

STAFF INFORMATION

March 2016

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**ALL OF THE ABOVE CONTAIN IMPORTANT INFORMATION
THAT AFFECTS ALL EMPLOYEES**

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New Organisational Restructure

With the introduction of the National Disability Insurance Scheme and all of its conditions, standards and payment rates, NWRSS, like all other organisations, has to restructure to remain financially secure.

As has always been our approach to change, we negotiate with the people who will be affected to achieve outcomes that suit everyone with little or no loss to anyone.

The changes required are significant enough for us to consider the position descriptions and award levels of all positions in the management structure.

The main change in the structure, at this stage, is at the Direct Service Coordinator level. Our positions, which have always been at Level 3, have new position descriptions that take them to Level 4 with a significant change in the nature of the workload.

Direct Service Coordinator, Chris Willsher, who has been an important part of our growth for many years, has decided not to pursue her position to Level 4.

The Level 3 Assistant Direct Service Coordinator's positions also have new position descriptions that raise organisational expectations.

Chris has decided to take up an Assistant Direct Service Coordinators position and take up a variety of tasks and responsibilities as directed by the Management team.

The Management Team, at this stage will consist of the General Manager -- Neal Rodwell, Direct Service Manager – Lee-Anne Aulich, Operations Manager – Teresa Inkson and Direct Service Coordinator – Alarna Moles. Alarna will move to the new Direct Service Coordinators, Level 4 position. There will only be one of these positions at this stage.

These arrangements take effect on April 18 2016. Lee-Anne and Alarna will meet with all teams to detail how the new structure will work on a day-to-day basis.

The Assistant Coordinators Pool, which will include Chris Willsher, Donna Plapp, Ian Robson, Roz Connley and Lou Cleary, will continue to be delegated tasks and responsibilities by the Management Team. Other support workers will also be offered extra tasks and responsibilities from time to time.

These restructuring decisions have been made by the Management Team of Neal Rodwell, Lee-Anne Aulich and Teresa Inkson to maximise our chances of survival into a new and very challenging era. However, these rapid decisions do not mean that we are not interested in hearing your feedback and ideas that might influence exactly how our new structure should operate.

Neal, Lee-Anne and Teresa would welcome your ideas.

Team Meeting Restructuring

Another part of our restructuring involves team meetings. We have been concerned for some time about the effectiveness and cost of our team meetings.

- They are often poorly attended which means that there is not enough people for robust discussion, planning and problem solving
- The feelings of members who don't turn up for meetings are unknown which does not help in gauging adherence to workplace policies and procedures and comfort levels in the workplace
- A lot of meeting time is often wasted in long discussions about simple decisions that can be made in other ways outside of team meetings

The new meeting structure will see a schedule of bi-monthly meetings. In the off meeting month we will endeavour to contact team members to check workplace comfort and concerns and ideas they might have for the clients they support.

The information collected will be analysed for immediate action if possible and the setting up of agenda items for the coming meeting. The meetings will still run to the current agenda structure. The chairing of meetings will often be shared between the Management Team members.

We will still stand by our policy of favouring those who come to meetings for extra hours. This is because meetings will always contain training and development content and make attendees more prepared for high performance.

Service Information Presentations

NWRSS will be holding the following service information presentations in Devonport and Wynyard.

They will be held twice on each day to try and accommodate people's routines.

- **Tuesday, April 05**
 - 11.30 am – Argosy Motel -- Devonport
 - 3.30 pm – Wynyard Yacht Club
- **Wednesday, April 06**
 - 11.30 am – Wynyard Yacht Club -- Wynyard
 - 3.30 pm – Argosy Motel -- Devonport

These presentations will explain the changes the National Disability Insurance Scheme will bring to organizations like NWRSS and, how we will need to respond to ensure the survival of the organization.

There is no attendance payment for these presentations. They are open to the public.

The sessions will be of particular personal importance to employees who want to know how to maximize their job security.

There will be plenty of time for questions and discussion.

Rosters

From Tuesday, March 29 2016 all rosters will come under Operations Manager, Teresa Inkson. The only phone for roster matters will be 0437 836 677.

The upgraded Rosters & Relief Pool policy and procedures is as follows and has been and has been posted on the website under Policies & Procedures.

North West Residential Support Services Inc.
Policies and Procedures
ROSTERS & RELIEF POOL
P-02-29/03/16

For health and safety reasons the maximum number of hours generally available to an individual is 38 per week.

It is important to remember (as stated in your acceptance of employment letter) that you may be transferred between residential support programs; regular hours are not specific to locations or shifts. We will discuss this with you individually and work with you on the detail, however the final decision rests with NWRSS.

NWRSS understands that staff will from time to time, request to relinquish or swap a shift for important personal or social reasons. If this is the case you will need to contact the Operations Manager who will decide from the relief pool who will be offered the shift.

Reasonable notice is required for relinquishing or requesting a shift swap and if you are ill for more than one day a medical certificate must be pinned to your next timesheet.

If requests seem unreasonable or form a pattern the person will have to give up those shifts.

All NWRSS staff with regular hours are to request annual leave in writing to the Operations Manager with at least four week's notice.

Those that don't have regular hours are required to give one week's notice in writing to the Operations Manager.

The Operations Manager will let you know the outcome of your request as soon as possible.

Annual leave is to be taken in no more than two consecutive periods per year with a minimum of one week being taken at one time. Any requests outside this should be directed to the Operations Manager.

All long service leave enquiries should be directed to the General Manager.

For roster matters contact the Operations Manager on 0437 836 677 between the hours of 8.00 am and 5.00 pm on weekdays only. If, due to an urgent matter, you are unable to do a shift out of these hours you will need to fill that shift from the group of staff who work in the contract/house.

The person who was unable to do their shift is the one responsible for ringing the Operations Manager first thing during business hours, with an explanation for the short notice/urgent shift drop, and who replaced them.

Don't leave messages or texts regarding rosters out of business hours if a response is required before business hours resume.

The roster relief pool consists of staff who have applied and been successful in gaining relief positions. Staff with regular roster hours may also place their name on this list.

Work available in the relief pool fluctuates depending on the day-to-day requirements, so keep this in mind when making financial commitments.

The choice of relief staff from this list is at the Operations Manager's discretion and takes into account the following criteria:

- The wishes of the person being supported, including
- Gender
- Age
- Interests
- Compatibility with the people being supported
- Circumstances at the time such as the health of the person being supported
- Availability
- Relevant experience
- Occupational health and safety considerations
- NWRSS prefers where possible that spouses/partners don't work together
- Staff with current regular hours are also able to pick up extra hours

The Operations Manager will be mindful at all times during this process of the need to share relief work as fairly and equitably as possible, but cannot guarantee regular hours to anybody in this pool.

Staff engaged as relief only may get a greater share of the relief work because the service has to be able to offer enough hours to attract and maintain a pool of people for day to day replacement, fluctuating day cover requirements and staff holidays.

Staff with regular hours in a roster should not take it for granted that they will be offered the hours of somebody who is taking leave from that roster.

Relief shifts will be filled at least four weeks in advance where possible and staff notified of the shifts that have been allocated to them.

Staff are required to notify the Operations Manager, in writing, before the beginning of each month of their availability for relief in the coming month.

If any regular hours become available they will be advertised and filled through an interview process.

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Authorised by: Neal Rodwell – General Manager.

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