



# AGENDA

---

<b>Meeting</b>	NNSW & MNC Joint Consultative Committee
<b>Date</b>	Thursday 12 December
<b>Time:</b>	10.00am – 12noon
<b>Venue:</b>	EDD Office Ballina + Teleconference (refer calendar invite for details)
<b>Rooms booked:</b>	Coffs Harbour - Moonee St- VC Room, Grafton – 120 Fitzroy Street – Conference Room, Lismore – 4 Zadoc St - Webinar Room, Port Macquarie – 9 Short St, Conference Room, Tweed Heads – 98 Blundell Blvd - GoTo Suite

---

## 1. Attendance & Apologies:

<b><i>For DCJ:</i></b>	Susan Mattick (EDD), Richard Walkom (EO)
<b><i>For PSA:</i></b>	Rebecca Reilly
<b><i>For PSA reps:</i></b>	Mark McFadden, Adam Smith, James Fraser, Tanya Allen, Maxine Dayhew, Daniel Shorter, Robert Edwards, Kellie Jermy, Susan Davies, Suzanne Bright, Jennifer Crevola, Maxine Stuart, Diane Mearthur, Michael Smart, Heidi Payne, Tracey Trindall, Jennifer Kladis, Christopher Barnard, Susan Nichols, , Phillip Connor, Peter Briggs, Melissa Roe, Christine Lockton, Daniel Bowman
<b><i>Apologies:</i></b>	Dwayne Clarke, Rosalind Cook
<b><i>Secretariat:</i></b>	EA to Executive District Director

<b>2. Business arising from previous meetings</b>			
	<b>Item</b>	<b>Discussion/decision</b>	<b>Action/responsibility</b>
2.1	Subpoenas	<ul style="list-style-type: none"> <li>• PSP Paralegal cannot be used for general subpoenas.</li> <li>• Acknowledge issues around subpoenas and workload.</li> <li>• Issue re multiple copies of same record when printing out in ChildStory.</li> <li>• Need clear instructions around subpoenas and documents out of ChildStory.</li> <li>• Child Story not aware of any particular issues.</li> <li>• Heidi will provide some examples of issues</li> </ul>	<p><b>PENDING</b> Lisa Gava to follow up with staff at Lismore re multiple copies</p> <p><b>Update December 2018</b></p> <ul style="list-style-type: none"> <li>• ChildStory print release for Subpoenas has addressed this issue and simplified it. The new release should significantly simplify and resolve issues. The redaction due for imminent release will further reduce time and effort</li> </ul> <p><b>Update March 2019</b></p> <ul style="list-style-type: none"> <li>• Rebecca advised the print release has made the process more difficult, rather than simplified</li> <li>• Issue has been raised for the past 2 years</li> <li>• Update of the 'how to' guide hasn't occurred. Clear instructions needed ASAP as well as training</li> </ul> <p><b>Update June 2019</b></p> <ul style="list-style-type: none"> <li>• ChildStory not aware of any specific issues</li> </ul> <p><b>PENDING</b> Heidi and Rebecca to provide specific examples of issues to PSA and EDD. EDD will feed up to ChildStory. PSA will also raise centrally through Industrial Officer meeting with ChildStory.</p> <p><b>Update September 2019</b></p> <ul style="list-style-type: none"> <li>• Rebecca provided an example to Susan (spreadsheet of hours spent on subpoenas at Coffs Harbour CSC over a two month period)</li> </ul>

			<ul style="list-style-type: none"> <li>• Susan advised the ChildStory sub-committee is working on the issue of subpoenas</li> </ul> <p><b>Update December 2019</b></p> <p>PSA Regional Organiser (PSA RO) Subpoena- Members would like these completed by separate team in Head Office. Work Load remains high- MCW and admin who are losing hours in the flex period due to subpoenas are they supported to request time in lieu?</p> <p>Executive District Director Susan Mattick (EDD) would support a resolution for subpoenas to be completed by head office and agreed that there needs to be a solution.</p> <p>EDD will follow up with HR to see what they say to TIL.</p>
2.2	Alternative Care Arrangements	<ul style="list-style-type: none"> <li>• Briony communicating with Head Office re different requests for information and advices. Intention is to streamline processes centrally under 1 EDD. Acknowledge operational impact and keen to hear examples from Districts.</li> </ul>	<p><b>Update March 2019</b></p> <ul style="list-style-type: none"> <li>• Susan advised ACA arrangements have been pulled together under one central team. There is now more clarity around the process</li> <li>• Rebecca noted she is not hearing this in CSC's – rather delays with CAU response, issues with checks, particularly ChildStory checks where all the data hasn't come across</li> <li>• Susan noted we don't want children in motels, but children are moving through the placements. Unfortunately creating new placements does not happen overnight</li> <li>• Rebecca questioned what is happening centrally/regionally to create more placements?</li> </ul> <p><b>Update June 2019</b></p>

			<ul style="list-style-type: none"> <li>• A number of actions underway centrally to build capacity</li> <li>• Central arrangements will change at the end of the month. Central team members will be responsible for particular teams</li> <li>• CFDU now taking the lead with ACAs</li> <li>• Checks on workers have been streamlined to an extent</li> <li>• Rebecca raised the concern that during the stress of having y/p in ACA's being asked by multiple players what has the caseworker done to secure a placement creates extra stress when usually this is out of the CW and MCW hands</li> <li>• Also CAU asking a region to check placements in services that are not in this region creates extra stress</li> </ul> <p><b>Update September 2019</b></p> <ul style="list-style-type: none"> <li>• Some discussion around streamlining forms. Can one form be used for both panel and ACA's?</li> <li>• Susan advised she is not in a position to modify forms, this would need to be taken up with Simone Czech, Deputy Secretary</li> </ul> <p><b>PENDING</b></p> <p>Susan to provide an update at the December JCC meeting</p> <p><b>Update December 2019</b></p> <p>PSA RO- still taking up a great amount of time and there has been no feedback from members that the process has become easier.</p> <p>EDD- The anticipated time frame for streamlining the process was too optimistic at last JCC - The Minister arranged for all of the EDD, DCS &amp; DCP and a whole range of NGO together for a</p>
--	--	--	---

			<p>meeting about ACA's. Discussed was how we are going to work better and create more placements. Hopefully more placements will be opened up that will see less of a dependence on ACAs.</p> <p><b>Agenda item to remain open.</b></p>
2.3	ChildStory	<p><b>Data migration</b> The PSA was advised all data had been migrated, but that is not the reality on the ground. Staff are still checking KiDS which is creating additional work</p> <p><b>Training</b> Covered in Business Arising above (item 2.2)</p> <p><b>JIRT ongoing system issues</b> More specialised training required</p> <p><b>Other issues - interview notes, J and O's not coming across, limit of 2000 characters</b> Character limits are problematic Message centrally is that all data has been moved across. Concern from staff if KIDS is turned off</p>	<p><b>PENDING</b></p> <ul style="list-style-type: none"> <li>• Staff to provide examples where data has not been migrated</li> <li>• JCPR have received some training but open for recommendation on what further training is needed</li> <li>• EDD will follow up re J and O issues i.e. character limits</li> </ul> <p><b>Update September 2019</b></p> <ul style="list-style-type: none"> <li>• Examples were provided to Susan, who will raise them with Lauren Dean, ED ChildStory – e.g. Family Action Plans, subpoena printing, data migration</li> <li>• Susan noted ED ChildStory is aware of the issues and is working through them</li> </ul> <p><b>Update December 2019</b> PSA- provided a 2.5 page document of Child Story examples. EDD- Child Story receive many examples however they take the most frequently raised issues and working towards that. Child Story are working on opening the service options portal.</p> <p>PSA RO- raised concerns that the current system is not working so we are critical about them introducing the portal to service providers.</p> <p>EDD- Great advantages of opening the portal.</p>

			<p>Note to members- keep sending in examples to RO. Also log your concerns on Service Now as this is evidence and seems to be the only evidence they are listening to.</p> <p><b>Agenda item to remain open.</b></p>
2.4	Behaviour Support Plans	<ul style="list-style-type: none"> <li>• Psychologists who don't want to sign off plans unless they have met the child</li> <li>• Document too lengthy and reviews are too frequent (needs streamlining)</li> <li>• There are 2 types of forms – lengthy and shorter version – preference is to use the smaller document consistently across the district</li> </ul>	<p><b>PENDING</b> Susan to follow up and provide an update</p> <p><b>Update June 2019</b></p> <ul style="list-style-type: none"> <li>• EDD will discuss with Belinda Evans Director Psych Services</li> </ul> <p><b>Update September 2019</b></p> <ul style="list-style-type: none"> <li>• Susan has spoken with Belinda Evans and will distribute the advice received</li> </ul> <p>Update- Belinda had provided advice.</p> <p><b>Update December 2019</b></p> <p>EDD unable to provide an update as she was locked out of her computer.</p> <p><b>Agenda item to remain open</b></p>
2.5	JCPR - how many cases for CW's? Use of WLP?	<ul style="list-style-type: none"> <li>• Use of work load planners in JCPR</li> </ul>	<p><b>PENDING</b> EDD to follow up with JCPR.</p> <p>PSA RO- Recently has been advocating the use of WLP in all program areas including JCPR.</p> <p><b>Agenda item to remain open.</b></p>

2.6	<b>Transfer process between CSC's</b>	<ul style="list-style-type: none"> <li>• Members being told no transfer between CSCs</li> <li>• Policy states that transfers are point in time. There is no transfer register</li> <li>• Possibly have a more informal system within the District</li> </ul>	<p><b>PENDING</b> EDD / BM to look at a more informal process</p> <p><b>Update September 2019</b></p> <ul style="list-style-type: none"> <li>• Grant advised this is part of the district RTF process. If staff are interested, they should discuss with their Manager, then the Manager can submit for consideration to DCS</li> <li>• Resource Allocation Meetings held at Executive level and any request for transfer could be discussed then</li> <li>• Any concerns that requests are not fed up by Managers should be raised with Rebecca</li> <li>• Compassionate transfers are assessed at a particular point in time</li> </ul> <p><b>PENDING</b> Grant Tyler (BM) will discuss this with EDD and bring a proposal to next meeting</p> <p><b>Update December 2019</b> EDD and BM have still not had this discussion or proposal.</p> <p>BM will have a discussion at the next executive meeting. In the meantime a discussion as discussed at the September JCC can be had with line manager requesting a transfer.</p> <p>PSA RO- if <u>members</u> have requested a transfer from their manager and the request has not been followed up then contact PSA RO.</p>

<p><b>2.7</b></p>	<p><b>Guardianship</b></p> <ul style="list-style-type: none"> <li>Streamline process</li> </ul>	<ul style="list-style-type: none"> <li>Some confusion regarding the process. Paralegal complete some, however roles are unclear</li> <li>Swati noted the process is overseen by DCS/Manager Permanency Support</li> </ul>	<p><b>PENDING</b> Susan to follow up with Swati A/DCS and come back with further information for discussion at the next JCC meeting.</p> <p><b>Update December 2019</b> EDD still to follow up.</p> <p>PSA- The process seems to be really confusing. Pressure has been placed on CSC's to complete these even while the staff levels are low due to disasters around the district. Issues with access to legal team due to lack of staff in legal services.</p> <p>DCS Deb Carnarle- will take comments on board and look into the process but there has been a process in place for a number of years.</p> <p><b>Agenda item to remain open</b></p>
<p><b>2.8</b></p>	<p><b>Leave</b></p> <ul style="list-style-type: none"> <li>Timeframes for leave approvals</li> </ul>	<ul style="list-style-type: none"> <li>CSC's have commenced planning for Christmas leave and are completing leave calendars</li> <li>Members have noted they are entering leave in SAP and it is taking a long time to be approved – difficult for planning/booking trips etc</li> <li>Grant advised leave needs to be approved within 5 days on SAP otherwise the request escalates</li> <li>Good practice to plan staff leave in the long term. Staff should have a conversation with their managers</li> </ul>	<p><b>PENDING</b> Susan to follow up with DCS' regarding Christmas leave. Once leave calendar finalised, DCS/Managers need to go back to the unit noting approval</p> <p><b>PENDING</b> Jeff will follow up with Rodney Land regarding Housing leave</p> <p><b>PENDING</b> Richard to follow up regarding the requirement to have 75% of staff in the office over the Christmas period</p> <p><b>Update December 2019</b></p>



		<p>regarding future leave and seek verbal or email approval</p> <ul style="list-style-type: none"> <li>• Need to clarify if it is a requirement to have 75% of staff in the office over the Christmas period</li> </ul>	<p>Information provided to staff that 75% was not the required staff.</p> <p><b>Agenda item closed</b></p>
2.9	<p><b>Moonee Street Coffs Harbour Office</b></p> <ul style="list-style-type: none"> <li>• Site management</li> </ul>	<ul style="list-style-type: none"> <li>• Grant advised that LAHC, DCJ and AHO staff occupy the building</li> <li>• Administrative support required for ordering supplies, mail, payment of accounts, vehicles</li> <li>• LAHC own the building, however they are not part of the District</li> <li>• There is an expectation that the District provides this site management support</li> <li>• Issues have been escalated centrally to try and get a position</li> </ul>	<p><b>PENDING</b></p> <p>BM will provide an update prior to the next JCC meeting.</p> <p><b>Update December 2019</b></p> <p>Chris ex ADHC has taken on the position as site manager. PSA will consult with members in the building to see if the issues had been resolved and if they have then the item can be closed.</p> <p>BM- wanted to know the particular issues if no resolution.</p> <p><b>Agenda item remains open until members provide further information</b></p>
2.10	<p><b>Housing</b></p> <ul style="list-style-type: none"> <li>• Staffing</li> </ul>	<ul style="list-style-type: none"> <li>• Members are reporting there are vacancies in Housing</li> <li>• Rodney Land advised recruitment is underway for backfilling</li> <li>• Example was provided where a displaced staff member from MNC is in the talent pool. However there was recently a SEEK advertisement for temporary staff</li> <li>• Timeframes to get staffing was raised – police/screening checks etc.</li> </ul>	<p><b>PENDING</b></p> <p>Director Housing NC and MNC will to follow up regarding staff member in talent pool and provide advice.</p> <p><b>Update December 2019</b></p> <p>PSA- Why is there an ex-housing staff member on the talent pool still not with a position when they are taking staff on from recruitment agencies?</p> <p>BM-We use them mainly because of short term temp vacancies and aboriginal candidates.</p>

			<p>PSA-was informed that he was not fit for the CSO position it would be good to know if there was an actual reason why he was not being employed.</p> <p>House Director NCNE Jeff Mills- never specifically said doesn't fit- we create a talent pool we can choose to use them or not. One of my issues is we get lots of people applying up north. We want to develop a strong talent pool with skills we can use into the future. Refreshing the talent pools so we can pick the best.</p> <p>EDD- we need to be clear what the expectation is for this ex-staff member and requests that Jeff and the PSA continue this discussion away from the JCC.</p> <p>BM- no vacancies in Lismore Mark- we have 4 CSO and 5 positions so it looks like there is a vacancies. There was a structure- that was approved by previous DD and it shows the substantive roles against positions establishment. Paul Vevers said we were funded for every position we have.</p> <p>BM and Mark will look at reconciling the list to make sure all positions are filled.</p> <p><b>Agenda item to remain open</b></p>
<p><b>2.11</b></p>	<p><b>Housing</b></p> <ul style="list-style-type: none"> <li>Workload relating to former tenant categorisation assessments</li> </ul>	<ul style="list-style-type: none"> <li>Mark explained that former tenants need to be categorised – they apply via the call centre. It is then work flowed to the local office (Lismore – for former New England and Mid North Coast areas)</li> </ul>	<p><b>PENDING</b> Jeff will ask Rodney Land to investigate and provide advice</p> <p><b>Update December 2019</b></p>

		<ul style="list-style-type: none"> <li>Jeff advised his understanding was they shouldn't be – only former FACS tenants who haven't been categorised previously</li> </ul>	<p>Jeff- did follow that up the New England work was coming across to the coast. Now being managed by the Hunter. Small number on the MNC that have fallen through to North Coast.</p> <p>Mark- turned out to what we thought was big turned out to be small.</p> <p><b>Agenda item closed.</b></p>
<b>3. Updates</b>			
	<b>Item</b>	<b>Discussion/decision</b>	<b>Action/responsibility</b>
3.1	Feedback from Delegates meeting with Managers		<p>Kempsey-yes having meeting with MCS- no issues.  Lismore yes  Grafton- yes  Coffs Harbour have not had one for a while due to the change of MCS- however these will start again soon.  Tweed Heads- yes  Ballina- no representative from this CSC at JCC meeting</p> <p>PSA advised DCS MNC Greg Hall Port Macquarie had not been having regular meeting with their Delegates and they will be approaching their MCS to start these.</p>
3.2	Executive District Director Update		<p>Not much to update as most has been discussed through the agenda items.</p> <p>Executive recently debriefed over the fires.</p>
<b>4. Standing Items</b>			

4.1	District WHS and Workers Compensation Reports	<ul style="list-style-type: none"> <li>WHS report for Q1 circulated prior to the meeting</li> </ul>	WHS report is not ready and will be sent around as soon as it is.
<b>5. New Matters</b>			
5.1	<p><b>RAM</b> Loss of positions in the District</p>		<p>PSA RO reports that there has been a loss of RAM</p> <p>BM reports RAM- more than what it was. More adjustments across the CSC's.</p> <p>Lismore- a bit different- some sites have gone up. Lismore are over filled so they have dropped a couple. We had a need to fill the positions quickly. Lismore a couple of vacancies and a couple of mat leave.</p> <p>NC- stayed the same MNC- extra two</p> <p>EDD-Additional RAM is a measure across the whole state.</p> <p>James- Just so we can be clear is all that staff see is bums on seats and we are not seeing bums on seats.</p> <p>BM Grant Tyler- CW numbers change year to year.</p> <p>James- Are we shuffling the existing RAM? With the new interstate team we increased the number of children by 180 children. RAM has not increased I can't see our number are not going down. Double our OOHC cohort. Influx of 180. Some caseworkers are carrying 18 cases.</p> <p>EDD said that we did get an extra 10 caseworkers.</p>

			<p>James- They would have looked at the caseloads and known that they would be carrying 18 cases. The District received more work and less case workers.</p> <p>BM-They did fund for more case workers than last year. But there are winners and losers. QIT (Queensland interstate Team) Received a full consideration from central office 10 case workers 1 MCW.</p> <p>PSA Delegate James-QIT Team are working really hard and currently have 18 cases. They are doing a fantastic job.</p> <p>PSA RO- I have spoken to members of the team and MCS and requested that they complete work load planners so they are not overloaded.</p> <p>BM- we do look at the numbers and try and employ as many people as we can.</p> <p>James- Confusing at looking at positions and the numbers don't add up.</p> <p>EDD- Happy for us to have a look at how it's described- some sort of information sheet. We don't have a say how much RAM we receive.</p> <p>PSA RO-We do hope that you feed up that the current RAM is not enough for our members to do the work that is required.</p>
--	--	--	--

<p><b>5.2</b></p>	<p><b>Interstate Project (Queensland Interstate Team QIT)</b></p> <ul style="list-style-type: none"> <li>• Positions coming out of the District RAM?</li> <li>• Impact on CFDU</li> <li>• Timeframe</li> <li>• When will the temps be made permanent?</li> </ul>		<p>Agenda item was discussed above.</p> <p>PSA RO- Many of the cases that the interstate team were given are complex, some children and placements have never been seen and the placements are unsuitable. This is also having an impact on our local CFDU.</p> <p>EDD- Any placements that are needed for C/YP from the QIT project should be sent back to the owning District to manage.</p> <p>Note- The above agenda items were discussed at length and the question of time frame for the project and temporary case workers in the team was not discussed. PSA will add this as an agenda item for the March JCC.</p> <p><b>Agenda item to remain open.</b></p>
<p><b>5.3</b></p>	<p><b>Face to face risk assessments</b></p>		<p>PSA- Face to face risk assessment have increased however the RAM has not increased and Child Story has not decreased the workload rather than increased it. This does not seem fair.</p>
<p><b>5.4</b></p>	<p><b>MCW's</b></p> <ul style="list-style-type: none"> <li>• Ratios</li> <li>• Level of risk and work pressure is untenable</li> <li>• Review of role description</li> </ul>		<p>PSA- The current approved ratio is 1 to 6. RAM ratio is 1 to 7. We has also been informed that some teams are expected to have a ratio of 1 to 8. I have advised members to not accept 1 to 8. CWS should be included in ratio and it might be suitable that this team is 7.</p> <p>BM- Ratio of 1 to 8 is not at Lismore. There current RAM is at 42 filled positions. 1 to 8 won't be an issue. We have to reallocate the resources.</p> <p>BM- does look at the ratio each month.</p>

			<p>Note- members contact PSA RO if any pressure is for MCW to supervise 1 to 8.</p> <p><b>Agenda item to remain</b></p>
5.5	<p><b>Backfilling</b></p> <ul style="list-style-type: none"> <li>• Maternity/ stress leave</li> </ul>		<p>BM- Yes maternity leave and stress leave are backfilled.</p>
5.6	<p><b>Long term temporary caseworkers to be made ongoing</b></p> <ul style="list-style-type: none"> <li>• Timeframe?</li> </ul>		<p>BM- Current process where I am reviewing that 17 conversations. In NNSW we don't have too many ongoing vacancies due to temporary caseworker's backfilling positions. They do try and give long contracts to make staff feel more settled. There are 4 positions coming up and extending until June.</p> <p>PSA RO- to give BM the names to see if they are on the list.</p> <p>Note-Temporary caseworkers that are members to email PSA RO if they would like to check if they are going to be made permanent soon.</p>
5.7	<p><b>NNSW Streamlined Response Pilot</b></p> <ul style="list-style-type: none"> <li>• When is this coming to other CSC's?</li> </ul>		<p>NC DCS Deb Carnarle- Yes we are looking at trying to take that NNSW District wide. NC DCS has just spoken to MCS Lismore and said that it maybe start there in March 2020. There is still some work being done with NNNS and help line.</p>
5.8	<p><b>SAP</b></p> <ul style="list-style-type: none"> <li>• On call allowance</li> </ul>		<p>PSA RO provided details of the on call issue and BM said they are looking into this.</p> <p>SAP Issues that have not had an adequate timely response can still be fed up via managerial lines to business manager.</p>

<p><b>5.9</b></p>	<p><b>Workload Planner</b></p> <ul style="list-style-type: none"> <li>• Staff being told they do not have to use</li> <li>• JCPR - how are they measuring workload?</li> </ul>		<p>PSA RO- Some staff had been informed that WLP's did not need to be used. The PSA met with the Secretary MCT earlier in the year and he agreed that the WLP should be used and also agreed to work with the PSA to develop a new WLP. PSA have advised all members in all programs to start using the WLP to avoid being over loaded with work. Hours can be over however your manager needs to prioritise what needs to be completed in the current work load planner and what can be left for the following month. Members are also encourage to update the WLP with other tasks that they are given during the month. If extra tasks/cases are given to the caseworker not on the WLP then a discussion with the MCW as to what can be left till next month should be requested. WLP should be completed by the caseworker and hours should be negotiated with the MCW in a WLP meeting. There is not a current 'time to task' that incorporates the Child Story system so the time taken to complete these tasks should be negotiated based on complexity and experience of the caseworker. Members are advised not to lose hours and firstly address any work load stress with their manager/MCS. If members are not provided with an adequate response then complete an incident report and contact the PSA. Members should also be requesting regular individual supervision.</p> <p>EDD- Encourages the use of the WLP.</p> <p><b>Agenda item to remain</b></p>
<p><b>5.10</b></p>	<p><b>ChildStory</b></p> <ul style="list-style-type: none"> <li>• Examples to be provided</li> </ul>		<p>Agenda item discussed above.</p>



<p>5.11</p>	<p><b>Secondary Work Assessments</b></p> <ul style="list-style-type: none"> <li>JCPR Policy or District Policy?</li> </ul>		<p>EDD- will have to look into this and provide advice.</p>
<p>5.12</p>	<p><b>Data</b></p> <ul style="list-style-type: none"> <li>Pressure on understaffed CW's (due to lack of backfilling and disaster recovery shifts)</li> <li>CIW not picking up work that is being completed - current guide is inadequate</li> </ul>		<p>PSA RO- unrealistic pressure has been placed on CSC's to fix data- when the system has many faults, CSC's are already understaffed due to disaster welfare responses and unrealistic expectations and there was not let up on these requirements.</p> <p>PSA Delegate example. There was still pressure to get guardianship cases in when these children had been sitting in supported care for years. Confusion as to what is taking priority.</p> <p>The filtering down didn't seem to be happening that non-essential travel was not be completed.</p> <p>NC DCS Deb- Probably need to give a reminder about the language we use when we are talking about data. When we say data are talking about the work that we do with children and families.</p> <p>PSA RO- at no time have I had any members raise any issue with completing important tasks like child protection risk assessment or essential home visits. It's the OOHC data requests that are not essential that members were concerned about. There was no understanding that members do not have enough staff to do the work that is required in non-disaster times let alone when most of the staff have been out supporting the community during a disaster. There needs to be some common sense when pressure is placed on members to complete non-essential data. We had members being told that there was no</p>

			<p>excuses not to complete home visits and they were putting themselves at risk driving through smoke.</p> <p>EDD-something that we need to look at in the upcoming debrief into the response to the Disaster. I know we did do evaluations on CW safety compared to addressing reports.</p> <p>CIW – PSA RO- CIW not picking up work that is being completed and the current guide is inadequate.</p> <p>Delegate from QUCU NC- There is a phone link up every Thursday- QUCI team discussing the issues that have been coming up from Child Story. QMAT was based on human desecration however CIW does not. Reporting guides are currently being updated however some staff are not using it.</p> <p>PSA- Could QUCI then educate staff on the tricks to make the work they do count.</p> <p>Delegate- We will do training- we have completed two group supervisions this month and trying to get into when we can other group supervision.</p> <p>PSA- I am aware that this is the response from the NC QUCI team but unsure how it's being managed on the MNC.</p> <p>MNCDCS -Greg will look into what is happening on the MNC.</p> <p><b>Agenda item to remain</b></p>
5.13	<p><b>OOHC Privatisation</b></p> <ul style="list-style-type: none"> <li>• Transfer of Kinship cases - agencies don't</li> </ul>		<p>PSA RO- OOHC Kinship carer cases now being transferred to NGO. Do the agencies really have capacity to take these when they don't currently have the capacity and skills to manage the</p>

	<p>have the capacity to manage the PRM cases</p> <ul style="list-style-type: none"> <li>• ITC</li> </ul>		<p>PRM cases- Concerning that they are now allowed to transfer kinship care children to OOHC Service providers when there are concerning reports at the capability of the OOHC providers to provide an adequate service to PRM children. No consequences for OOHC service providers who are not doing their job properly.</p> <p>Note- PSA RO- will be asking the PSA to request data from DCJ on the percentage of reports coming in for children/y/p in OOHC before and after privatisation.</p> <p><b>Agenda item to remain.</b></p>
<p><b>5.14</b></p>	<p><b>Permanency Coordinators</b></p> <ul style="list-style-type: none"> <li>• MCW ends in June - more defined role description</li> <li>• Need to double the amount to check agency accountability</li> </ul>		<p>PSA RO-Permanency Coordinators- Do they have a position description. They have a huge workload and it's their responsibility to review the case plan. 3 PC's for over 600 children. PC's don't have the hours to do what needs to be done. Child Story issue with payments and reconciliation. ITC can't even go on Child Story as its complex needs. Agencies are not being paid correctly and they are owed millions. Wouldn't you think that if the PC's are the only accountability that DCJ has then they would resource this better. Spread sheets track what they are doing as there is no facility on Child Story.</p> <p>EDD- There is some work going on state wide as to the role. But there is certain core work that is need to be done.</p> <p><b>Agenda item to remain open</b></p>
<p><b>5.15</b></p>	<p><b>ACA's</b></p> <ul style="list-style-type: none"> <li>• Still taking up a great amount of time - how has this been streamlined?</li> </ul>		<p>Agenda item discussed above.</p>

5.16	<p><b>OOHC Survey</b></p> <ul style="list-style-type: none"> <li>Reasons for this and confirmation the results will not be used as a performance improvement tool</li> </ul>		<p>EDD- Base line survey to understand looking at the admin load of OOHC. Will not be used as a performance management tool.</p> <p><b>Agenda item to be closed.</b></p>
5.17	<p><b>Subpoenas</b></p> <ul style="list-style-type: none"> <li>Members would like these completed by separate team in Head Office</li> <li>Workload remains high</li> <li>Update from EDD requested to the program running in Head office</li> <li>MCW and admin are losing hours in the flex period - are they supported to request time in lieu?</li> </ul>		<p>Agenda item discussed above.</p>
5.18	<p><b>Flex Sheet audit Request</b></p> <ul style="list-style-type: none"> <li>Oct/Nov 2019</li> </ul>		<p>EDD- yes</p>
5.19	<p><b>Wellbeing Program</b></p> <ul style="list-style-type: none"> <li>For Coffs Harbour/rest of District</li> </ul>		<p>PSA RO-Members at Coffs Harbour were enquiring why this program had stopped. Last JCC the PSA were told that this program would be rolled out to the rest of the District.</p> <p>MNC DCS Greg said that there were significant changes to the EAPS program.</p>

			<p>PSA- It would have been good to advise the members that this was now the support that they would be getting.</p> <p>PSA raised concern at bullying still happening in the district..</p> <p>EDD- requested that the PSA meet with DCS to discuss the wellbeing program</p>
<p><b>5.20</b></p>	<p><b>Disaster Recovery</b></p> <ul style="list-style-type: none"> <li>Equity of people chosen for shifts- is there a standard process for all CSCs?</li> </ul>		<p>PSA RO-concerns had been raised at the process of choosing staff to participate in a disaster welfare service. Some members in CSC's were happier than others at how they were run. There needs to be a consistent process across all CSC's and increased training provided for this is not going to be our last disaster. Housing at Tweed Heads raised concerns that they were not asked to participate in the disaster welfare. This issues has now been sorted and they will be utilised for any future disaster welfare. There was an issues with the approval process coming from housing Director.</p> <p>Housing Lismore delegate-we were asked to go on the list. But were not asked.</p> <p>Richard Walkom- staff try and be fair and reasonable. People organised the rosters about who can be released. Least impact on our core business.</p> <p>Director Housing NCNE- we generally ask for a pool of who is available.</p> <p>EDD- two things I want to say people being pulled away from conferences were asked to come back if they so desired. We did have our first de brief about the fires with Paul Vevers. It did highlight a few areas that we need to deal with. We do need to</p>

			<p>get some of our processes clearer. Amazing good will across the districts that were responsible for the welfare and great work undertaken by the staff.</p> <p>Maxine- pulled back from Sydney that it was appropriate.</p> <p>Daniel- yes we were pulled back- were not even utilised as part of the service.</p> <p>EDD- we want to look at all of those things so we can provide a good service.</p>
5.21	<b>On call rate for secondary worker</b>		<p>PSA RO-some CSC's struggle to find enough staff to go on call and currently the process is for the secondary worker to be on call and not get paid. Which is the other reason why some CSC's struggle to find people to be a secondary worker.</p> <p>BM-Grant- He will flag it with HR to see if this is a possibility for a secondary on call rate.</p> <p>RO to advocate for secondary workers to use a departmental vehicle while on call as an incentive.</p>
5.22	<b>Housing - Employment recruitment and current eligibility list</b>		<p>Discussed in agenda item above.</p>
5.23	<b>Housing - Current temps to be converted to ongoing?</b>		<p>PSA Temps in Tweed Heads converted to ongoing.</p> <p>BM- Probably not a position to convert any over to ongoing due to workers comp back filling. If staff have concerns they should have a discussion with their manager to see if they can do a long term contract. The staff on workers compensation have a right to return to work.</p>

			<p>EDD wants to reassure people that we have these conversations about how we maintain stability. Definitely temps that we want to keep so we give them long term contracts.</p> <p>PSA- if members are concerned about a short term contact then contact PSA RO who will follow up with the business manager.</p> <p><b>Agenda item to close</b></p>
5.24	<b>Housing - Homelessness program</b>		<p>PSA RO- Homelessness program. The Blue Van goes around and picks up homeless people. These homeless people are being put in front of people that have been on a list for 20 years. There was no more housing stock provided or more renting of more premises. Some of these people had been evicted for anti-social behaviour they are then being put in with other housing clients and causing more issues and increased work for staff. Who is setting the criteria? Older people are crying because they can't afford the rent waiting for a property going down the list.</p> <p>Director Housing NC NE - It did come with additional resources- not a new client group for us. Resources to tap in and engage with them. Prioritising in regards to need. Support the most vulnerable with support needs. In fact it helps staff this program,</p> <p>Mark- One client was housed in Lismore without any furniture</p> <p>DHNCNE- I would go back to Mick with what additional needs this client needs.</p> <p>Chris- There is some stock there but it's in the over 55s.</p>

			<p>DHNCNE- It's not just the level of stock- solution is stock that we own, purchase or subsidise rent.</p> <p>PSA RO- Will there be a review?</p> <p>DHNCNE- Review will happen for the premier's priority. Encourage staff to bring their concerns to Rodney, Jeff and their manager.</p> <p>PSA- Chris Barnard now works out of Tweed Heads office and has said that considering that members at Tweed Heads Housing do not have a delegate then members can approach him with any concerns as well and he can discuss these when he meets with Rodney.</p>
5.25	Housing - Christmas coverage in Tweed Heads		<p>Chris discussed this agenda item with PSA RO and he has spoken to the manager at Tweed Heads about the difference between the staff numbers on at Lismore (2) and Tweed Heads (5). Staff are told that its voluntary to work and a meeting was held last week to discuss.</p> <p><b>Agenda Item to close</b></p>
<b>6 Other Business</b>			
6.1	Can the CSC's close on the 27 <sup>th</sup> and service to the public be provided via the on call system.		<p>EDD- No we can't close on the 27<sup>th</sup>.</p> <p>Note to members-this was requested from many members for we did close one year. Its late notice but if members see that there is an opportunity to close another year then to contact the PSA earlier and we can lobby the secretary MCT.</p> <p><b>Agenda item to close</b></p>



**Next meeting:** TBC