

Mr Gerard Hayes
Secretary
Health Services Union
Level 2 109 Pitt Street
SYDNEY NSW 2000

By Email: secretary@hsu.asn.au

Dear Mr Hayes,

In May 2022, NSW Health Pathology (NSWHP) provided advice around upcoming changes to four existing Level 1 triage Help Desk roles within our regional ICT operations teams, as part of a broader consolidation of Information Technology Service Management people and processes. Inter alia, the changes outlined in this advice related to forming a centralised support team known as the NSW Health Pathology ICT Support Centre.

The program of work delivering the ICT Support Centre for NSWHP have conducted extensive discovery activities and to this end, have identified the need for these four positions (alongside three additional ICT Support Centre positions currently being recruited), to also perform rostered on call duties, as outlined within their current position description (please find copy attached).

The implementation of this on call roster will ensure NSWHP realise additional benefits from this program of work by increasing the capability of the ICT Support Centre to provide standardized and rationalised support for both legacy solutions that will also scale in support of our broader ICT strategy to implement a single statewide laboratory information system.

There will be consultation with staff members and written advice provided in advance of this change. The proposed date for this transition to occur is throughout February 2023, in preparation for the NSWHP ICT Support Centre go live, scheduled for early April 2023.

If you have any queries in relation to this matter, please feel free to contact me.

Yours sincerely

Katie Rutkowski
NSW Health Pathology

E: Katie.Rutkowski@health.nsw.gov.au