



9 December 2022

PRIVATE & CONFIDENTIAL

Dear Employee,

RE: EASTON PARK CARE ROSTER PROJECT

I write to provide further information and update on the Easton Park Care Roster review.

In recent communications sent via email on 17 November 2022, the Whiddon roster project team communicated a delay in the implementation and roll-out of the new roster which was proposed to go live on 21 November 2022. The reason for the delay related to the continued and on-going consultation with employees and their representatives in relation to the proposed changes.

I write to provide further update on the delay specifically and to advise that the Easton Park care roster review will be **placed on pause** until the new year.

Whiddon have remained committed to ensuring you feel updated and have the relevant information to feel informed about the proposed changes and what this means for you. Below we provide further detail on questions which we have started to receive in relation to the project and its pause.

Why has the project been placed on pause?

One of the purposes of consultation is to obtain feedback about changes from employees and their representatives and to take this into consideration. The level of feedback received to date means we need additional time to reflect and see what, if any, adjustments can be made to the proposed roster and/or roster review process. The project has now reached a stage where we need to reflect and consider this feedback.

Whilst there have been a number of employees who have provided feedback and agreed to the changes, there remains a number of employees along with their representatives who require further consultation and information to enable the project to move forward with due consideration of all employees going through this change.

It should be noted; this pause does not mean a revised roster will not be implemented at an appropriate time in the future. We do however need to determine the way forward.

What does that mean for me?

For now, nothing changes. The current roster i.e. status quo, remains in place.

I agreed and signed the letter I was provided with on the changes, what happens next?

In or around the week commencing 24 October 2022, you may have received and signed a letter with the subject "roster review proposed changes" and which contained proposed new shifts / hours of work (**Proposed Changes Letter**).

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Given the time which has lapsed and the ongoing considerations which need to be made, the changes set out in the Proposed Changes Letter (which you may have signed) will not be implemented. Please disregard the Proposed Changes Letter. For now, your current roster (and hours of work) will remain in place.

If this is in any way unclear, please contact your Director Care Services or P&C Advisor, Sam Eckart to discuss.

Whiddon will continue to communicate and consult with you in relation to any changes, considerations and updates on the roster and what this may mean for you.

I didn't agree to the changes, what happens next?

If you did not sign the Proposed Changes Letter then nothing changes for you. Your current roster remains in place.

Whiddon will continue to communicate and consult with you in relation to any changes, considerations and updates on the roster and what this may mean for you.

Why does Whiddon want to make changes to the roster?

Whiddon Easton Park must remain a sustainable operation, to ensure continuity of quality care to our residents and employment for our valued team members.

The Easton Park campus has run at a financial deficit of \$7.3million over the last 3 years (excluding the direct cost impact associated with COVID outbreak management).

Whiddon have reviewed, and made changes to, a number of areas where the business can improve revenue and operating costs, including but not limited to:

- A review and implementation of increasing ACFI funding / active preparation and management of the new AN-ACC funding model, to ensure revenue received is aligned with current resident care needs,
- Actively increasing occupancy of the residential homes across the campus through various methods of community and referrer engagement,
- Implementing additional services available to new clients which results in residents contributing to the cost of lifestyle options provided at Whiddon
- Review of major contracts to identify efficiencies in both service delivery and cost,
- Changes to the dining experience through the decentralisation of the kitchens to the homes. The primary focus of this project was to improve the resident dining experience, while the project also resulted in operational cost reductions.
- Actively exploring other new funded business opportunities via grant programmes such as transitional care, currently available in EPU

Unfortunately, the above changes have not been sufficient enough to ensure ongoing financial sustainability of the Easton Park services.

In turn, in order to sufficiently address the financial concerns, as well as align our labour structure with good operational practices, Whiddon must review our roster to ensure we are operating efficiently and effectively.

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Clarification on the term 'Mutual Agreement':

As you would be aware, the proposed changes to the roster may result in Whiddon proposing the decrease (or increase) to contracted hours of work for some employees.

Whiddon wishes to be clear that mutual agreement (between Whiddon and an employee) will need to be obtained in those circumstances – where Whiddon makes a proposal to change an employee's contracted hours of work (whether it be a decrease or an increase to contracted hours of work).

For the avoidance of confusion, mutual agreement means both parties must agree to the changes.

In regards to employees, if Whiddon proposes to change your contracted hours of work through this process, you are not obligated to sign that you agree to changes to your contracted hours of work.

We understand that this proposed roster change has caused a range of different emotions and concerns for some individuals and we are sorry for any upset caused. Whiddon are very committed to working through this process with all employees by consulting and considering all feedback received from employees and their representatives before making any final decisions on a new roster.

We remind you that our Employee Assistance Program is available to all employees and their immediate family members and you can contact this service 24/7 by phoning 1800 818 728 or visiting <https://www.accesseap.com.au/> or using the app: AccessMyEAP

Yours sincerely,



Sally Renshaw

Regional General Manager - RAC Greater Sydney and North West