

Service Delivery Realignment – June to August 2023

Frequently Asked Questions

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

What is changing and who is impacted?

We are commencing consultation with staff for the proposed changing of reporting lines of some of our Service Delivery - Technology and Customer Support Services (TCSS) teams. Some teams are proposed to move within Service Delivery, and some teams are proposed to move to other Directorates outside of Service Delivery.

Why are we doing this?

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 Executive Management Team (EMT) have identified opportunities to better align our operations to business plan outcomes.

The changes proposed will support two key Business Plan outcomes, namely, the One eHealth Operating Model and Customer-Centricity.

Realigning our TCSS teams to complementary parts of the organisation is a step towards achieving our business plan outcomes.

What teams are proposed to move?

Within Service Delivery, staff and contractors in our Technology and Customer Support Services (TCSS), are impacted. For further details, refer to the Staff Briefing Presentation.

What does this mean for me?

For the majority of staff, the same people management structure will apply – this means the manager you report into today will be the same in our proposed new structure.

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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.

Opportunities for technical and non-technical career pathways will not change.

Will my office location remain the same?

eHealth NSW is a flexible employer offering hybrid working arrangements and office hubs across many locations. These arrangements fall within eHealth NSW accommodation policies. Staff will be updated if these arrangements change.

I've never worked outside of Service Delivery, what will my new Directorate be like?

All our teams are vital to eHealth NSW and will continue to play a significant role in the future success of our organisation.

A comprehensive project and change management plan will be applied to ensure our people are looked after as a top priority. Directorates and team leaders receiving staff into their areas/Directorates will transition teams into Directorate-specific activities post implementation. It's important to note however, the 'day-to-day' of people's roles will not change.

Why is Demand Delivery not moving with the rest of Customer Services?

Due to the nature of a portion of the work that Demand Delivery complete, strategically it is better aligned with Technology Services.

What consultation will occur as part of this change?

Consultation is a period of two weeks from announcement where eHealth NSW employees have the opportunity to provide feedback and ask questions.

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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 live. Employees can also request materials and/or a 1:1 meeting with a line manager and/or HR representative to address unique concerns.

How can I provide my feedback on this change?

Suggestions and feedback are welcome during the consultation period using the following means: completing a [dedicated form](#), live during our staff briefings, and during 1:1s with managers/leaders.

Will my access to systems change?

No. You will continue to have access to systems required to do your job. The system access you have today will be the same system access you have when the proposed transition is complete.

Will there be a change in existing business processes?

There will be no changes to existing processes. As always, continual improvement remains part of BAU.

Will my working relationship with other Service Delivery (and broader eHealth NSW teams) change?

We hope relationships will be enhanced by realigning teams to complementary parts of the organisation. For teams moving outside of Service Delivery, your relationships should not change and continued collaboration across Directorates is always encouraged.

Where can I find out more?

Visit the Service Delivery Hub to find the Staff Briefing Presentation, a copy of FAQs and a general overview of the proposed changes.