

# AGENDA

Joint Consultative Committee meeting between HSU and Northcott

Date of meeting: Tuesday 9 April 2024 at 2.30 PM

Location: Microsoft Teams

[Acknowledgement of Country](#)

Agenda item	Particulars
1. Attendees and Apologies	<p><b>Northcott (NC):</b></p> <p>Victoria Karraz (TK), Nicholas Kluktewicz (NK), Kim Davis (KD), Rowan Lennox (RL), Stewart James (SJ), Michelle Vickers (MV), Nirmal Ives (NI), Stewart James (SJ), Andrew Kew (AK)</p> <p><b>HSU:</b> Emmett Gray (EG) (Organiser), Melanie James (MJ), Lee Green (LG), Vanessa McCabe (VM)</p> <p><b>Apologies:</b> N/A</p>
2. Minutes of Previous meeting	<p>NK:</p> <ul style="list-style-type: none"><li>- Minutes have been sent around via email today</li></ul>

	<p>TK:</p> <ul style="list-style-type: none"> <li>- Acknowledge not enough time to check them; but noted that they have been provided</li> </ul>
<p><b>3. Business Arising</b></p>	<p><b><u>3.1 Niara System rollout</u></b></p> <p>TK:</p> <ul style="list-style-type: none"> <li>- Since last year, we have been rolling out Niara in Ballina, Murrumbidgee etc and aiming to roll out in Sydney and Illawarra by around 6 June</li> <li>- Enables: <ul style="list-style-type: none"> <li>o Automatic approval of shifts</li> <li>o Streamline information sharing re customer needs, support needs, staff availability, etc</li> <li>o Easier access to customer information</li> </ul> </li> <li>- Union where informed in June last year</li> </ul> <p>LG:</p> <ul style="list-style-type: none"> <li>- Are shifts offered the same as now to DSW?</li> <li>- Are the shifts offered? Can they accept without us? Or are we still giving the shifts out?</li> </ul> <p>RL:</p> <ul style="list-style-type: none"> <li>- Vacancies are put on via a shortlist based on SWs availability and skillset</li> <li>- SC makes the final decision on who the shift gets given to</li> </ul> <p>EG:</p> <ul style="list-style-type: none"> <li>- Niara is connected to Salesforce?</li> </ul>

- Was the therapy team using this before?

RL:

- Montrose had a salesforce CRM
- But have since migrated into our system

EG:

- Some concerns from SCs regarding having to review customer data – but we can discuss this at another point in the meeting.
- Once rolled out, what is the review period?
- 6-8 weeks?

RL:

- What specifically are you looking to have reviewed? Impact on staff or new systems?

EG:

- Something formalised to discuss feedback.
- Are there super users? What would their feedback be like?

RL:

- At the moment, we have a committee for rollout, and a governance committee which will remain in place, consisting of executive and other teams such as payroll
- Currently putting together feedback survey for places where it is already in use

KD:

- Niara committee will include SC and SM

EG:

- If it is regular, would there be a set meeting interval?

KD:

- May need to be monthly but could be quarterly

EG:

- Feedback from SCs and SWs is that they would like Union representation there

KD:

- Union representation was not part of the part of the original Terms of Reference

TK:

- There may be a better process to have the concerns raised by the union
- I will talk to team to determine best approach to get staff and union feedback

EG:

Any updates on Skedulo? Lack of ability to use on PC or desktop (only mobile phone) was the main issue that came through from membership

- Whether it was literacy problems or accessibility problems

RL:

- Last year, we changed access and licencing permissions to allow SWs to access the app via computer
- Skedulo has voice to text functionality
- We have had good feedback recently

EG:

- This was old feedback
- This is fantastic to hear that is accessible from desktop

RL:

- IHC workers may not be able to access a computer

LG:

- Otherwise, the computer is accessible to all staff, including Service Coordinators?

RL:

- Yes

LG:

- Voice to text was difficult to use

KD:

- It is about having variable options

LG:

- Really good news

### **3.2 Noggin update**

TK:

- New process regarding the use of Noggin our incident management system
- Still a lot to still explore
- We are setting up a triage process so that anything that looks like it is serious goes to the relevant team to assess what needs to take place
- Hope this will minimise work SC has to do in the long run
- Still in pilot stage

RL:

- For SCs, low and medium risk items can easily be closed off
- This will reduce time spent in Noggin for SMs and SCs

### **3.3 Griffith customer move**

NK:

- 5 Albion Grove
- Monday 15 April – anticipated move date
- One customer remaining in 5 Albion
- Consultation
- Have been able to accommodate all permanent hours as part of usual rostering consultation

EG:

- What will roster of care look like?

RL:

- One customer moving
- Number of staff moving but able to accommodate hours in 26 Albion

NK:

- Will send information to EG after meeting

#### **3.4 Yallabee Court – Northcott no longer servicing the location**

TK:

- Customers have asked for new service to provide support in that location.
- Aiming to offer staff new locations as of 8<sup>th</sup> April, of which we will consult on, and we are hoping then to finalise all relocations before or shortly after 1 May 2024.
- All permanent staff have potential options. 6 perm staff. 3 have decided and accepted new location. 3 were visiting houses – had 2 options.
- Casuals – We are connecting them with other coordinators.
- Valeria st Toongabbie – talked with staff about – under review – relocating the customers. Only 2 there. Cannot fill vacancies. Looking at moving customers into other vacancies.

EG:

- On track for May?

TK:

- Yes

EG:

- Would still like to visit to talk with members / virtual meeting with staff
- We can discuss this offline

LG:

- Shame to lose Yallambie

TK:

- They are going to True Living

### **3.5 Future Ready Leadership Program**

NK:

- SMs and SCs identified as high potential
- 9 April 2024 going live / virtual launch
- 8-month structure
- 30 people selected
- Development program that will give them experience, exposure and educational opportunities
- Provide with career pathway

RL:

- Targeting frontline staff who would be SMs and SCs

LG:

- Who would be leading the program?

NI:

- L&D, Margaret Nassar would be leading the program

AK:

- First group have already been selected and hope to roll out wider in the future (other roles)

**3.6 Psychosocial risk:**

TK:

- C level exec team and CEO trained in psychosocial risks. All managers have received at least one training session in the risks and mitigation of those risks.
- Included more formally in considering risks at a larger organisational level.

**3.7 Northcott Management are only filling positions of Service Coordinators when they are on leave for 4-weeks and over (HSU)**

EG:

- Reported that service cos are only being replaced if they are absence for more than 4 weeks
- Workload distributed becomes a bit unmanageable
- Looking for ways for our SCs to manage workload

LG:

- It may cut out DSWs from acting in SCs roles
- If this 4 weeks rule is the case, it cuts out opportunity to act up

AK:

- Not a blanket policy, workload is taken into consideration for leave
- We are more aware of backfilling positions more than ever

LG:

- If I wanted to go away for 2 weeks, could I ask if my manager if they would consider enabling a DSW to act in the position?

AK:

- Yes, your manager should consider this. Decisions made on a case-by-case basis

RL:

- Eg I approved one for a 10 day cover just in March 2024
- We look at needs

EG:

- What are some of the criteria considered

RL:

- Not strict criteria but we look at capacity of other SC to manage site
- If no capacity from other SCs, we look at acting up roles
- There are no hard and fast rules but there are things we generally look at

### **3.9 SCs and new workload (HSU)**

EG:

- The reduction of Service Coordinator's has led to an increased workload for the remaining SC's. This increased workload and lack of supports from Northcott have unfortunately led to various health issues for these members, which their doctors have advised is mainly caused due to work
- 3 SCs who have developed health issues because of workload but these have only occurred recently. They can link poor health to the workload changes. Not sure if they have brought this information to the attention of the employer – and have encouraged them to do so.
- How will we manage workload now.
- SC's have now been told that they are in charge of overseeing and checking the data transfers currently ongoing for the new Niara system.

RL:

- Re Niara – they have been asked to randomly check customer data, but they have a number of weeks to complete the task
- once customer data is migrated into Niara, SC's are asked to do a data validation activity which involves random checking of a few customers data to ensure accuracy
- Was this related to SC looking after multiple homes or to Niara?

EG:

- Yes, mostly the SC managing multiple homes

TK:

- SCs play such an elemental role in the org.
- We highly value our SCs.
- There is a lot of work behind the scenes to ensure they can appropriately manage their workload etc.

- Piloting noggin changes to reduce number of investigations and process required during investigations
- Increased awareness about work for SCs for other areas of the org
- They should discuss with their manager who need to send the feedback up - there may be things that can be done to support on an individual level.

- In the medium term Niara should reduce workload by streamlining processes like rostering, payment and approval of shifts, the offering of additional shifts, and the provision of and access to information.
- When we consulted around changing SC portfolio we checked in with them, and their managers, *and* customers and guardians, to double check to make sure where the number of customers and complexity of customers or staff involved did not become overbearing. About making workload consistent across the organisation
- If a person is suffering an injury because of work, they should speak to our WHS team

EG:

- HSU urges the members to report injuries but they may be reluctant because they 'don't want to let the team down'
- I had a member who wanted to attend JCC but they were too busy
- I am glad NC is keen to hear from SC
- Are there any special forums / roundtable talks to discuss workload?

AK:

- There was some work done at a survey level / feedback on workload and structures of their roles

LG:

- Specifically to individuals?

AK:

- Not to specific individuals, a number of months ago

LG:

- Most SCs with two homes, consider having one house busy enough but now their workload has doubled
- Some have 9 customers plus all the staff
- There is a feeling of too much, underappreciated, and not getting paid more

AK:

- Industry as a whole has moved in terms of funding
- We are not the first provider to have one SC across two houses
- Other option is SSW to support SCs

LG:

- I think Snr SWs helping is a good idea
- This would be like a 2IC
- If structured well, it would be a great alleviator

AK:

- Also a career path

EG:

- How does Noggin assist with task load?

TK:

- Noggin is our incident management system

- To track progress of incidents
- Database which records incidences
- New Noggin, same application but amending the amount of work which ends up with the manager by changing the processes required
- Triage system on how to manage incident

NI:

- Northcott previously had Riskman
- Measures level of risks

AK:

- Changing for low risk. Now it is automated without any admin required
- Should reduce workload
- Just at trial stage but expecting big impact

EG:

- With those reviews that happened a couple of months ago, would it be possible to put this out again?
- Possible for pulse check

AK:

- YES

EG:

- What was the feedback from previous survey?

TK:

- Mixed

- Key feedback was that SCs felt that they were doing lots of admin work that wasn't part of their role

AK:

- SCs felt stuck behind computer and doing admin

LG:

- Only way to do this is have the second person
- They can split up work and so that SC is not doing everything twice
- Noggin is only one part of the job

AK

- Feedback
- Pulse survey is about to go out to all staff shortly

EG:

- Was this upcoming survey the same as what went out before?

AK:

- This one is broader and about wellbeing

EG:

- Targeted may be better too

**3.10 Northcott intention for bargaining (HSU)**

TK:

- Anything specific or just NCs intention?

EG:

- Whenever I do workplace visits, I get asked when the new EA is coming

TK:

- Apart from queries, we have not had any clearer reasons as to why we need to
- We haven't seen anything where we are falling too far behind
- There have been changes but the current EA does leave staff better off overall
- Happy to maintain status quo

EG:

- Members have raised key issues:
  - o Lack of workload management clause
  - o Minimum engagement periods

TK:

- NC is already at 3 hours min engagement

EG:

- Definitely can collate feedback

AK:

	<ul style="list-style-type: none"> <li>- Would appreciate feedback</li> </ul> <p>EG:</p> <ul style="list-style-type: none"> <li>- Wellbeing day that some providers have</li> </ul> <p>TK:</p> <ul style="list-style-type: none"> <li>- More personal leave than under NES</li> </ul> <p>EG:</p> <ul style="list-style-type: none"> <li>- We will survey our members</li> </ul>
<p><b>4. Other Business</b></p>	<p>N/A</p>
<p><b>5. Next meeting</b></p>	<p><b><u>9.1 Schedule next meeting:</u></b></p> <p>TK:</p> <ul style="list-style-type: none"> <li>- Will try for 3 months from now</li> <li>- Can we confirm Emmett as POC for HSU</li> </ul>

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