

# Agenda

## HS Northern District – Local JCC Meeting

Tuesday, 16 December 2025  
12:30 pm to 2:00 pm  
MS Teams

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### 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  
Justine Niven, A/Manager Housing Operations NNSW, Homes NSW  
Peta Edwards, Senior Project Officer, District Support Team, Homes NSW  
Christopher Barnard, A/Housing Manager, Tweed Tenancy, Homes NSW  
Rachel Manning, Senior Client Service Officer Specialist NNSW, Homes NSW  
Nicole Meade, Aboriginal Senior Client Service Officer NNSW, 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  
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  
Trina Leask, A/Regional Organiser, Public Service Association of NSW

#### Apologies

Karen Wilson, Manager Housing Operations Central Coast, Homes NSW  
Rodney Land, Manager Housing Operations NNSW, Homes NSW

## Agenda items

Item	Lead(s)	Time
<b>Item 1: Welcome and Acknowledgement of Country</b>	Krystal Moores	12.30pm (5min)
<b>Item 2: Minutes and action items</b>	Krystal Moores	12.35pm (10min)
<b>Item 3: WHS</b>	Krystal Moores	12.45pm (5min)
<b>Item 4: Recruitment Update</b>	Housing Operations Managers/Krystal Moores	12.50pm (5min)
<b>Item 5: Staff Development Update</b>	Housing Operations Managers/Krystal Moores	12.55pm (5min)
<b>Item 6: Functional Review</b> <ul style="list-style-type: none"> <li>• Director Update</li> <li>• Queue Phones</li> <li>• Disability modification process responsibilities</li> <li>• Distance to travel to conduct CSVs</li> <li>• Staff training needs</li> <li>• Voids, letting and relocations process responsibilities</li> <li>• RAAT process responsibilities</li> <li>• Staff moving positions at grade</li> <li>• Benchmark for assessing applications for social housing</li> <li>• Business Advice Case Transfer</li> <li>• Team Leaders doing the work of previous Housing Managers</li> <li>• Housing Assistant Positions</li> </ul>	All	1.00pm (30min)
<b>Item 7: PSA Issues</b> <ul style="list-style-type: none"> <li>• Meetings with management</li> <li>• Consultation with HSRs</li> <li>• Flexible work practices</li> <li>• Use of work mobile phones</li> <li>• Referrals to Link 2 Home</li> </ul>	All	1.30pm (25min)

Homes NSW brings together the housing and homelessness functions of the Department of Communities and Justice (DCJ), the NSW Land and Housing Corporation (LAHC), Aboriginal Housing Office (AHO) and key worker housing functions from across government under one roof. A division within DCJ, Homes NSW leads work to provide safe and secure homes through social and affordable housing while delivering supports and services that minimise experiences of homelessness being repeated.

Item	Lead(s)	Time
<ul style="list-style-type: none"> <li>Onboarding for SCSOs</li> </ul>		
<b>Item 8: General Business</b>	All	1.55pm (5min)
<b>Next Meeting: Monday, 16 February 2026</b>		

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