NSW GOVERNMENT

The Sydney children's Hospitals Network

**REF:** SCHN26/1114-3

Mr. Gerald Hayes
Secretary Health Services Union
Locked Bag 3 Australia Square
Sydney NSW 2007
Email: secretary@hsu.asn.au

*Attention: Kym Morgan, Organiser,* Kym.Morgan@hsu.asn.au

**Re: Consultation on Proposed Organisational Changes**
**The Sydney Children's Hospitals Network virutalKIDS Services**

Dear Mr. Hayes,

The Sydney Children's Hospitals Network (SCHN) is commencing consultation regarding a proposed three-month pilot to introduce a 10-hour shift model for nursing and administrative staff within the virtualKIDS service.

virtualKIDS is a statewide, 24/7 paediatric virtual healthcare service that has delivered strong outcomes since its establishment in 2021, including improved access to timely care for children and families, reduced emergency department presentations, and strengthened continuity of care across NSW. As service demand continues to grow, virtualKIDS faces ongoing challenges associated with sustaining 24/7 coverage, workforce wellbeing, and alignment with annually allocated block funding.
An Early Impact Assessment conducted by the Economics and Evaluation Unit is underway and is anticipated to support consideration of permanent funding in the future.

To support service sustainability and align with the allocated statewide budget, the proposed change would transition current 8-hour and 12-hour shifts to a 10-hour shift model. This approach is intended to improve staffing coverage, increase capacity to accept referrals, support workforce wellbeing, and maintain high-quality patient care. Importantly, the management team has also received written requests from both Registered Nurses and Administrative Officers indicating a preference for a 10-hour shift option.

The pilot will enable evaluation of operational impact, staff wellbeing, and service outcomes prior to any longer-term decision. SCHN welcomes the Health Service Union feedback as part of this consultation and remains committed to collaborative, safe, and compliant implementation in the best interests of staff and patients.

Please contact Sandra Pengilly, Clinical Stream Director, The Sydney Children's Hospitals Network via Sandra.pengilly@health.nsw.gov.au should you wish to discuss this matter further.

Yours sincerely,

Dr Joanne Ging
Executive Director Clinical Operations
The Sydney Children's Hospitals Network

Date: 7 April 2026