



9<sup>th</sup> February 2023

## Update on Easton Park Workforce

Dear Families & Residents

Last year, you received some information from Whiddon about the Government's new AN-ACC funding model and the associated Mandated Care Minutes for Residential Aged Care Homes. I have some important updates for you regarding the Government's Mandated Care Minutes and our Easton Park Workforce below.

Our goal at Whiddon, as we adjust to the new requirements, is to ensure ongoing, high quality care for our residents and to deliver above and beyond the government mandated requirements.

### 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 Workforce 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 and families well into the future

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 me or my loved one?**

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%.**

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.

Additionally, Whiddon has achieved a four-star rating across our SDM, Taylor House and Arthur Webb Court Homes, and a 3-star rating for our EPU Home, which is also well above the industry standard.

We are communicating openly with our people about these changes and providing them with the opportunity for people to adjust their hours voluntarily.

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.

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 your Director of Care Services, email us at [hello@whiddon.com.au](mailto:hello@whiddon.com.au) or you can contact me on 1300 738 388.

Thank you for your understanding and support.

Yours sincerely,



Sally Renshaw

**Regional General Manager - RAC Greater Sydney and North West**