

Minutes

HS Northern District – Local JCC Meeting

Tuesday, 28 October 2025

12:30 pm to 2:00 pm

MS Teams

Attendance and declarations

Invitees

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

Jamie McMahon, Manager Housing Operations Hunter, Homes NSW

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

Rachel Manning, Senior Client Service Officer NNSW, Homes NSW

Nicole Meade, Senior Client Service Officer NNSW, Homes NSW

Christopher Barnard, Aboriginal Senior Client Service Officer Specialist NNSW, Homes NSW

Rebecca Reilly, Regional Organiser, Public Service Association of NSW

Greg Corrigan, 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

Rodney Land, Manager Housing Operations NNSW, Homes NSW

Justine Niven, A/Manager Housing Operations NNSW, Homes NSW

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

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

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

Mark McFadden, Customer Service Officer NNSW, Homes NSW

Trina Leask, A/Regional Organiser, Public Service Association of NSW

Business items

Item 1: Welcome and Acknowledgement of Country

- Krystal - Acknowledgement of Country

Item 2: Previous Minutes and Actions Items

- Previous minutes accepted.
- See action register.

Item 3: WHS

- High level WHS incident data for August and September 2025 have been distributed to attendees with meetings papers.
- Still concerning we have a high number of reports, but happy staff know the safety protocol.
- PSA noted that the data shows 18 x reports of Verbal Abuse in August 2025, with an increase of 19 x reports for Verbal Abuse in September 2025 which is concerning.
- Krystal will work with leaders around SafetySuite as she would like to see the initial conversations taking place, and ensure we are supporting our leaders to adequately investigate and respond. Even if not, much can be done, a response and conversation help.
- WHS will be a standard agenda item at team meetings in the District.

Item 4: Recruitment Update

- Discussed in action register.

Item 5: Staff Development Update

- Working on visibility of PDPs across the district – it is important to make sure purposeful conversations are happening - development opportunities and ensure staff are equipped to do their current jobs.

Item 6: Functional Review

- Cannot be discussed while in dispute/consultation.

Item 7: PSA Issues

7.1 Lismore Office – Airconditioning

- Identified that there were issues with the sensors, and adjustments were made to cool a family room used by Community Services.
- The issue was the timeframe to have this fixed, and staff are unsure whose responsibility it is to log and follow up maintenance work.
- Krystal advised that the main responsibility sits with Housing Operations Manager, however any Team Leader or Housing Manager that is available in each office is responsible in the absence of a Housing Operations Manager.
- Cushman and Wakefield manage the tenancy, and a handover has been provided to managers and admin in the office on how to raise and escalate issues.

Item 8: General Business

- PSA have been directed to have standard agenda items for JCC Meetings moving forward – Rebecca will send these to Director Mailbox for the next meeting.
- What are requirements for WFH? Krystal advised this is based on Flexible Working Policy – however also needs to be a balance in supporting staff and business needs. Krystal’s view is each staff should be able to work at least 1-2 days a week which needs to be approved by the manager.

Next Meeting:

Date	Time	Location
Monday, 15 December 2025	12:30pm to 2:00pm	MS Teams