

Mr Gerard Hayes  
Secretary  
Health Services Union NSW/ACT/QLD

HS24/12921/1  
11 November 2024

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

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**HealthShare NSW Linen Service – Recommencing shift overlap at Parramatta Linen Service**

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Dear Mr Hayes,

I am writing to advise you that following staff consultation, HealthShare NSW is recommencing an overlapping shift pattern at Parramatta Linen Service (PLS).

Prior to the Covid-19 pandemic, PLS had a shift pattern where production worker shifts overlapped by 15 - 30 minutes, supporting seamless transitions between incoming and outgoing shift workers. This practice was temporarily suspended during the pandemic to reduce risk of Covid-transmission.

Parramatta Linen Service staff have been consulted and staff working hours will stay the same, with a minor 30 minute change to start and finish times for afternoon and night shift production workers.

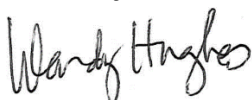
Returning to this shift pattern will support Parramatta Linen Service capacity, as the seamless transition between operators saves start-up and down-time of machinery. Greater capacity is required to service existing tonnage and reduce the need for outsourcing. Other benefits include:

- Time for workers to complete safety, shift and site briefings before taking up workstations.
- Relationship building between staff on varying shift patterns, supporting overall team cohesiveness and culture.

Although this only affects afternoon and night shift production workers and will only alter start and finish times by 30 minutes, HSNSW will continue to work closely with any individual staff members impacted by the change to consider reasonable arrangements, as per the HSNSW Workplace Flexibility policy.

Should you have any questions, please contact Garth Worboys, Executive Director, System Service Delivery on 0436 655 765 or via email at [garth.worboys@health.nsw.gov.au](mailto:garth.worboys@health.nsw.gov.au).

Sincerely,



**Wendy Hughes**  
Chief Executive