

## FAQs – Service Coordinators

### 1. What is happening / what change is being proposed?

In short, we would like to have a regular practice of having one accommodation Service Coordinator managing two houses instead of just one (where it is reasonable to do so considering geography and customer needs).

### 2. How are you going to consult with us on this?

Date	Task
Week starting 6 November	Service Coordinators impacted will be sent a letter inviting them to a meeting. They may share any concerns or thoughts about this proposal in the meeting or within 48 hours from the meeting (including in writing if preferred).
Week starting 20 November	We will discuss our final decision with each pair and consider relevant next steps
Week starting 27 November	Implement proposal

### 3. What is the reason for the change?

Northcott is operating in a very difficult, highly competitive environment where many providers are undertaking internal reviews with the aim of long term sustainability. We are no different. The Disability Royal Commission and NDIS Review will both have major impacts on how our industry will operate.

As you will be aware we are looking at making ourselves more efficient. And accordingly, we will be much clearer around performance expectations in delivering services for our customers, as well as for all parts of the business, including our facilities and property use. In addition, we have been guided by comparing what we do against other disability support providers that operate at a similar scale and providing support to similar customers (especially those with complex needs).

### 4. Are there any options other than the one proposed?

Any other options considered were inefficient and would not result in the desired effect.

## 5. Who will this affect?

Not all accommodation units will be changing to this model; but many will. We have chosen the relevant locations by considering:

- Customer needs;
- Funding available;
- Geographical areas;
- Potential workload;
- Industry standards; and
- The budget for each location.

As we continue to consult, we ask that you raise any concerns or thoughts about the effects of these proposed changes on you, customers, or others.

## 6. Am I going to be made redundant?

You will be contacted directly if affected in this way.

## 7. Who can I speak to?

Your manager or HR

## 8. How are you supporting us with this change?

- We are still pulling together information received from the recent surveys sent regarding job design. We will use this information to ensure further efficiencies in the role for remaining service coordinators
- You can raise concerns with workload anytime by talking to your manager. They may be able to assist you in better prioritising or working more efficiently.
- We have developed a working group to review the current practices around Noggin incident reporting and investigations with the key priority to be reducing your workload in this regard where possible
- We are also considering how we might be able to provide growth opportunities for Support Workers to assist coordinators with the administrative parts of their role.
- You are more than welcome to contact [wellbeing@northcott.com.au](mailto:wellbeing@northcott.com.au) if you would like to talk to another person at Northcott, or our EAP provider Actevate for anonymous discussions with a trained professional (1300 663 155)

## 9. Will I be paid more if I take on another house?

We consider this change to be a reasonable amendment and within the scope of your existing classification and salary. There is no additional remuneration on offer with these changes. If you have specific concerns around how your time will be managed across two homes, you are encouraged to speak to your Service Manager in the first instance.

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**10. What if I am offered but wish to refuse an offer to continue in the role of Service Coordinator across two houses?**

If you prefer to be made redundant, you may speak to your Service Manager and Senior Operations Manager who will determine whether making your position redundant would be reasonable and in line with business and operational needs.

However, if an offer to remain in your role (including to manage two units) is made and refused, you will be considered to have resigned from your position at your own initiative. You will not be entitled to any severance/redundancy payment.

**11. Can a representative act on my behalf during this process?**

Yes, you may ask a union representative or other person to act on your behalf during this process.