

19 January 2026

Mr Gerard Hayes  
Secretary  
Health Services Union  
Locked Bag 3  
Australia Square NSW 1215

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

Dear Mr Hayes

I am writing to advise that an error was included in the initial communication regarding the proposed trial of the service redesign at the Forbes Laboratory.

NSW Health Pathology (NSWHP) initially communicated that the proposed trial which is scheduled to commence on 9 February 2026 and includes the following changes for consideration:

- Extended operating hours at Forbes Laboratory:
  - Weekdays: **8:00am**–7:00pm (currently 8:00am–5:00pm)
  - Weekends: 9:30am–6:00pm (new)

The correct extended operating hours at Forbes laboratory will be:

- Weekdays: **7:00am**–7:00pm (currently 8:00am–5:00pm)
- Weekends: 9:30am–6:00pm (new)

There will be no changes to the on-site collection service.

The proposed hours aim to provide coverage during these peak periods. In consultation with Forbes and Parkes Hospital clinical teams, a revised out-of-hours call-back process has been developed to clearly define situations warranting a call-back. Importantly, there will be no changes to procedures for accessing the blood fridge or emergency release of blood products.

While the proposed trial involves expanded operating hours for the Forbes Laboratory, it is important to note that, while existing staff will be required to participate in extended weekday and new weekend shifts, these changes are not expected to require additional staffing. As part of planning, a realignment of FTE was reviewed and subsequently one (1) additional FTE has recently been added to the laboratory to support operational efficiency.

The proposed changes anticipate a reduction in unnecessary call-backs, which will help streamline workflows and minimise after-hours disruptions for staff. NSWHP views this as a positive step towards improving staff work-life balance while maintaining high-quality patient care.

These adjustments are expected to:

- Reduce unnecessary out-of-hours call-backs, ensuring staff have greater certainty regarding shift patterns and are contacted out of hours only when clinically appropriate.
- Maintain high-quality laboratory and pathology services for patients across the region.

Through this trial, NSWHP aims to:

- Align laboratory hours with clinical demand and hospital activity.
- Leverage advanced PoCT technology at the bedside.
- Minimise delays for critical results.
- Improve staff wellbeing through revised rostering and reduced after-hours interruptions.
- Support clinicians with education and competency in PoCT.
- Achieve more efficient budget management through reduced call-backs.

At the conclusion of the trial, NSWHP will assess whether these changes should be adopted permanently.

NSWHP remains committed to delivering high-quality, efficient, and reliable public pathology services across NSW while supporting the growth and wellbeing of our staff.

Due to the initial error, we have extended the consultation period by a further week as a gesture of good faith. We welcome your feedback and encourage you to contact us with any comments or to arrange a meeting to discuss the proposal by close of business **27 January 2026**. Please be assured that consultation with you will continue throughout the trial period.

Thank you for your ongoing collaboration as we work to enhance pathology services for our communities.

Kind regards,



Tammy Boone  
Acting Director People & Culture  
NSW Health Pathology  
[Tammy.Boone@health.nsw.gov.au](mailto:Tammy.Boone@health.nsw.gov.au)