



Newsletter: 334/2026

Date: 27 March 2026

Distribution: All members NSW

Contact: Your HSU Delegate



# HSU Operational Manager Award Update and next steps

## [SURVEY HERE](#)

The HSU version of the Ops Managers award was filed and served with the IRC on 19 March as endorsed by the membership.

In a meeting on 23 March 2026 the Ministry advised they would not be able to provide their version of the award until at least 7 April 2026.

With a previously agreed report back date of 9<sup>th</sup> April before President Taylor, the MoH's delay in providing their award puts HSU members at a disadvantage for the report back, not knowing what the MoH's position is on the HSU claim and limited our ability to be well prepared for the rebuttal and makes it difficult to know what evidence is required between now and then.

What is becoming apparent is that the MoH is not intending to settle the Award and we will require arbitration dates to be scheduled, which we do not expect to occur before October at the earliest – it could even be later in the year or even 2027.

As these delays continue, so do the extreme extra hours that Ops Managers are continuing to work – all of which are unpaid. Delegates are well aware that this is impacting on your wellbeing and some members have reported psychological injury as a result.

In today's member meeting two ideas were discussed:

Calling for a face to face full HSU member meeting with NSW Executive Leadership and appropriate leaders from the Ministry, so they can hear firsthand member stories about excess hours, under resourcing, and why you feel so disrespected and undervalued.

Alternatively, or in conjunction with option 1, was to approach the IRC President to acknowledge his sediments to not undertake industrial action whilst arbitration was occurring and to seek his assistance on how members can seek reprieve from being subjected to excess unpaid overtime hours. Remember, the current award does not allow for these extra hours in the first place.

Please take a moment to respond to [this survey](#) to provide your views on the two ideas, including whether or not you would attend the group meeting to tell your story.

In unity,

Gerard Hayes AM  
Secretary, HSU NSW/ACT/QLD