

8th August 2022

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

By email: secretary@hsu.asn.au
Tom.stevanja@hsu.asn.au

Dear Mr Hayes,

Re: New Operating Model - Service Delivery

I am writing to formally advise you of progress on the Operating Model project for our Service Delivery Directorate.

As previously advised Service Delivery had been reviewing models to move toward a new operating model since November 2021 to align with ICT best practice, improve clinical outcomes and provide for a new career pathway for staff.

There has been on-going collaboration between staff and managers across the Service Delivery divisions, whereby teams have collaborated to develop and trial a model that will improve, customer experience, processes and systems.

We have had positive feedback and are now ready to apply the model across Service Delivery, with the ongoing support and expertise of the Service Delivery staff that have contributed to the project.

We are now looking to permanently transfer staff to those Directorates where they have worked over the past months, including Clinical Application Services (CAS), Clinical Repositories and integration Services (CRIS) and Business Intelligence and Data Warehousing (DW and BI). Staff will be working at current classifications and to existing position descriptions.

In terms of further consultation, we intend to announce the plan to transfer staff at their respective secondment directorates from 11 August 2022 with group meetings. This will be followed by individual consultation with staff over the following weeks, in line with policy and our usual approach to change of this nature.

We would like to consult over the coming four (4) weeks with you. For further information, or to arrange a meeting to discuss, please contact me on Ravinder.Kaul@health.nsw.gov.au or 0409142809, or Danielle Johnson, Programs Manager, SDOM via email at Danielle.Johnson@health.nsw.gov.au

Yours sincerely

RavinderKaul

Ravinder Kaul
Human Resources Business Partner
eHealth