

## Redevelopment of Hunter Residences update

This redevelopment process is well underway for the Hunter Residences.

In total, 89 new group homes will be constructed to accommodate residents currently living in Large Residential Centres (LRC) in the Hunter.

FACS has purchased land for all the new accommodation at locations chosen by residents and their families and guardians. To date, we have completed the construction of 11 new homes.

This is part of the NSW Government's commitment to replacing outmoded disability accommodation in NSW by closing all LRCs and building new homes tailored to suit the needs of residents.

To date, we have completed the construction of 11 new homes. Three of these homes have transferred to NGOs with FACS continuing to operate eight.



**Pictured:** Photos of the new Group Homes

## Welcome to our first bulletin

Dear Colleagues,

Welcome to the first edition of the Hunter Residences Staff Bulletin.

The purpose of this bulletin is to keep you up-to-date with the Hunter Residences redevelopment program, the transfer of disability services to the non-government sector and other changes we are making at Hunter Residences to support our people through these changes.

We will send further bulletins as new information becomes available.

Regards,

**Brett Ryan**  
A/Director  
Disability LRC

**John Ryan**  
Director  
Contemporary Residential  
Options

## Hunter Residences Consultation Unit

The Hunter Residences Consultation Unit (HRCU) was established in 2013 to undertake consultation with residents, their families, guardians and LRC SSL staff in support of the program to redevelop the Hunter Residences. The HRCU consists of former Hunter Residences staff and is led by Michele Clegg.

The HRCU provides information about the redevelopment program to families and LRC SSL staff. And it supports families in making decisions about future accommodation options for their relatives.

The HRCU develops profiles of residents documenting their accommodation needs and preferences through consultation with their families, guardians and LRC SSL staff that support them. This information is used to inform other stakeholders that play a role in the redevelopment program such as the new

non-government housing provider Home4Life or non-government service providers they may access following their transition to new homes. The information is also used to match residents to new homes.

The HRCU contacts resident's families at least once every six weeks and to date there has been over 15,000 points of contact with families and guardians.

Previously the HRCU supported eligible residents to develop plans for entry into the National Disability Insurance Scheme (NDIS). The HRCU continues to liaise with NDIA in relation to plan reviews, equipment requests and related matters.

Following upcoming staff briefings, Michele Clegg and her team will be visiting staff working in residential units to talk more about their role and how their work is progressing.

### Home4Life chosen to develop remaining new group homes

Home4Life, a non-government organisation, was selected in February 2017 to finance, design and construct the remaining 78 new homes. This will provide specialist disability accommodation for 390 people currently living in LRCs in the Hunter.

### Who are Home4Life?

Home4Life is a new disability housing organisation that brings together two of Australia's most experienced, respected and high performing not-for-profit housing providers:

- Newcastle based Compass Housing - has deep roots in the Hunter
- BlueCHP - has a sound track record for construction excellence.

What happens next?

Home4Life in consultation with FACS is finalising designs for the new homes. FACS will be organising information sessions with residents and

their carers to present the designs for their feedback and input.

## Transfer of disability services update

### About the transfer

To support the roll out of the NDIS, the NSW Government is transferring all of its disability services to the non-government sector by the end of June 2018. This is a large project that involves transferring more than 300 FACS group homes and other services to NGOs.

The Home Care Service of NSW, which includes more than 50,000 clients and 4,000 staff members, was successfully transferred to Australian Unity in February 2016. And since the transfer, all services have continued to run as usual.

### New provider announced for disability accommodation in Hunter

The NSW Government has so far announced five providers to take over the operation of supported accommodation and respite services. The providers were selected through an extensive and competitive selection process which included consultation with people with disability, their families and carers.

In the Hunter region, Hunter Valley Disability Services Limited (HVDSL) was announced as the provider for supported accommodation and respite services in the Hunter. HVDSL is a consortium consisting of:

- Ability Options
- ConnectAbility Australia
- Finding Yellow.

FACS operated group homes in the Hunter, including the eight homes that have recently opened as part of the Hunter Residences

Redevelopment, will transfer to HVDSL on 1 December 2017. This includes group homes that were built in the first stage of the Hunter Residences redevelopment program. The support services provider, supported independent living provider, for the remaining homes to be built by Home4Life is yet to be determined. This will be done through a process similar to the one used for the transfer of supported accommodation and respite services. Information about this will be communicated to you in the future.

The Specialist Disability Accommodation provider is Home4Life and they will be responsible for property and tenancy management.

The other providers announced so far include:

- Northcott - Western Sydney, South West Sydney and Murrumbidgee
- House with No Steps - Sydney District, Northern NSW and Illawarra Shoalhaven
- LiveBetter Community Services, formerly known as CareWest - Western NSW
- Mid North Coast Disability Services Limited, another consortium, in the Mid North Coast consisting of Nambucca Valley disAbility Services, Kempsey Regional Support and Booroongen Djugun, About Inclusion and Ability Options.

### **Change to FACS group homes management structure**

The transfer of some of FACS Group Homes to HVDSL has made it necessary to change the management structure for the eight homes that have opened as part of the Hunter Residences Redevelopment.

The three medical model group homes, two at Thornton and one at Bolwarra are included in this transfer.

The operation of the 11 Group Homes, currently reporting to the Director Disability LRC, will transfer to the Director Disability Hunter Central Coast by mid-July 2017. Staff briefing sessions are being held to provide further updates on this

process – session times are listed further in this bulletin.

### **The Benevolent Society to deliver FACS clinical and allied health services**

The Benevolent Society has been announced by the NSW Government as the new provider of FACS services currently delivered by our:

- community support teams
- Clinical Innovation and Governance (CIG)
- Allied health professionals within the Clinical Support Team in SSL facilities and LRCs.

The staff who deliver these services will transfer to The Benevolent Society on Monday 31 July. This includes allied health staff working across Hunter Residences.

This includes occupational therapists, speech pathologists, physiotherapists, dieticians, psychologists, clinical nurse consultants and therapy assistants.

We're confident our clinical services workforce and their clients will be well supported by The Benevolent Society. The redevelopment program is underpinned by the National Disability Insurance Agency's provider status and choice for clients. The changes will not have any negative impact on the delivery of services to residents in LRCs and in the new group homes when residents move in.

Clinical Support Team staff who are transferring to The Benevolent Society have received a personalised employee information pack and have been advised to check all details. FACS is working with The Benevolent Society to make sure that the transfer is as smooth as possible.

## Hunter Residences Transitional Operating Model

In May, a workshop facilitated by H4 Consulting was held with senior staff from Hunter Residences as well as a number of key stakeholders. During the workshop a number of the challenges facing the Hunter LRCs were discussed, as well as how these could best be addressed.

Following this workshop work has progressed leading to the development of a proposal for a transitional operating model for Hunter LRCs and the commencement of a service improvement plan.

Key elements of the proposed changes to the LRC operating model include a flatter structure and the creation of two new teams; LRC Service Improvement and LRC Workforce Supply and Capability.

Consultation of these changes has commenced and more information will be provided to staff during upcoming information sessions.

### Staff information sessions

This month, we are holding staff information sessions to update you about the changes for staff at the Stockton, Tomaree and Kanangra centres. At each location, we will hold three sessions per day:

- 9:30-11:30am
- 12:30– 2:30pm
- 3-5pm.

#### Stockton

- Tuesday 11 July
- Wednesday 12 July.

#### Tomaree

Thursday 27 July

#### Kanangra

Friday 28 July

We are planning to hold these more regularly throughout the year so that staff are better informed about the progress of the transition.

### More information about transfer

The Working Together website has information and resources for staff, including a regular bulletin from FACS and The Benevolent Society:

[workingtogether.facs.nsw.gov.au/transfer](http://workingtogether.facs.nsw.gov.au/transfer)

The Working Together website is a tool to provide ADHC staff with information and support needed to implement the aged and disability sector reforms. It's the main method of communication to pass on new information as well as to get your feedback and comments about the reforms and to understand the supports you need.

Content will continue to be developed based on the feedback we receive from staff. This will include staff working across FACS in front-line and support roles such as human resources, team leader or management roles.

Register by going to

[workingtogether@facs.nsw.gov.au](mailto:workingtogether@facs.nsw.gov.au).