

16 June 2023

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

Email secretary@hsu.asn.au
Cc: Josh.Dodsworth@hsu.asn.au

Dear Mr Hayes,

Realignment of Technology & Customer Support Services, Service Delivery, eHealth NSW

Please find attached consultation documents for the proposed realignment of the Technology & Customer Support Services (TCSS) division at eHealth NSW (eHNSW).

The realignment of the TCSS division across eHNSW is intended to support and deliver the outcomes of future health by increasing team collaboration and improving alignment of customer-facing teams to improve and streamline customer-centric operations. This realignment proposes to see roles and responsibilities redistributed across other eHNSW directorates and reorganise identified internal Service Delivery functions.

Staff consultation meetings have been held on 14 and 15 June 2023 to inform staff of the proposed transition. Staff have been requested to provide formal feedback by close of business 29 June 2023. If you could provide any feedback regarding the proposed structure 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 myself or Leanne Tipping, HR Business Partner on 0499 946 824.

Sincerely,

A handwritten signature in black ink, appearing to read 'RCL'.

Rachael Lunn
Director People & Culture
eHealth NSW

Attachments:

- *Staff Briefing Pack*
- *Change Management Plan*
- *Frequently Asked Questions*