

Frequently asked questions

What is changing?

The Mental Health Commission of NSW (the Commission) is introducing a new organisational structure.

The proposed structure includes:

- dedicated teams to focus on Mental Health & Wellbeing, Suicide Prevention and Monitoring System Reform
- a dedicated team of Aboriginal Identified staff to lead First Nations-specific suicide prevention work
- identified Lived/Living Experience roles included carers embedded within specific teams to strengthen lived experience engagement and participation in our core work
- extending the scope of Office of Commissioner to lead the mental health and suicide prevention advocacy and stakeholder relations aspects of the Commission
- a People and Culture function with specialist capability to drive organisational culture and professional development
- clarifying the role of the Communications team as both strategic and day-to-day communications activities.

Why are these changes happening?

In September 2025, the NSW Government passed the Suicide Prevention Act 2025 which introduced statutory obligations for the Commission to administer and oversee its implementation. This legislation marks a significant expansion of the Commission's role and presents the need to reassess its strategic direction, operating model, and system leadership responsibilities.

To ensure we are positioned to deliver this important reform as well as other key priority work like the whole-of-government mental health and wellbeing strategy, we need the right mix of capabilities and resources.

What is a consultation period?

This is your chance to have a say. Before any changes are made, we'd like your feedback on the proposed structure and position descriptions. We'll review everyone's input carefully before finalising and sharing the new structure.

When does the consultation period start and end?

Consultation will occur Tuesday 30 September to Tuesday 14 October. Everyone is invited to submit feedback via MHC-feedback@health.nsw.gov.au.

During this period, staff whose positions are significantly affected by the proposed change will be invited to meet with their respective Director or the Commissioner to discuss the changes, address any concerns, and talk about the next steps.

What support is available to me during this process?

All affected staff can book a one-on-one meeting with their Director, the Commissioner (for OOC) and/or HR manager.

You will also have access to wellbeing support through the Employee Assistance Program (EAP) provider, Telus Health. This service can be utilised on telephone **1800 835 871**. Four sessions are available to all staff.

Additionally, a dedicated EAP hotline has been set up for Tuesday 30 September 2025 and Wednesday 1 October 2025. This dedicated hotline is available from 9am to 5pm via telephone number **0429 083 346**. An EAP Clinician will be available to speak with you. Please note, if the clinician is not immediately available when you call, they are likely supporting another employee. In this instance, please either leave a message or send an SMS with your name and best contact number for them to call you back when next available. Otherwise, you may want to try again once 30 minutes has passed.

Outside of these times, you can contact EAP on **1800 835 871**.

Will my role or title change?

Some staff may see minor changes to their job title, position description or reporting line. Where only minor changes occur, staff will be direct assigned into roles.

Will there be job losses?

We are committed to supporting all affected staff. Where possible, where minor changes have been proposed, eligible staff will be directly assigned to roles. Anyone whose role has been significantly changed or deleted will have the opportunity to apply for vacant positions **at grade** (substantively) via an EOI process. If vacant positions remain after the EOI process they will be advertised externally where all staff are able to apply.

Under the new structure, there will be a net increase of roles in the Commission.

What happens if I'm not successful in securing a role?

If you're not successful in securing a role following the EOI process, you will be supported through the NSW Government Workforce Mobility Program. This Program helps affected staff find suitable roles in other NSW government departments.

Will my conditions of employment change?

No, your conditions of employment will remain the same under Crown Employees (Public Service Award).

Has the union been notified?

The Public Service Association of NSW (PSA) has been notified of the changes.

What will happen after the consultation?

Once the consultation has concluded, the Commissioner will communicate any feedback or suggestions received, provide decisions on the final structure and talk staff through the EOI process.

The Beacon Strategies Report outlined specific changes. Which ones have not been adopted and why?

Some job titles have not been adopted for a number of reasons. For example, to keep all of the Grade 11/12 roles consistent we are proposing to adopt the term Manager in all titles rather than adopting Associate Director for just one role.

Due to our commitment to building a positive workplace culture, there has been a strengthening of the People and Culture capability and function within the Operations and Culture Directorate. As a result, the Project Officer role has been deleted and a People and Culture Business Partner role has been created in its place. This is further reflected in the addition of 'Culture' to the Director of Operations role title replacing 'Engagement' and signalling a strong focus on the importance of this function for the Commission.

Some reporting lines have been changed from what was suggested in the report. For example, it is now proposed that the Corporate Services Officer role reports directly to the Director, Operations and Culture to provide generalist support across the Directorate.

The Policy Officer, System Reform will support the Director in identifying, developing, and advancing strategic policy initiatives across the mental health, wellbeing and suicide prevention portfolios. They will also provide high level administrative support and coordination to ensure the effective delivery of the Directorate's priorities.

Who can I talk to about my specific situation?

You can send specific questions to MHC-Feedback@health.nsw.gov.au. Alternatively, you can set up a meeting with the EAP, your Director, or contact Collins Boykin, HR Business Partner, via email at collins.boykin@health.nsw.gov.au.

Where can I find more information?

The **consultation pack, Beacon Strategies Report, position descriptions and frequently asked questions** are available for you to review in [Change Hub](#).

Your Director, or the Commissioner for OOC staff, are available to answer your questions and help you understand what these proposed changes mean for you.

Alternatively, to discuss any HR related issues or matters, policy queries or your personal circumstances, please contact: Collins Boykin, HR Business Partner via email at Collins.Boykin@health.nsw.gov.au.