

eHealth NSW

Staff Briefing – OCE Teams

Taking you through some changes ahead

6 November 2024



Acknowledgement of Country

I would like to begin by acknowledging the Traditional Custodians of the land on which we are all on today, and pay my respects to their Elders past, present and future.

I extend that respect to Aboriginal and Torres Strait Islander colleagues here today.



Agenda

- 1. Background and context**
- 2. Overview of proposed changes**
Changes at a glance, current and future organisational structure
- 3. How it will work**
Putting the proposed structure into practice
- 4. What to expect**
Consultation process, providing feedback, and next steps
- 5. Support & resources**
- 6. Next steps**

We are realigning parts of the Office of the Chief Executive (OCE)

Let's go through the changes ahead

Background and context

- The current fiscal environment, finalisation of many large ICT programs and the establishment of the Single Digital Patient Record Implementation Authority (SDPRIA) has seen a significant shift in eHealth NSW's future business needs.
- This has directly impacted the existing and forecasted workload for some of our OCE teams, particularly the BPIO and Communications Services teams.
- We need to review our current structure to adapt to these changes in demand.
- Doing so provides an opportunity for us to address how work is shared across the Communications Services team and realign to become more agile in the way we work.



Changes at a glance

What is changing?

- Some vacant budgeted roles will be deleted and funding relinquished for 'transitioning positions' across various OCE teams
- We propose to consolidate existing Communications Audiences positions into a single team meaning some roles will be deleted
- We propose to reduce 1 role in the Events & Sponsorship team and 1 role in the Internal Communications team
- We propose to delete 4 vacant roles in Policy & Executive Services
- We propose to delete 1 vacant role in BPIO & have transitioned 1 role to the ICT & Digital Savings team
- We propose to delete 1 intern role in Consumer Engagement & have transitioned 1 remaining intern role to Service Delivery (previously assigned to Consumer Engagement)
- We have transitioned 3 x Communication roles & 2 x Consumer Engagement roles to the SDPRIA

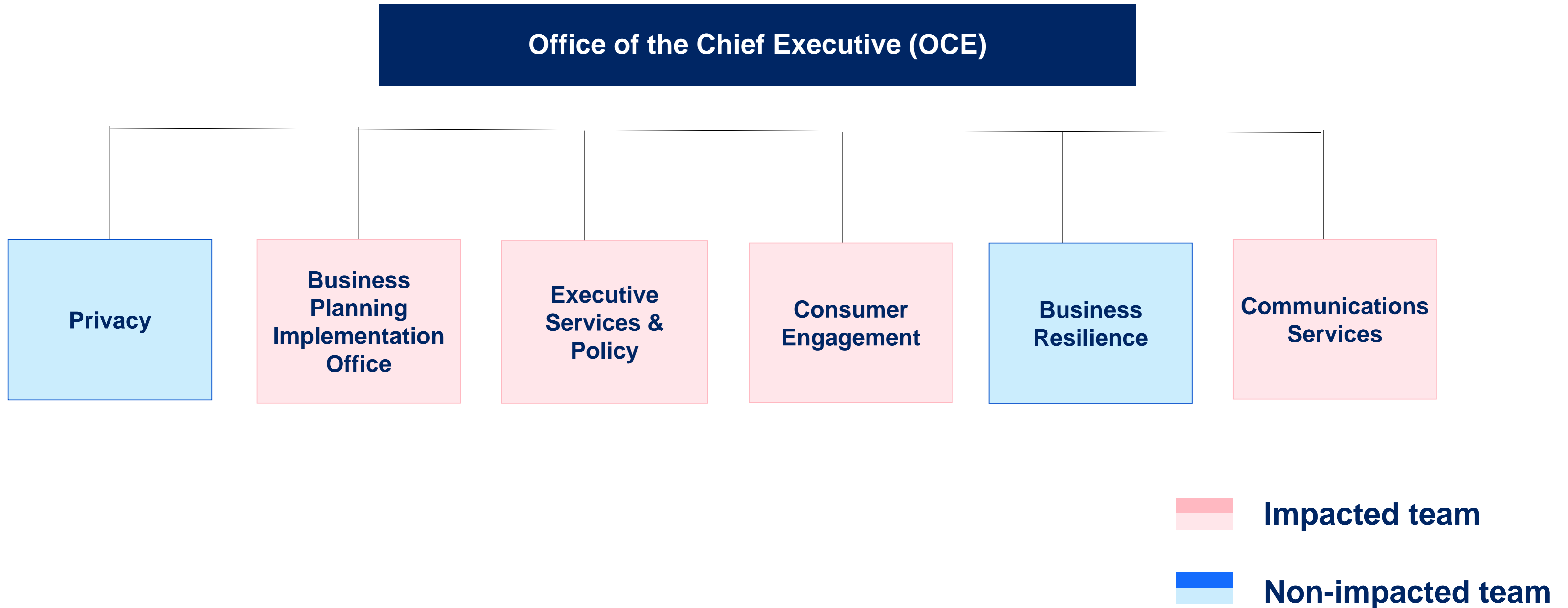
What will remain the same?

- Consolidated roles will remain at the same grade / classification
- Work location will not change
- Hours of work will not change

This Staff Briefing will outline the changes in detail, and offer an opportunity to ask questions and provide feedback

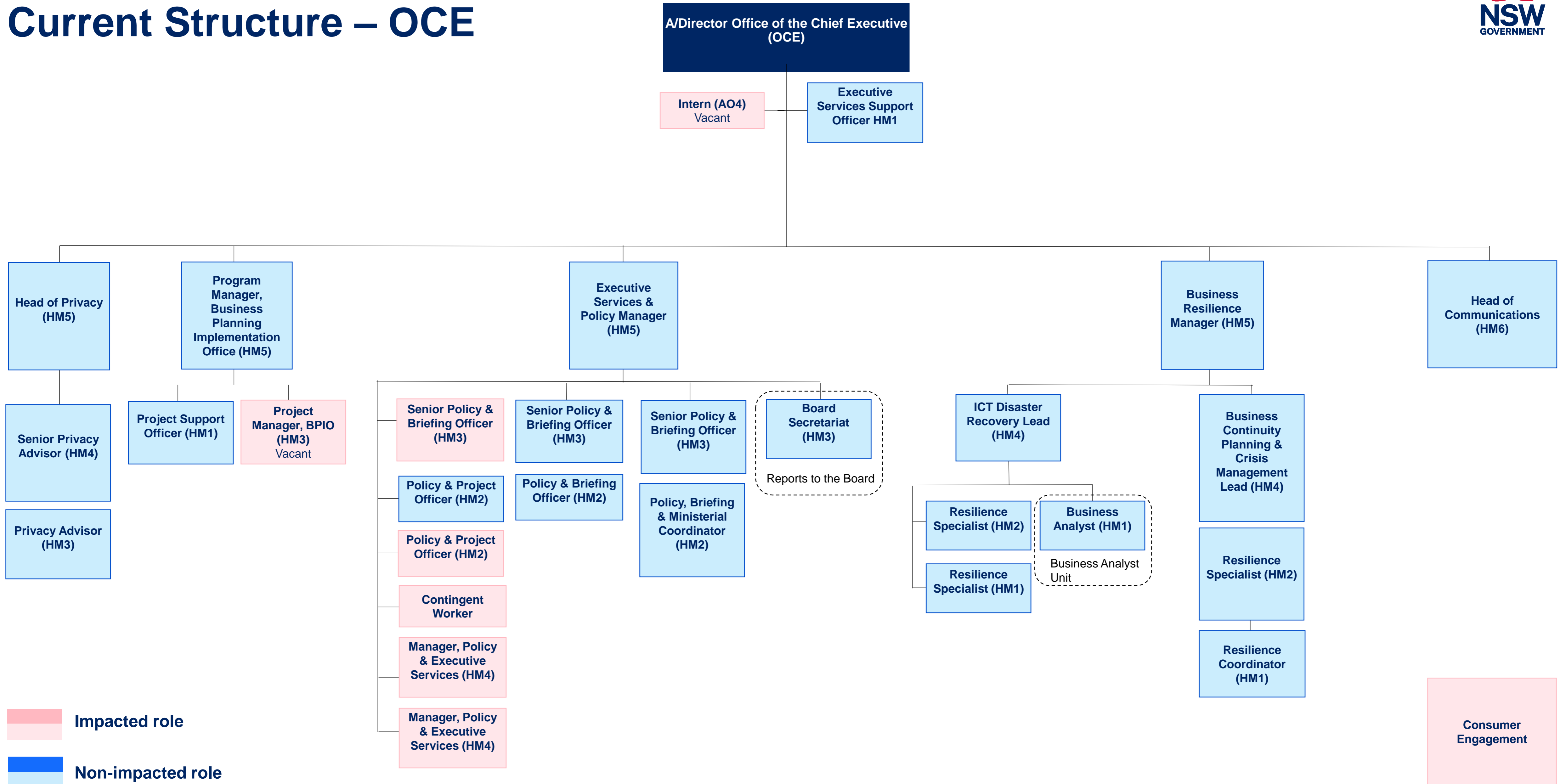
Current and Future Organisational Structure

Current Structure





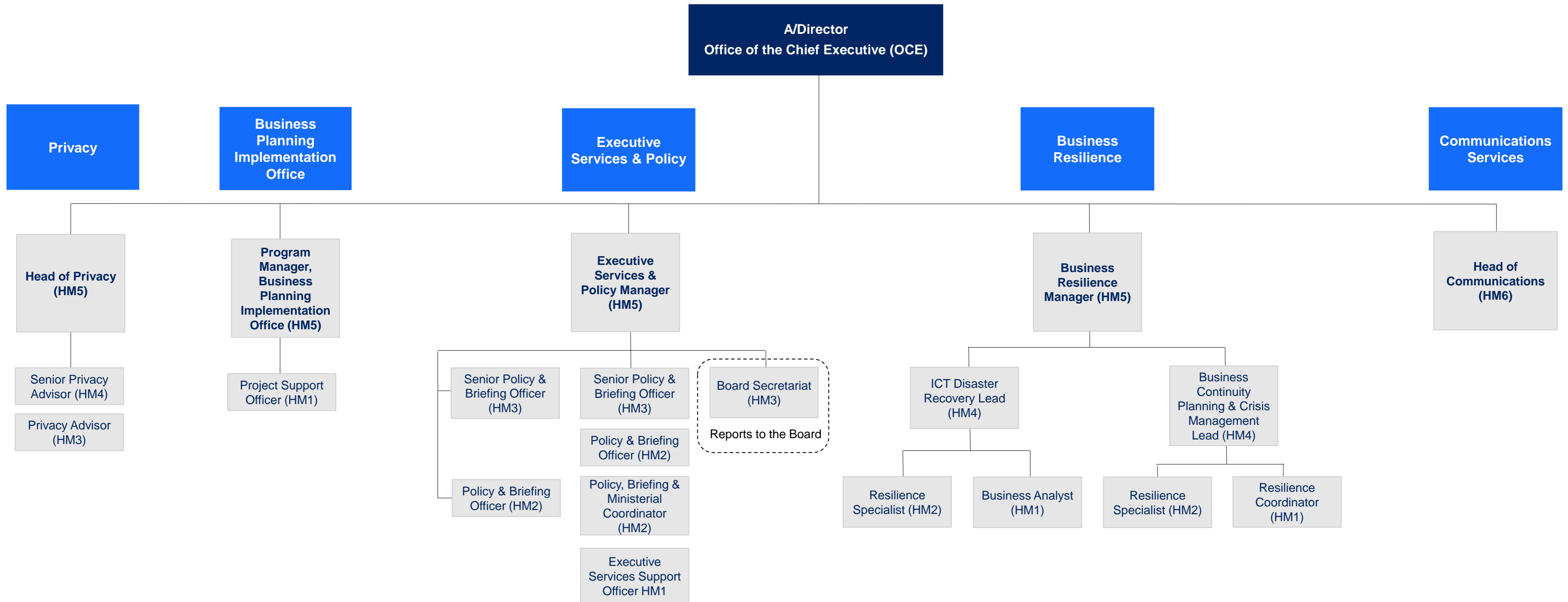
Current Structure – OCE



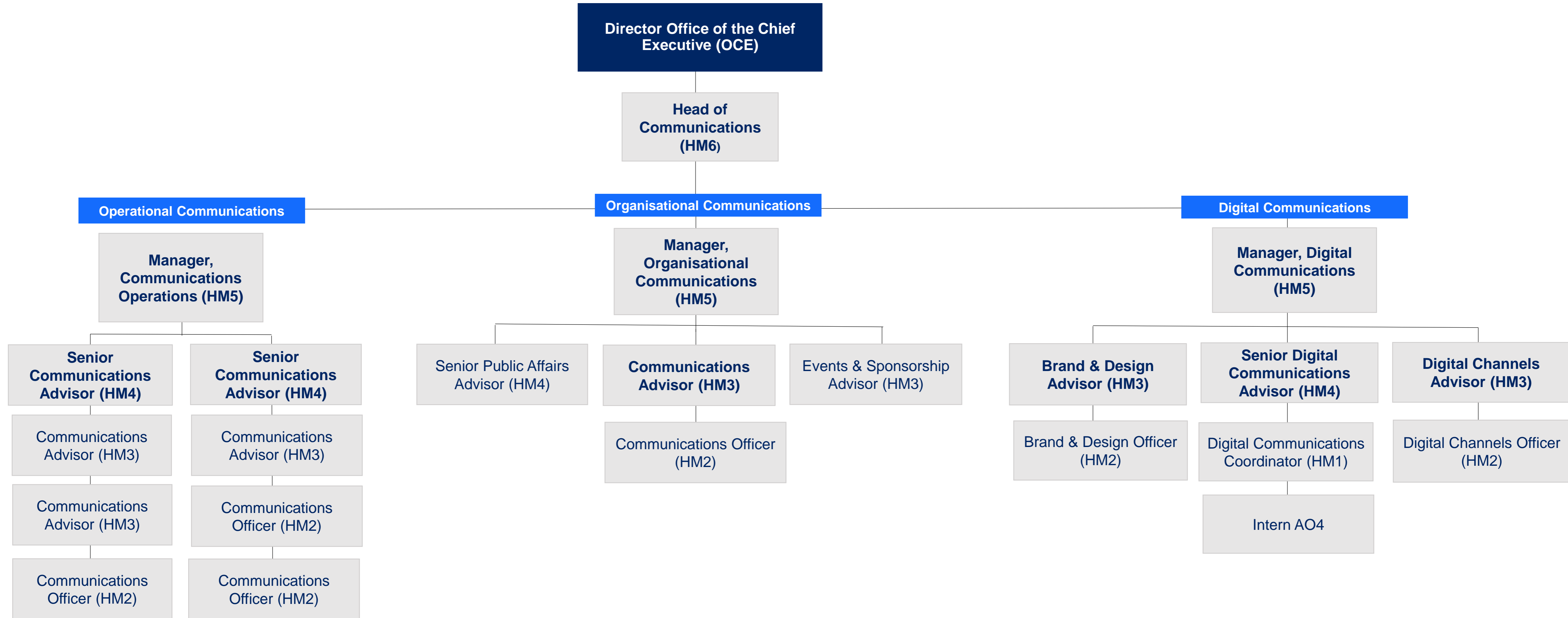
Impacted role

Non-impacted role

Proposed Structure – OCE



Proposed Structure – Communications Services Team



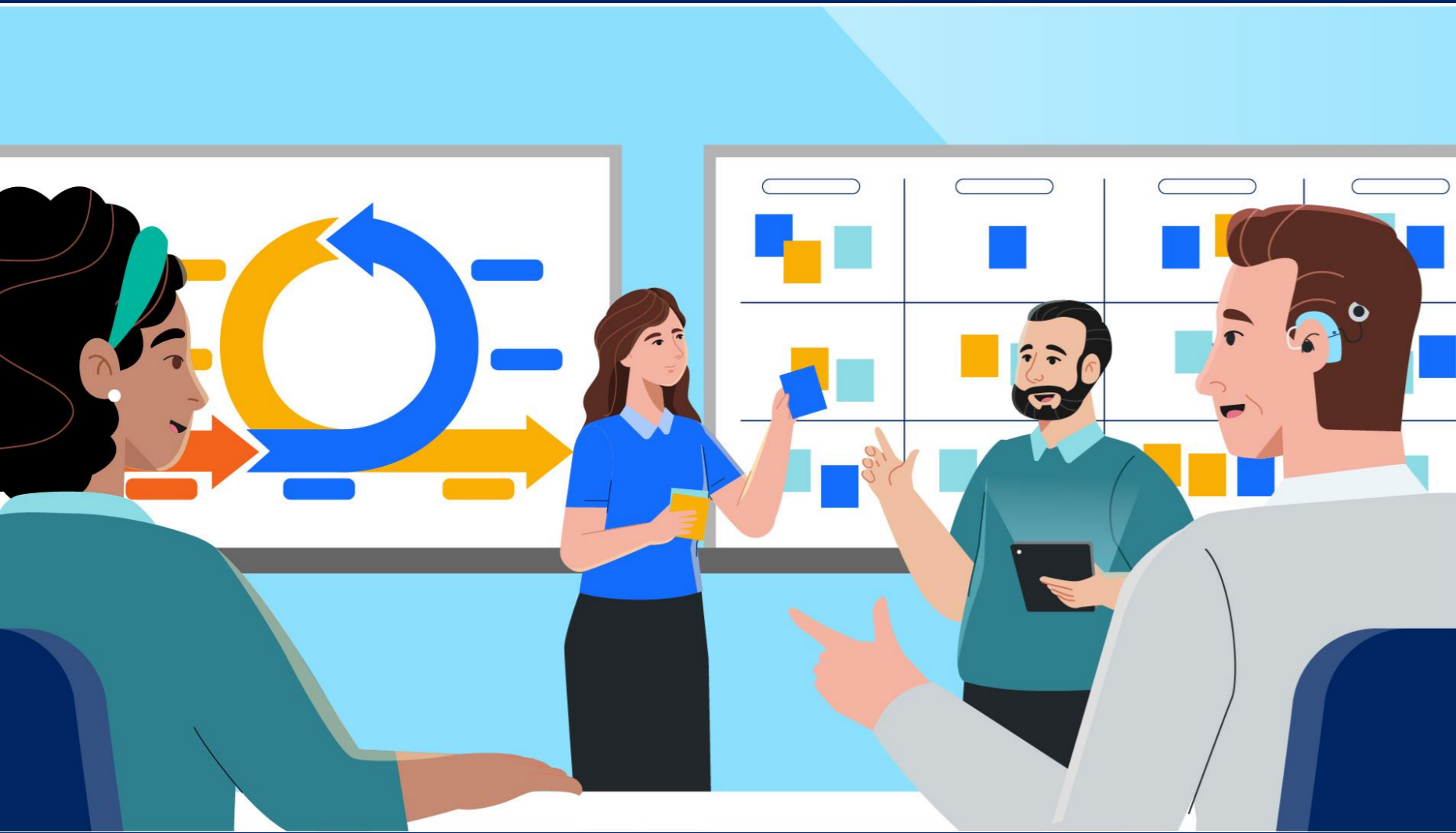
Bold = people leader

How will it work?

Looking at how the proposed structure will work in practice

How will it work

- We have focused on reducing vacant positions (where work can be managed within existing filled positions) in line with savings targets and aligning to changing business demand.
- The new structure proposes a new "Communication Operations" team led by a Communications Manager which will consolidate roles from the existing Communication Audience teams. It also reduces the size of the Organisational Communications team.
- Teams with reduced roles will undergo a workload review to ensure alignment with the team's new capacity and sustainable work practices.



What to expect

Consultation process and providing feedback

The consultation process

What is it?

- An important industrial process intended to enable two-way communication between the business and employees on changes in the workplace.
- Includes a range of stakeholders, including the Health Services Union (HSU).
- Open for a period of 2 weeks.
- Your opportunity to have a say and influence the future of your work.

For the next two weeks, expect:

- Your feedback to be sought, acknowledged and genuinely considered.
- Information to be exchanged – healthy discussion is encouraged!
- Questions to be welcomed – ask us “have you thought of...”, we’d love to hear your ideas.
- Your unique perspective, experience and knowledge to be valued: you know your work, stakeholders and customers best.
- Respect, understanding and honesty.

How to find information and provide feedback

How to provide feedback and suggestions during consultation period:

- Complete the online Feedback Form
- Live during our staff briefings
- Contact senior managers Catrin Hobart or Samantha Isnard via phone, email or request an individual meeting
- Contact HR Business Partners via phone, email or request an individual meeting

How to find information about this proposed change

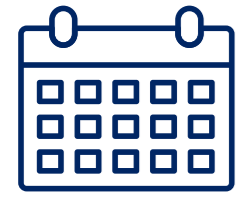
- A MS Teams Channel has been created where staff will be able to access resources such as this presentation
- Staff will be added to the MS Teams Channel after all Staff Briefing Sessions have concluded

Proposed timeline for Affected staff



We are here

Next steps



The consultation period runs from **6 November 2024** and ends on **20 November 2024**.



Further information including today's presentation and FAQs will be provided to staff via the Microsoft Teams Channel. You will be added to the Channel after this presentation.



Reach out to A/Director OCE or your Team Manager if you have any questions.



An additional session will be held at, or just after the mid-point mark for affected staff.



All feedback will be considered and assessed, and the final structure will be communicated to the team.

Support and resources

Support



A/Director OCE

Your manager

Online Feedback Form

HR Business Partners

Employee Assistance Program

Call 02 8644 2323 (Option 4)
or book via
<http://www.convergeinternational.com.au/>

There are *Employee Assist* and *Career Assist* options

Health Services Union

You may wish to contact your local representative
hsu.net.au/contact

eHealth NSW

Q&A