

**From:** [Thane Pearce](#)  
**To:** [Tori Karraz](#)  
**Cc:** [Vivette Horrex](#); [Alex Sala](#)  
**Subject:** Service Coordinators - consultation on change  
**Date:** Wednesday, November 15, 2023 3:44:56 PM  
**Attachments:** [image095528.png](#)

**Importance:** [231108 Letter to CPSU from Northcott - Consultation - Service Coordinators.pdf](#)  
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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 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



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