**From:** Thane Pearce <[tpearce@psa.asn.au](mailto:tpearce@psa.asn.au)>

**Sent:** 15 November 2023 15:44

**To:** Tori Karraz <[victoria.karraz@northcott.com.au](mailto:victoria.karraz@northcott.com.au)>

**Subject:** Service Coordinators - consultation on change

Dear Tori,

I write to you on behalf of the Community and Public Sector Union (CPSU NSW) and refer to your letter of 8 November 2023 (attached). I confirm that I act as an employee appointed representative.

In relation to the change proposal outlined in your letter, we ask that genuine consideration be given to the following:

**That the implementation of any forced redundancies be delayed until at least 1 February 2024.** As you would appreciate, the current proposed implementation timeframe will make it difficult for employees facing a forced redundancy to secure alternative employment. Many businesses close or curtail recruitment activity over the Christmas and New Year period (December-January) to accommodate staff leave and other operational considerations. As such, we ask that Northcott carefully consider delaying forced redundancies as a measure to mitigate the adverse effect of the change on employees.

**That Northcott urgently clarify that effected staff are under no obligation to apply for a role in the new structure and that failure to express interest in a role will not be taken to imply resignation of employment.** A number of Service Coordinators have been wrongly advised that should they fail to express interest in a role in the new structure it will be treated as a resignation and they will not be eligible to receive redundancy and severance payments. We ask that urgent communications are issued to Service Coordinators to clarify this issue.

**That broader consultation occur with all Service Coordinators.** While we understand that the immediate change proposal is likely to effect 30 accommodation units we note from your letter that “Northcott is proposing to develop a regular practice of appointing one Service Coordinator (direct manager of support workers) across two houses (instead of the current placement of one Service Coordinator per house) where reasonable.” In view of this, we strongly encourage Northcott to broaden employee consultation to include all Service Coordinators.

**That affected Service Coordinators are provided, at their request, with an estimated post-tax calculation of all eligible payments on redundancy and offered out-placement support.** In order to make a genuinely informed decision, affected employees should be provided with appropriate financial information and have access to out-placement support.

**That further, careful consideration be given to the operational viability of the proposed staff-to- supervisor ratio.** We understand that under the proposed operating model Service Coordinators managing two accommodations units will have up to 20 direct reports, effectively doubling their current workload. We are deeply concerned that, if implemented, this change will inevitably increase the likelihood of systemic failure and reduce the overall standard and quality of care.

**That financial compensation be considered for additional travel between accommodation units.** Under the proposed model Service Coordinators will be required to undertake additional travel and we strongly encourage Northcott to consider appropriate financial compensation.

I thank you for your consideration of our submissions and I look forward to your prompt reply. I can be

contacted on 0408 223 276.

Regards,

Thane

**From:** Tori Karraz [<victoria.karraz@northcott.com.au>](mailto:victoria.karraz@northcott.com.au)

**Sent:** Thursday, November 16, 2023 9:34 AM

**To:** Thane Pearce [<tpearce@psa.asn.au>](mailto:tpearce@psa.asn.au)

**Subject:** Re: Service Coordinators - consultation on change

Dear Thane,

Thank you for your email and raising these concerns.

To respond to specific things that you have raised:

Northcott acknowledges the timing may not be ideal for individuals who may be made redundant. However, the financial pressures influencing this proposal are significant and need to be addressed as soon as possible. Further, notice of at least 4 weeks (either paid or worked) will be provided to any person outside their qualifying period. This should assist financially through the Christmas / New Year period.

A Service Coordinator is not required to apply for the remaining role. They will not be assumed to have resigned if they fail to attend or engage with the interview process. However, failure or refusal to engage in the interview process may put them at a disadvantage when we are considering which person is more suited to remain in the position. If there are specific people who have raised this concern, we ask that they contact the person they have been discussing this with (and / or HR) to clarify.

Our proposed changes will only affect specific houses that we have identified and therefore we don’t consider broader consultation to be relevant or useful at this time. Any changes in future will also be proposed only after considering the unique impact on the relevant locations.

If any Service Coordinator wishes for an estimate as to redundancy, they can send an email to HR or ask their manager - it will be provided to them as soon as practicable. It is should also be noted that the redundancy entitlements are clearly set out in the enterprise agreement.

The impact of care on customer's and welfare of remaining staff who move to a model of 1

coordinator over 2 houses is at the forefront of our decision making. We are drawing on our current experience of where we are already operating this way. This is why we are engaging in the consultation process as we want to satisfy ourselves that the proposed locations are suitable based on our knowledge and operational experience. The proposal does not “double” workloads as we ensure that adequate supports and systems are implemented to create an attainable and safe workload. We will continue to consider the impact on each location and manager as we continue through this process.

I can confirm that Service Coordinators are entitled to receive a travel allowance when travelling on duty (and where they do not have access to a Northcott vehicle) in accordance with clause 30 of our Enterprise Agreement. For clarity, this will only apply when the employee is reasonably required to travel between locations.

Kind regards, Tori

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**Tori Karraz** ‑ Industrial Relations Manager

**Northcott** ‑ 1 Fennell Street, North Parramatta, NSW 2151

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**Twitter:** [www.twitter.com/northcott\_ds](http://www.twitter.com/northcott_ds)

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