



CM Ref: SWD24/47090

Mr Gerard Hayes
Secretary
Health Services Union
Level 2, 109 Pitt Street
SYDNEY NSW 2000
secretary@hsu.asn.au

Dear Mr Hayes

I refer to previous correspondence dated 4 March 2024 to advise you of proposed changes to the Service Desk within Digital Health, South Western Sydney Local Health District (SWSLHD) which has the potential to directly affect your members.

In the initial consultation meeting held on 7 March 2024, SWSLHD advised that an opportunity to utilise eHealth NSW's State Wide Service Desk 24 hours a day, as an alternative to hosting the inhouse SWSLHD Service Desk during business hours has been identified. Further, it was advised that as part of the change management process, SWSLHD and eHealth NSW will be conducting a discovery process to determine the particulars of the proposed change. The discovery process has now been completed.

To ensure the proposed changes have an ongoing input of employees, a second consultation meeting is being planned, in line with the consultative provisions of the Health Employees Conditions of Employment (State) Award, I am writing to invite you to attend a meeting with employees to discuss the proposed changes on 24th April 2024, at 11:00am – 12:00pm, via District Building Small Meeting Room, Level 1 and Microsoft Teams and to provide any comments regarding the proposed changes within two weeks from the date of this meeting.

Alternatively, I would be happy to meet to discuss this matter further with your representatives prior to this meeting.

If you would like to discuss the proposed changes further please do not hesitate to contact me by email at Michael.dickinson@health.nsw.gov.au or you may contact Simon Maitland, Associate Director Digital Services (ICT) Operations by email at Simon.Maitland@health.nsw.gov.au or by phone on 0419 333 544.

South Western Sydney Local Health District acknowledges the traditional owners of the land.

South Western Sydney Local Health District
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General Correspondence
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Yours sincerely,



Michael Dickinson
Director Digital Health
South Western Sydney Local Health District

Date: 18 April 2024

encl. Current SWSLHD Service Desk Organisational Chart

