

Benevolent Society Disability Services: Proposed New Operating Model

Dear Member,

Attached is correspondence the HSU has received from Benevolent Society management regarding a proposed new Disability Services operating model.

Please review the attached documentation and provide comment to agedcare@hsu.asn.au.

HSU Organisers will be making representations on behalf of Members throughout the change process and will also be arranging visits to your workplace to discuss the matter with affected employees. To ensure you get a visit in your area please contact Ben Steltenpool at ben.steltenpool@hsu.asn.au.

For all staff that are employed as Therapists i.e. Occupational Therapists, Physiotherapists, Speech Pathologists – the HSU is your Union.

Please distribute this newsletter to your work colleagues for their information and comments.

Not a member of the HSU? Through any change process, we can only represent HSU members. Encourage your workmates to join online at www.hsu.asn.au/join or phone 1300 478 679. Together we are stronger.

In unity,



Gerard Hayes
Secretary, HSU NSW/ACT/QLD

10 April 2019

Gerard Hayes
Secretary
Health Services Union

By email: info@hsu.asn.au

Dear Gerard,

Re: The Benevolent Society Disability Services Operating Model

I am writing in relation to the Disability Services Operating Model. This letter is being sent to all unions with potential coverage at The Benevolent Society (TBS) in our Disability Services operations within New South Wales.

While we intend to consult with impacted employees and the relevant unions on the detail of a proposed Disability Services operating model, we also want to seek your ideas, comments and information before decisions are taken.

Principles of Disability Services operating model

We have advised employees of high level principles around the operating model, including the following communication to employees from our CEO, Jo Toohey, on 12 February 2019:

Since acquiring the services formerly provided by NSW Department of Ageing, Disability and Home Care in July 2017, there have been many challenges. We are simply not meeting our clients' needs with the current structure and the current model is not financially sustainable under the NDIS.

Our objectives for the new operating model will be driven by:

- meeting customer demand and improving customer service;
- facilitating opportunities for our staff to build clinical and practice expertise
- promoting a cohesive TBS brand in local communities;
- aligning management roles; and
- consistency in titles and reporting lines across TBS; and
- ensuring all our teams are financially sustainable into the future.

To achieve this we will need:

- Therapists, in particular OTs and Speech Pathologists in all regions;
- Behaviour Support Practitioners/Specialists in all regions; and
- Psychologists in all regions, particularly those with behaviour support experience/competency.

We will be looking to strengthen the number of roles in occupational therapy, speech pathology and behaviour support specialists in all regions, supported by psychologists. But we will only grow in number when we are financially sustainable. We cannot increase our cost base without the revenue needed to support it. We will be reducing the ratio of case managers to therapists, because the current ratio is not sustainable and due to the lack of demand we will not grow our resource in physiotherapy, nursing and dietetics.

Next steps for Disability Services Operating Model

On Monday 8 April we advised Disability Services employees that we intend to communicate a proposal to them and commence consultation on Monday 6 May 2019.

On 2 May we intend to invite Disability Services employees to team meetings and individual meetings in the week of 6 – 10 May. We intend to offer every person in Disability Services the opportunity to meet directly with senior management.

Consultation before decision on Disability Services Operating Model

We are writing to unions with coverage in Disability Services to seek your ideas, comments and information before decisions are taken.

We will, of course, be sharing the details of the proposed operating model with unions once a proposal has been developed, and we will be consulting with unions and employees on those details.

Should you have ideas, comments or information to provide in relation to the Disability Services operating model, please provide it to Isabelle Guaran, A/HR Director at isabelle.guaran@benevolent.org.au in writing by Friday 26 April 2019 in order that it can be considered before a decision is made.

Please also let us know if you do not believe you have members in Disability Services and do not wish to participate in the employee and union consultation that will commence in May.

Yours sincerely



Josh Keech
Executive Director, People, Learning & Culture
The Benevolent Society