

## **Parramatta Linen Service Member Concerns**

Dear Member,

The HSU has been made aware of ongoing issues at Parramatta Linen Service, and recently called for a meeting with management and key representatives to address the most pressing issues:

### *Drivers/Stores*

Drivers are the face of the service, delivering vital linen to each hospital in the area of coverage. Despite this, drivers are facing issues over accessing their Accrued Days Off (ADOs). The employer has provided business reasons for the change, but more flexibility needs to be agreed upon given most of these workers are rostered Mondays to Fridays. Changes in access to overtime after taking sick leave has also created concerns for HSU members, with the employer's response potentially viewed as punitive.

### *Linen*

HSU members have contacted our Member Services Division, seeking advice on heat-related issues, as well as concerns for their well-being working in temperatures deemed excessive. Immediate measures taken include assessing the area, at which time it was found recent construction had impacted on the cooling system. This has been immediately addressed.

Those working in the area understand how physically demanding the role is. The heat and humidity exacerbates the problem, creating additional strain for these workers.

### *Outcome*

Member concerns led to a meeting being called with management and HSU representatives. Following this, your employer has provided additional information on:

- Heat-friendly uniforms - sleeveless shirts are a cooler option for affected employees.

The HSU is still discussing options to gain easier access to shirts for those affected.

- Neck tie coolers – a simple body cooling system lower the body's temperature while working in hotter environments. Your employer is researching options to make these available.

The HSU will work with members to document the temperature in the area and work towards a safer environment in which members are not at added risk of fainting or heat stroke.

An outcome of the meeting was an undercurrent of fear, which has created a concerning workplace culture. Now this has come to the surface both sides have acknowledged this opportunity presents as a way to begin discussions to improve workplace culture. We encourage HSU members to start thinking about ways to improve your workplace culture. In the first instance, connect with key representatives, David Bradshaw and Chris Forschinger, for an update on the meeting.

Both management and the HSU have acknowledged this is the first step in addressing workplace issues at Parramatta Linen Service. In the meantime, change starts from the ground up and now is the time to have your say. Our strength is in numbers – connect with others who are not members of the HSU and encourage them to get on board.

In unity,

A handwritten signature in black ink, appearing to read 'Gerard Hayes', written in a cursive style.

Gerard Hayes  
Secretary, HSU NSW/ACT/QLD