduction in our Full-Time Exempt and Contingent Worker positions, however these staff are encouraged to apply for a permanent role in the new structure. There will be a number of opportunities available which we hope our temporary employees will apply for.

### Will there be any Voluntary Redundancies offered?

Please note there are more roles than people in this proposed restructure, and all permanent employees will be matched to a new role. As such, Voluntary Redundancies will not be offered as part of this restructure.

### Can I be matched to a higher grade role in the new structure?

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Staff cannot be matched to roles higher than their substantive role, and as there are a number of roles at higher grades than in the existing structure, we encourage all staff within the team to apply for any role that interests them at a higher level. However any promotion will be awarded via a merit based recruitment process in accordance with the *Recruitment and Selection of Staff to the NSW Health Service PD2023\_024*.

### What consultation will occur as part of this change?

Consultation is a period of two weeks from the initial staff briefing session on 17 January 2024. This time will give eHealth NSW employees the opportunity to provide feedback and ask questions.

The proposed changes will also be presented to the Health Services Union (HSU) for feedback.

During the two-week consultation period, impacted employees will be presented with information through staff briefing sessions where they can ask questions directly to the management and HR teams. Employees can also request material and/or a 1:1 meeting with a line manager and/or HR representative to address unique concerns.

The consultation period is proposed to end at close of business on 31 January 2024.

### How can I provide feedback on the proposal?

Feedback can be provided directly in staff briefing sessions. Staff may also request individual meetings with the Group Manager EUS and/or the HR Business Partner, CEST. Feedback can also be submitted directly via email to:

- Lisa Watson, Group Manager Unified Communication via [Lisa.Watson@health.nsw.gov.au](mailto:Lisa.Watson@health.nsw.gov.au)
- Christine Ters, HR Business Partner via [Christine.Ters@health.nsw.gov.au](mailto:Christine.Ters@health.nsw.gov.au)

### Where can I find out more?

All available information will be available on the EUS Team Channel. Alternatively, contact the Group Manager EUS or the CEST HR Business Partner for copies to be sent to you via email.