Minutes
HS Northern District – Local JCC Meeting

Monday, 18 August 2025
12:30 pm to 1:30 pm
MS Teams

Attendance and declarations

Invitees

Krystal Moores, Director Housing Services, Northern District, Homes NSW

Jamie McMahon, Manager Housing Operations Hunter, Homes NSW

Rodney Land, Manager Housing Operations NNSW, Homes NSW

Peta Edwards, Team Leader New England AHO Tenancy Team, Homes NSW

Rachel Manning, Senior Client Service Officer NNSW, Homes NSW

Mark McFadden, Customer Service Officer NNSW, Homes NSW

Lynelda Rowe, Senior Client Service Officer Specialist Hunter, Homes NSW

Rebecca Reilly, Regional Organiser, Public Service Association of NSW

Greg Corrigan, Regional Organiser, Public Service Association of NSW

Jo Aboud, A/Regional Organiser, Public Service Association of NSW

Rachel Eldred, Homes Organiser, Public Service Association of NSW

Apologies

Karen Wilson, Manager Housing Operations Central Coast, Homes NSW

Kelly Knox, A/Manager Housing Operations Central Coast, Homes NSW

Nicole Meade, Aboriginal Senior Client Service Officer Specialist NNSW, Homes NSW

Christopher Barnard, Senior Client Service Officer NNSW, Homes NSW

Bernadette McMahon, Senior Client Service Officer Central Coast, Homes NSW

Business items

Item 1: Welcome and Acknowledgement of Country

- Krystal - Acknowledgement of Country
- Introduction to new PSA Colleagues:
    - Jo Aboud is the new the regional organiser for the Hunter and Central Coast following Paul James' retirement.
    - Rachel Elridge Sydney based Homes NSW PSA organiser.

Item 2: Previous Minutes and Actions Items

- Previous minutes accepted.
- See action register.

Item 3: WHS

- High level WHS incidents for June and July 2025 have been distributed to attendees with meetings papers.
- Forum discussed a meeting held with a delegate, Rodney and Krystal to discuss incident reporting.
- Forum discussed the process for raising PSA issues.
- Delegates shared that as PSA members and HSRs that they have raise issues on behalf of colleagues and feel there is a 'shoot the messenger' culture. Delegates understand Krystal wants an escalation pathway but advised there is a block due to management.

Action/s:

  - Krystal to discuss process for escalating staff complaints internally.
  - Krystal to meet with Rebecca offline to discuss further and how Krystal can be involved when needed.

Item 4: Recruitment Update

- Central Coast:
  - Nil discussed

- Hunter:
  - Nil discussed

- Northern NSW:
  - SCSO Chris Barnard is on leave for 6 weeks and his position was not backfilled.
  - Krystal acknowledged backfilling Chris' position wasn't planned well and explained that we need to fill position per business needs, and backfilling can create gaps in other spaces.
  - Team Leader spoke with staff about taking on functions of Chris' role while he is on leave. Krystal asked Rodney to check in on the team.
  - Update to be provided for Northern out of session.

Action/s: Krystal to provide update on recruitment for Northern NSW with Rebecca out of session.

Item 5: Staff Development Update

- Nil discussed

Item 6: Functional Review

- Finalising numbers and progressing with mapping, with aims to have structure to PSA by 1/09 if not earlier.

Item 7: PSA Issues

7.1. Workload

- See action register.

7.2. Lismore

- Who is the manager for the Lismore site- who do members go to for general issues about the site?
    - Rodney Land oversees all areas in Northern NSW, and then the Team Leaders manage the teams in the district.
    - Office issues such has maintenance should be referred to Line Managers and Krystal expects the issues to be logged by the appropriate Team Leader.
    - Krystal will look at a process to be developed in the Executive Support team so there is one process/point of contact across the district in the future.

- Fleet cars - what is the policy on who takes cars home?
    - PSA requested copy of the policy – to be shared with minutes.

  Action: Tara to Distribute fleet management policy with meeting minutes.

- WHS Incident reports- direction to Delegate that they need to talk to manager before putting on WHS incident reports.
    - Discussed earlier is WHS

- HSR- when is the next election?
    - Staff have requested a new HSR who isn't in a management role.
    - Krystal advised the Director of Risk and Compliance in Homes NSW is looking to develop our own WHS Committee independent from Community Services.
    - Forum discussed HSR requirements and legislation which states each office requires a HSR.
    - Krystal to look at who our HSRs are and in what area and what we might need to do and will report back next meeting. Krystal will provide this feedback to the Director Risk and Compliance. PSA would like to be consulted.

  Action/s:
    - Krystal to identify current HSRs in each area, what changes might need to be made and provide update next meeting.

7.3. Tweed Heads and Lismore

- Temporary accommodation- recent incident in Tweed Heads. What are the terms and conditions for approval and declining TA- currently inconsistent.
    - Members reported that some TA clients, after being declined, have attended the office and acted aggressively, resulting in their TA being approved.
    - Staff are concerned that clients who behave abusively are still being housed or allowed to remain in TA. They're seeking reassurance that their safety and wellbeing are being prioritised.
    - Krystal clarified that she has the authority to decline services and encouraged staff to escalate cases to her for decision-making. Services can be refused, if necessary, but require her approval.
    - PSA encouraged Krystal explore how managers in Northern NSW conduct debriefs.

Action:

- Krystal and Rodney to meet and discuss debriefing and provide an update.

Item 8: General Business

- When is the Christmas Leave calendars coming out.
- We will find out and come back next time.

Action:

- Provide details for Christmas Calendar and distribute communication.

Next Meeting:

Date	Time	Location
Monday, 27 October 2025 ~~Monday, 20 October 2025~~	12:30pm to 2:00pm	MS Teams