

Stewart Little
General Secretary
Public Service Association
Care of: Jessica Jobberns A/Senior Solicitor
By email: jjobberns@psa.asn.au

Dear Mr Little,

Re: Service NSW – Payment of Overtime

For many years, Service NSW operated with a buffer around shift start and finish times. This allowed for local flexibility for employees and supported effective service delivery, without reducing pay.

We now understand that the *Service NSW (Salaries and Conditions) Employees Award* requires payment for all directed overtime and additional hours worked by part-time employees.

Service NSW prides itself on looking after our people. Our priority is to resolve this issue promptly, properly, fairly, and with as little disruption to our people as possible.

Firstly, Service NSW will update our systems and processes to ensure employees are paid for all directed overtime and additional hours. These changes will be announced to team members on Thursday, 5 February before they are implemented on 13 February 2026. We will provide the PSA with copies of the communications that will be distributed to Service NSW team members tomorrow, Thursday, 5 February 2026. We will brief the PSA in detail at the Joint Consultative Committee on Tuesday, 10 February 2026.

Secondly, we acknowledge that many current and former employees are entitled to backpay. We hope to reach agreement with the PSA about the appropriate methodology for calculating backpay. We will write to you separately to initiate discussions.

These changes will not affect employment, staffing levels, incremental salary progression, or operational flexibility where it is available.

We look forward to working collaboratively with the PSA as we implement our new processes and deliver backpay.

If you have any questions or would like further detail, please contact Michael Robson,
Principal Manager Industrial Relations, at [REDACTED]

Sincerely,

A handwritten signature in black ink, appearing to read 'CKK'.

Christine Kosorukow
Executive Director Service Delivery