

Team Leader/Service Coordinators restructure – response received from Northcott

Dear Member,

Your union the HSU has received the attached correspondence in response to the issues we raised on behalf of HSU members impacted by the restructure of Team Leaders/Service Coordinators.

Overall the response is disappointing and still fails to recognise the major pitfalls with the detail of the current proposal.

Though Northcott states that a final decision has yet to be made, your union will be working on the basis that it is likely for the restructure to go ahead.

With that in mind, the upcoming bargaining for a new Northcott EBA would be the best avenue to pursue these issues and the many outstanding issues impacting all Northcott staff.

We strongly encourage members to participate in the upcoming bargaining and encourage your workmates to join the HSU online www.hsu.asn.au/join or phone 1300 478 679.

We are stronger working together.

In unity,



Gerard Hayes
Secretary, HSU NSW/ACT/QLD

10th September 2019

Mr Rob Sheehy
Area Manager – Aged Care and Disabilities
Health Services Union
Via email: rob.sheehy@hsu.asn.au

Dear Mr Sheehy,

Northcott Supported Living (NSL) – Proposed restructure

We refer to your email on 29 August 2019.

Response to issues raised by the HSU

We have considered the matters raised in your letter.

First, thank you for sharing the HSU's views in relation to the benefits associated with the current structure. We also appreciate the HSU's acknowledgement that the current structure differs from the structure in the rest of Northcott, and has created inconsistencies across the Northcott Group.

The proposed structure has been informed by Northcott's experience in delivering disability services across a wide range of settings. We believe that it will deliver the best outcomes for our customers and for our disability support workers. The role of the Service Coordinator in providing assistance to DSWs and practice leadership are important elements of the structure.

In relation to your specific comments on the proposed structure, we advise the following:

- The remuneration to be offered is, in our view, appropriate for the role and consistent with industry benchmarks including the current salary for Northcott's existing Service Coordinators under the Northcott Enterprise Agreement. We note that any employee currently in a Team Leader role who accepts a Service Coordinator role will have salary maintenance for the number of weeks that would have formed the basis of any redundancy pay under the National Employment Standards (noting that no redundancy pay entitlement arises where the employee accepts a role as a Service Coordinator).
- The Service Coordinator role operates within a different model and we consider it appropriate that overtime be limited.

In relation to your requests for clarification:

- In relation to the reference to Team Leaders being told they may work on other products, Northcott has a range of components to our business other than Supported Independent Living, that constitute the delivery of disability services which are often interrelated, operate in close proximity to each other and provide different services to the same community (particularly in regional areas). Where Managers (such as Service Coordinators) are in place and have the skills and capacity to oversee other services that are interrelated to the customers in our Supported Living Homes, Northcott may consider extending their Management scope across these related services. In the event that Northcott did consider this activity due to identified customer benefits, operational efficiencies or other reasons we would commence consultative processes with the staff affected and the HSU as required.
- In the proposed structure, Service Coordinators will not be rostered to provide direct support hours but will have the flexibility to provide direct support if they consider it necessary (for example, in response to a direct request by a customer). Northcott can consult further with Service Coordinators in relation to how this can be managed in practice.

The Northcott Building
Fremont Street, North Parramatta NSW 2151
PO Box 4055, Parramatta NSW 2124

P (02) 9890 0100 **F** (02) 9683 2827

E northcott@northcott.com.au

www.northcott.com.au

- Northcott has not yet made a final decision on whether to implement the proposed organisational restructure and does not know how many Team Leaders would accept Service Coordinator roles. In those circumstances, it would be premature to try to canvass all potential outcomes. We will engage in genuine consultation if further changes to the proposed approach become necessary.

Next steps

As previously advised, Northcott will now proceed to make a decision regarding the proposed operating model taking into account the matters raised in consultation by the HSU and others.

If Northcott decides to implement the proposed operating model, we would expect to promptly commence implementation so that the model can be in place from 14th November 2019.

Yours faithfully



Glenn Tyrrell
Manager, Human Resources