

**Sydney Children's Hospitals Network**

**Clinical Research Centre, The Children's  
Hospital at Westmead**

**Consultation Document**

**Implementation of an On-Call Roster**

**04 February 2026**

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## Background and Current Status

The Children's Hospital at Westmead (CHW) Clinical Research Centre (CRC) currently manages several critical pieces of equipment that require continuous temperature monitoring for investigational products and biological samples. The equipment is managed on temperature monitoring systems that generate alerts via text message when conditions fall outside validated ranges in real time.

An on-call roster requires alerts to be acted upon, mitigating the risk of product loss, protocol deviations, and potential impact on participant safety.

There are no current arrangements for CRC team members to respond to temperature excursions outside business hours.

## Future Service Requirements under New Agreements

Sponsor agreements and regulatory expectations, require in the event of temperature excursions, product viability is continuous regardless of the time frame the response is required.

## Proposed Changes to implement an on-call roster to facilitate after hours response for the Clinical Research

It is proposed that the CRC introduce an on-call roster to managing temperature excursions.

## Impact on Clinical Research Centre Employment Arrangements

The introduction of an on-call roster may require adjustments to employment conditions for affected staff, these may include.

- Review on-call allowances in accordance with applicable industrial agreements or award conditions.
- Determine protocols for responding to temperature excursion alerts and escalation pathways.
- Train staff in the anticipated changes.

## Current Structure

No structure changes proposed

## Proposed On Call Roster

Individual meetings with staff members who are affected will take place throughout the change process. Where any change is proposed, this will be discussed with staff members who may be affected.

Proposed: CRC team members to participate in the roster. Team members rostered would be experienced enough handle a temperature excursion. The allocation of on-call will be distributed evenly amongst team members participating, anticipating staff will be rostered approximately once every 10 weeks, and not more frequent than once every 4 weeks.

Parameters for consideration of being allocated on-call need to be determined.

## Summary of Initial Consultation with Staff

### Roles suitable for inclusion on the On-Call roster

It was determined that some roles within the CRC team were out of scope for inclusion in the on-call roster. The roles include;

- Study start up Manager
- Study start up Officer
- Administrative team – AO5 and AO3
- CTMS Data Lead
- CTMS Data Officer
- Category B staff members

### Suggested parameters for consideration of being allocated on-call

- Roster to be provided as per the Award and team members notified
- Ability to swap on the roster where needed
- Escalation contact phone number of a manager to be provided in case of emergency only
- Questions in relation to how often needing to be on call – staff advised it is anticipated no more than once every 10 weeks.
- Some staff indicated they would be happy to be on call more frequently as allowed by the Award

### Training and Education

- Training to be provided on temperature excursions and processes to be followed including escalation pathways
- Lift lock out procedure to be managed with a single person on call.

### Equipment to be required

- On call phone
- Decanting equipment located in the CRC including temperature probes and trolley

## Timetable for the Realignment

	Stage	Timescale
A.	Initial Consultation with staff	28th January to 3 <sup>rd</sup> February 2026
B.	Notification to NSW NMA, HSU, unions,	4 <sup>th</sup> to 17 <sup>th</sup> February 2026
C.	Consultation Close	17 <sup>th</sup> February 2026
D.	Assessment of staff and union comments	18 <sup>th</sup> -20 <sup>th</sup> February 2026
E.	Implementation of on call roster	Week commencing 23 <sup>rd</sup> February 2026

### Employee Assistance Program

Employee Assistance Program (EAP) is a free strictly confidential and professional counselling service provided by the Sydney Children's Hospitals Network to all staff. Staff can access the program via the following contact details:

- AccessEAP (1800 818728)
- TELUS Health One (<https://schn.one.telushealth.com>)
- Converge International Free call 1800 337 068

### Feedback and Contact Details

Enquiries and feedback regarding the proposed structure to:

Mel Grand  
Clinical Trials Operations and Business Manager  
E: [Mel.Grand@health.nsw.gov.au](mailto:Mel.Grand@health.nsw.gov.au)  
P: 0417 881 632