

Memo



Easton Park

To:	All Easton Park Care Team	Whiddon
From:	Sally Renshaw	RGM
Date:	9.2.23	
Subject:	Update on Easton Park Workforce	

Dear Employees

At the end of last year, we provided you with information about proposed changes to our Easton Park Care Roster. **I have some important updates for you regarding the new Master Roster and proposed workforce changes below which I encourage you to read.**

Our goal at Whiddon is to ensure ongoing, high quality care for our residents and a well-supported workforce to deliver above and beyond the government mandated Care Minutes requirements.

You will hear more about these changes in the coming months.

What are Mandated Care Minutes?

- From October this year, the government will require Residential Aged Care Homes to provide an industry average of 200 minutes of care per resident per day
- 200 care minutes is just an average across the industry and each individual home has a unique Care Minutes requirement based on the level of care needed for each resident in our Homes
- These requirements may change over time as the care needs of our residents increase or change and will differ across each of our Homes

Whiddon's Roster Review at Easton Park

- In July last year, Whiddon began a review of our Care Rosters across our four homes at Easton Park
- The purpose of this review was to make sure our Rosters are in line with, or above, the new Care Minutes requirements.
- Additionally, as our Easton Park Homes had been running at an accumulated loss of \$7.3m for the past 3 years, we made the difficult decision to also ensure our rosters were financially sound

- We are a not-for-profit Aged Care provider and any changes we make around financial reasons are to ensure we can be here for residents, their families and our employees well into the future

Please be assured that we have also introduced a number of concurrent initiatives to improve revenue and operating costs. These include reviewing our supplier contracts, increasing occupancy at our homes across NSW and exploring other funding opportunities through grants and other programs.

We are confident that the results of these efforts will ensure we can improve the sustainability of our Easton Park Homes and can continue to provide care for residents and employ carers in the local community for the foreseeable future.

What is changing and how will this affect you?

Over the coming months, we will be consulting with our Care employees across Easton Park and their representatives to review and implement our new Master Roster aligned to the requirements of the Care Minutes. This process may see changes to contracted hours for some of our employees and changes to shift times and patterns of work.

Overall the current proposed change in contracted hours is less than 2.5%.

We will continue to work closely with our people on these changes and explore possible redeployment opportunities that arise for our Care employees

The new Master Roster will result in Care Minutes of 211 minutes per resident – this is well above the government mandated requirements and will allow us to continue to provide the level of high-quality care for which Whiddon is well known.

We are communicating openly about these changes and will be using an Expression of Interest (EOI) process to encourage people who may be looking for a reduction in shifts or hours to do so voluntarily before looking at other options to achieve the new Master roster.

We understand that this may cause some concern for both our employees and residents and families and we want to reassure you that the wellbeing of our residents and employees is paramount.

You would also be aware that the NSW Nurses and Midwives' Association has been in contact with its Members at our Easton Park Homes and Whiddon has been in ongoing engagement with the Association since last year. Throughout that time, we have provided open communication to the Union about our Roster Reviews and have worked to substantially reduce the impact to our workforce from these changes.

If you have any questions or concerns about these changes, please speak directly with you Director of Care Services or you can email us at hello@whiddon.com.au

Thank you for your understanding and support.

Yours sincerely,



Sally Renshaw

Regional General Manager - RAC Greater Sydney and North West