

Our NSW Specialist Disability Services

The Benevolent Society has an over 200 year history of supporting Australians. In July 2017 we proudly took over the provision of specialist services to people with disability from the NSW Government.

We remain fully committed to supporting our current disability clients and future clients alike, but within a changed business and staffing model.

Our priority is the long term provision and continuity of our specialist services. Over the last eighteen months we have been transforming our disability services and will continue to review the services we deliver to ensure we remain sustainable so that we can meet the needs of our clients.

From early June we will be implementing changes to our NSW specialist disability services. This will involve a reduction in staffing numbers and a merging of some offices. For the most part our services will remain unchanged and we will continue to service all areas in NSW and the ACT.

What may change for a small number of clients is their individual therapist or Support Coordinator and potentially the office location they are working from. This change will be made over a number of months to ensure a smooth transition. This is vital as we understand the importance our clients place on the direct relationship with our staff.

From August onward, we will be reducing our number of Nurses and will not have Therapy Assistants as part of the team. If you are currently receiving these services, we will be in contact to assist you to find the ongoing support you need.

Why has this happened?

At the Benevolent Society we are committed to the ongoing provision of our specialist disability services to our current and future clients alike. This means as part of normal business we will continue to review how we best provide our services now and into the future.

What this means for you and your family?

For the majority of clients there will be no change in service provision, and we will continue to service all areas in NSW and the ACT in the new operating model.

If your therapist is going to change you will be advised personally in the coming months, and the change of staff providing your service will take place by July 29.

At the Benevolent Society we are set up as a fully mobile workforce, what this means for you and your family is as we make changes to office locations this will not affect your service provision. Again, if your local office location is changing we will be personally in contact to confirm those changes, and for clients who receive services at the office location, we will be in contact to make arrangement to continue services in a location that works for you.

The planned office mergers for our staff are as follows:

- Bowral and Kingston offices will move to the Goulburn office
- Grafton and Port Macquarie offices will move to the Coffs Harbour office
- Lismore office will move to the Coolangatta office
- Wagga Wagga office will move to the Albury office
- Nowra office will be moving to the Wollongong office

When do the changes start?

These changes will happen by 29 July, but we will be in contact with you prior to that date.

How do I find out more information?

We will be in contact with you over the next few months, but please feel free to reach out to us if you have any questions or concerns. Either email us at Disabilityclientinfo@benevolent.org.au or call us on 1800 236 762.