

5 November 2025

Ms Rebecca Reilly
North Coast Regional Organiser
Public Service Association of NSW
160 Clarence Street
SYDNEY NSW 2000

Re: Functional Review – Northern District Consultation

Dear Ms Reilly,

I refer to your correspondence received on 3 November 2025 regarding the proposed Homes NSW functional review for the Northern District. In your letter, the Public Service Association of NSW (PSA) raised several questions concerning the change management plan. Rather than responding to each point individually, I have grouped the matters into key themes for clarity.

Organisational Size

Your correspondence highlighted differences in geographic scale and portfolio distribution between metropolitan and regional districts. I would like to reiterate that the purpose of the functional assessment is to ensure consistent service delivery across all areas of NSW, regardless of location.

The Northern District's portfolio size reflects both the geographic spread and the distribution of assets and clients. The aim across all Districts was to achieve an average portfolio size of between 250–300 properties per CSO. Northern has achieved an average of 288, which is well within the target range.

In addition to this, Northern has been allocated five CSOs to the Hub to support administrative tenancy functions. This additional support is designed to reduce the operational load on tenancy teams and improve overall service delivery.

The implementation was staged in two phases:

- Phase 1 focused on establishing a portfolio size of 250 in two Sydney Districts.
- Phase 2 extended this approach to the remaining four Districts, aiming for an average portfolio size of 250–300.

We will continue to look for further opportunities to make reductions within current funding parameters, ensuring that workload distribution remains sustainable and aligned with service delivery goals

I can confirm that the organisational charts include all District teams.

Changes in Roles

The PSA raised concerns regarding role grades and placements. I wish to clarify the following:

- a) No employee will be left without a role within Homes NSW.
- b) b) Staff will not be required to relocate to alternate locations.
- c) The functional assessment aims to refocus Homes NSW on its core responsibilities. We acknowledge that some tasks previously undertaken fall outside this scope and will not continue. Staff will not be expected to perform additional duties beyond their contracted hours.

Regarding staff placement, I refer you to Clause 8 of the Change Management Plan, which outlines the process for filling positions with excess staff.

The PSA also raised concerns about the 13 proposed Clerk General Scale positions. While we acknowledge the Union's objections to the pay scale, Homes NSW is required to undertake an independent assessment of each role prior to publication. These roles have been comparatively assessed and confirmed at the proposed grade.

Consultation

The final theme relates to the consultation process. Homes NSW recognises that change can be challenging, particularly for those directly impacted. We initiated preliminary consultation with staff prior to finalising the Change Management Plan in response to feedback from staff who were aware of the proposed changes and sought further information.

While some members have expressed concerns about the consultation process, our intention was to address early feedback and ensure transparency. Nevertheless, we are committed to working collaboratively with the PSA to better understand member concerns and ensure a smooth transition.

I also confirm that flexible working arrangements will remain in place for all staff.

Meeting Invitation

To further discuss any outstanding matters, Homes NSW invites the PSA to a meeting. Please contact Mr Thomas Pacey, Manager Employee Relations, at Thomas.Pacey@dcj.nsw.gov.au to arrange a suitable time.

Sincerely



Tara Vella
Executive Director
Housing Services