



# Transfer Bulletin for Staff

## Staff transferring to Life Without Barriers in parcels 2 and 4

We acknowledge that you may be feeling a range of emotions at this time of change however, we want to reassure you that the Department of Health and Human Services (the department) and Life Without Barriers (LWB) are committed to ensuring day one of the transfer goes smoothly, so you can continue to focus on delivering quality support to residents or respite services users.

As you prepare for the transfer on Sunday, 31 March 2019, please read the available staff bulletins to keep you informed, prepared and supported for the transfer to LWB.

### **Correction to the transfer date**

Please note that there was an error in the letter sent to you in mid-February 2019 indicating the transfer date was Monday, 1 April 2019.

The transfer date must align with the beginning of the 28-day roster cycle and pay period. Therefore, the transfer date is Sunday, 31 March 2019.


## **Information and Communication Technologies (ICT) Update and Reminders**

### **Computer Equipment**

LWB will arrange for technicians to install new computer equipment in group homes just prior to the transfer weekend (30–31 March). It will take approximately two hours to install the new IT equipment and LWB will make sure it is working before the department's computer equipment and systems are disconnected.

House Supervisors have been provided with detailed information about when LWB will install new computers and associated processes to ensure services continue to operate smoothly.

Access to the department's computer systems will be cut off once new LWB computers and software have been installed and go live in the group home. This means recording changes to timecards will need



to be done manually. It also means that any documents you may need to access should be printed before the IT changeover, so they are available.

When the new IT equipment is installed, department-owned IT equipment should be placed in a plastic tub and stored in a safe place until it is collected. House Supervisors will be given a checklist of other items to place in the tub, on day one of transfer, such as eTag(s), Fuel card(s), DINMA books (and copies), supervision files, taxi vouchers, vehicle log books, DHHS RSPM, any other DHHS manuals/communications /policy documents and office swipe cards.

## **Emails**

You will be provided with a new LWB email address and will not be able to access departmental emails after the new computers and software have been installed by LWB and go live at the house.

Operations Managers, House Supervisors and Advanced Disability Support Workers (DDSO2A) will have 12 months of emails archived, which will be given to LWB management for distribution.

Post transfer, email addresses of all transferring Operations Managers and House Supervisors and Advanced Disability Support Workers (DDSO2A) and direct care staff (DDSO1, DDSO1Q and DDSO 2) will have an automated out of office message, to direct people to their new LWB email address.

## **Restrictive Intervention Data System (RIDS)**

RIDS records should be completed in advance for all planned restrictions (e.g. regular medications). Unplanned restrictions should be entered onto RIDS on the day the restriction occurs. All RIDS records must be entered and approved by departmental Authorised Program Officers (APOs) the day before transfer.

From the transfer date, you will only be able to access RIDS under your LWB login to record/approve restrictions for authorisation by the new LWB APO.

## **BSPs**

All Behaviour Support Plans (BSP) that expire before, or up to 2 weeks after the transfer date, should have a replacement BSP authorised by the departmental APO and in place before transfer.

Replacement BSPs can be in place before the existing one expires. This allows restrictions to be recorded under a valid BSP where they are due to expire shortly after transfer.

## **Staff files and records**

All staff 'Supervision' and/or 'Professional Development and Support' files in houses and with Operations Managers (regardless of how recent or old the files are) will be sent to Divisional Records for archiving.

As some files may contain information that is not relevant for the new providers, no 'Supervision' and/or 'Professional Development and Support' files will be left in houses or with Operations Managers at the time of transfer. House Supervisors and Operations Managers can however request access to these files and should contact their divisional transfer team in the first instance if required.



## Client files and records

All hardcopy client Accommodation Services Files (ASF) and communication diaries, pre-January 2018, should have, or are in the process of being archived.

LWB has to make copies of client records before they are returned to the department for archiving within three months after transfer.

All softcopy documents relating to residents saved in group home L drives under 'Residents' or 'Residents-All', will be transferred to LWB electronically.

All softcopy documents relating to residents held by Operations Managers that are required to be transferred to new providers are to be saved in a single electronic folder for each house. Your divisional transfer team will have more information about how you can access the electronic folder.

You will not have access to DHHS L and F drives once the departmental systems have been disconnected.

## Induction and on-boarding

Most staff have participated in induction, training and on-boarding activities conducted by LWB and have been given information about its systems and processes.

To ensure LWB can meet its legal obligations and you are appropriately onboarded you may be requested to provide a number of documents and proof of identity prior to transfer. For example, LWB may need to sight and take copies of your driver licence, first aid certificate and mandatory qualifications. LWB may also request you to complete forms such as new employee advice forms and acknowledgment of LWB's Code of Conduct. LWB will provide you with a checklist of required documents and will arrange a time to copy and collect these forms prior to transfer.

LWB will be responsible for your ongoing training needs once you commence your secondment. Your training records have been given to LWB to ensure your learning and development needs are adequately planned for and met post transfer.

## Systems and Procedures

LWB has all systems in place to ensure the transfer is smooth and successful for residents, families and staff.

LWB has developed the 'Need to Know' folder, which will include further information on navigating LWB, details on processes, important contacts, and general supports available to assist with Day 1 of your secondment. These will be delivered and available in the houses prior to 31 March 2019.

## Soft Transfer for Operations Managers

Operations Managers have commenced a 'soft transfer' with LWB. The soft transfer will enable Operations Managers, to be based in their new LWB office as well as existing DHHS offices two weeks prior to the transfer.

Operations Managers will keep their mobile phones. Ultrabooks are to be returned to the department on "RAS" Monday that Operations Managers come back to complete the timecards and the RIDS sign off.



## **After Hours Emergency Support (Oncall)**

Oncall will continue to be available from day one of transfer. You should not experience any change to the current Oncall support available during the hours of 5pm to 9am (Monday to Friday) and 24 hours during the transfer weekend of 30-31 March 2019.

Information regarding Oncall/after-hours support will be provided to each house by your Operations Manager.

## **Transfer of Vehicles**

As you are aware, roadworthy inspections are currently being undertaken for all transferring vehicles. To ensure existing level of transport will be maintained to residents, LWB will have ownership of group home vehicles on day one of transfer and will ensure vehicles are insured and new fuel cards are made available for staff.

Vehicle manuals and spare keys currently stored in divisional offices will be sent to group homes. LWB may provide further instructions on how these items will be stored in future.

If you have a government fleet vehicle on the weekend, please return it to the DHHS office on Sunday night or Monday morning as is your normal practice.

## **Rosters**

A considerable amount of work and effort has gone into reviewing rosters in preparation for the transfer of services. With the cooperation and support of staff, the divisions have successfully completed the roster remediation project which has resulted positive outcomes for residents and staff. We thank staff and managers for all the hard work that has gone into reviewing and finalising the rosters. LWB will not initiate roster reviews during the first three months of the secondment period, except in cases where there is an urgent change in the needs of or is in the best interests of a resident. Any proposed changes to rosters will be managed in consultation with relevant stakeholders, including HACSU and will be undertaken in accordance with the DSEAV.

## **Outside employment applications**

Approved outside employment applications will be valid up to the date that your secondment commences. If you wish to continue to engage in outside employment during the secondment period, you will be required to complete the application process with LWB. You will be able to seek information and support about the application process for outside employment during induction and orientation sessions or with the LWB Human Resources unit.

## **Managing Discipline and Performance Management during Secondment**

During the secondment period, LWB is responsible for managing your performance and any discipline matters that may arise during the secondment period. However, as seconded staff, you remain employed by the department during this period. The right to terminate the employment of a seconded employee remains with the Secretary to the department on behalf of the State.



## **Employee Wellbeing and Support Program (formally EAP)**

The department is committed to supporting employees who have transferred to LWB and will ensure that access to the Employee Wellbeing and Support Program via Converge continues.

Services provided to individual employees by Converge will continue to be accessible. This includes specialist help lines for Aboriginal and Torres Strait Islanders, LGBTIQ, Domestic and Family Violence, Eldercare and Disability and Carers Support.

For coaching and counselling support, contact Converge by phone on 1300 687 327 or online via the Converge website <https://www.convergeinternational.com.au/> 24 hours a day, 7 days a week.

## **Have you moved address?**

The department requires your current home and personal details to ensure you receive information about the transfer. Email payroll if you have changed your address so your details can be updated in SAP. We will be forwarding your contact details to LWB, so they can communicate directly with you.

## **Stay up to date with latest information from LWB**

LWB will continue to send you regular news and information about the transfer and will have frequently asked questions on their website: <https://www.lwb.org.au/disability/transfer-of-disability-services-in-victoria/>.