

RSL Lifecare Major Workplace Change

Dear Member,

The HSU has been informed by RSL Lifecare of major changes to the Home For Heroes service.

See attached letter that was provided yesterday.

Any member affected by these changes should email agedcare@hsu.asn.au for assistance.

As we can only represent HSU members in any change process, encourage any affected workmates to join online at www.hsu.asn.au/join or phone 1300 478 679.

In unity,



Gerard Hayes
Secretary, HSU NSW/ACT/QLD

29 November 2018

Homes for Heroes New Strategic Direction

Operating and funded since 2014, Homes for Heroes (H4H) has provided services to 80 Veterans who have returned to the community and currently has 30 participants engaged in this important program.

H4H has aimed to provide Veterans with stability, security, support and the opportunity to get back on their feet. Many of whom were experiencing homelessness, social isolation, poor mental health (including PTSD) and addiction. It is estimated that thousands of Veterans are sleeping rough on Australian streets every night.

Increasing Demands on Homes for Heroes

More recently with the focus on supporting younger Veterans, H4H has experienced significant challenges associated with barriers for Veterans due to chronic illness or injuries (physical, psychological and psychiatric). It has since been identified that RSL LifeCare is no longer able to meet the ongoing and increasing needs of our Veterans and deliver the specialised, acute and complex care services required to maximise the impact on outcomes for the Veteran community.

External Review Conducted

In July 2018, RSL LifeCare engaged Nous Group to conduct a thorough review of H4H and provide recommendations for H4H going forward. The review was completed in October 2018 with a new strategic direction proposed and is currently under consideration with the aim to continue to grow the very important work that was commenced at RSL LifeCare.

It is recommended that Homes for Heroes be overseen by an external provider with input from RSL LifeCare rather than operated solely by RSL LifeCare. This will enable the program to be structured and formalised for specialist and complex care initiatives to address the growing needs of the Veteran community and continue the very important work of H4H.

What Does This Mean for H4H Staff?

- H4H will operate business as usual for a period of 6 months until the new provider is finalised and hand over is completed.
- RSL Lifecare aims to ensure all existing staff members are retained by the new provider.
- There is a service retention bonus available to staff that remain in the program until the handover completion period, the details of which are enclosed in the attached letter. This will be a pro-rata payment of up to \$10,000 dependant on attendance.
- Staff are able to apply for any suitable vacant RSL Lifecare positions that may arise in this time.
- If staff are not taken on by the new provider, redundancy will be available at the conclusion of the 6-month period.

I would like to take the opportunity to thank each and every one of the Homes for Heroes team for the dedication and commitment that you have shown for this vital program and the positive outcomes that have been achieved thus far.

I do hope that you can see that strengthening and expanding the program for the long term is the best outcome for the Veteran Community and our number one priority in this decision.

Additional Support Available

I understand that this may be a difficult time for you and encourage you to access our Employee Assistance Program, Access EAP on 1800 818 728 which is a professional and confidential counselling service available to all employees of RSL LifeCare at no cost to the employee. Alternatively, please contact Ben Van Lierop on 0419 262 420 if you have any further questions.

LAURIE LEIGH
Chief Executive Officer
RSL LifeCare