2 February 2021

Service NSW Service Centres: change of operating hours

The PSA has been notified by Service NSW of its proposed changes to operating hours across Service Centres. All staff should have now received information packs and other communications from Service NSW.

The proposed changes have resulted from a review after the COVID-19 pandemic has seen a number of changes to centre operating hours across the state and a review based on customer demand. The new proposal sees a reduction from 14 categories (pre-COVID-19) to seven which are proposed to be:

Metro Service Centres	Weekday Hours	Saturday Hours
Small (Sydney Surrounds)	8:30am to 5:00pm	8:30am to 12:30pm
Medium (Outer Suburban)	8:30am to 5:30pm	8:30am to 12:30pm or 3:00pm
Large (CBD and West)	8:00am to 5:30pm	8:30am to 3:00pm
Extra Large (CBD and West)	8:00am to 6:00pm	8:30am to 3:00pm
Regional Service Centres	**Weekday Hours**	**Saturday Hours**
Small (Smaller towns)	9:00am to 4:00pm	Closed
Medium	9:00am to 5:00pm	Closed
Large (Regional Hubs)	8:30am to 5:00pm	8:30am to 12:30pm

Consultation

The consultation period for this is open through until **5:00 pm Friday 12 February 2021**. The PSA encourages any members who have any concerns or questions to engage with the consultation process.

In particular, those staff who have current Flexible Working Arrangements are strongly encouraged to discuss with their local management if there is going to be any possible impact on your current arrangement.

If you require any assistance with this, you can contact the PSA for support by phone 1300 772 679 or email MemberSupport@psa.asn.au

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PUBLIC SERVICE ASSOCIATION OF NSW, 160 CLARENCE STREET SYDNEY

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For general feedback on the change to operating hours, members are encouraged to provide your feedback direct to Service NSW by email to sdconsultationfeedback@service.nsw.gov.au or you can provide feedback through to the PSA by email to MemberSupport@psa.asn.au and reference **PSA Call No. 147713** in the subject heading.

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