

3 October 2024

Mr Gerard Hayes  
Secretary – HSU Health Services Union  
Locked Bag 3  
Australia Square Sydney NSW 1215

Email [secretary@hsu.asn.au](mailto:secretary@hsu.asn.au)  
Cc: [Josh.Dodsworth@hsu.asn.au](mailto:Josh.Dodsworth@hsu.asn.au)

Dear Mr Hayes,

**Introducing On Call system for our team – Service Delivery Management, Customer Services, Customer Engagement and Service Transitions**

The Introduction of the On-Call system is aimed at enhancing our operational efficiency and responsiveness to the dynamic needs of the business. We recognize the importance of open communication and collaboration with the union to address any concerns and ensure the wellbeing of the employees.

Staff consultation meetings have been held on 3 October 2024 to inform staff of the proposed changes. Staff have been requested to provide formal feedback by close of business 16 October 2024. If you could provide any feedback regarding the proposed changes by this time also.

eHNSW is committed to consultation with our staff and the HSU on the impacts of this change. If you have any questions, please contact Christine Ters, HR Business Partner on 0499 873 337.

Sincerely,



Rachael Lunn  
**Director People & Culture**  
**eHealth NSW**

Attachments:

- *Proposed Role Descriptions*
- *Fact Sheet*