

## ARUMA Joint Consultative Committee (JCC) update

### Members of the Joint Consultative Committee

There has been an ongoing issue around the ARUMA representatives on the JCC. ARUMA is considering the make-up of the Management representatives on the JCC. This is a result of requests by the CPSU NSW for a decision-maker from ARUMA to join the JCC. This would enable decisions to be made at meetings or soon after meetings rather than having to wait for extended periods of time while information is passed on to and from Senior Managers.

ARUMA suggested several options, including Managers from Operations such as CARS, MARS, Regional Managers who understand the operations of the Service as well as Senior Managers including Rob Watkins (CEO A & R) and Laz Cotsios (COO).

We suggested a combination of two HR representative and one Senior Operations such as the Chief Operating Officer (COO) or CEO.

### Project focus

Les Sharpe, Project Manager of Project Focus attended the meeting to provide information around the project and the consultation partners involved.

Project Focus aims to review, then align, the operations across the organisation with a focus on customer service delivery. You can find out more about project focus through the articles that are published in WATTSON.

The Project has been consulting with support services to research and develop better ways of delivering services to people with disabilities. ARUMA stated the project is not a cost-cutting exercise.

Concerns were raised that changes to processes including leave approval, rostering and other processes initiated using RITEQ and SCOUT do not sit neatly with the Team Leader position and responsibilities.

ARUMA pointed out that if staff have ideas around processes they should use Openhouse the Continuous Improvement tool which is located in Periscope. This is a systemised way to provide updates on things that have changed.

We pointed out that transferred staff may not know about the continuous Improvement process and that Learning around this may form part of the Project Focus work.

### Team Leaders over two Group Homes – T2

We also raised that there seemed to be Team Leaders working across two Group Homes over long periods of time and without notifying the CPSU NSW of the arrangement as per Clause 3. Salaries of the *Community Living Award*.

We have received feedback from members that Team Leaders have not been replaced.

We also gave background information about the historical trials of Team Leaders over two Group Homes and how this had been a failed model of service delivery.



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### COVID-19

As restrictions ease, there was discussion around WHS issues that may arise.

The Jobseeker Scheme has caused some confusion in terms of who was eligible.

Communications during the pandemic were sent to all staff as a matter of transparency. We pointed out that the Team Leaders and other Line Managers needed to be able to explain new information to teams so that DSWs and others would know that the information was current and authorised.

### Social distancing

Management advises resources are available to staff on the CORONAVIRUS Hub.

ARUMA has announced the introduction of the COVID-19 Allowance, which at this stage will be available until September. The criteria for receiving the allowance is available in WATTSON. The policy should be sent all Team Leaders to post on site for all staff.

At the time of the JCC meeting (20 May) there had been 169 Coronavirus tests completed with only one support co-ordinated customer testing positive.

PPE – as a practice to reduce risk – it was proposed to centralise the purchasing of PPE so that ordering PPE would not be done ad hoc. Also proposed was to add the stocktake of PPE in each home to the audit process to ensure that stocks did not run short. Instructions around when to utilise PPE should also be provided to staff.

### Team meetings

Management will forward a request to the Pandemic Response Team about when team meetings can resume. This should be possible if Group Homes can meet the social distancing requirements.

### Contact the CPSU NSW

#### CPSU NSW Organisers

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