

Reasonable Travel

Patient Billing Standardisation Program

Summary

The Patient Billing Standardisation Program will provide NSW Health with a single patient billing system to reduce costs, improve data quality and increase revenue. In addition, the Program will implement a new statewide Patient Billing Shared Services Centre and will allow for faster response times to potential future risks and challenges, such as upgrades to the billing system to comply with legislation.

To achieve this, HealthShare NSW, in collaboration with respective Local Health Districts/Speciality Health Networks are transitioning transactional services and staff into HealthShare NSW.

Purpose

Following formal industrial consultation between HealthShare NSW and the Health Services Union, it was identified that a specific timeframe of 'reasonable travel' post transition was required for staff to understand impacts to their personal travel to and from a HealthShare NSW office.

The purpose is to define what is considered reasonable and acceptable travel to and from work, for staff who have transitioned to HealthShare NSW under the Patient Billing Standardisation Program.

Provision is to implement a 60min travel limit per trip (maximum of 2 hours travel per day) for Patient Billing staff transitioning into HealthShare NSW under the conditions of this program.

This provision is an addendum to already agreed conditions supporting office presence requirements and minimum days under this program.

Provisions

- Post transition, duration of travel to and from a HealthShare NSW office will be capped at 60 minutes per trip (maximum 2 hours per day) for Patient Billing staff.
 - Provision is only applicable based on place of residence at the date of transition.
 - Total trip time is based on an average trip, not the specific time of day the travel is commenced; and is based on employee's usual mode of transport.
 - Travel to and from work is to be undertaken outside of work hours.
 - Should HealthShare NSW increase its office day presence requirements, this provision will require further revision based on individual needs/circumstances as per normal practices.
 - When a Local Health District/Speciality Health Network desires to change the onsite access arrangements, this provision will require revision where Working from Home options are not a viable solution.
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- Should travel exceed the above maximum hours, in association with the above conditions then a discussion will occur between employee and manager to come to an agreement on alternative options.
 - Where an employee chooses to travel to and from work, that is more than the maximum reasonable provision, this will be at the discretion of the respective employee.
 - Where an employee relocates their home residence post transition, the above provision is not an automatic application. Change to personal circumstances requires further consultation and approval as per normal flexible workplace practices.
 - This provision is only applicable to the employee within the position/employment contract applicable at the time of transition. New employees will be covered by the respective Award.
 - The above does not override an employee's right to apply and negotiate further Workplace Flexibility Arrangements based on personal circumstances/needs as they arise; as per [HealthShare NSW Workplace Flexibility policy](#).
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