

**Workforce Consultation Paper  
Changes to the SESLHD Commonwealth  
Home Support Programme (CHSP)  
Services:**

**Social Support Groups  
Social Support Individual  
Centre Based Respite**

May 2022

Comments or feedback on this proposal can be submitted in writing by COB **Wednesday 22 June 2022** to:

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## Version Control

Version Number	Date (DD/MM/YYYY)	Details of Changes	Author (Name and Position Title)
1	1/04/2022		Katherine Clinch, Manager Aged Care Strategy, Population and Community Health
2	29/4/2022	Updated Timeframes	Katherine Clinch, Manager Aged Care Strategy, Population and Community Health
3	24/5/2022	Revised Timeframes	Katherine Clinch, Manager Aged Care Strategy, Population and Community Health

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# 1. Overview of SESLHD Commonwealth Home Support Programme (CHSP) Services

## 1.1 Background

This consultation paper has been developed to support proposed changes to the workforce for a range of Commonwealth Home Support Programme (CHSP) services provided under the South Eastern Sydney Local Health District (SESLHD) CHSP Funding Agreement with the Australian Government (AG) Department of Health (DoH). These services include Social Support Group services, Centre Based Respite (CBR) services and Social Support Individual (SSI) services.

The CHSP is fully funded by the AG to provide entry level clinical care and and/or home care services to community dwelling people over 65 years (*or over 50 years for Aboriginal people*). The CHSP also supports carers by providing planned respite services for CHSP recipients.

SESLHD is one of approximately 1,400 CHSP service providers throughout Australia with providers comprising not for profit organisations, private organisations and state and territory government organisations. SESLHD receives CHSP funds to provide:

- Community Nursing
- Allied Health
- Social Support Group
- Social Support Individual
- Centre Based Respite

These services are delivered within SESLHD by Sutherland Hospital (Southcare Community Health), Prince of Wales Hospital Community Health and St George Hospital Community Health. Calvary Hospital, Kogarah are a third schedule affiliated health organisation and also provide a range of services under the SESLHD CHSP Funding Agreement. A list of SESLHD CHSP service types provided by facility is outlined in Section 1.2.

CHSP Funding Agreements are currently in place for service providers until 30 June 2022. Funding Agreements for the period 1 July 2022 until 30 June 2023 are being prepared by the Department of Social Services (DSS) in consultation with service providers. This will be the final year of the CHSP program with a new single care at home system to be introduced by the AG from 1 July 2023 (*refer to Section 2 for information*).

## 1.2 Current Organisation Structure

### 1.2.1 Governance of SESLHD CHSP Services

The SESLHD CHSP is strategically supported by the Aged Care Strategy Unit within the Population and Community Health Directorate. Operational governance is provided locally at facility level by Team Leaders and Community Health Managers with reporting lines to facility General Managers.

### 1.2.2 CHSP Service Types Provided by Facility

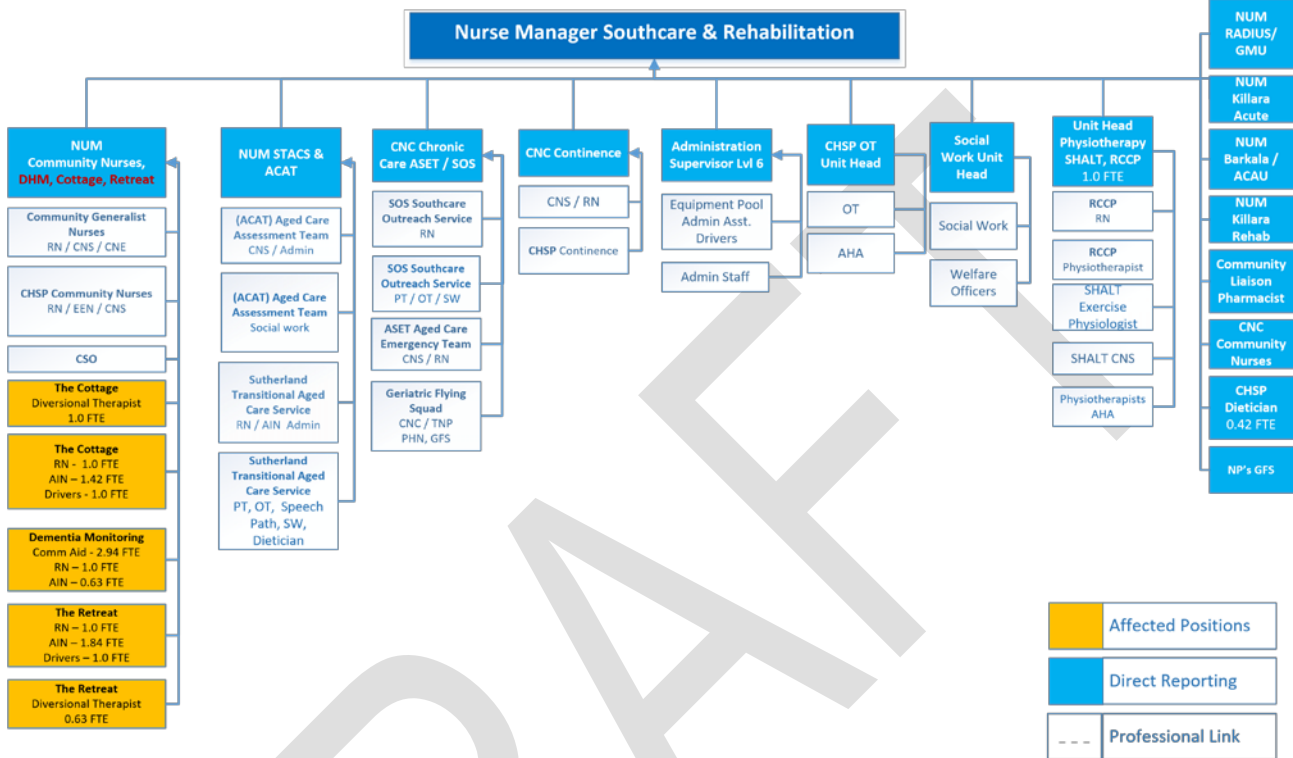
A breakdown of SESLHD CHSP service types provided by facilities is tabled below:

CHSP Service Type	Facility
Social Support Individual	Prince of Wales Hospital Community Health
	Sutherland Hospital, Southcare Community Health
Allied Health - Podiatry	Calvary Hospital Community Health
	Sutherland Hospital, Southcare Community Health
Allied Health - Physiotherapy	Prince of Wales Hospital Community Health
Allied Health - Occupational Therapy	Prince of Wales Hospital Community Health
	Calvary Hospital Community Health
	Sutherland Hospital, Southcare Community Health
Allied Health - Dietetics	Prince of Wales Hospital Community Health
	Calvary Hospital Community Health
	Sutherland Hospital (Southcare)
Community Nursing	Prince of Wales Hospital Community Health
	St George Hospital Community Health
	Calvary Hospital Community Health
	Sutherland Hospital (Southcare)
Social Support Group	Prince of Wales CH (Annabel House and ATSI service at La Perouse)
	Calvary Hospital (Mary Potter House)
	Sutherland Hospital (The Cottage & The Retreat )
Centre Based Respite	Prince of Wales Hospital Community Health (Annabel House)
	Calvary Hospital (Mary Potter House)

### 1.2.3 Current Organisation Charts

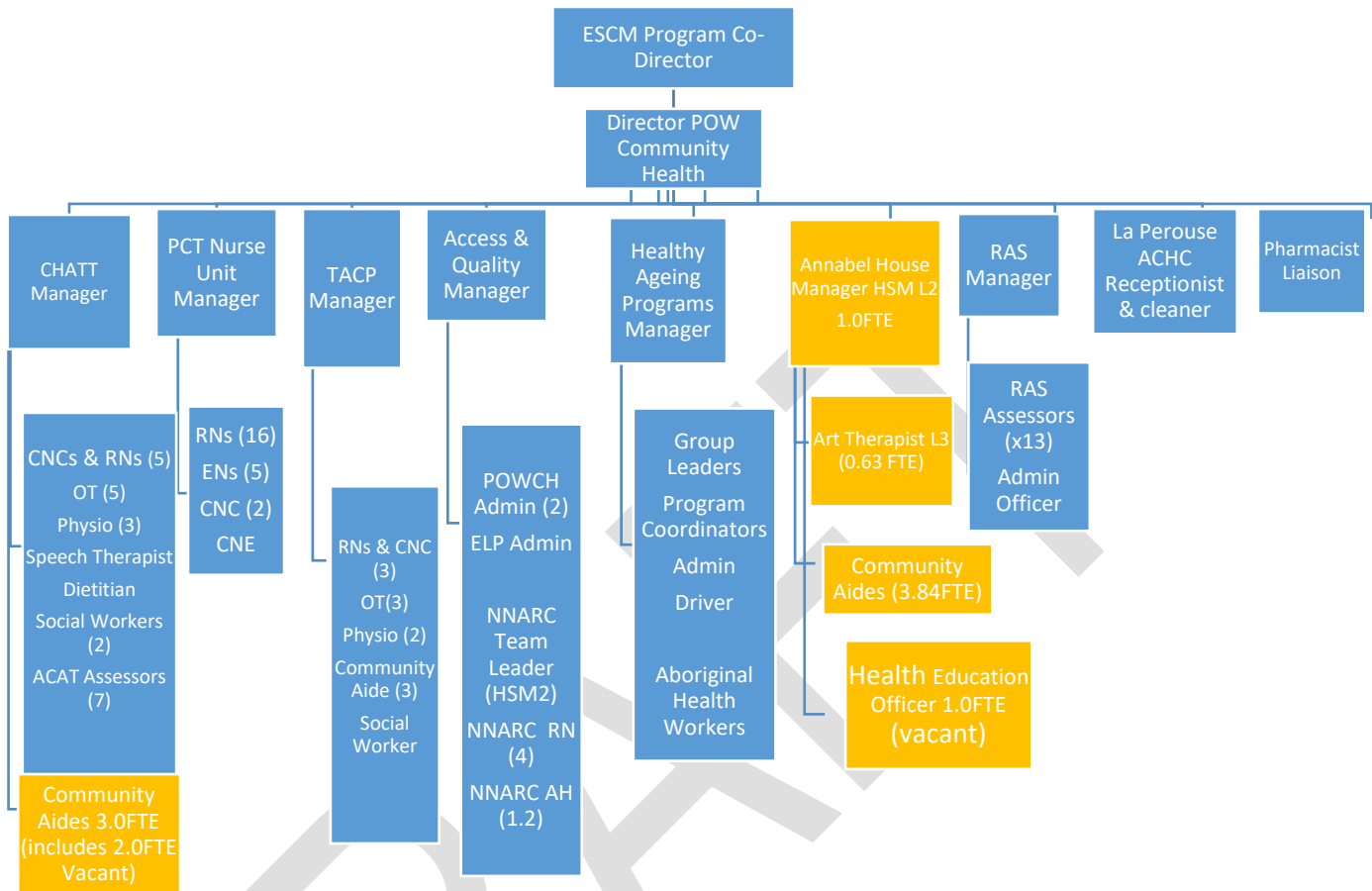
#### A. Southcare Community Health, Sutherland Hospital

Organisational Chart - Nurse Manager Southcare & Rehabilitation



March 2022

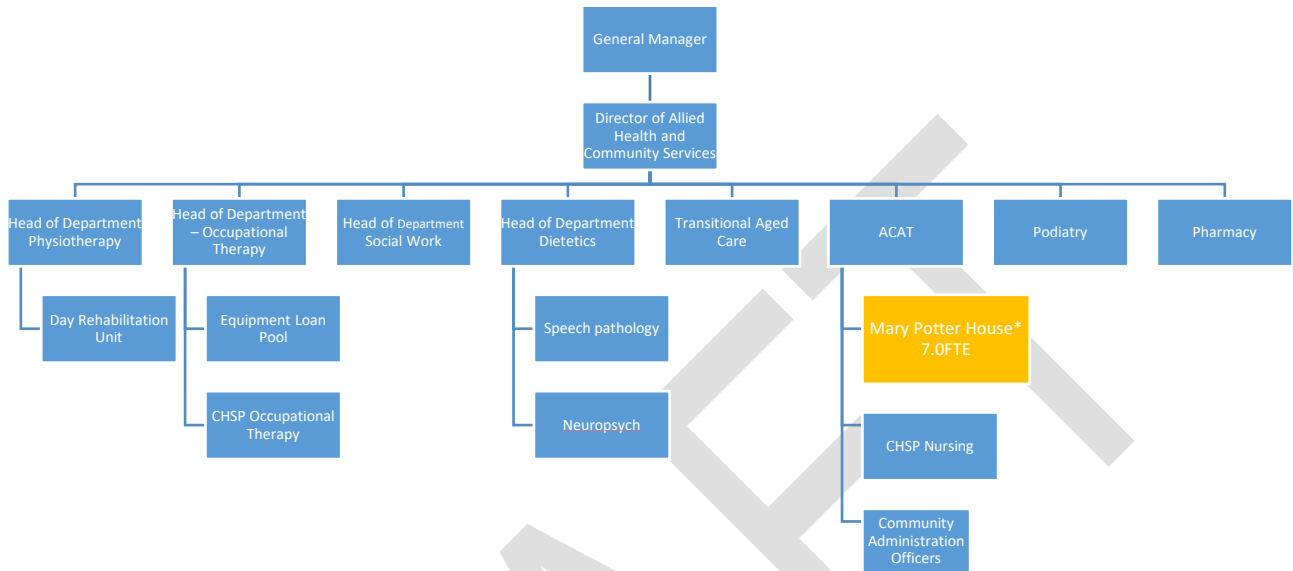
**Prince of Wales Hospital Community Health**



Affected Positions =



### C. Calvary Community Health



Affected Positions =

## 2. Case for Change

### 2.1 Australian Government Home Care Reforms

From 1 July 2023, the Australian Government (AG) have announced their intention to implement significant reforms to the home care system for older people with a new single care at home program to replace the CHSP, the Home Care Package (HCP) Program and the Short Term Restorative Care Program (STRC). SESLHD is not a service provider of the HCP or STRC programs.

SSG, CBR and SSI service types are not clinical services needing to be delivered a medical practitioner, nurse or allied health professional, and hence they are not best aligned with the NSW Health core business of healthcare. The Non-Government sector is also able to provide these services very effectively and has a long history of providing these services.

SESLHD recognises the importance of healthcare for older people and is committed to continuing to provide a wide range of clinical healthcare services to older people in the community through services such as, community nursing, community allied health services, falls groups, cardiac rehabilitation, respiratory co-ordinated care programs and hospital outpatient clinics and services.

## 2.2 What changes are being proposed?

SESLHD is proposing to transition the full funding for SSG, CBR and SSI services to the AG so that a new provider/s can manage these services from 1 July 2022. The AG funding will continue, however the services may operate differently under the management of a new provider. The new providers will be determined by the AG.

A list of affected service outlets is outlined below:

<b>Social Support Group</b>
<b>Sutherland Hospital, Southcare Community Health:</b>
<ul style="list-style-type: none"> <li>• The Cottage</li> <li>• The Retreat</li> </ul>
<b>Prince of Wales Hospital Community Health: Annabel House</b>
<b>Calvary Community Health Care: Mary Potter House</b>
<b>Centre Based Respite</b>
<b>Prince of Wales Hospital Community Health: Annabel House</b>
<b>Calvary Community Health Care: Mary Potter House</b>
<b>Social Support Individual</b>
<b>Prince of Wales Hospital Community Health</b>
<b>Sutherland Hospital, Southcare Community Health</b>

## 2.3 How will the changes impact the SESLHD and Calvary Workforce?

Staff who work within SSG, CBR and SSI services funded through the CHSP will be affected by these changes effective from 1 July 2022. The exception to this is staff who provide the Aboriginal Torres Strait Island Social Support Group Services at La Perouse.

There are a total of 38 affected positions across SESLHD and Calvary, comprising 24.79FTE incumbents and 5.20FTE vacancies which will be deleted from 1 July 2022 due to the removal of funding.

Of the affected positions:

- 21 are permanent positions (x12 SESLHD positions and x9 Calvary positions)
- 17 are temporary positions comprising:
  - X 16 SESLHD positions: (10 positions at POW due to end 30 June 2022 and 6 positions at Southcare ending 30 June 2023)
  - X1 Calvary position: secondment ending 30 June 2024

There is a total headcount of 36 staff occupying the 38 affected positions, with 2 staff members occupying multiple assignments at Southcare.

### 2.4 What are the options for SESLHD affected staff?

SESLHD CHSP Managers and People and Culture staff will meet individually with affected staff to discuss the available options following the changes effective 1 July 2022.

Wherever possible, affected staff will be matched to suitable vacant positions throughout the district and transition to these positions from 1 July 2022.

There may also be an option for staff to be transferred to the new service providers selected by the Australian Government.

Where permanent staff are unable to be matched to other vacant positions within SESLHD, these staff will be managed in accordance with the *Managing Excess Staff of the NSW Health Service Policy Directive PD2012\_021*.

### 2.5 What are the options for Calvary affected staff?

The Human Resources Manager will meet individually with affected staff to discuss the available options following the changes. Wherever possible, affected staff will be matched to suitable vacant positions throughout the organisation and would transition to these positions.

### 2.6 Which staff are not affected by the changes?

SESLHD CHSP Community Nursing and Allied Health funds are not being relinquished to DSS in 2022/23. These are clinical services which align with the core business of Health and they will continue to be provided by SESLHD in 2022/23. Staff who provide the Aboriginal Torres Strait Island Social Support Group Services at La Perouse are also not affected by these changes.

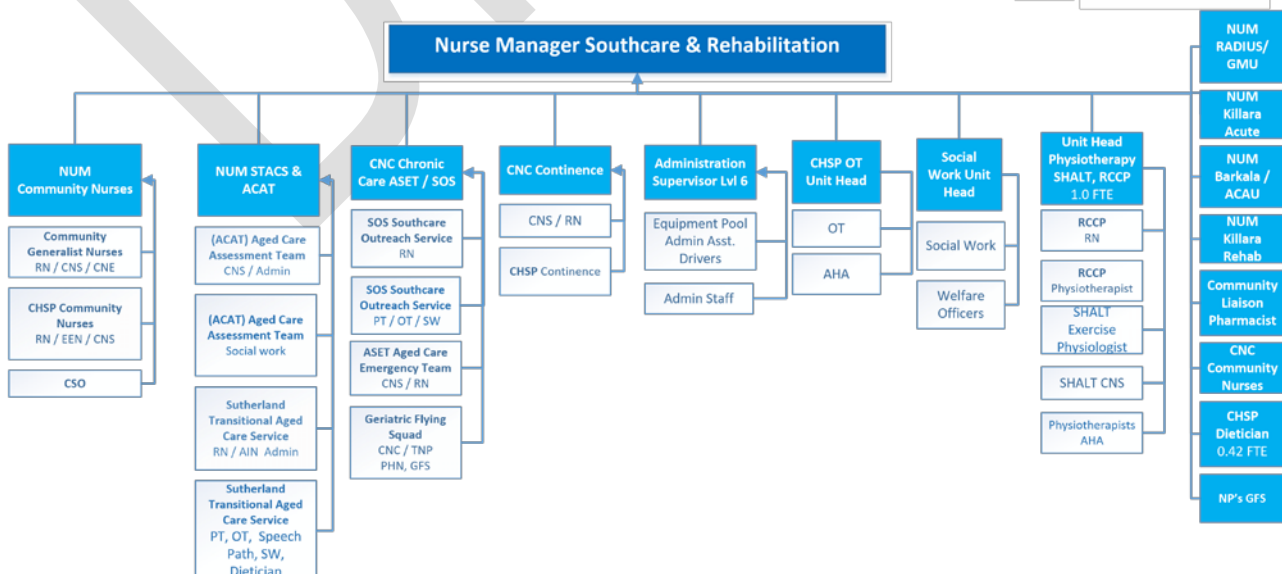
## 3. Organisation Structure Post transition on 1 July 2022

The organisational structure would involve deletion of the affected positions outlined in Section 3.3. There will be no changes to other staff positions within CHSP funded services or other community health services and no changes to reporting lines of positions.

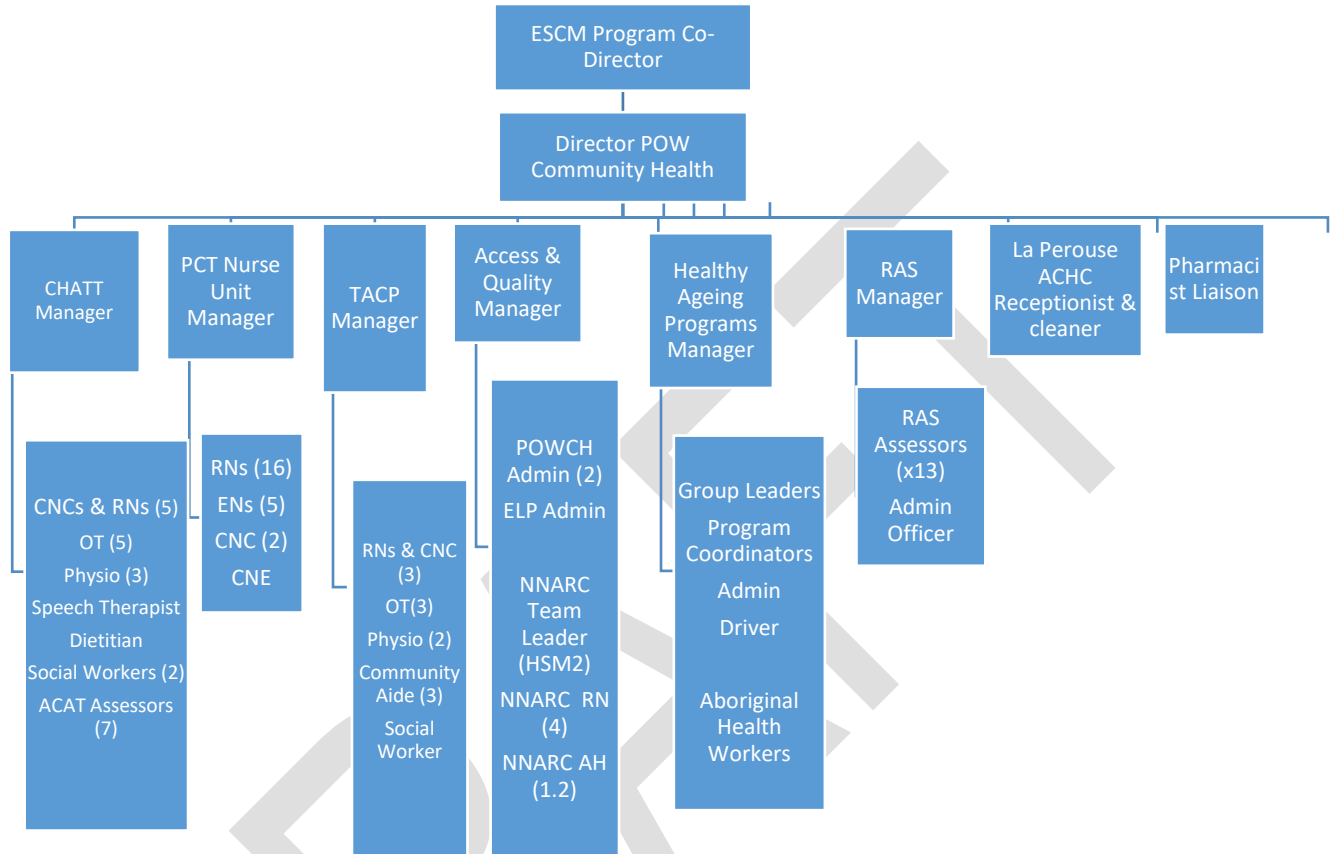
### 3.1 Proposed Organisation Charts

#### A. Southcare Community Health, Sutherland Hospital

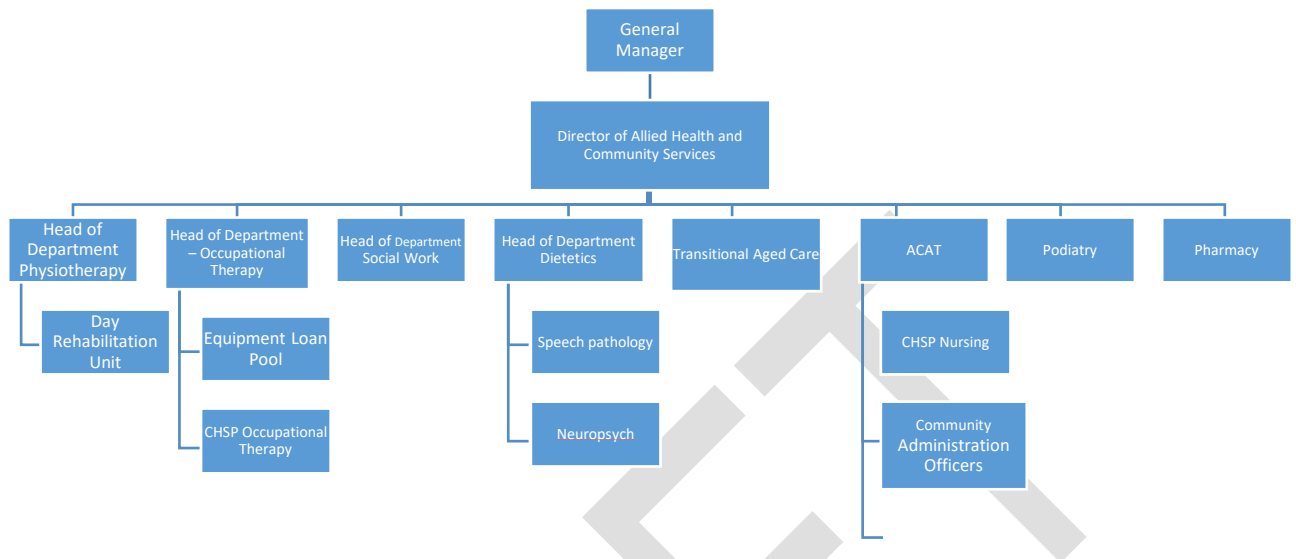
Organisational Chart - Nurse Manager Southcare & Rehabilitation



## B. Prince of Wales Community Health



### C. Calvary Community Health



### 3.3 Positions Affected by Proposed Changes

#### 3.3.1 SESLHD Staff

No.	Position Title	Temp/ Permanent	FTE Filled	FTE Vacant	Position Number
<b>Southcare Community Health Positions</b>					
1	Registered Nurse (RN8)	Temp (30.6.23)	1.0	0	101315
2	Assistant in Nursing Yr4	Perm	1.84	0	101313
3	Allied Health Assist /Div Therapist Yr 3	Perm	0.21	0.42	696713
4	Driver/General Assistant	Perm	1.0	0	101317
5	Registered Nurse (RN7)	Temp (30.6.23)	0.53	0	101306
6	Registered Nurse (RN8)	Perm	0.53	0	101306
7	Assistant In Nursing Yr4	Temp (30.6.23)	1.0	0	101310
8	Assistant In Nursing Yr4	Perm	0.42	0	101310
9	Allied Health Assistant Yr3	Perm	0.63	0.37	696711
10	Driver/Gen Assistant	Temp (30.6.23)	1.0	0	101308
11	Registered Nurse (RN8)	Perm	0.63	0.37	102093

No.	Position Title	Temp/ Permanent	FTE Filled	FTE Vacant	Position Number
12	Assistant In Nursing Yr 4	Temp (30.6.23)	0.63	0	102088
13	Community Aid Yr 5	Perm	1.58	1.04	102087
14	Community Aid Yr 5	Temp (30.6.23)	0.32		102087
15	<b>Total FTE Southcare</b>		<b>11.32</b>	2.20	
16					
17	<b>Prince of Wales Community Health</b>				
18	Community Aid	Temp (30.6.22)	3.84	0	92300
19	Art Therapist Level 3	Temp (30.6.22)	0.63	0	570737
20	Health Education Officer	Temp (30.6.22)	0	1.0	92306
21	Health Manager Level 2	Temp (30.6.22)	1.0	0	683479
22	Community Aid	Temp (30.6.22)	1.0	2.0	524433
23	<b>Total FTE POW</b>		<b>6.47</b>	<b>3.0</b>	
24					
25	<b>Total FTE SESLHD</b>		<b>17.79</b>	5.2	

### 3.3.2 Calvary Community Health Staff

No.	Position Title	Temp/ Permanent	FTE Filled	FTE Vacant	Position Number
1	NUM, Level 1, Yr 2	Seconded (30.6.24)	1.0	0	M00499 <i>(substantive position CNS 2, 20 hrs/wk)</i>
2	Assistant In Nursing, Yr 4	Perm	0.8	0	M00296
3	Residential Care Assistant, Yr 5	Perm	1.0	0	M00155
4	Residential Care Assistant, Yr 5	Perm	2.4	0	M00158
5	Admin Officer Level 6, Yr2	Perm	0.6	0	M00302
6	Assistant In Nursing, Yr 1	Perm	0.3	0	M00296
7	Occupational Therapist L3, Yr 2	Perm	0.5	0	M00157 <i>(substantive position OT L2, Yr 4, 1.0FTE)</i>
8	Assistant In Nursing, Yr 1	Perm	0.4	0	M00508
9	<b>Total FTE Calvary</b>		<b>7.0</b>	<b>0</b>	

## 4. Consultation

### 4.1 Consultation Objectives

- Ensure all SESLHD and Calvary affected staff as well as internal and external stakeholders are informed in an appropriate and timely manner about the change of provider/s for the SSG, CBR and SSI services.
- Identification of suitable vacant positions for matching affected staff to vacant positions wherever possible
- Enable the opportunity for feedback and consultation with staff, and the Unions and Associations
- Facilitation of access to support for affected staff through the Employees Assistance Program
- To work collaboratively and effectively with the Department of Social services (DSS) and Department of Health (DoH) through the transition out process
- To work collaboratively and effectively with the newly identified provider/s to identify opportunities for the transfer of staff to the new provider/s

#### The following principles will support this approach:

- A SESLHD CHSP Transition Working Group and Sub-Group have been established to support the transition-out planning key actions
- Open and timely communication will be used to ensure internal and external stakeholders are aware of the changes.
- A point of contact for each site will be determined to address enquiries or concerns raised by staff and stakeholders
- A variety of communication tools will support informing affected staff and relevant stakeholders about the changes, including meetings, letters, workforce consultation paper

### 4.2 Key Messages

- SESLHD is transitioning the funding for SSG, CBR and SSI services to the Commonwealth so that a new provider/s can manage these services
- It is proposed that this transition would occur commencing from 1 July 2022
- SESLHD CHSP funding for community nursing and allied health services is not transitioning to another provider and these services will continue to be provided by SESLHD.
- SESLHD staff and clients attending the La Perouse Aboriginal Social Support Group Service are not affected by these changes
- Australian Government funding will continue, however, the services may operate differently under the management of a new provider.
- The new provider/s will be determined by the Australian Government
- SESLHD is highly committed to providing effective and high quality healthcare services to older people in hospital, home and community health settings.
- The affected service types are not clinical services needing to be delivered by a medical practitioner, nurse or allied health professional, and hence they are not best aligned with the NSW Health core business of healthcare.
- The Non-Government sector is able to provide these services very effectively
- SESLHD recognises the importance of healthcare for older people and is committed to continuing to provide a wide range of clinical healthcare services to older people in the community through services such as, community nursing, community allied health services,
- SESLHD will work with the Department of Health, the Department of Social Services and with the new provider/s to plan for a seamless transition of care for our clients and their carers.



- Consultation with clients, carers, affected staff and internal and external key stakeholders will occur throughout the transition process

#### 4.3 Contacts for Affected Staff:

Affected staff can direct any enquiries about the impacts of these changes on their individual situation to:

**Prince of Wales (Annabel House and Social Support Monitoring Services):**

Contact: Brett McCormick, Director Community Health, Prince of Wales Hospital  
Email: [brett.mccormick@health.nsw.gov.au](mailto:brett.mccormick@health.nsw.gov.au)

**Southcare (The Cottage, The Retreat and Social Support Monitoring Services):**

Contact: Jackie Primmer, Nurse Manager Southcare and Extended Care  
Email: [Jackie.primmer@health.nsw.gov.au](mailto:Jackie.primmer@health.nsw.gov.au)

**Calvary Community Health (Mary Potter House):**

Contact: Maria Jessing, Director Allied Health and Community Health  
Email: [maria.jessing@health.nsw.gov.au](mailto:maria.jessing@health.nsw.gov.au)

**People and Culture (for SESLHD staff only)**

Contact: Louise Johnson, Head People and Culture Business Partnering and Employee Relations  
Email: [louise.johnson1@health.nsw.gov.au](mailto:louise.johnson1@health.nsw.gov.au)

## 5. Workforce Consultation Timeframe

Task	Documentation/Task	Timeframes (Indicative) Week Commencing
Workforce Consultation Paper to be drafted by Manager Aged Care Strategy, Senior CHSP Managers, People and Culture staff and Calvary Executive.	Draft Workforce Consultation Paper	April 2022
Vacant positions in other services to be identified	People and Culture and CHSP Managers to identify appropriate vacant positions for affected staff	April 2022 & ongoing
Executive endorsement draft Workforce Consultation Paper	Workforce Consultation Paper to be submitted for CE Approval	May 2022
Heads up to be provided to the Unions and Association	Head People and Culture Business Partnering and Employee Relations	25 May 2022
Face to face meetings with affected staff	CHSP strategic and operational managers and People and Culture	May-June 2022
Consultation period with staff and unions commences	Workforce Consultation Paper to be provided to affected staff, Unions and NSWNMA	25 May 2022
Consultation period closes	-	22 June 2022



Feedback reviewed and considered.	Workforce Consultation Paper to be revised with feedback from consultation as appropriate	27 June 2022
Final consultation document incorporating any changes identified during consultation circulated	Workforce Consultation Paper (Final)	27 June 2022
Vacant positions in other services to be identified	People and Culture and CHSP Managers to identify appropriate vacant positions for affected staff	April ,May & June 2022 ongoing
Case management of individual affected staff	People and Culture Business Partners to meet with affected staff to discuss options	June 2022 ongoing
Written advice issued to affected staff by CHSP Managers	Letter to advise of 'affected status'	June 2022
CHSP Managers and People and Culture to match affected staff to vacant positions where possible	Letter to advise of matching to vacant position for relevant staff	April, May, June 2022 ongoing
CHSP Managers and People and Culture staff to identify excess permanent SESLHD staff (i.e. unable to be matched to vacancies)	<p><u>For SESLHD excess permanent staff:</u> Letter to offer Voluntary Redundancy or redeployment for three month period to be sent.</p> <p><u>For Calvary excess permanent staff:</u> It is anticipated that all staff will be matched</p>	1 July 2022
CHSP Managers and People & Culture to identify temporary staff unable to be matched to vacant positions	Letter to advise of contract end date	1 July 2022