

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

Issued via Email: secretary@hsu.asn.au

Changes to ICT Support Centre Core Operating Hours

Dear Mr. Hayes,

By way of background, in April 2023 the ICT Support Centre went live providing 24/7 support for Pathology employees. Since go-live we have had staff working a rotating roster working business hours between 7:00am to 7:00pm, split into three (3) different shifts being 7:00am-3:30pm, 8:30am-5:00pm and 10:30am-7:00pm. Outside of this we have had an Agent working an On-Call shift from 7:00pm to 7:00am.

Since go-live we have found that NSW Health Pathology (NSWHP) employees haven't taken advantage of the additional business hours support between 5:00pm-7:00pm and are endorsing to reduce the business hours of the support centre to 7:00am-5:00pm. This will mean we no longer have a need for the 10:30am-7:00pm shift.

This will however mean that our on-call duration will change from 7:00pm-7:00am to; 5:00pm to 7:00am. This will allow us to have maximise better coverage during the day operations for incoming calls as more ICT staff will be rostered during peak call periods, whilst also ensuring that when staff take planned and unplanned leave, we will have less gaps in the operational roster.

We will be implementing the ICT Support Centre changes effective from Monday 1 January 2024. SWSD have already been engaged to ensure that they are onboard with the change of hours as they will also have calls redirected to their desk from 5:00pm, rather than 7:00pm.

I confirm changes to the ICT Support Centre operating hours has no wages impact to the NSWHP ICT employees, and all other conditions of employment will remain unchanged in accordance with the relevant industrial award.

In addition we have planned to send out broader communications to all NSWHP employees notifying them of the change in core business hours for ICT support.

If you have any queries in relation to this matter, please feel free to contact me on email Sam.Forsyth@health.nsw.gov.au

Sincerely,

Sam Forsyth,
ICT Support Centre Manager
NSW Health Pathology