NDP Factsheet

Transferring to NGOs: what to expect

With the final Expression of Interest (EOI) process for the transfer of New South Wales Disability Services now closed - and with many of the transfer decisions already taken, NDP asked Scott Holz from Peregrinus Consulting to find out how the successful NGO organisations were preparing for their respective ‘go live’ dates.

Scott spoke with three CEOs of successful tendering organisations: Kerry Stubbs, Northcott (Western Sydney, South Western Sydney, Murrumbidgee); Tim Curran, Live Better Community Services (Western NSW); and Joanne Toohey, The Benevolent Society (Statewide Clinical Services).

All three organisations are in an advanced stage of readiness for assuming the responsibility of running NSW disability services and all have similar priorities.  
 **Business as usual (BAU) for service delivery**

All three CEOs reported that they were taking a BAU approach, recognising that the continuity of service to participants and the smooth transition of staff is paramount to a successful transfer.

Further, all the CEOs expressed a desire to learn from the FACS staff who are transferring. They believe that over time, the best outcomes for participants will be to adopt the best features in service delivery from the two merging entities and the best way to learn was to take a BAU approach.

All are excited by the new expertise FACS staff will bring to their organisation.

**Preparing for day one**

Internally, all three organisations are intensely busy ensuring they are prepared for the adoption of FACS staff on day one. Issues like ensuring payroll runs smoothly, rostering, ensuring effective IT and communications systems in place, identifying office space where required, availability of motor vehicles and generally, that staff have the tools they need to do their work, have been their collective priority.

**Short term plans**

The organisations have all been planning extensive induction processes for ex-FACS staff. These inductions are all designed around getting to know each other.

They will cover a range of processes: from simple things like how do you apply for leave, to the more complex and less tangible matters like organisational vision, mission and values.

From an NDIS perspective, it is important that both organisations have a consistent approach to assisting participants prepare for NDIS planning and reviews. Also, that consistent processes are in place for data collection, record keeping, quoting (where required), and invoicing.

**Longer term plans**

All CEOs also spoke about longer term processes. They are working to merge the culture of the two entities coming together; the need to ‘take the best and forget the rest’ of both organisations service delivery policies and procedures; and the need to ensure participants receive consistent high quality services, no matter which outlet of the organisation they use.

The full integration of staff is also front of mind. All three CEOs talked about how all the organisations’ staff may in time have the opportunity to work across different aspects of the organisation - with a view to increasing access to shifts that better suit individual staff, full-time employment for those who desire it, and generally an opportunity for a more diverse working experience for those that would like a change or some variety.

**Look into the crystal ball**

The types of benefits the CEOs thought the transferring FACS staff will enjoy in NGO-land included things like the responsiveness of their organisations in decision making, the inclusive nature of NGOs in decision making, and greater empowerment to make local decisions that suit local conditions.

Other benefits that transferring FACS staff can expect are fast turnaround times for building and vehicle repairs and maintenance, IT and communications repairs and maintenance, and recruitment decisions.

Of course, there is also a high level of commitment in these organisations for innovation, working with external partners, flexible working conditions, and career opportunities.

**The final word**

All three CEOs expressed not only their personal excitement, but the excitement of their whole organisation regarding the ‘go live’ dates and beyond.

No doubt the road ahead will have some challenges, but the commitment of all parties to get the best outcomes for people with disability will be the glue that holds it all together, and provide the common ground in solving matters as they arise.

**Disclaimer:**

This factsheet has been prepared for NDP by Peregrinus Consulting. You can go to their website [www.peregrinus.com.au](http://www.peregrinus.com.au) for more details.

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