

7 November 2022

Employee fact sheet – The Glen Residential Care Service

We are pleased to announce that Goodwin Aged Care Services, an award-winning local not for profit aged care organisation, will take over ownership and management of The Glen Residential Care Service from 31 January 2023.

Goodwin Aged Care Services knows the Batemans Bay community well, as it operates a local retirement living and assisted living facility, The Manor, and offers home care to the surrounding areas. It has provided high-quality residential aged care, retirement living and in-home care services in Canberra and regional areas since 1954 and shares our commitment to delivering excellent care based on dignity and respect.

This is a great outcome for residents, families, staff and the broader community, with another high-quality organisation continuing to operate the home, providing continuity for residents and employees.


This fact sheet answers some important questions that employees may have. There will also be an opportunity to receive further information at the following resident and family meetings:

Staff Meeting:	10:30am Monday 7 th November
Resident & Families Morning Meeting:	11:00am Monday 7 th November
Resident & Families Evening meeting:	17:30pm Tuesday 8 th November

Goodwin will be communicating further about an opportunity to meet some of their Executive Team on Friday 11th November.

1. Why is Fresh Hope Communities selling The Glen?

Over recent months Fresh Hope Communities has looked closely at the best way to ensure that The Glen can retain its important role in the Batemans Bay community and continue to provide local seniors with quality care into the future.



We are very proud of what we have achieved with the support of our dedicated staff since purchasing The Glen almost a decade ago. Now we believe the time is right to allow the service to grow and thrive under a new organisation that can continue to invest and maintain the focus on delivering the highest standards of care.

2. Who is purchasing the service?

Award-winning not for profit aged care organisation Goodwin Aged Care Services will take over ownership and management of The Glen.

Goodwin Aged Care Services knows the Batemans Bay community well, as it has two local retirement villages. It has provided high-quality residential aged care, retirement living and in-home care services in Canberra and regional areas since 1954 and shares our commitment to delivering excellent care based on dignity and respect.

3. When will the sale happen?

The transfer is expected to occur on 31 January 2023. Until then the service will operate as usual.

4. How will this affect residents?

Strong legal safeguards protect residents when government-funded aged care services like The Glen are sold. Residents have legal security of tenure, meaning they cannot be asked to leave the service as a result of the sale. Their resident agreements continue under the new ownership, so they cannot be asked to pay a new or additional accommodation deposit or increased fees.

5. How will this affect employees?

All staff will be offered roles with Goodwin Aged Care Services. More information on this process will be provided shortly.

6. Will I retain my accrued entitlements such as long service and annual leave?

Yes. If you transfer employment to Goodwin Aged Care Services all of your leave entitlements will transfer to the new employer. More specific details will follow from Goodwin.

7. Will I receive the same pay, allowances and conditions of employment under the new owner?

Goodwin Aged Care Services have committed to offering roles to all our staff members at the same or better employment terms and conditions than you are currently employed under. More information will become available to you around this in the coming weeks.

8. What happens to the payment of my superannuation?

If you accept a new role with Goodwin Aged Care Services, Goodwin will continue to pay your superannuation as your new employer. Your current superannuation arrangements will remain in place, unless you choose to change them.

9. Will my hours of work or roster change?

All staff will be offered roles with Goodwin Aged Care Services. Regarding your regular rosters, more information on this process will be provided by the Goodwin team as soon as possible.

10. Will I get a new uniform?

Yes, employees who accept a role with Goodwin Aged Care will be required to wear the company's uniform. The Goodwin team will provide details about this in the coming weeks.

11. How are residents and families being informed?

We have written to residents and families and provided them with a fact sheet that gives extensive additional information. We have also let residents know about meetings we have arranged to answer any questions they may have.

12. What can I tell residents about the sale?

Change can sometimes be upsetting so it is very important that residents receive accurate information.

If a resident or family member asks you about the sale, please feel free to let them know that residents will have no financial penalties and will not be required to leave the service as a result of the sale. Residents may also want to know all staff will be offered roles with Goodwin Aged Care Services.

You can let them know that their care will continue to be a priority with Goodwin Aged Care Services and that an information session for residents and families will be held where they can ask any questions.

If any resident or family member is upset or has questions that you cannot answer, please refer them to Shauna Gill, Residential Services Manager (DON).

13. How can I get more information?

We will continue to update you, and in the meantime you can:

- You can speak to Shauna Gill or our Human Resources team (humanresources@freshhope.org.au), in the first instance.
- If you need additional support, you can contact our Employee Assistance Program, provided by Benestar. This is a free, confidential service. You can receive support face to face, by telephone or via an online chat service. You can access this service by calling 1300 360 364.