

18 October 2022

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

Email: secretary@hsu.asn.au

Dear Mr. Hayes

Re: NSW Health Pathology- Proposed Changes to Courier Routes New England

I am writing to formally advise the Health Services Union that NSW Health Pathology is considering a number of changes to our courier routes within the New England Region of NSW.

Some years ago, a number of new courier routes were set up to provide a more consistent and frequent courier service between our main tertiary referral laboratory at John Hunter Hospital and our smaller sites throughout the New England Region.

Over this time period the temporary contracts of a number of our Couriers were rolled over and recently these staff members have been appointed to permanent positions with an uplift in contracted hours resulting in an increase of 40 hours per week of capacity within the existing roster.

In response to concerns from our stakeholders regarding the timing and frequency of our courier service to places such as Gunnedah and Manilla Hospitals we are proposing the replacement of some routes currently performed by 3rd party couriers and bringing them “in-house” with our own dedicated and trained courier drivers.

The reliability, specific pathology training, and customer service that our own couriers provide will produce a significantly better service to these sites than previous while not taking away any services from other sites on similar routes.

I have attached a summary of the proposed run sheets which have been designed in consultation with our Couriers and testing of the runs has been carried out prior to making this proposal.

If you wish to discuss this matter further, or there are further specific details that are considered relevant, please contact me on 0433 624 612 by 31 October 2022. I've also provided a copy of this letter to local HSU Organiser Tracey Gaddelin.

Your sincerely



Tarquin Pollock
Human Resources Manager
NSW Health Pathology