

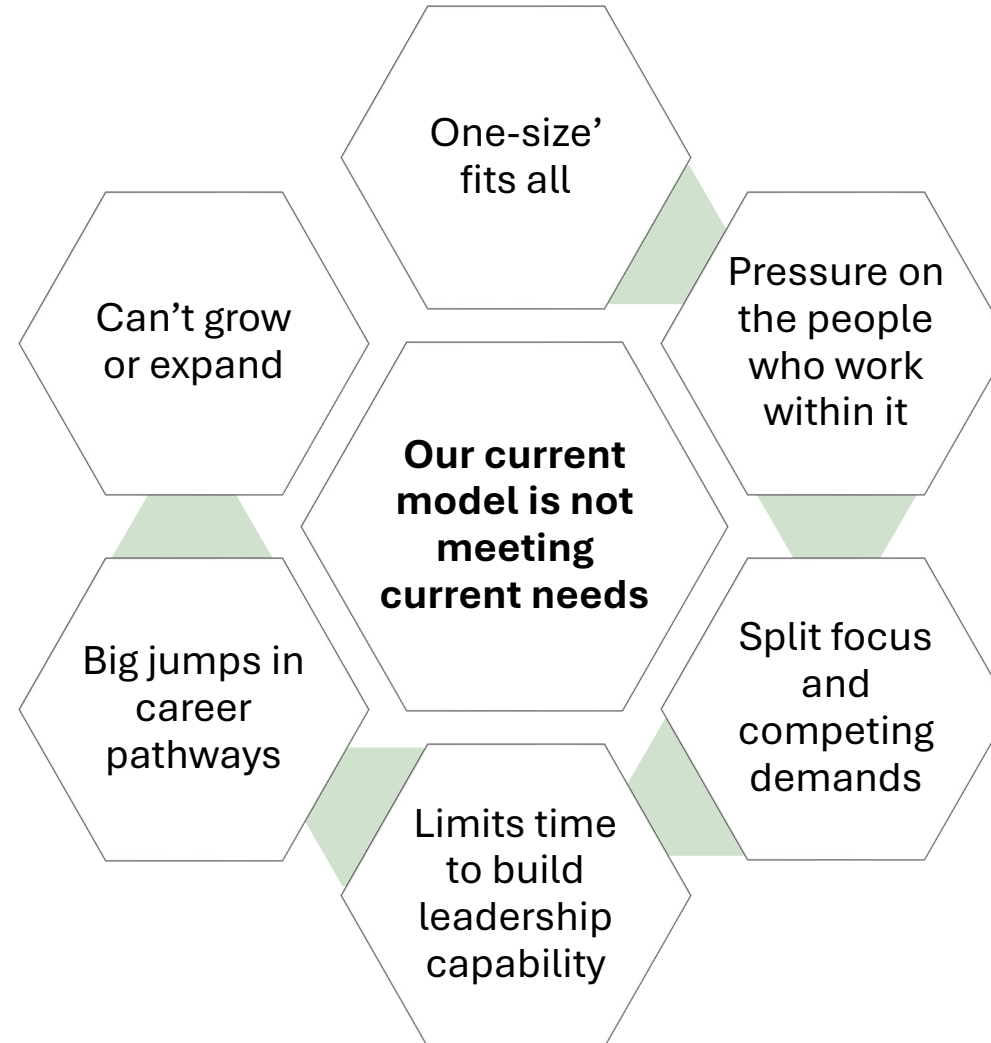


Shaping the future

..a new leadership model..

Gavin Hudson, General Manager Disability Services
Rosie Stilin, General Manager People Learning and Culture

Why a new leadership model?



What would the future look like?

01

MODEL

- New roles
- Focus on role clarity and what's important – clients and staff

02

CAPABILITY

- Focus across three leadership levels – business leadership, operational leadership, and service excellence
- Greater focus on building leadership capability and creating career pathways

03

PERFORMANCE

- Focus on improved outcomes for clients, staff, and other key stakeholders
- Focus on business and operational performance
- Focus on service excellence – the moments that matter

04

SCALEABILITY

- Flexible to meet client needs across services, clusters, and regions.
- Ability to grow and adapt to meet changing needs for clients and the communities we work with

05

SUSTAINABILITY

- One Sunnyfield
- Investment in Sunnyfield's leaders
- Healthy business = More opportunities for innovation and new programs and services

Better
outcomes
for clients
and staff



New roles



Roles in focus

Business leadership

Regional Manager

- Mix of total remuneration package (TRP) and SCHADS Level 6
- Regional portfolio – 4 to 8 services, 4 to 8 direct reports
- Operational leadership of the region, with some strategic leadership – client outcomes, employee outcomes, complaints management, performance management

Regional Business Manager

- Total remuneration package (TRP)
- Regional portfolio – 11 to 16 services, 4 to 6 direct reports
- Strategic leadership of the region – regional planning and implementation, business development, program development, client experience and outcomes, employee experience, stakeholder experience

Operational leadership

Service Coordinator

- SCHADS Level 4 to 5
- 1 to 2 services, up to 44 hours non-client facing for one service, 76 hours for two services
- Often providing additional client facing support/shift coverage
- Day to day service management – client plans and goals, rostering, on staff 1:1s, Circle of Supports relationships, incident management, service expenditure, staff management

Shared Living Operations Manager (Level 1 & 2)

- Total remuneration package (est. base L1 \$104 + super, L2 \$114K + super)
- Leads a cluster of 2-5 services, 100% operational leadership (nil service delivery)
- Operational leadership of the cluster – client experience and outcomes, employee experience, service viability, quality and risk, financial sustainability and budget, data and trends, stakeholder relationships

Service excellence

Senior Support Worker

- SCHADS Level 2
- Supports 1 service, up to 4 hours non client facing time
- Client facing role with some non-client facing support

Home and Lifestyle Lead Level 2

- SCHADS Level 4
- 2-3 services, mix of client facing and operational leadership time
- Day to day operational management – client engagement, staff engagement, client planning /outcomes, rostering, on the job capacity building, stakeholder relationships, incident management, service expenditure

Home and Lifestyle Lead Level 1

- SCHADS Level 3
- Support and supervision for CSW's
- Supports across more than one service
- Support service delivery administration - client plans and goals, house planning, rostering, client activities and appointments, client expenditure



Leadership in **focus**

Business leadership

Why we need to deliver great experiences for clients, staff and other key stakeholders while we grow a financially viable and sustainable business.

Strategy, planning, and analysis

Operational leadership

How we need to deliver great experiences for clients, staff, and other key stakeholders while we achieve business objectives.

Practices, processes, and information

Service excellence

What we need to do to deliver great experiences for clients, staff, and other key stakeholders within service standards and expectations.

Service delivery, standards, and documentation



Regions in focus

North Coast

Garden Grove
Gum Tree
Figtree
Gardenia

Fairy Martin
Blue House
Lynne Haven

Green Point
Sea Breeze

Kelburn
Riversdale

North Sydney 1

Terrigal
Friends
Orana
Ashton
Moolah

Fisher
Carawa
Geelong
Carcoola

Cockatoo
Magpie
Wheeler Heights 1
Wheeler Heights 2

Powderworks
Horst

North Sydney 2

Romford
Apache
Grace

Lighthouse
Hyde
Sunnyside

Inglebar
Alkira
Freshwater
Burilla

Coolangatta
Shanuk
Hakea

Greater Sydney and ACT

Primrose
Abigail
Bethel
Valeria

Lindsay
Baulkham Hills

Castle Hill
Dural

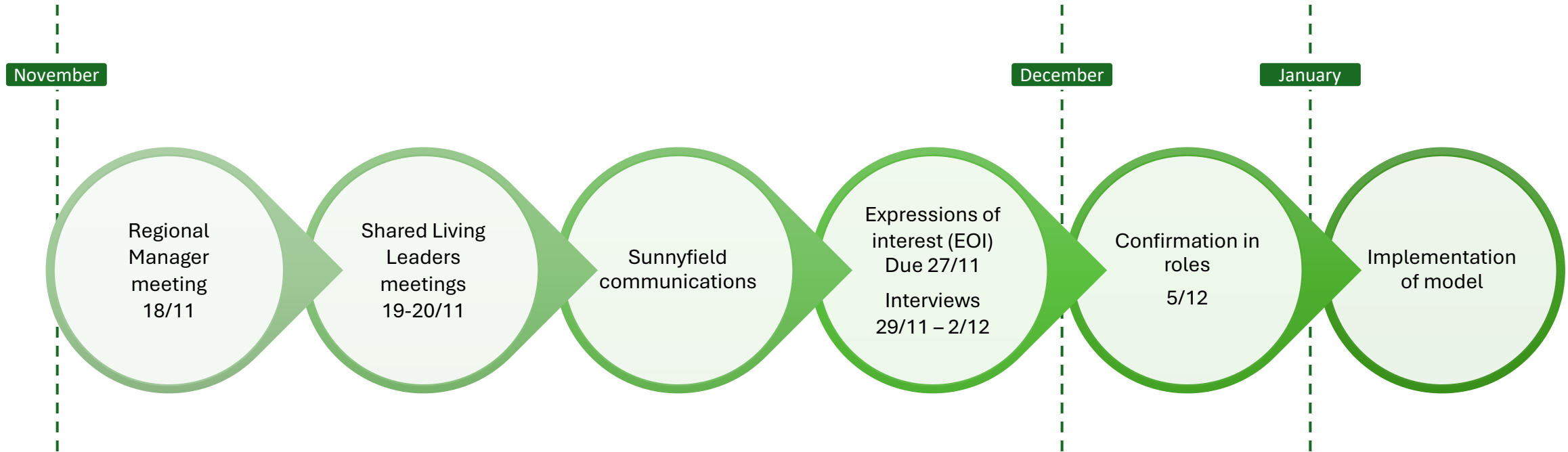
Parrot
Penguin

Kingfisher
Lorikeet
Rosella

Alberga
Willowood
Hillbrand
Bindel



From here to there



Next steps

It is important to keep this information strictly confidential.

EAP is available to you 24/7 by calling 1300 687 327. This support is available to you as needed.

You will have a 1:1 meeting following this session. The invitation is in your calendar. Your meeting will be with Kylie or Craig.

We will discuss with you the EOI and interview process.

Review the Position Descriptions and decide where/if you would like to submit an EOI.

An 'Interview Workshop' will be hosted online with Paul Henderson on 25 November at 11am.



Questions and Discussion

