

# Employee Overtime Backpay proposal

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For feedback  
April 2026



SENSITIVE: NSW GOVERNMENT

OFFICIAL: Sensitive - NSW Government



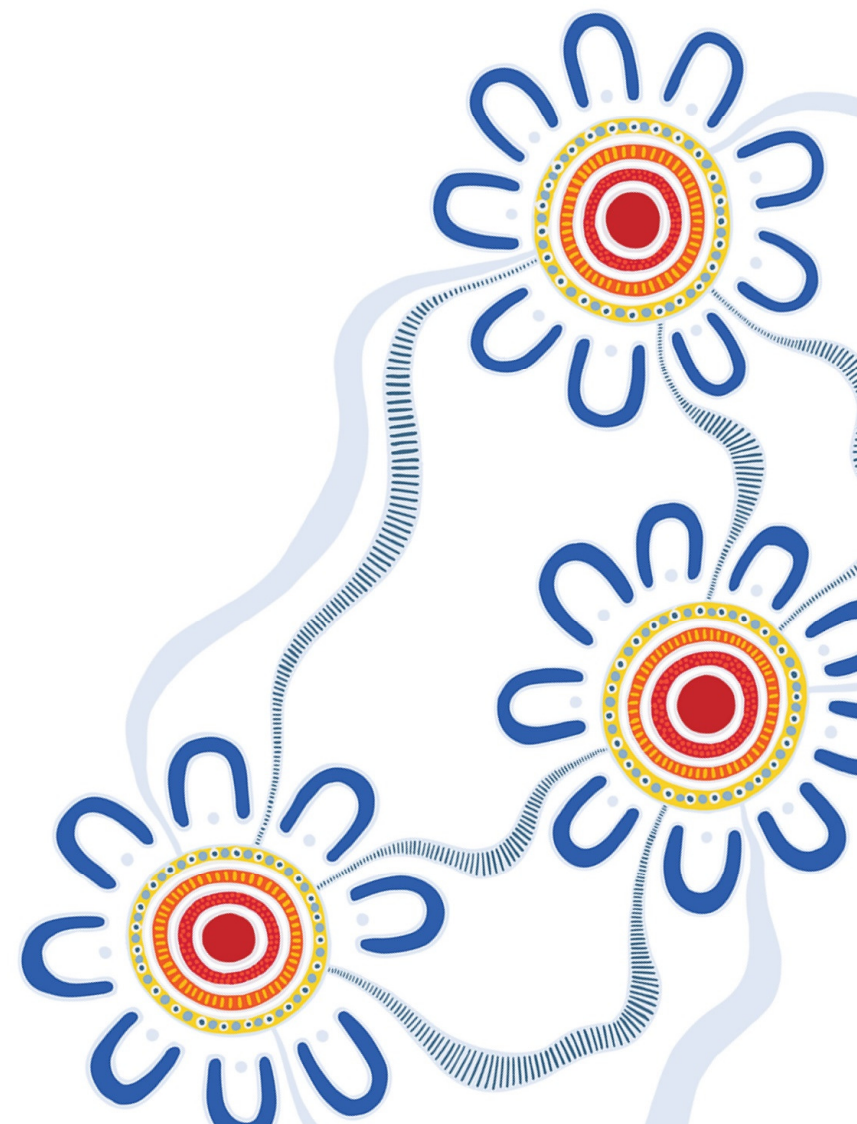
# Acknowledgement of Country

Service NSW acknowledges, respects and values Aboriginal peoples as the Traditional Custodians of the lands on which we live, walk and work. We pay our respects to Elders past and present. We recognise and remain committed to honouring Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships, and continuing connection to their lands, waters and seas. We acknowledge their history here on these lands and their rich contribution to our society.

We also acknowledge our Aboriginal employees who are an integral part of our diverse workforce, and recognise the knowledge embedded forever in Aboriginal and Torres Strait Islander custodianship of Country and cultures.

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The 'Connecting Communities' artwork used here is by Alison Williams, a proud Gumbaynggirr woman.



## Our current position: Service NSW overtime backpay

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- Our previous approach did not fully align with the Award requirements
- The process was updated to be in alignment with the Award from 13th February 2026
- Discussions between Service NSW and the Public Service Association are continuing. At this stage, the model explained in this brief has not yet been agreed between parties.

## We are now seeking your feedback on the proposed approach

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### About the proposal...



The proposal covers short periods of work time beyond the scheduled shift

- Less than **8 minutes** in Contact Centres
- Less than **15 minutes** in Service Centres and Middle Office.



This applies only to time accrued before the process update on 13 February 2026 and after 1 July 2019 inclusive.



Overtime of more than 8 minutes (Contact Centres) and more than 15 minutes (Service Centres and Middle Office) has been, and will continue to be, managed through standard business practices both before and after 13 February 2026.

# Who is eligible for Service NSW overtime backpay?

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## You may be eligible if all of the following apply to you:

- You worked at least one shift between 1 July 2019 to 12 February 2026
- You were in a frontline Service Delivery role in a Service Centre, Middle Office or Contact Centre
- Your role had its overtime provisions covered by the Service NSW Award (excludes contractors or skill hire)
- Your role was affected by the overtime rounding rules:
  - Overtime of less than **8 minutes** was rounded down in the **Contact Centre**
  - Overtime of less than **15 minutes** was rounded down in **Service Centres or Middle Office**
- You were not on a flexible hours agreement. This generally includes:
  - Roles up to G5/6 Coordinator in Service Centres and Middle Office, and
  - G6/7 Team Leader roles in the Contact Centre

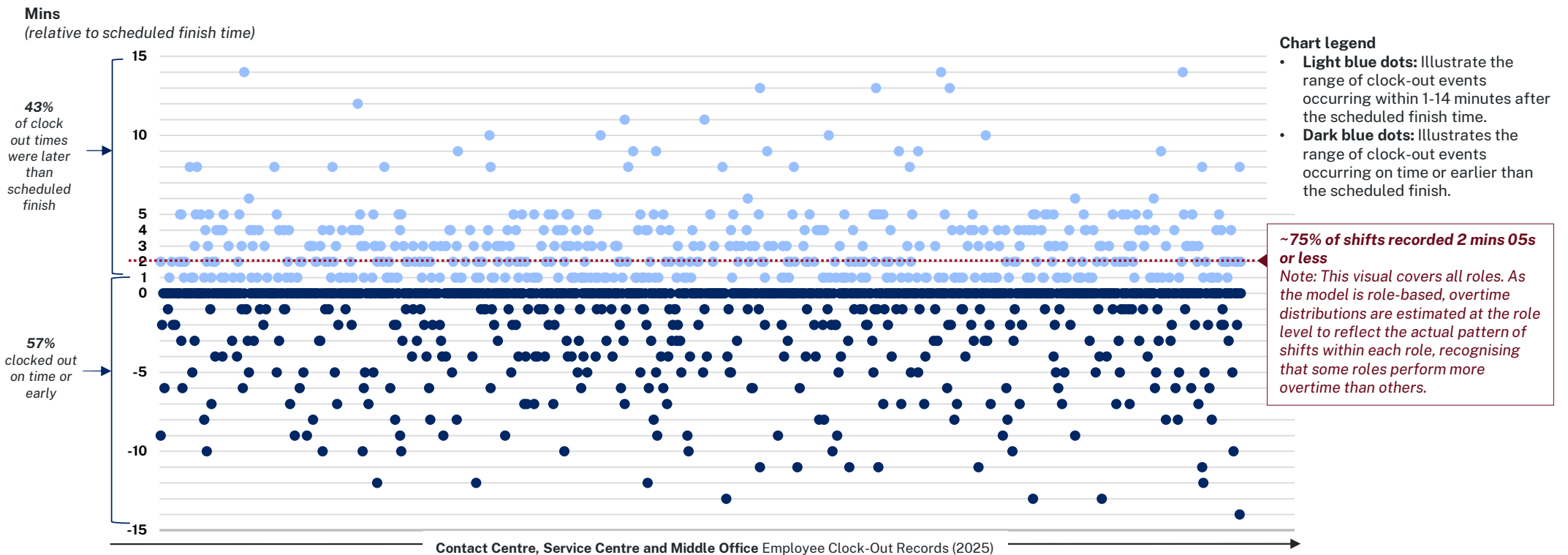
## The proposed model (Role-Based model)

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- 1** During the backpay period, work time was recorded in different ways across several Workforce Planning platforms (e.g. paper, Kronos, UKGPro, Genesys Workforce Management System, Genesys PureCloud)
- 2** Extracting work time from paper rosters and the Genesys Workforce Management System would significantly delay backpay calculation and processing, due to the administrative effort
- 3** Our proposed model uses data from SAP, UKGPro and Genesys PureCloud, to inform a general pattern of behaviour for overtime by role (not at the individual employee level)
- 4** This general pattern of behaviour allows us to determine an amount of overtime that covers the majority of shifts for employees in that role. This is applied as the overtime amount incurred per shift for all employees in the same role, even when tap-on/tap-off data for that period of time is not easily accessible by us

# General patterns of behaviour at the end of shift (Role-Based model)

The chart illustrates patterns clock-off/log-off times, including early finishes, on-time finishes and clock-outs between -14 and 14 minutes after shift end.



**N.B.** Dots in the visual above, represent individual shifts recorded by all employees. The 75% point shown is an overall view; backpay is calculated at the 75% point for each role and may differ due to role-specific patterns.  
**N.B.** The data covers six months, from January 2025 (Contact Centre) and July 2025 (Service Centre and Middle Office). It reflects a sustained high-demand period across seasons and post-Realign, and provides a representative view of actual shift behaviour.



## Modelled after-shift overtime in the Role-Based model

For time worked after the end of a scheduled shift, backpay is proposed to be calculated as follows:

Role-based overtime rates by role		75% of shifts*		
Channel	Role	Average OT Minutes	Estimated Amount (p.a.)	Grade
SC	DSR	1 min 50s	\$328	2.3
	Driver Tester	1 min 30s	\$371	5.2
	Coordinator	2 min 40s	\$708	6.2
	Concierge	2 min 30s	\$630	5.3
	Customer Care Specialist / SSS	1 min 10s	\$288	5.2
	DSR Trainee	1 min 00s	\$195	2.3
	CSR	2 min 10s	\$465	4.1
MO	CSR/CSO (SIS D&T and T&M)	1 min 35s	\$340	4.1
	CSO (Admin)	2 min 05s	\$373	2.3
	Coordinator	2 min 40s	\$707	6.2
CC	CSR	3 min 00s	\$774	3.3
	CCO	3 min 15s	\$694	2.2
	CCS	3 min 00s	\$945	5.2
	Team Leader	3 min 00s	\$1,032	7.1

### The calculation:

- Modelled overtime per shift
- **x** multiplied by number of shifts
- **x** multiplied by FY25-26 rates of pay for the grade and increment of the role held at the time
- **x** over the duration of your employment between 1 July 2019 to 12 February 2026

*The grade used for the estimated backpay in this column is based on the average grade for that role today (in the business in FY26). This is a guide only, and individual estimates may vary.*

*The estimated amount per person assumes the person worked every available overtime shift for the full year. If fewer shifts were worked, the actual backpay amount will be lower.*

# Applying the Role-Based model for overtime after scheduled shift

The backpay amount is calculated using the following formula...

**Modelled overtime per shift** (by role, and that reflects typical patterns of behaviour)



...total number of shifts completed by the individual



... FY26 salary rates

**Joe**



Joe worked as a CSR at Service Centre between 1 July 2021 and March 2024

The role-based model payment for overtime of a CSR role in SC is 2-minutes 10-seconds per shift

Salary grade at the time OT was incurred	FY25-26 rates for salary grade	Number of shifts completed	Subtotal
3.1	\$71,959	223	\$477.66
3.2	\$75,328	230	\$515.72
3.3	\$78,839	165	\$387.22
<b>Total:</b>			<b>\$1,380.59</b>

# Start of Shift Overtime Review

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## Scope of the review

- We conducted a comprehensive review of start-of-shift practices across the Contact Centre, Service Centres (SC), and Middle Office (MO).
  - This review included:
    - Analysis of directed work and system activity
    - Review of break rosters to compare start times to SC opening hours
    - Discussions with leaders across the channels
    - Consideration of how work is practically performed at the start of shifts
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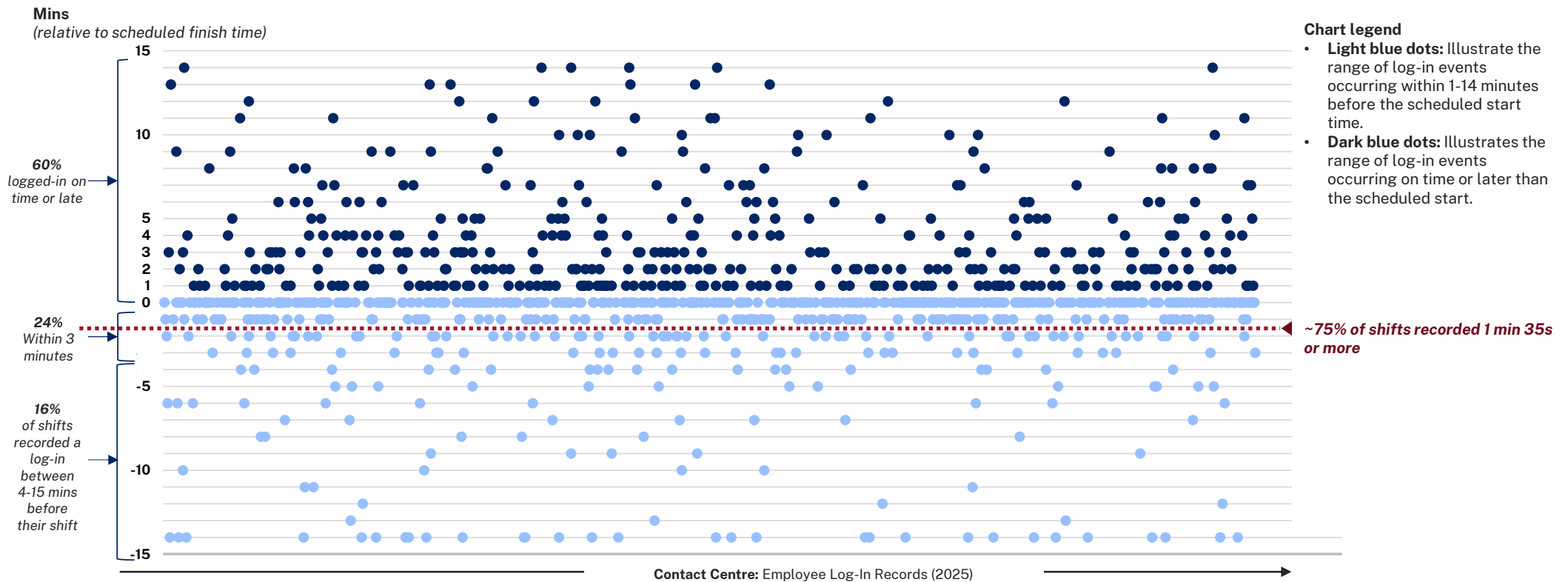
## Key findings

- Directed work regularly occurred before scheduled start times in our **Contact Centre**. This was a common way of working across most (or all) of the Contact Centre team.
- The same pattern of directed work occurrence before shift start time, was not broadly identified across the **Service Centre** and **Middle Office** network.

Our current proposal for backpay will include overtime for time worked before shift in our Contact Centres only.

# General patterns of behaviour at the start of shift in Contact Centre (Role-based model)

The chart illustrates patterns of shifts log-in times, including early finishes, on-time starts and log-ins between -14 and 14 minutes before shift start



N.B. Dots in the visual above, represent individual shifts recorded by CCO and CSR Contact Centre employees. The 75% point shown is an overall view; backpay is calculated at the 75% point for each role and may differ due to role-specific patterns.

N.B. The data covers 12 months from January 2025 and reflects a sustained high-demand period across seasons and post-Realign, providing a representative view of actual shift behaviour



## Modelled overtime before-shift in the Role-Based model

For time worked before the scheduled shift, specifically impacting our Contact Centre, backpay is proposed to be calculated as follows:

Role-based overtime rates by role

		75% of shifts*		
Channel	Role	Modelled OT Minutes	Estimated Amount (p.a.)	Grade
CC	CSR	1 min 00s	\$258	3.3
	CCO	1 min 40s	\$360	2.2
	CCS	1 min 00s	\$315	5.2
	Team Leader	1 min 00s	\$344	7.1

### The calculation:

- Modelled overtime per shift
- **x** multiplied by number of shifts
- **x** multiplied by FY25-26 rates of pay for the grade and increment of the role held at the time
- **x** over the duration of your employment between 1 July 2019 to 12 February 2026

*The grade used for the estimated backpay in this column is based on the average grade for that role today (in the business in FY26). This is a guide only, and individual estimates may vary.*

*The estimated amount per person assumes the person worked every available overtime shift for the full year. If fewer shifts were worked, the actual backpay amount will be lower.*

# Applying the Role-Based model for overtime before scheduled shift

The backpay amount is calculated using the following formula...

**Modelled overtime per shift** (by role, and that reflects typical patterns of behaviour)



...total number of shifts completed by the individual



... FY26 salary rates

## Jane



This is Jane, she began her Service NSW journey as a CCO in the Contact Centre and worked in the role from July 2022. Jane became a CSR from July 2024 and is still with Service NSW.

Service NSW began paying for all overtime from the 13 February 2026.

The average overtime per shift before scheduled shift in the Role Based model is 1-minute 40-seconds for CCO and 1-minute for CSR.

Salary grade at the time OT was incurred	FY25-26 rates for salary grade	Number of shifts completed	Subtotal
2.1	\$62,500	218	\$312.55
2.2	\$65,339	220	\$329.75
3.1	\$71,969	228	\$225.37
3.2	\$75,328	120	\$124.17

**Total**

**\$991.83**

## The key advantages of the Role-Based model

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- 1** **The Role-Based model offers a fair and consistent way to calculate backpay for overtime**, regardless of how overtime was recorded by the individual or locally at the site. It offers a method to calculate overtime, even when the individual records are not easily accessible.
- 2** **All eligible employees who worked a shift during the backpay period will receive backpay.**
- 3** **The backpay amount is relatively simple to assess and can be calculated and paid quickly.**  
Note - When we transition to MyWorkZone and there will be a freeze on non-routine payments from June to August 2026
- 4** **An overtime rate would be applied (1.5x)** whether it was overtime or additional hours.
- 5** **The model will use the FY2026 pay rate** for the role you held when overtime was incurred. Pay rates generally increase annually by ~3%.
- 6** **Backpayment amounts will not be offset against late clock-ins/log-ins or early clock-offs/log-outs.** It will not be offset against instances where team members completed 8-14 minutes overtime and was paid 15-minutes (Contact Centre). Allowances such as travel etc are not being considered or reviewed as part of this exercise.
- 7** **Backpay can be delivered sooner than if we were assessing individual data**

## Individual Assessment Pathway

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- The Role-Based assessment is designed to deliver a fair and positive outcome for most team members.
- Some employees may feel the Role-Based assessment does not provide them with a satisfactory outcome or fully meet their expectations. In these situations, an Individual Assessment pathway may be considered.
- When an agreement on the proposed Role-Based assessment is reached, Service NSW will commence backpay for team members who opt for the Role-Based assessment. The option for accepting the Role-Based model will remain open while the Individual Assessment pathway is being explored by Service NSW and PSA. Team members can wait for more clarity on the Individual Assessment before accepting their preferred assessment method.
- Service NSW and PSA are still in ongoing discussions on how the Individual Assessment will occur and will share more information when we can.

### **Important things to consider regarding the Individual Assessment pathway:**

- This assessment attempts to use your specific data to calculate a back payment. How this happens is still being reviewed.
- If personal-level data is incomplete, this will be supplemented using the Role-Based assessment.
- Once an agreement on the Individual Assessment method is reached, due to the complexity involved, Individual Assessments will take longer to calculate and process than payments under the Role-Based assessment.
- An Individual Assessment may result in an outcome that is higher or lower than the role-based amount.
- Under the current proposal, a team member who opts for an Individual Assessment will not have the option to revert back to the Role Based Model outcome.

## What happens next?



### Take time to review the approach

We encourage you to review the proposed Role-based model.

Please share your feedback via the **SharePoint Hub** by **COB 6 May 2026**. Every piece of feedback will be reviewed and carefully considered.



### We'll arrive at an outcome

We will:

- Consider all feedback received
- Work with the PSA to come to an agreement with the on the approach.
- Communicate the outcome



### Backpay processing and payment

As soon as it is practically possible, we will begin the process of back paying eligible employees. You will receive:

- An email outlining your backpay amount using the Role Based Model, for your review.
- You may delay making a decision on whether to accept this backpay amount or opt for an individual assessment, until more information is available on the alternative pathway.

# Where to go for support?

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## Your key support and information resource

For the **latest information and support available**, as well as to access the **Overtime Contact/Feedback Form** please see the **Overtime Support Hub**:

- [Employee Overtime Support Hub – Home](#)

## Other support resources

For information on the SNSW Award, please see:

- [Service NSW \(Salaries & Conditions\) Employees Award 2024](#)

The People & Culture team (P&C) can be reached via:

- [P&C Business Partners – Portfolio 2 \(Service NSW, LSC, and BDM\)](#)

[PandCBusinessPartnering@customerservice.nsw.gov.au](mailto:PandCBusinessPartnering@customerservice.nsw.gov.au)

- [P&C Contact Centre](#)

[HRAdvice@customerservice.nsw.gov.au](mailto:HRAdvice@customerservice.nsw.gov.au)

If you require wellbeing support, the following resources are available:

- [Employee Assistance Program](#)
- [SNSW Work Health and Safety Hub](#)
- [Building your mental fitness](#)

# Questions?

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**Live Q & A with Christine**