

MONTEFIORE

CASE
STUDY

FEBRUARY 2019



TAFE NSW

ENTERPRISE

Montefiore

Montefiore

CUSTOMER PROFILE

Company: Montefiore

HQ: Sydney, Australia

Industry: Aged Care

Products and services: Aged Care homes,
Home Care, Day Centres

Number of employees: 1,000+

Revenue: \$90 million

Website: www.montefiore.org.au

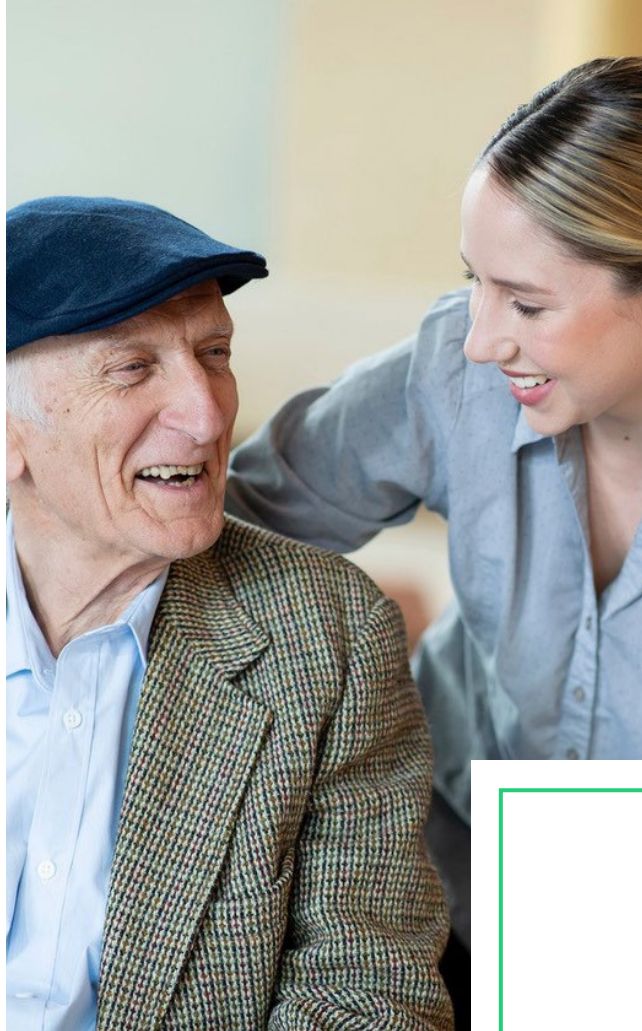
Montefiore is one of Sydney's leading aged care providers, with a proud 130 year history of offering quality residential care, home care and day services and more recently, to include independent living.

In 2017, following the successful delivery of a Diploma in Leadership & Management by TAFE Enterprise for selected managers, Montefiore recognised there was a need to further upskill its leaders and equip them with the necessary skills to performance manage their own team(s), as well as develop confidence around having potentially difficult conversations.

Because of previous successful experiences, Montefiore chose to reengage the services of TAFE Enterprise. In consultation with senior Montefiore HR representatives, TAFE Enterprise developed a Statement of Attainment in Managing Performance, targeting specific staff vulnerabilities and operational environments of the Aged Care sector.

In response to the needs facing Montefiore, TAFE Enterprise presented face-to-face training that was delivered to 45 employees over two days, at two different Montefiore locations that suited staff the most.

The results have been a resounding success, including improved exposure, vision and transparency of situations and problems across the organisation and cross-functional conversations between leaders to discuss, analyse and solve various problems.



THE BRIEF

- Upskill managers and supervisors to work with a diverse workforce and within a complex area of industrial law relating to staff performance and retention
- Ensure quality service delivery while upholding strict compliance standards
- Develop, implement and promote best practice in all aspects of aged care
- Equip leaders with the skills to performance manage their own team(s)
- Develop confidence in managers and leaders around having potentially difficult conversations

WHY TAFE ENTERPRISE?

- TAFE Enterprise has a long and successful association with Montefiore, exhibiting an ability to understand Montefiore's business needs and to tailor solutions accordingly.
- TAFE Enterprise developed training that targeted specific staff vulnerabilities and operational requirements of the Aged Care sector
- Face-to-face training was arranged for 45 employees over two days, at locations that suited Montefiore staff
- Produced a comprehensive and practical program, using real life examples taken from within the business
- Developed practical strategies relating to conflict resolution and the provision of constructive and timely feedback
- Provided training in industrial relations legislation and how it pertains to their particular industrial instrument

RESULTS

Staff have acquired the necessary skills to proactively handle difficult and contentious situations in a confident, constructive and timely manner.

Montefiore has commended TAFE Enterprise's trainer for her professional and proactive approach to understanding the organisation's culture to enhance the staffs' overall learning experience.





The course content was engaging and promoted a comprehensive and practical approach to managing staff performance that aligned with Montefiore's values. Participants were unanimous in their positive feedback and reported increased confidence in managing performance. It was a pleasure working alongside TAFE NSW, who were very responsive to our requirements and ensured that the program was tailored to these. The program delivered a valuable professional development opportunity to our people leaders and importantly, equipped them with practical tools and strategies that in turn will better enable them to effectively support the performance of their team members."

Montefiore



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