

**Private and Confidential**

20 January 2023

**Mr Gerard Hayes**  
**General Secretary**  
**Health Services Union**

Attention/cc: Gwenny Asimus (via email at [Gwenny.Asimus@hsu.asn.au](mailto:Gwenny.Asimus@hsu.asn.au))

Dear Mr Hayes,

**Information Communication & Technology (ICT) - Incident Management On Call Roster**

I am writing to provide the Health Services Union with information pertaining to the proposed 24 hour 7 days per week Incident Management On Call Roster to be facilitated by the Hunter New England Local Health District (HNELHD) ICT Service.

The HNELHD ICT Incident Management Policy PD2013\_033 was implemented in 2019. The policy seeks to ensure that ICT incidents are efficiently and properly managed when they occur, including the process when a major incident is detected. The proposed On Call Roster is a natural progression of the HNELHD ICT service and seeks to build service capacity in the major incident management space and improve service outcomes for our clinicians and our patients.

The proposed On Call Roster will necessitate an ICT staff member to be on call after hours for 7 consecutive days (Monday morning to Monday morning). Staff participation in the roster is entirely voluntary and participation may be ceased at any time at the request of the employee. Staff who do participate will be provided with all relevant employment and remuneration conditions with the Health Employee's Conditions of Employment (state) Award for duties relating to On Call.

An expression of interest for participation in the proposed incident management on call roster was circulated to all ICT staff on 1 September 2022 and responses were received from 5 staff. All 5 staff are aware of and have the capabilities to undertake this work.

It is proposed that the On Call roster be implemented on a trial basis for 3 months effective 13 February 2023 with further review to occur regarding its appropriateness and effectiveness to determine if it is implemented on an ongoing basis.

If the Health Services Union has any feedback or comments regarding the proposal, I request this be provided COB 27 January 2023 to myself via [Phillip.Good@health.nsw.gov.au](mailto:Phillip.Good@health.nsw.gov.au). Staff have also been advised they can contact me.

If you have any questions about the above I can be contacted to discuss on (02) 4985 0389 or Felicity Crocket, Senior HR Consultant on (02) 4985 3158.

Yours sincerely



**Phillip Good**  
*Manager, ICT Infrastructure and Operations*  
Hunter New England Local Health District

Cc Ms Felicity Crocket, Senior HR Consultant