

# GLAICA HOUSE

## GREAT LAKES AGED & INVALID CARE ASSOCIATION LTD

ABN 68 601 088 375

22 FLORA PARADE  
TUNCURRY 2428

PHONE: 02 6554 5521  
FAX: 02 6555 2049  
office@glaica.com.au

16 January 2023

Health Services Union  
Karen.Wiles@hsu.asn.au

Dear Karen

### RE: LETTER IN SUPPORT OF GLAICA LABOUR AGREEMENT

I am writing to you in relation to a request for a Labour Agreement that Great Lakes Aged and Invalid Care Association (GLAICA) seeks to submit to the Department of Home Affairs. GLAICA is a community-owned, not for profit aged care organisation, and we are making this request for the betterment of our community.

Labour agreements enable approved businesses to sponsor skilled overseas workers when there is a demonstrated need that cannot be met in the Australian labour market and standard temporary or permanent visa programs are not available. Information about the labour agreement program is available on the Department's website. (<https://immi.homeaffairs.gov.au/visas/employing-and-sponsoring-someone/sponsoring-workers/nominating-a-position/labour-agreements>)

The Department requires all organisations seeking access to a labour agreement to consult with relevant stakeholders prior to submitting the request.

This letter is to inform you about our intention to request a labour agreement and to seek your feedback.

Your feedback will be provided to the Department together with our request, and will be taken into account by the Department.

We are seeking access to overseas workers through a labour agreement because of longstanding difficulties in attracting workers from local sources. GLAICA has experienced an overall decline in the number of care workers over the past 18 months, and as a result we have made the decision to close one of our clusters which in turn has limited the number of members of the community that we can care for in our facility. We took this decision as our conscience would not allow us to indicate to new and existing residents that we could provide the level of quality care with insufficient staff. Our charter is, and always will be, to provide quality care to our community. With the opening of GLAICA's new Pacific Cape facility in Forster in Spring 2023, there is added demand for care workers to meet community needs.

GLAICA has made numerous attempts to recruit care staff locally, including through the national recruitment site seek.com.au. Positions advertised have included Registered Nurse, Endorsed Enrolled Nurse, Care Service employee, Cook and Activities Officer. Our success rate in filling these positions has been very limited as many applicants were not of a standard for GLAICA to maintain its level of care to residents. Where we are making some progress is in enrolling local participants in Cert III traineeships at TAFE college. However, these are modest increments compared with the totality of staffing needs, present and future.

Attached to this letter are specific details the Department requires that we provide to you, including the numbers, location and occupations of workers sought, and information on concessions, salary, and other workforce information. The immigrant workers we are seeking will have high standards of English, meet relevant standards for skills and experience (with access to further training and development) and be subject to industry awards. Employment of immigrant workers will be in compliance with relevant laws and regulations, applied in the same manner as local hires. The majority of workers recruited under the Labour Agreement will be recruited initially as care staff with training that will enable them to eventually qualify for Australian registration as Registered Nurse, Endorsed Enrolled Nurse or certified caregiver. Our request also identifies a limited number of support workers needed to provide essential services at both GLAICA House and Pacific Cape.

We note that once Pacific Cape becomes operational in late 2023, GLAICA will have the physical capacity in its two (2) facilities to provide care for 230 residents. The total workforce needed to match this capacity is estimated at around 350 staff by 2024, of which a significant proportion will need to be drawn from nurses and care workers sourced from overseas and trained locally to meet Australian standards. GLAICA currently employs only seven (7) non-Australian workers out of a total workforce of 168 people.

Your organisation/business's written response is requested within 10 working days of receipt of this correspondence. We will follow up with you after a further five (5) working days if needed.

If we do not receive a response, we will proceed to submit our request and I understand that the Department will make a decision based on the information before them.

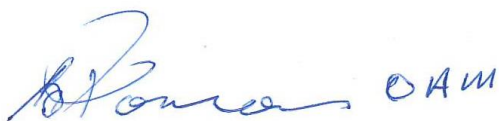
If you have any significant concerns about our proposal, the Department has advised that it is important that you explain these concerns in sufficient detail and provide evidence that supports any objections where possible. They may contact you directly if required.

Copies of all correspondence between us will be provided to the Department. Information provided in this process should not to be disclosed to any other party.

It is also open to you to directly include the Department in your response to this request by emailing:

[labour.agreement.section@homeaffairs.gov.au](mailto:labour.agreement.section@homeaffairs.gov.au)

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Bruce Parsons OAM', with the letters 'OAM' written in a larger, more distinct font to the right of the signature.

**Bruce Parsons OAM**  
Chairman  
Board of Directors  
Great Lakes Aged and Invalid Care Association LTD (GLAICA)

## Attachment: Details of proposed Labour Agreement for GLAICA

### Occupations and numbers

We propose to submit a labour agreement request to the Department of Home Affairs for the following occupations. The tables below indicate the number of workers (cumulatively over three years) and locations of work proposed.

| OCCUPATION  |  | ANZSCO Code |        |        |        |  |
|---|--|-------------|--------|--------|--------|--|
| <b>Nursing Assistant and Personal Care Giver</b> <ul style="list-style-type: none"> <li>Staff will be engaged initially in entry-level positions and will undertake training to gain Australian qualification as Registered Nurse, Endorsed Enrolled Nurse or Certified Care Giver.</li> <li>Opportunities for training (to be provided through TAFE and university at Certificate, Diploma and Degree levels) will be the same as for local hires.</li> <li>Candidates will be selected on the basis of two years relevant industry work experience, education levels and English proficiency</li> <li>Candidates must demonstrate excellent communication and clinical documentation skills</li> </ul> <p><b>Candidates will be employed under</b> The GLAICA HOUSE, NSWNMA and HSU NSW Enterprise Agreement 2017 - 2020</p> <ul style="list-style-type: none"> <li>with proposed starting salary of \$22.67 to \$25.33 per hour</li> </ul> |  | 4233        |        |        |        |  |
| Specific location of work   | Number of workers sought in each year of agreement |             |        |        |        |  |
| GLAICA House  | Year 1   | Year 2      | Year 3 | Year 4 | Year 5 |  |
|   | 60   | 25          | 15     | 15     | 15     |  |
| Specific location of work   | Number of workers sought in each year of agreement |             |        |        |        |  |
| Pacific Cape  | Year 1   | Year 2      | Year 3 | Year 4 | Year 5 |  |
|   | 23   | 60          | 15     | 15     | 15     |  |

| OCCUPATION   |  | ANZSCO Code          |        |        |        |  |
|--|--|----------------------|--------|--------|--------|--|
| <b>Support Worker/Housekeepers</b> <ul style="list-style-type: none"> <li>Competent workers able to work in laundry, kitchen and housekeeping.</li> <li>Good English skills, prior relevant experience required.</li> <li>Subject to industry awards and conditions under The GLAICA HOUSE,NSWNMA and HSU NSW Enterprise Agreement 2017 - 2020</li> <li>Proposed starting salaries under the award are: laundry worker \$23.57 per hour kitchen worker \$23.57 per hour and housekeeper \$23.57 per hour.</li> </ul> |  | 8512<br>8114<br>8115 |        |        |        |  |
| Specific location of work  | Number of workers sought in each year of agreement |                      |        |        |        |  |
| GLAICA House   | Year 1   | Year 2               | Year 3 | Year 4 | Year 5 |  |
|  | 3  | 3                    | 3      | 3      | 3      |  |
| Specific location of work  | Number of workers sought in each year of agreement |                      |        |        |        |  |
| Pacific Cape   | Year 1   | Year 2               | Year 3 | Year 4 | Year 5 |  |
|  | 3  | 3                    | 3      | 3      | 3      |  |

Concessions requested

We are seeking the following concessions from the Department with respect of skill level and/or English language proficiency etc - NIL

Terms and conditions

We confirm that all overseas workers will be provided with the same terms and conditions as those that are, or would be, provided to Australian workers doing the same work.

The salary arrangements for the overseas workers will be:

Relevant awards and proposed starting salaries for the nominated positions are as shown in the boxes above. These award rates apply to all workers, local and immigrant, under the respective awards.

Date: 16/01/2023

---