

Fresh Hope: Proposed changes to Business Support Officer (BSO) role

Dear Member,

Fresh Hope management have written to inform the HSU that they are proposing changes to the BSO role responsibilities across its Residential Care sites. See attached letter.

The proposed change will consolidate BSO roles and duty lists into a BSO classification with a wider variety of commensurate administration support responsibilities.

Dealing with change can be a stressful time, and it is important that members know their rights in any change process:

- You have the right to be consulted about the change. That gives you the right to raise any issues with the change and management must give consideration to those issues.
- You have the right for the changes to be put to you in writing and time to consider them.
- Your contract cannot be altered without your agreement. Do not sign anything you are not happy with.
- You have the right to support and to be represented at any meeting. Notify the HSU on 1300 478 679 if you need representation.

We can only represent HSU members as part of this process. Encourage your workmates to join online at www.hsu.asn.au/join or phone 1300 478 679.

In unity,



Gerard Hayes
Secretary, HSU NSW/ACT/QLD



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Dear Rob,

Re: Proposed Changes of the Business Support Officer (BSO) role

This letter advice is to inform HSU that Fresh Hope Care are proposing changes to the BSO role responsibilities across its Residential Care sites.

Final decisions on the role responsibilities and appropriate hours of duty of the roles across the various sites will occur after consultation with staff and the HSU have been finalised.

Currently Fresh Hope Care has differing BSO roles and duty lists in respect of maintenance, rostering and payroll, and finance. The proposed change will consolidate BSO roles and duty lists into a BSO classification with a wider variety of commensurate administration support responsibilities. This will provide for improved rounded responsibilities which enhance BSO staff capabilities and available administration skills in residential care facilities

Fresh Hope Care have identified benefits for the organisation and staff in terms of staff attraction and retention and job satisfaction for staff undertaking BSO roles. Further the introduction of improved processes and scheduling will mean the time associated with rostering, Payroll and the support of clinical administration will be more efficient which augers well for this change to be made.

The expected outcomes of the proposed changes will depend on the location subject to requirements and existing staff capabilities. In a few sites BSO employees will be requested to apply for the new changed BSO role whereas other BSOs, depending on location and circumstances, may be directly appointed to the new BSO position. If the existing BSO employee is not successful in their application or does not accept an appointment into the new BSO position, the employee may be deemed surplus to requirements and receive a notification of redundancy.

Tierra Health Pty Ltd have been engaged to assist Fresh Hope Care in managing the changes.



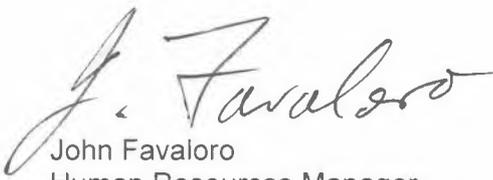
Where a redundancy notification is issued we will support the staff member with securing new employment. A redundant employee would be paid their accrued leave entitlements and a redundancy payment in accordance with Living Care Enterprise Agreement 2014.

We will be commencing the consultation period from today with staff to discuss the proposed changes and obtain feedback. Relevant staff will be provided with information about the proposed changes, including the nature of the changes proposed, the expected effects of the changes on employees and what actions will be put in place to minimise any staff impact.

Presently we do not know of the specific individual impacts as it largely depends on staff applying and the role selections resulting. Once individual outcomes are known the HSU will be advised.

In the meantime, should you wish to discuss or have a question please call me.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'J. Favaloro', written in a cursive style.

John Favaloro
Human Resources Manager
Fresh Hope