

19 July 2024

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

Dear Gerard

This letter is to advise NSW Health Pathology Canterbury laboratory is currently reviewing roster hours in the Central Specimen Reception (CSR) area of the laboratory.

Currently the hours of rosters in the CSR laboratory are:

- 7.00am to 3.30pm
- 10.30am to 7.00pm

We would like to trial a change to the roster with the hours becoming:

- 6.00am to 2.30pm
- 12.30pm to 9.00pm

The primary reason for introducing these changes include:

- Ensuring that all overnight Microbiology specimens are included in the 7.15 am courier to our Concord Microbiology Laboratory to ensure these specimens are tested as quickly as possible. If they do not make this courier run they will not be sent until the 9.30 am courier.
- Greater coverage across the day in the CSR to support the data entry and processing of specimens by the CSR staff which will reduce the workload for the laboratory staff, especially for the evening staff ensuring support in by the CSR until 9.00pm. This will also again ensure improved turnaround times for our patients.

The consultation process we intend to undertake with our staff in relation to the proposed changes are as follows:

19 July 2024 (today)

- Staff meeting in relation to proposed new roster with staff rostered to work on 19 July 2024.
- Email to all staff who undertake the CSR work in relation to proposed new roster.

19 July 2024 to 16 August 2024

We will commence a period of staff consultation which will include:

- One-on-one meetings with impacted staff.
- Provide staff with a copy of a draft roster.
- Provide staff with an opportunity to provide feedback into the draft roster – we will create a questionnaire and distribute to staff to provide feedback.
- Provide a revised roster following consultation if required.

2 September 2024 (3 months plus)

Commence a 3 month trial from 2 September 2024 to assess the impact on workload and turnaround times. During the trial period we will undertake ongoing consultation and review data to assess the success of the changes, including:

- Commence a 3-month trial of the new roster.
- Measure turnaround times to assess improvement for patients.
- Consult with staff in relation to the progress of the roster and areas for improvement.
- Amend roster accordingly as per feedback provided.

After the 3-month trial period the including taking feedback into account and making appropriate amendments to the roster the revised roster will become business as usual.

If you have any queries in relation to this change please feel free to contact me.

Yours sincerely



Siobhan Cunliffe
Associate Director of HR Metro