



Government
of South Australia

Department of Human Services

Accommodation Services

Actions responding to staff consultation

As you know, we have been having a range of conversations with you and your colleagues in Accommodation Services about the Government's decision to gradually withdraw from Accommodation Services delivery.

OzTrain representatives met with and spoke to many of you through a series of workshops, listening posts and interviews.

Your Director, Muriel Kirkby, and other leaders from DHS Disability and Reform have also been hearing from staff about the things that matter to you, including operational, leadership and communication issues. Many of the things you have raised when Muriel has visited houses and talked to you mirror the issues presented in the OzTrain report.

We will be taking the time that is needed to work through how to implement the Government's decision.

Now that this initial consultation has taken place, we will be renewing our focus on supporting you, the staff in Accommodation Services, on adapting to new service and business practices under the NDIS and on supporting our clients as they start to experience the new opportunities the NDIS offers them.

We are pleased to provide you with a copy of the OzTrain Employee Engagement Strategy report, which you can access [here](#).

We have heard what you said and are committing to a series of actions in response to the things that you have told us are important to you.

The OzTrain report

The report talks about how OzTrain representatives went about their work, the issues that are at play, and their findings. They also suggest strategies for how you, as the staff in Accommodation Services, should be engaged with regarding the service's future direction.

More than 600 of you were involved in the activities with OzTrain and the main themes that OzTrain reports on are:

- **The process:** You want assurance of integrity in the process, including that consultants will report their feedback faithfully to DHS management, that we will be transparent in its communication with you, and that a range of communication channels will be used to get information out.
- **Service delivery:** You spoke about the challenges in adapting work practices to the new NDIS environment, the effects on morale across your teams, and making sure services are delivered at a high quality standard.
- **Clients:** You are worried about quality of care for high-needs clients, and the ways that clients can have choice and control.
- **Jobs:** You want to know more about your pay and conditions and what skills development you might need to prepare for the future.
- **Change:** You are seeking more certainty about timeframes for decisions and details on how the transition will work.

DHS actions responding to staff consultation

Through the consultation that has been happening, we have heard clearly your powerful views about and aspirations for Accommodation Services.

You are to be commended for your insightful, thoughtful and honest feedback in the various recent forums on what is important to you.

Based on your feedback and OzTrain's recommendations, we will use the proposed principles, framework and stakeholder engagement strategies that you can read about in more detail in the report.

There will also be a series of activities as part of an engagement program to respond to your various needs and wants over the next twelve months.

Some things are aimed at particular staff groups, in response to your feedback, and other things are aimed at all staff, including embedding the NDIS in our service approach and practices, promoting client choice and control, and equipping you with the skills needed for the future.

We will be making an increased investment in the people who work for Accommodation Services, the tools you use to do your work, and dedicated infrastructure to support communication. The immediate focus will be aligning service and business improvements for Accommodation Services to operate in the NDIS environment.

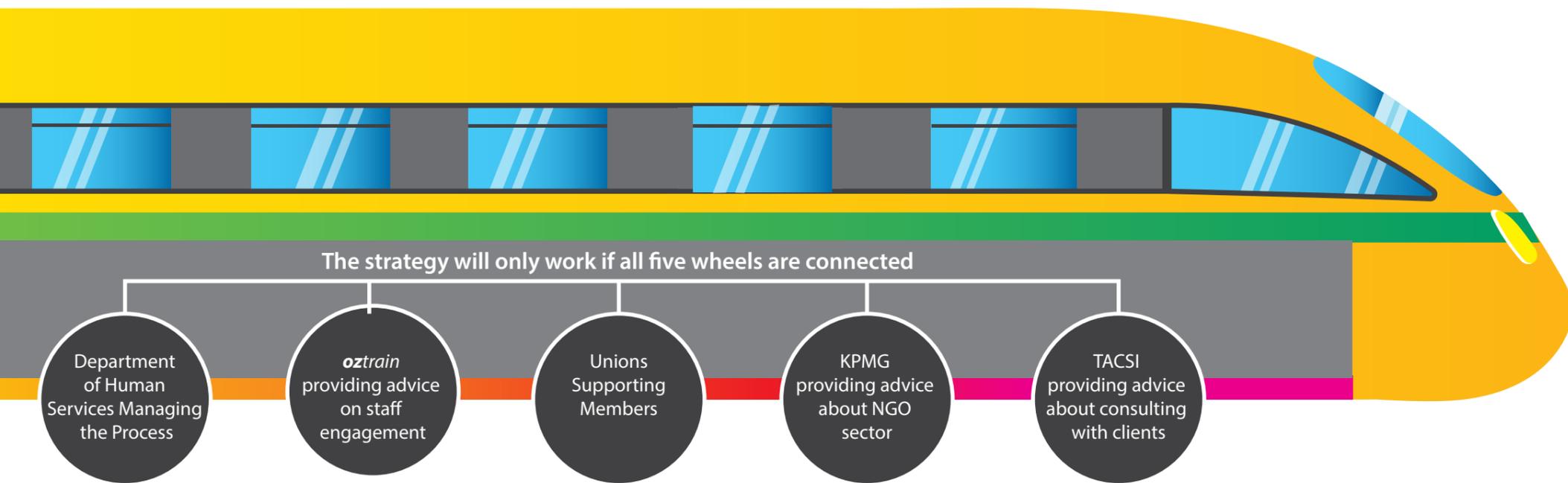
We have heard what you've said and acknowledge the current complexities of our business and structure within Accommodation Services.

DHS will start work now to implement the following:

- Establish a **staff reference group**.
- Launch an **online communication platform** to support communication with all staff.
- Continue the reform of the **SDRO and team establishment** processes, and focus on recruiting to team vacancies in the first instance.
- **Trial mobile connectivity devices** in ten houses.
- Establish an **internal change management team**.
- Invest in **staff development** programs that are aimed at increasing knowledge of and skills in the NDIS, Quality and Safeguarding, person-centered service delivery, client self-advocacy methods, customer service, and difficult conversations.
- Define and respond to how we **work under the NDIS**, with a focus on service quality, client advocacy and enhanced and embedded feedback loops.
- Redesign **staff orientation** information.
- Provide specific support to and training for **Shift Supervisors**, including dedicated information sessions, management training, communication and peer support processes, and audit processes training.
- Invest in **ICT improvements** across the service.
- Launch a **leadership development program** aimed at managers and supervisors.
- Hold **information sessions and forums** for staff groups.
- Develop an **NDIS Awareness** project to help with Accommodation Services staff understanding of the Scheme, opportunities for clients, and services in the multi-provider system.

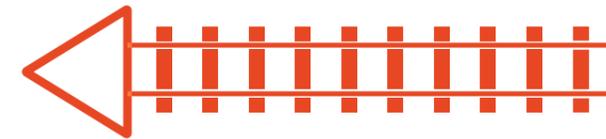
The graphic at the end of this report is an **indicative timeline** of what activities will happen and when. We will work with staff representatives and our project partners to progress the details of the engagement and development activities that we are going to roll out and to confirm timeframes.

How to get there.....



Context and Terrain:

Staff are navigating the transition to the NDIS and supporting clients to have choice and control



Stations in the engagement

August 2018	September	October	November	December	January 2019	February	March	April	May	June	July	August
oztrain staff information sessions	Phone interviews Listening posts	Workshops – metro and country Workshops – supervisors and managers Final report from oztrain	oztrain report and DHS response released SDRO and vacancy improvements	Staff reference group – call for nominations	Launch new mobile devices trial and training Establish internal change management team Launch online communication platform Redesign staff orientation information	Establish staff reference group Launch staff development programs Define working under the NDIS Listening post	Launch Shift Supervisor programs Launch leadership development programs Supervisor forum	Evaluate mobile devices trial and design ICT skills training Review staff reference group process	Supervisor forum Repeat phone interviews temperature check	NDIS Awareness project starts Listening posts	Information sessions for staff groups Supervisor forum	Review all elements of the engagement strategy Draft strategy for the next 12 months