


NNSWLHD/ HSNSW Support Services Transition

HSNSW BAU contacts for Managers

Business Area	Name	Email	Mobile
Human Resources	Tiana King HR Business Partner	Tiana.King@health.nsw.gov.au SARA – HR Enquiries	0459 869 568
WHS	Maree Lamb	Maree.lamb@health.nsw.gov.au	0400 919 274
Quality Assurance	Sharon Avis	sharon.avis@health.nsw.gov.au	0467 806 706
Recover at Work (Workers Comp)	Teresa Hannan	Teresa.Calleja@health.nsw.gov.au	0499 748 247
Fitness for Work (NWRI)	Ingrid Brewster	Ingrid.Brewster@health.nsw.gov.au	0409 942 962 (Mon, Thur, Fri)
Recruitment	Alex Noble	HSNSW- recruitment@health.nsw.gov.au	
Finance	Sunny Nur	sunny.nur@health.nsw.gov.au	

Other BAU support contacts

Function	Type of query	Key Contact (Up to 4 weeks post-transition)	Key Contact (Beyond 4 weeks post-transition)
Pay	Pay post-transition	HSNSW Customer Service Centre 1300 679 367 – Select Option 9 (Available Mon-Fri, 8:30am – 4:30pm)	HSNSW Customer Service Centre 1300 679 367 (Available Mon-Fri, 8:30am – 4:30pm)
Salary Packaging	Salary packaging payment post-transition	SalaryPackagingPLUS 1300 402 523	
Technology	General WIFI Connectivity	State Wide Service Desk 1300 28 55 33 Assign to Network Support Services (Available 24/7)	State Wide Service Desk 1300 28 55 33 (Available 24/7)
	All HealthShare supplied PC's, Touchscreen Monitors, Printers, Tablet Charging Hubs.	State Wide Service Desk 1300 28 55 33 (Available 24/7) Escalation if required: HSNSW-ICT@health.nsw.gov.au	
	Shared Drive Access		
	System access and licensing issues (e.g. Healthroster, FMIS, ROB, Oracle, EOL, O356)		
	LHD ICT supplied printers and desktops and other application issues		
Rostering	HealthRoster 	HSNSW-WorkforceRostering@health.nsw.gov.au 1300 219 191 - Option 2	
Employee Assistance Program (EAP)	Confidential counselling, coaching and wellbeing service	https://hsnsw.one.telushealth.com/ 8644 2323 - Option 4	