

10 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 – Follow up

Dear Ms Reilly,

Thank you for meeting with Homes NSW on 7 November 2025 to further discuss the Northern District Change Management Plan. I've summarised below the key points raised in your correspondence and during our meeting:

1. Size of the Northern District

The PSA raised concerns regarding the geographical size of the district and the impact of travel on staff. As discussed, Homes NSW considered geographical spread when determining district boundaries. I acknowledged that travel requirements will vary – some locations will require minimal travel, while others may be several hours from an employee's headquarters.

We remain open to ongoing discussions with the PSA regarding employee workload, particularly for staff servicing properties located far from their base.

2. Administration Support Staff

The PSA requested the Role Description for the Administration Support Staff, which is attached. As outlined in the meeting, these roles are consistent with the structure across other Homes NSW districts. The 13 new positions reflect a standardised approach statewide.

As discussed, developing a generic task list is challenging, as duties will vary depending on the team being supported.

3. Mapping of Roles

The PSA raised concerns about staff dissatisfaction with their mapped roles and a lack of clarity around responsibilities. Homes NSW confirms that:

- a) We consulted with impacted staff and considered their preferences.
- b) The roles staff have been mapped to are existing positions within Homes NSW.

c) Staff who are unhappy with their new roles are encouraged to raise career development goals through their Personal Development Plans and in discussions with their managers.

4. Removal of Tasks and Potential Workload Increase

Concerns were raised about the removal of certain duties and the resulting redistribution of workload. As explained, the functional review aims to refocus Homes NSW on its core business. Some tasks will no longer be part of our operational scope.

We are aware of the administrative burden on frontline staff and have introduced additional administrative support to enable local teams to spend more time with customers and complex assessments.

5. Commitment to Fill All Roles

Homes NSW is committed to filling all roles. To support this, we have introduced rolling recruitment for the CSO positions to maintain service continuity and manage workloads where possible. Other positions will be backfilled following the consistent process across housing services.

Additionally, staff involved in recruitment processes are receiving extra training to support this initiative.

6. Review of the Functional Review

As noted, this functional review is a statewide initiative, not specific to the Northern District. Homes NSW intends to conduct a review once the new structure is embedded across all districts. We welcome PSA feedback on the new structure at the local Joint Consultative Meeting in the new year.

7. Implementation Date

Homes NSW appreciates the PSA's engagement throughout this process. We intend to commence implementation of the Functional Review on 17 November 2025.

Should you have any questions or concerns, please contact Mr Thomas Pacey, Manager Employee Relations, at Thomas.Pacey@dcj.nsw.gov.au .

Sincerely



Tara Vella
Executive Director
Housing Services