

## Background

Staff Briefing sessions were held on 17 June 2016 at Kanangra Centre and Tomaree Lodge, and 20 and 21 June 2016 at Stockton Centre.

The purpose of the staff briefing sessions was to explain the content of the Change Management Plan Stage One to staff, provide the opportunity to ask questions and, to receive feedback on the Plan.

The following representatives from the project team attended the information sessions:

- John Ryan – Director, Contemporary Residential Options (CRO)
- Tracy Wright- Executive Director LRCSSL
- Frank Bull – Director LRCSSL-SS North
- Helen Winning- Principal Nurse Manager- LRCSSL-SS North
- Sue Easton-Nurse Manager-LRCSSL-SS North
- Gary Leahy- HR Manager-LRCSSL
- Jeff Jackson- Operational Transition Manager- LRCSSL-SS North
- Anthony Reardon- Nurse Manager, Kanangra Centre LRCSSL-SS North
- Jessica Sobhi- Senior HR Officer, Major Reform, Employee Relations-FACS
- Deanne Smith- Manager HR Transition & Staff Change Management-FACS
- Project Officers- Hunter Residences Consultation Unit, Contemporary Residential Options

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## Staffing Questions & Answers

### 1. Who is running Stockton when the staff leave?

Unless you are transferring to one of the new group homes, we will need everyone at Stockton to work as usual.

As outlined in the Change Management Plan section 4.1, there will be a need to maintain the services at Hunter Residences including Stockton Centre, throughout the redevelopment. Any roles that become vacant as a result of staff transferring to a new group home will be assessed and a determination made if or how those positions will be filled.

### 2. Will people move out prior to this recruitment?

No. Staff successful in applying for the new roles will require training and support through this process before the new homes are operational.

### 3. What process was undertaken to determine whether a home is a nursing or DSW model?

The 11 new Group Homes are staffed in a disability support worker model according to the assessed needs of the residents. Proposed residents for each new Group Home have been assessed individually by looking at their individual behaviour support and health plans and then populating the information on a commonality grid to indicate the overall support needs. This has been done in consultation with clients, their families/guardians and RUNMs.

### 4. (a) How many houses will the Coordinator Accommodation and Respite (Coordinator A&R) oversee? Is this the standard number?

(b) Will the CAR (Coordinator A&R) oversee 40 clients and 65 staff? That's considerably more clients than ADHC CAR's managed as well as the current RUNM's?

The Coordinator A&R will oversee eight homes and up to 40 residents. There is a number of Coordinator A&R across FACS District that oversees the same number of residents and staff.

### 5. Would the Coordinator A&R be on call 24/7?

No. There will be an on call procedure for 'out of hours'. The new Group Homes will have an on-call system where nominated LRCSSL Management is available out-of-hours.

**6. Will staff be working without a team leader present for their shift?**

There will be times when a team leader will not be present on shift.

**7. Will the team leader work Monday to Friday only?**

The team leader will be expected to work a range of shifts that may include day, afternoon and weekends. The role will involve direct client care and management with 40% of their rostered hours spent on administrative tasks and 60% on direct care support. There will be after-hours procedures in place for when the team leader is not rostered on.

**8. Who is on call to support staff on a night shift?**

There will be systems and procedures in place if an emergency occurs. Group Homes have an on-call system where nominated LRCSSL Management is available out-of-hours. The on-call officer can provide advice, back up staff or assist in other ways as required.

**9. Is the night shift an active shift?**

Night shift is an active shift in these group homes.

**10. Are the team leaders on call 24/7 and if not what happens in the middle of the night when you need assistance?**

Team leaders are not on call 24/7. However, there are systems and procedures in place if an emergency does occur. Group Homes have an on-call system where nominated LRCSSL Management is available out-of-hours. The on-call officer can provide advice, back up staff or assist in other ways as required.

**11. Will these houses in Stage One have split shift?**

No. Split shifts do not occur in ADHC operated DSW model group homes. Staff are required to have a minimum eight hour break between each shift.

**12. Do the first 11 houses have night shift staff or has this requirement been eliminated?**



All Stage One group homes require 24/7 support with an active night shift based on actual support needs of residents, including the eight FACS operated group homes..

**13. Would you have to be available 24 hours in a DSW position?**

Yes, DSW shift workers are required to work shifts on a 24/7 basis.

**14. Are staff required to have a medical (examination) to apply for a role?**

No.

**15. Does the shift work attract penalties?**

Yes for DSW there is a 10% penalty for shifts commencing between 10am to 1pm, 12.5% for shifts commencing 1pm to 4pm, 15% for night shift, 50% for Saturday, 75% for Sunday and double time and a half for public holidays.

Note: Different penalty rates apply for part-time employees.

**16. Will the new Group Homes continue to have “wrap around services” such as Speech Pathologists and Psychologists?**

The new homes will not be left without these services. Residents will be linked into the community wherever possible, as occurs in district operated group homes now. Where this is not available back up services will be available within LRC SSL.

**17. How many staff are on each shift?**

Depending on the actual support needs of residents, generally there are two staff on between 7am to 9pm or till 11pm (morning and afternoon shift) and one staff on Night Shift.

**18. How many staff are on shift when the new home is run by a non government provider?**

The non government provider will have their own rostering schedules, but generally it would be a similar staff supports requirements

**19. Please describe what 88 new, specialist disability accommodation looks like?**

Specialist disability accommodation includes buildings such as group homes. A recent Decision Paper by the NDIS indicates that they will fund a greater variety of options in addition to group homes, including single apartments, apartments housing just 2-3 people and other “innovative models.

The Hunter Program will be mainly use 5-bedroom group homes, established as single homes or two homes built together. This is primarily because that is what current residents of LRCs need and prefer. However other options may be considered on an individual basis.

The National Disability Insurance Agency (NDIA) released a final paper on specialist disability accommodation on 1 June 2016. It can be found on their website:

<https://myplace.ndis.gov.au/ndisstorefront/html/sites/default/files/files/SDA/SDA%20Decision%20Paper.pdf>

**20. Will this model be duplicated to cover all 88 accommodations?**

The homes will be individually designed to meet the residents support needs and the land on which they are built.

**21. Will staff be changed from the Nursing Award to the Community Living Award? Will AIN become DSW?**

Successful applicants for Team Leader and the DSW roles will be employed under the *Crown Employees Ageing, Disability And Home Care – NSW Department of Family and Community Services (Community Living Award) 2015* (Community Living Award).

**22. I currently work Monday to Friday. Will I have this opportunity to work these hours in the future?**

People working in DSW roles are required to work shifts on a 24/7 basis.

**23. I do not want to work a 24/7 roster. What opportunities are out there to work Monday to Friday, day shift?**

People working in DSW roles are required to work shifts on a 24/7 basis.

**24. Is the Prince St house part of the ADHC group home list? Why was the number of staff needed reduced?**

The Prince St Mayfield group home will be staffed by FACS. Staffing numbers are determined through an assessment of the actual support needs of residents. If resident needs change, staffing support requirements may change as well.

## Recruitment Questions & Answers

### **1. Will there be a casual pool for the houses as well? Will these positions be open to casual/long term casual staff?**

If there are vacancies after phases 1 and 2 of the recruitment process are completed casual staff will have an opportunity to apply for ongoing roles in Phase 3.

A separate recruitment will be run for a casual pool of DSW staff that may be needed for the new group homes. Staff will be advised of the recruitment for the casual pool via existing communication channels outlined in Section 5 of the CMP.

### **2. When will casual positions be advertised for group homes?**

Casual DSW positions may be advertised after recruitment phases have been completed.

### **3. If I work as a casual for FACS in the group homes in the district will I have a better chance of getting employment in phase 3?**

If roles are still available after phase 2, you will certainly be able to use your experience as a casual in District Group homes to demonstrate your capability when you undertake assessment for appointment to the role.

### **4. When will we find out what the actual role /salary is for a DSW?**

Once the Change Management Plan has been approved, positions will be advertised with the relevant role descriptions / salary for each position.

Recently LRCSSL- SS North Management provided staff with informal information sessions on new roles and gave a description of salary rates (see Attached Salary Table).

### **5. Will experience count as a recruitment qualification?**

The minimum requirements for employment as a DSW are:

- a current Australian Driver's Licence
- a current First Aid or Emergency Response certificate as required for these roles,
- a willingness to drive a 6 to 10 seater minibus and
- a commitment to work on a 24/7 basis.

Recruitment will be based on a comparative assessment of people's capability in the requirements listed in the role descriptions for the DSW and Co-ordinator roles. You will be able to draw on your experience when you complete your application and undertake the capability assessments for the advertised roles. The capability assessment must include at least 3 forms of assessment (one of which is an interview) in addition to your application. More information on the recruitment process and capability assessments can be found [here](#).

There are no minimum qualifications required to apply for positions but you must be willing to undertake relevant training to be appointed.

**6. If a position outside of the group homes becomes available and I want to apply, will Stockton support me?**

Yes, LRC SSL has a variety of supports to assist people applying for other positions such as help with preparing resumes.

**7. What is the pay scale for staff working in a group home?**

Please see the attached pay scale for DSW, Team Leader and Coordinator Accommodation and Respite.

**8. If a team leader is on leave, can a DSW step up into the team leader position?**

LRCSSL will consider DSW staff as part of their professional development for opportunities to act in the team leader role.

**9. Do I have to be an ongoing staff member to apply for a position in Phase 1?**

In phase 1, the filling of Coordinator, A&R, Team Leader and DSW roles will be limited to the following candidates:

- Persons employed in a substantive role in the above locations; and
- Persons who have been employed in temporary employment in the above locations for a period of at least 12 consecutive months as at the date of the advertisement

**10. If there is not enough staff recruited, can staff be seconded to a position in a group home?**

Stage One of the CMP does not envisage staff being seconded from LRCSSL into the new group homes.

**11. How many jobs are available with these houses?**

The CMP, page 6, outlines the number of full and part time roles available.

**12. Is the recruitment process the same for all sites?**

Phase 1 of the recruitment process will be internal advertising and staff at Stockton, Kanangra and Tomaree who meet the eligibility criteria, will be able to apply.

**13. Will there be a specific plan for Tomaree recruitment?**

Recruitment for homes built near the Tomaree centre will be covered in a future stage and another change plan. Eligible staff in Tomaree are able to apply for positions in phase 1 of the recruitment process for these group homes.

**14. If a staff member has worked for 10 years as an AIN, would this experience “cross over”?**

AINs who are permanently employed are eligible to apply for positions in this process. The roles will be filled through a recruitment process which will involve capability assessments. These assessments will ask the applicant to draw upon their experience to demonstrate various capabilities and your 10 years experience is likely to be very valuable in helping you demonstrate your capability. .

**15. I would like to know the process or the procedure to apply to the positions through Stockton?**

Please refer to the process map in the CMP

### **16. Why is priority given to staff at Stockton Centre in Phase 1?**

The residents that will transition to the new homes are from the Stockton Centre. Phase 1 is open to staff with substantive or temporary (12 months plus) roles at Stockton, Kanangra and Tomaree. However, continuity of support for clients is a key principle in the transition approach and as the transitioning clients know many of the staff at the Stockton Centre, priority will be given to staff at that centre, in Phase 1.

## **Training Questions & Answers**

### **1. What certificates get staff into these jobs?**

Staff need to be willing to undertake training for specific roles i.e. Team leader – Certificate 4 in Disability & Front line management. Participating in a training course needs to be completed within 12 months of starting the job.

For a Disability Support Worker role, staff require a current driver's licence and current 'Emergency Response' or 'First Aid' certificate.

### **2. Certificate 3 – Do you need a course?**

Yes, a willingness to undertake training and a commitment to complete the course within a 12 month period. Some work hours will be allocated to online study.

E- Learning modules (ELMO) are available on the ADHC Intranet to assist.

[http://dadhc-intranet.nsw.gov.au/client\\_services/apd/elmo](http://dadhc-intranet.nsw.gov.au/client_services/apd/elmo)

### **3. What certificates will get you further?**

For individual advice and support on education already undertaken we have a person for staff support Gary Leahy and he will be on site for the staff as well as the transit lounge. Also you can contact your staff supervisor. This gives specialised individuality.

### **4. I have put my name down to do the management course and have not heard anything?**

60 people are doing the course at the moment, staff is prioritised, please follow up with your line manager and/or learning and development officer on next available course.

- 5. There hasn't been anyone at the Transit lounge when I have wanted to see someone.**

There are staff in the Transit Lounge now.

- 6. Once your Personal Development Plan has been completed with the manager, where does it go?**

PDP's go to Learning and Development and Human Resources to gather information relating to needs and courses. PDP's are also used for the ongoing conversation about your plans with your supervisor.

- 7. What extra qualifications does an RN require to be a team leader? What qualifications does a Team Leaders role need?**

Please refer to the Change Management Plan.

- 8. I've started a Certificate IV in Leadership and Management however it doesn't finish until February 2017. If I were to transfer to one of the group homes in Stage 1 would I be supported by the department to complete this course?**

Yes.

- 9. As a qualified EEN, do I have to do the DSW training?**

All successful applicants will be provided with job specific training and induction for the new group homes. The training can be delivered in modules at work, so you should not have to repeat in skills where you already have competency.

- 10. Where is the money coming from for the training (e.g. medication training)?**

LRCSSL has a budget for Learning and Development. Staff that are assigned to a role in the new group homes will be provided training and support in their new roles.

- 11. Is there any chance that Tomaree will have something similar to the Transit lounge at Stockton?**

LRCSSL Human Resources is currently considering a Transit Lounge like facility for staff at the Tomaree and Kanangra Centres.

- 12. Why can First Aid not be offered to all staff like E/Ns, EENs, and RNs? Why just the AINs and outdoor staff?**

Please follow up with your line manager and/or learning and development officer on next available course.

## General Redevelopment Questions & Answers

### 1. Are you certain that non government organisations will want to build the houses?

Twelve organisations from a larger number of applicants were shortlisted following the Expressions of Interest process. A Request for Tender process is currently underway with shortlisted organisations. An announcement about who will be constructing the new homes will be made in late 2016 after responses to the RFT have been assessed.

### 2. How will staff entitlements transfer?

You are still a FACS employee and all entitlements will remain until the transfer from ADHC to NGO commences.

### 3. Is the change management plan under the 2010 CLA?

No. The Team Leader and also the DSW roles will be employed under the *Crown Employees Ageing, Disability and Home Care – NSW Department of Family and Community Services (Community Living Award) 2015*.

### 4. When will the homes in stage 1 transfer to NGO's?

The time has not yet been determined, but it could be a year away.

The eight homes operated by FACS will be included in the next stage of the selection process for the transfer to the NGO sector. The bid and selection process will take some months. It is due to open in September 2016. Prospective NGO providers will be invited to make binding offers to take over the operation of FACS services. Offers will be examined and assessed. The selection process will also include family/guardian and resident involvement in the final choice of provider.

No services will transfer before July 2017 and some may not transfer until December 2017. In line with the NSW Government decision to exit disability service by June 2018 all FACS services will eventually transfer to the NGO sector.

### 5. When are the group homes in the district transferring to the NGO sector

Not before July 2017 as explained in response to question 4.



**6. What happens to Long service leave? FACS Leave? Recreation Leave? With this process in transfer do we still have these with a non government provider?**

As part of the transfer to a non-government organisation for the purpose of the National Disability Insurance Scheme, if you are an ongoing (permanent) employee, your employment terms and conditions are guaranteed for two years from the date when services transfer to the non government provider under the NDIS transfer. If you are a casual or temporary employee, your employment terms and conditions are guaranteed for up to six months from the date of transfer.

Accrued entitlements to Extended (LSL) leave and Annual (Recreation) Leave are guaranteed under law. Staff will have the choice to cash out some of these entitlements

The information is detailed. Please refer to the NGO Sector FAQs on the Working Together website for more detailed information relating to the transfer of disability services to the non government sector as part of the implementation of the National Disability Insurance Scheme.

<http://dadhc-intranet.nsw.gov.au/working/working-together>

**7. When will the houses be built for the Tomaree people?**

All the homes for people currently living at the Tomaree Centre is expected to be completed by mid June 2018. The Request for Tender documentation indicated that FACS would prefer the new providers to prioritise new homes being built for people living in the Tomaree and Kanangra Centres to assist with a smooth step down of Hunter Residences. We will know more detail after the successful respondents to the Tender have been chosen.

**8. How long does it take to build a house?**

It takes up to 12 months from design to completion of a house and issued with an occupation certificate.

**9. Are all the houses the same?**

No, each house is designed individually the design of each house is dependant upon the support needs of individual and the features of the property on which it is built.

**10. Could the Staff from Tomaree visit a newly completed home?**

Yes.

**11. Is there going to be a history book for Tomaree and Kanangra?**

As has been the case in the redevelopment of other government operated large residential centres, it is likely a history book for Tomaree and Kanangra will be commissioned.

**12. Tomaree staff is concerned that “their clients” will be getting the best in a new home.**

Where possible, we need Tomaree staff to work in the new homes to ensure continuity of support.

**13. Will any redundancies be offered when new providers take over in 2016?**

No staff will be declared excess under the Change Management Plan for the Redevelopment of Hunter Residences – Stage 1 – Stockton.

**14. I am concerned about liaison with the WHS committee and the PCG – no liaison to date – will they be involved?**

All of the homes will be built to the standards outlined in the FACS Design Guidelines for Group Homes. These Guidelines include provisions to ensure that the new homes are safe workplaces. Work Health and Safety is a standing agenda item at the Hunter Residences Project Control Group. A consultation procedure to ensure that the new homes are safe operationally is also undertaken as part of the commissioning process.

**15. As more houses are developed will you increase the project person jobs?**

LRCSSL may consider further project role opportunities in line with operational requirements and transitioning people to their new accommodation.

## Group Home Questions & Answers

**1. Will community visitors still visit the group homes and do they visit NGO group homes?**

Yes

**2. Will the staff working in a group home get paid overtime rates?**

The 2015 Community Living Award has provisions for that payment of overtime. For more information please refer to clause 9 of the Community Living Award or speak to Garry Leahy on (02) 4928 0800 or via email at [garry.leahy@facss.nsw.gov.au](mailto:garry.leahy@facss.nsw.gov.au).

**3. Can you work in a number of group homes? (e.g. as you sometimes need to at Stockton).**

Generally it is intended that staff will be assigned to a single group home. However, if required for operational reasons LRCSSL Management may deploy staff that are employed under the CLA Award 2010 to work across a number of group homes.

**4. How or when can we find out what group homes are near where we live and how to apply?**

The group home locations will be noted through the recruitment process online.

## Day Programs

**1. I currently work for day programs and do not wish to be a DSW. What opportunities will I have to stay in Day Programs?**

Consistent with contemporary practice for disability services residents of new group homes will be linked to non-government day programs in the community. As local non-government organisations day that provide day program services expand job opportunities may arise for existing LRCSSL day program staff. Staff will be supported to make applications.

**2. If I'm a CSW in the day programs is there a difference in my pay rate if I transfer into one of the first 8 houses?**

Please refer to the Salary Table at ATT 1

**3. If I'm a CSW in the DP's at level 2, if I transfer into one of the first 8 houses do I automatically start on DSW level 4?**

If for example you have Certificate III in Disability, you will be remunerated at the appropriate rate.