

# 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.



eHealth NSW

# Staff Briefing

Taking you through some changes ahead

20 September 2024



# We are realigning parts of our organisation

Let's go through the changes ahead

## Background and context

Since inception, eHealth NSW and our Directorates have served to meet the needs of our customers, our partners, and the people of NSW. We have grown organically and evolved in line with customer demand, increased digitisation, new technologies and operating methodologies.

As eHealth NSW continues on our journey towards becoming the digital centre of excellence for NSW Health, we need to continuously 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 12 months, the EMT have identified opportunities to better align our operations to business plan outcomes.

Safety and Quality is a high priority and sit across all parts of eHealth NSW, in recognition of this it has been decided to reappoint the Safety and Quality function to the Office of the Chief Executive eHealth NSW. This will be an interim reporting line change for the function to allow us to co-design the future of the Safety and Quality function.

## Changes at a glance

### What is changing?

- We are realigning the Safety and Quality Team
- This entire Safety and Quality team will now report within the Office of the Chief Executive
- Director Safety and Quality will change reporting line to A/Chief Executive eHealth NSW
- All other reporting lines within Safety and Quality remain the same however the roles will sit within the Office of the Chief Executive

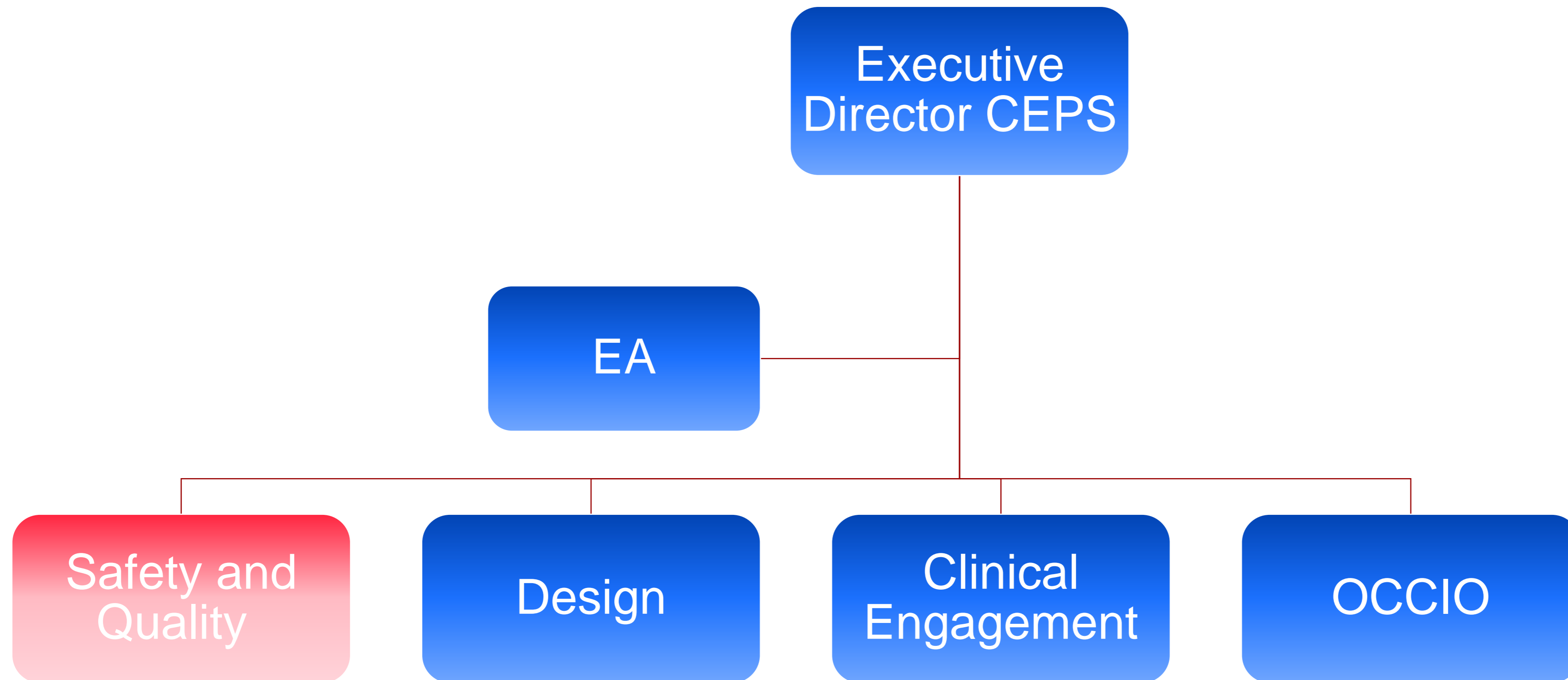
### What will remain the same?

- For most employees, the same people management structure will apply – this means the manager you report into today will be the same in our new structure.
- Your team function will not change.
- Your position title, role description and day-to-day responsibilities will not change.
- The terms and conditions of your employment will not change.

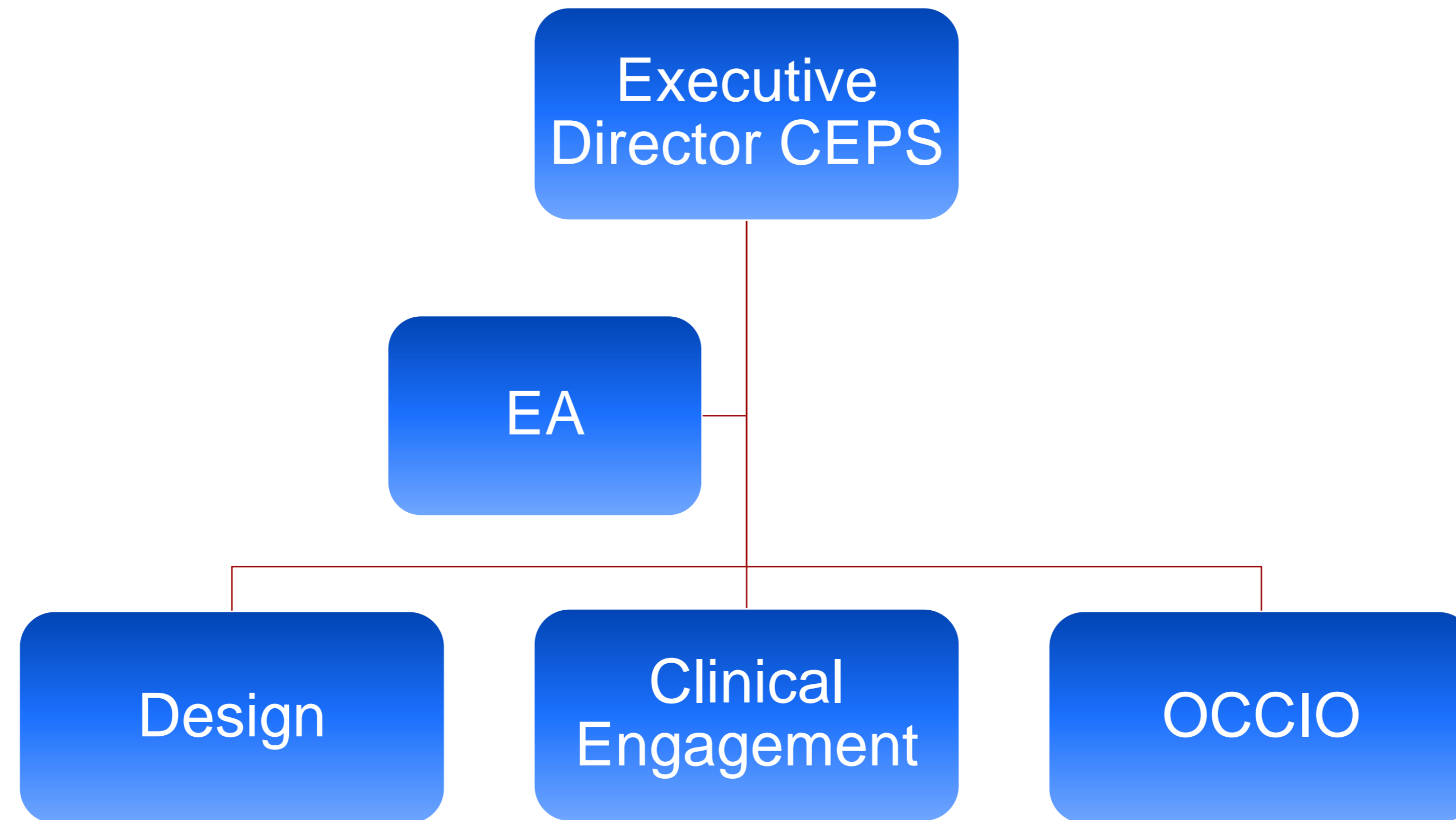
**This Staff Briefing will outline the changes in detail, and offer an opportunity to ask questions and provide feedback**

# Current and Future Organisational Structure

## Current Structure - CEPS



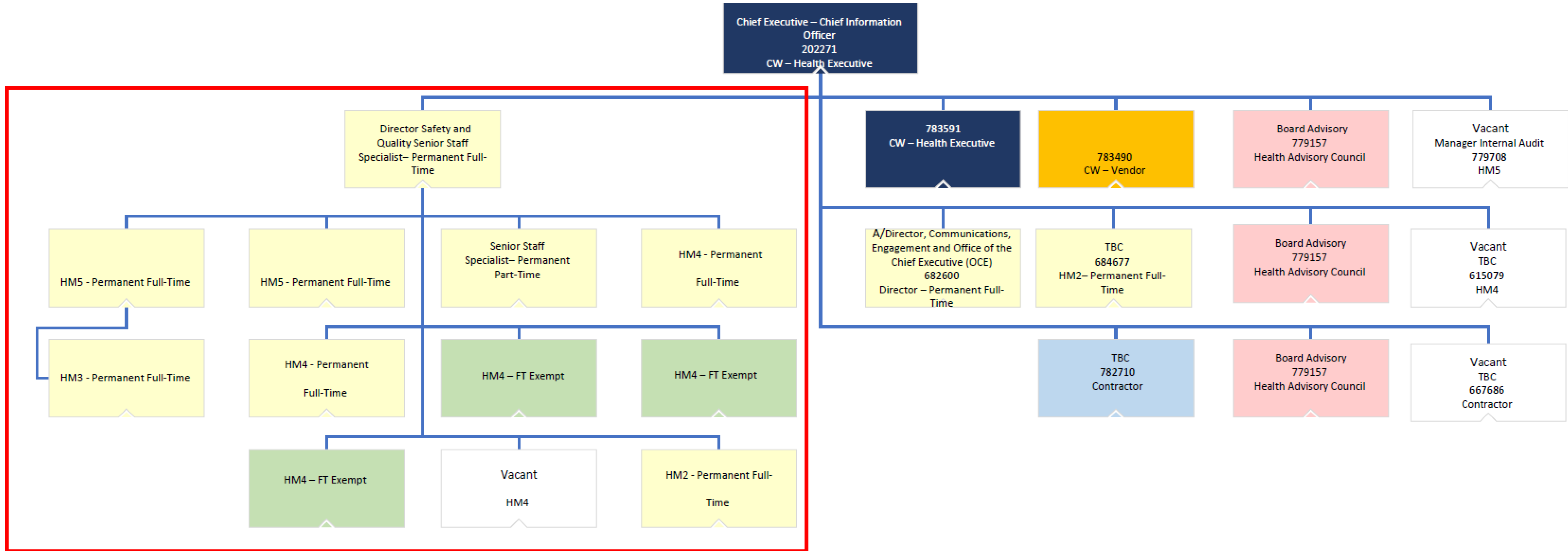
# Proposed Structure - CEPS



 Non-impacted  
 Impacted



# Proposed Structure - OCE



# What to expect

Consultation process and providing feedback

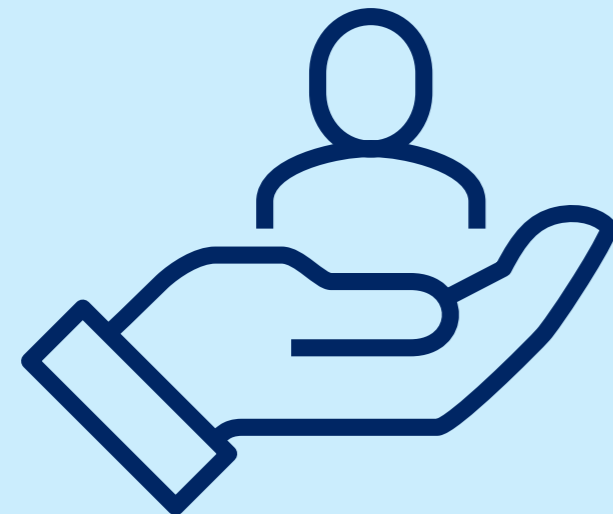
# The Consultation Process

## For the next week, expect:

- Your feedback to be sought, acknowledged and genuinely considered.
- Information to be exchanged – healthy discussion is encouraged!
- Questions to be welcomed – ask us “have you thought of...”, and we’d love to hear your ideas
- Your unique perspective, experience and knowledge to be valued: you know your work, stakeholders and customers best.
- Respect, understanding and honesty.

## Suggestions and feedback are welcome during the consultation period

- During 1:1s with managers



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).

# Questions and Discussion