

30 January 2020

Dear valued community member,

New arrangements for Traineeships and Employment

As you are probably aware, we recently made changes to the organisational structure of our Traineeships and Australian Disability Enterprises (ADE). We acknowledge the rollout of these changes have caused anxiety and concern for some supported employees and their families which we deeply regret and for which we offer our heartfelt apologies. With hindsight, it would have been better to have sent this letter late in 2019. As these changes affected our staffing structure we needed to provide sufficient time for affected staff to consider their options which delayed the process beyond Christmas. Unfortunately, this meant we couldn't make any announcements until we knew every staff member's decision.

We would like to explain the changes to you.

Some years ago, Mambourin acquired our Traineeships division. Although its purpose is somewhat different from our ADE (supported employment) in that Traineeships exists to provide students the opportunity to gain a certificate qualification before they leave school, there are many similarities between the two divisions. This includes the work that both groups do, their supervision requirements, the infrastructure they need to do their jobs such as warehouses, forklifts and gardening equipment, the need to attract commercial customers to ensure we have enough work for everyone, and the management required.

Since the acquisition of Traineeships, there has been a lot of duplication of staff roles across each division. It is more efficient to share the equipment and jobs between the two divisions and operate flexibly with trainees and supported employees working alongside each other whenever the jobs require more workers. This gives our trainees real-life practical warehouse experience and our supported employees an opportunity to lead by example. There is no discernible difference from our commercial customers' point of view.

Therefore, we decided towards the end of 2019 to integrate the two divisions into one, which we called **Mambourin Business Solutions** (MBS).

This integration will give us capacity to better service existing customers, increase volume for these customers and have space for new business. This will also allow us to provide more career pathway opportunities for the people we support to move from trainees to supported employees under the NDIS, and to have new jobs to work on and therefore new skills to develop if already a supported employee.

The integration will see a reduction in duplication of processes, compliance and administration due to running separate operations.

Staffing changes

We started work on a new staff structure for MBS to eliminate duplicate roles and to increase the number of hands-on staff to implement more mentoring and career development support to our trainees and supported employees.



The first decision we took was to appoint the former Traineeships Manager, Brad Miller, to the position of MBS Manager. This was announced at a morning briefing for supported employees and trainees in December 2019.

We then commenced discussions with each affected staff member. We are client-centric with the people we support, and we do our best to be person focused with our staff as well. Every staff member was offered a position within the organisation, with terms and conditions commensurate with the position on offer. Most staff accepted the position offered. Two elected to take redundancy packages instead. A copy of the new staffing structure for MBS is attached to this letter.

Some people have expressed concerns that staff were made redundant only to see the same roles advertised on Seek. We'd like to explain that each new role has a uniquely different job description from any that have been removed through redundancy. We have not made these changes to reduce cost. In fact, the overall cost of the new staffing structure is higher than the previous structure, because it delivers additional head count where it is needed most – at the support level.

Overall, these changes are necessary to ensure the long-term viability of our employment programs at Mambourin. These changes mean that we are able to provide better quality support (more staff) "on the floor" and we will be able to deliver more work to our commercial customers which means more work available for supported employees and trainees.

Meet and Greet

We would like to invite you to a Meet and Greet with the new MBS team. You are invited to coffee and cake at 3pm on Wednesday 5 February in our Derrimut (D1) warehouse.

We have picked a time which is near the end of the day for many supported employees and when many family members are here for pick up. We acknowledge this time of day may not suit everyone and propose to do it again at a different time in the near future.

For catering purposes, we would appreciate it if you could let us know you are attending by phoning: 9731 9200.

Your contacts at MBS

If you have any questions or concerns, please feel free to contact the following people:

Brad Miller
MBS Manager
brad.miller@mambourin.org
0427 560 320

You are welcome to contact Brad to arrange a face to face meeting.

Anna De Dios
Employee Coordinator
anna.dedios@mambourin.org
0478 187 961

An important part of Anna's role is to liaise with our NDIS team.

Alan Wilkie
Production Supervisor
alan.wilkie@mambourin.org
0449 585 785

Sick leave

Supported employees or their family members can ring reception on 9731 9200 to call in sick (leave a message if unattended) and we will pass the message on to Alan, or you are welcome to contact him directly.

Extreme heat policy

We believe there have been some concerns around the upcoming hot weather and our extreme heat policy. We haven't changed our commitment to providing a safe workplace at all times, including on extreme weather days. The only minor change that has been communicated recently is that we need anyone deciding not to attend to **record this with a leave form**. This allows us to know who is on site for OHS purposes and for planning our production so we know how many workers we will have on any given day.

Our policy is as follows:

If a person attends their rostered shift on a very hot day, we will have fans available, cold water to drink and provide extra breaks as required. We will monitor the working conditions and if the manager decides that they are unacceptable for individuals or the whole group, we will stop work and send people home for the rest of the day. In this case, every person will be paid in full for the remainder of that shift, without any impact on their leave balances.

If a person elects not to attend their rostered shift, they need to take either sick leave or annual leave.

Employee Handbook

We are currently updating the Employee Handbook to include the details in this letter and lots of other useful information as well. We will send you a copy as soon as it is finished.

Contacting you

One of our NDIS team will contact supported employees and their families who have an NDIS planning or review meeting coming up soon. Feel free to discuss with them any concerns you have, including requesting a call back from Brad if required.

Brad will contact supported employees and their families who do not have an NDIS planning or review meeting for a while to introduce himself and discuss anything you wish.

Either way, it will take us a little while to contact everyone, so we thank you for your patience. Please feel free to call us if you have something you want to discuss and can't wait for us to call you.

Employee Assistance Program

Mambourin has an Employee Assistance Program (EAP) to provide support to any staff member through a short-term, solution-focussed referral and counselling service. It is a confidential and professional service that provides 3 sessions to each individual and aims to identify and resolve both workplace and personal issues that you may be experiencing. The EAP is funded by Mambourin and is provided at no cost to you. EAP services are provided by Caraniche at Work, independent of Mambourin, to ensure your confidentiality. If any Mambourin employee would like to use this service, they should call 1800 099 444 or email work@caraniche.com.au for a confidential discussion.

Conclusion

We would again like to apologise for any problems or concerns we have created by making these changes and not communicating them with you. We ask for your understanding in the transition and thank you in advance for allowing us time to implement the changes.

If you would like to discuss this letter or anything else with me, please feel free to email me at rohan.braddy@mambourin.org or call me on 0409 136 157. I may not be able to immediately take your call, but I will get back to you as soon as possible.

Yours sincerely,



Rohan Braddy
Chief Executive Officer

Mambourin Business Solutions Structure



January 2020