

9/02/2026

Mr Gerard Hayes  
Secretary  
Health Services Union

By email: [secretary@hsn.asn.au](mailto:secretary@hsn.asn.au)

Dear Gerard,

This letter provides formal written notification that NSW Health Pathology (NSWHP) is undertaking consultation with the Health Services Union (HSU) regarding proposed temporary shift and on-call arrangements for Health Manager staff supporting the Fusion Program, building on preliminary information already exchanged.

NSWHP notes concerns raised by the HSU regarding the consultation process to date, including the issuing of an Expression of Interest (EOI) survey for shift work to staff. NSWHP's intent in issuing the survey was to obtain indicative information about staff availability and willingness to support the Fusion Program during go-live and hypercare periods, prior to developing a proposal for formal consultation. It was not NSWHP's intention to exclude the HSU as part of the consultation process.

For clarity, no shift arrangements have been implemented, no rosters have been issued, and no staff have been directed to undertake shift work. Whilst NSWHP acknowledges the delay in providing this correspondence, this letter consolidates the information previously provided on 3 February 2026 and sets out NSWHP's proposed approach for consideration as part of the formal consultation process.

### Proposed arrangements

#### 1. Temporary shift work arrangements (consenting staff only at first instance)

NSWHP proposes the introduction of temporary shift work arrangements to support Tranche A go-live, for the period from **23 March 2026 to 29 May 2026**. Subsequent tranches B to E will require shift support for approximately 6–8 weeks per tranche, with dates to be confirmed closer to each tranche's implementation.

A total of 113 staff were surveyed regarding their willingness to participate in shift arrangements. A copy of the survey is included at **Attachment A**. Of these, 88 staff provided consent to undertake shift work, 10 did not consent, and 15 did not respond. Within this group, 62 staff indicated interest in temporary shift arrangements and 26 in ongoing shift arrangements. A breakdown by position group is provided below:

Position Group	Temporary	Ongoing
Digital Health Analyst	15	4
Senior Digital Health Analyst	18	6
Dev Ops	6	3
Other (incl. Trainers, Management, Change positions)	23	13
<b>Total</b>	<b>62</b>	<b>26</b>

These survey results have informed NSWHP's proposal and approach to determining appropriate staffing levels and the feasibility of providing 24/7 coverage during the go-live and hypercare period.

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Indicative shift patterns to support 24/7 operational coverage are:

- **Day:** approximately 6:00am – 2:30pm
- **Evening:** approximately 2:00pm – 10:30pm
- **Overnight:** approximately 10:00pm – 6:30am

These shifts have specifically been designed to align with the laboratory shifts including pathology collections, to ensure that there is no impact on service delivery and patient care. Each shift includes a structured 30-minute handover to maintain continuity and effective issue management.

NSWHP anticipates that 24/7 rostered support will be required for approximately the first two weeks of go-live, during which higher staffing levels will be maintained across all shifts to ensure adequate coverage. As the implementation stabilises, staffing numbers are expected to gradually reduce in subsequent weeks, aligned to operational needs and the progression of the program's hypercare period. Staffing levels will also reduce on weekends, reflecting lower demand and planned operating requirements.

### Work locations

Go-live support will operate from two primary locations:

- John Hunter Command Centre (Newcastle)
- Chatswood Command Centre

Additional technical staff will be based at the Watt Street office in Newcastle to provide corresponding support during this period. Staff located in the Wollongong area will work from their office base as part of the Illawarra Sohal Haven Local Health District (ISHLHD).

Indicative staffing levels for the first two week are outlined below.

Shift	Total Weekday/Weekend	John Hunter Command Centre	Wollongong	Chatswood Command Centre
0600-1430	20/10	3	4	13
1400-2230	12/6	2	-	10
2200-0630	6/4	2	-	4

## 2. Proposed on-call arrangements (all staff)

In addition to temporary shift work, NSWHP proposes an on-call roster for all staff to support the Fusion Program during periods where shift coverage cannot be filled or where after-hours support is needed outside hypercare.

Proposed on-call timeframes are:

- **Weekdays:** 8:00pm – 6:00am
- **Weekends:** 24/7 (Friday 8:00pm to Monday 6:00am)

The on-call arrangements are being introduced specifically to ensure appropriate capacity for after-hours escalation coverage during the go-live and hypercare periods, as well as outside the hypercare period. Existing arrangements do not provide sufficient after-hours coverage for the program to manage urgent operational issues that may arise during these periods.

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The on-call roster is intended for escalation and urgent response purposes, not routine work. No staff will be required to perform routine tasks while on-call, and any call outs will be appropriately compensated in line with the Award.

There is no defined end date for the proposed on-call arrangements at this stage. The duration will depend on operational needs during and after go-live, and is expected to extend beyond the temporary shift work period.

### Impacts of proposal

#### Service delivery impacts

The temporary shift and on-call arrangements are intended to:

- ensure round-the-clock (24/7) coverage for system cutover and troubleshooting
- support rapid response to issues during and after go-live
- minimise disruption to patient care and operational workflows
- maintain continuity of operational support across tranches

#### Staff impacts

Information provided to staff outlined that shift workers may work outside standard day worker hours and receive relevant award-based entitlement, where applicable. Foreseeable staff impacts include:

- temporary changes to working hours for staff (temporary or ongoing) during go-live/hypercare period
- participation in an after-hours escalation roster (on-call) within defined windows, intended for urgent response rather than routine work

#### Commitment to consultation

NSWHP has engaged with the HSU and its representatives at various points throughout the broader Fusion Program and remains committed to continuing this engagement as the program approaches a critical implementation phase.

To ensure the program's operational readiness, it is important that rostering and on-call arrangements are finalised by **23 March 2026**. NSWHP is committed to working collaboratively with the HSU through formal consultation to achieve this. NSWHP supports the HSU's request to use the Union Specific Consultative Committee (USCC) as the consultation forum and is available to meet on **Wednesday, 11 February 2026 at 3pm** to commence this process. Arrangements will be made for a Microsoft Teams invite to be shared with HSU representatives.

Yours sincerely



Yasmin Fashik  
Associate Director, Human Resources – FASS & Corporate  
NSW Health Pathology

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## Staff Survey: Expressions of Interest for Shift Work – Fusion Program Go-Live

As part of the Fusion Program go-live, we are seeking expressions of interest from staff to consent to temporary shift worker status during preparation, go-live, and post go-live support periods. This form allows you to indicate whether you consent to shift work. All responses will be considered before finalising arrangements.

**The survey closes at COB Friday 30 January 2026.**

\* Required

\* This form will record your name, please fill your name.

1. What is your StaffLink number? \*

This is the 8 digit number you use to access NSW Health systems

2. What is your current position? \*

## Shift Working

### 3. Consent to participate in Shift Work \*

Based on the information provided regarding shift work arrangements under the NSW Health Employees Conditions of Employment Award, please indicate your position below:

- Yes, I consent to working temporary shift work for the Fusion Program Go-Live period.
- Yes, I consent to ongoing shift work (including Go-Live and post Go-Live)
- I do not consent to shift work

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