

FAQs

Corporate Services Transformation for Pillars Agencies

In 2020, the move to 1 Reserve Road (1RR) saw a transformative opportunity to enhance operations, streamline workflows, and foster collaboration among its 10 agencies. However unforeseen disruptions caused by the COVID-19 pandemic stalled progress. It is now time to revisit these opportunities with COVID-19 stabilised and given our current fiscal landscape.

The proposed strategy includes three (3) streams of work, collectively known as **the Corporate Services Transformation for Pillars**.

These streams are:

1. People and Culture for Future Health (PCFH) – Focusing on People and Culture services
2. Corporate Business Services – Focusing on Financial Services and Records management
3. ICT Operating model – ICT functions, systems and services

The streams will work together to review different functions across the Pillars (Clinical Excellence Commission, Agency for Clinical Innovation, Bureau of Health Information, Cancer Institute and Health Education and Training Institute). They will all have different outcomes, depending on the discovery outcomes and core business operational needs.

The changes are commencing with the Pillars given their smaller size, high maturity, and strong history of collaboration. Any changes successfully implemented would be considered for scaling to other parts of NSW Health.

These Frequently Asked Questions (FAQ's) have been developed to support employees with current information about the Corporate Business Services change program.

FAQs

Corporate Services Transformation for Pillars Agencies

Executive Summary

Why is the transformation required?

To facilitate achievement of the NSW Government, election commitment towards back-office operations rationalisation, the Ministry of Health initiated the Corporate Services Transformation Program in November 2023 as part of the Comprehensive Expenditure Review. This program aims to enhance service delivery across three key workstreams and five health agencies of Clinical Excellence Commission (CEC), Bureau of Health Information (BHI), Agency for Clinical Innovation (ACI), NSW Cancer Institute (CINSW) and the Health Education and Training Institute (HETI).

Outcomes will differ for each Pillar, taking into consideration the collaborative discovery/design process, and strategic/operational business needs. The key focus is to identify opportunities to leverage collaboration and standardisation to deliver a scalable value for service.

What is in and what is out of scope?

Out of Scope:

- Clinical and specialised functions
- Note this is not about consolidating the Pillar entities

In Scope:

- Processes, technology and opportunities to provide breadth and scale, e.g. standardised model across the areas covered by each workstream
- Services will potentially be scaled other Health entities, once they are embedded

Why was the review focussed on the pillars?

Given the size and operational maturity of the Pillars, they are more readily able to adapt to any proposed changes. Other entities, such as the Ministry of Health are also reviewing their operational services similar to this review. Any changes that are successfully implemented and adopted would be considered for scaling to other parts of NSW Health.

What are the benefits of the review?

There are several potential benefits for both the Pillars and individuals, that include:

- New specialised role opportunities that support SME development and breadth of coverage
- Drive value for service
- Leverage procurement economies of scale to support value for service

- Automate/digitise manual tasks
- Standardise similar functions to share and leverage best practice
- Document proposed processes and services

When we will know what the changes are?

The three (3) streams have different schedules. PCFH are in the process of transitioning the new approved structure. Corporate and Business Services and ICT Operating model functions are beginning consultation with staff (happening now).

Is there a change in working location?

No, current functions will remain at 1 Reserve Road.

Corporate Business Services

What was the rationale behind the proposed model?

The changes aim to reorganise resources and services to maximise efficiency, improve consistency, and provide strategic support across the five Pillar agencies.

Other than corporate functions are there any other functions in scope for this review?

No, it is recognised that specialised skills, such as clinical and educational intellectual property, is critical to the ongoing delivery of each entities core service offerings. The scope is limited to finance/procurement, internal audit and records management.

What key dates do I need to know?

Formal consultation will commence on 15 October 2024 and close on 29 October 2024.

All feedback should be provided on or before 29 October 2024.

How can I stay up to date with these changes?

You will receive updates from your Chief Executive or Executive Leadership Team. Additionally, we will provide regular communications and hold consultations and meetings as needed. If you have any questions, please email to MOH-CorporateServicesTransformationProgram@health.nsw.gov.au and we will get back to you as soon as we can.

Will my union coverage change if I accept a role in the Ministry?

No, unless you accept a role covered under the Crown Employees Award the relevant union will be the Public Service Association.

Operating model

What was the rationale behind the proposed model?

This consolidation aims to provide more consistent service delivery, Improved resource allocation, and enhanced coordination with MoH, Pillars, eHealth and technology providers and supports our

broader organisational goals of optimising operations and ensuring consistent planning, coordination, and delivery of services across the NSW Health System.

Will this change impact application support currently provided by eHealth?

No, there will be no change to the current support or services currently provided by ehealth as a result of the Operating Model review.

Will this change impact current service offering provided by HealthShare?

No, there will be no change to the current support or services currently provided by HealthShare as a result of the Operating Model review.

Employment & Support

If my position no longer exists what will happen to me?

If your position no longer exists in the new structure, you will become an 'affected' employee. The [NSW Government Workforce Mobility Placement Policy](#) has now been implemented for staff whose employment has been impacted by change. The policy introduces a whole of government approach to retaining people by creating one centralised pool across all state government agencies to be considered for suitable vacancies.

How does the new mobility process work if I am affected?

Each impacted employee will be supported in this process by an internal Case Manager and will be considered for matching to any suitable vacant roles at level across NSW Government agencies. Your Case Manager will be in contact with you directly. You can learn more about the mobility process [here](#).

Will there be redundancies?

If affected employees are not matched to a role in any government agency at the end of the 8-week placement process period, or no further matches have been made before the 8-week period expires, approvals to commence initiating the process for requesting redundancy/redeployment programs may then apply.

Can I opt for a voluntary redundancy?

The process does not include an option for expressions of interest in voluntary redundancies. The Workforce Mobility Program will form part of the deployment process for these roles should a suitable role not be found in NSW Health.

Can I get a redundancy calculation?

Redeployment is the priority. Individuals wanting a discussion on redundancy calculations, should be in touch with their Case Manager. Alternatively more information can be found via [Managing Excess Staff of NSW Health Service](#).

What is the recruitment process?

The procedures set out the ways in which excess staff of the NSW Health Service are managed in relation to redeployment and redundancy.

This process will be managed in accordance with policy directive [Managing Excess Staff of NSW Health Service](#).

Affected employees impacted by change will be consulted & given priority for any suitable vacant position/s at the same salary level as the previous position held, and for which they possess the required skills/capabilities and qualifications. Where the work in the new position is different from the staff member's former position, the organisation is to provide necessary support, including staff development or training, for the staff member to perform effectively in the position.

I am a temporary employee, am I eligible to be matched to a role at grade?

No, you are not eligible to be matched to a role, but you can apply for any advertised roles.

If I would like to apply for one of the new positions, how would I do that?

Please apply through your usual recruitment channels for any advertised roles.

What if my role is partially affected?

Outcomes will differ depending on how major or minor the changes are. These will be assessed on a case-by-case basis and we will be as clear and transparent as possible throughout the process.

Who can I speak to if I need support?

In the first instance please contact your line manager.

You can also email any questions to MOH-CorporateServicesTransformationProgram@health.nsw.gov.au

You can also speak with your HR support team Brooke Pobihuszka (MoH P&C Associate Director) or Nancy Makhijani (CEC & CINSW) Or Geraldine Durcan (ACI, HETI)

Health Services Union: You can contact your local union representative hsu.net.au/contact

Provided by [Converge International](#), the Employee Assistance Program (EAP) is a free, confidential counselling, coaching and wellbeing service available to 1RR staff and their immediate family.

Converge International EAP Support can be accessed face-to-face or via phone, Zoom or Live Chat and is available 24 hours a day, every day of the year. Staff have access to four, one-hour sessions per matter each year. Matters can relate to work or general life.