

The logo for Warrigal, featuring the word "Warrigal" in a white, cursive script font on a purple square background.

Inspiring communities  
for older people

Warrigal Administration: 2 Pine Street Albion Park Rail

PO Box 435 Albion Park NSW 2527

T: 02 4257 4257 F: 02 4257 4232

Freecall: 1800 626 670 E: [warrigal@warrigal.com.au](mailto:warrigal@warrigal.com.au)

5 August 2024

Meri Bosevski  
Union Organiser- Health Services Union  
By Email: [Meri.Bosevski@hsu.asn.au](mailto:Meri.Bosevski@hsu.asn.au)

Dear Meri,

### **Notification of Workplace Change - Roster Review**

In accordance with the consultation provisions in *Warrigal and NSW Nurses and Midwives' Association, Australian Nursing and Midwifery Federation NSW Branch, Health Services Union NSW/ACT/QLD Branch and the Australian Capital Territory Branch Enterprise Agreement 2022*, I wish to advise you that Warrigal has made a definite decision to undertake a roster review at nine (9) Residential Care Homes, namely Goulburn, Calwell, Stirling, Queanbeyan, Bundanoon, Albion Park Rail, Mt Terry, Shell Cove and Warrigal Multicultural Village.

This decision comes in preparation for the mandatory direct care minutes that increase in October 2024 and in response to a recent employee survey.

#### **Background**

At Warrigal we strive to provide an outstanding experience for all older people, where our customers and residents are cared for by Warrigal employees, and where we have the right people at the right time, to provide quality care.

Feedback provided during employee engagement survey held early this year, echoed this. Our employees told us that they want to work in an environment where they feel valued, safe and supported to perform their job, where there are enough people on shift to share the work, and where the people they work with have the skills and knowledge to be able to provide quality care to our residents.

Care Minutes (200 minutes of care per resident per day, including 40 minutes of direct Registered Nurse Care) were introduced in response to the Royal Commission into Aged Care Quality and Safety. Effective 1 October 2024, the Care Minutes will increase to 215 and will include 44 minutes of direct registered nurse care. Enrolled Nurses will also be included in the 215 minutes recognising their importance and skills in the provision of care to our residents.

#### **What does this mean for staff?**

To achieve the above we need to review and make changes to the roster, ensuring that shift patterns align with service expectations for our residents/customers and are compliant with our mandatory care minute resourcing obligations.

Each employee will be advised if their roster will be directly or indirectly affected by the changes via an individualised letter. This will provide them an opportunity to review the proposed changes to their shift arrangements, which is proposed to take effect from 23 September 2024 and are invited to provide their views and feedback by 18 August 2024 to allow due consideration of any matters raised.

Below is a breakdown of staff affected at each home.

Site	Number and role of affected staff	Total affected
Goulburn	13 Care Service Employees	13
Calwell	3 Assistants in Nursing, 10 Care Service Employees	13
Queanbeyan	18 Companions (Care Service Employees), 1 Undergraduate Nurse	19
Stirling	2 Care Service Employees	2
Bundanoon	19 Care Service Employees, 1 Undergraduate Nurse	20
Albion Park Rail	14 Care Service Employees	14
Warrigal Multicultural Village	10 Care Service Employees	10
Shell Cove	36 Companions (Care Service Employees)	36
Mt Terry	3 Assistants in Nursing, 13 Care Service Employees	16

Warrigal will hold various meetings, at each affected home to inform staff of the decision. The times are designed to support attendance for shift workers. Please see details of dates and times below should you wish to attend:

Date	Day	Location	Time	Mode
7 August 2024	Wednesday	Goulburn	1:30 pm	On site meeting
7 August 2024	Wednesday	Goulburn	2:30 pm	On site meeting
8 August 2024	Wednesday	Goulburn	7.00am	On site meeting
7 August 2024	Wednesday	Calwell	2:00 pm	On site meeting
7 August 2024	Wednesday	Calwell	3:00 pm	On site meeting
8 August 2024	Wednesday	Calwell	6:30 am	On site meeting
8 August 2024	Thursday	Queanbeyan	1:00 pm	On site meeting
8 August 2024	Thursday	Queanbeyan	2:00 pm	On site meeting
9 August 2024	Thursday	Queanbeyan	7.00am	On site meeting
8 August 2024	Thursday	Bundanoon	2:30 pm	On site meeting
8 August 2024	Thursday	Bundanoon	3:30 pm	On site meeting
9 August 2024	Thursday	Bundanoon	7.00am	On site meeting
7 August 2024	Wednesday	Albion Park Rail	1:00 pm	On site meeting
7 August 2024	Wednesday	Albion Park Rail	2:00 pm	On site meeting
7 August 2024	Wednesday	Albion Park Rail	7.00am	On site meeting
7 August 2024	Wednesday	Warrigal Multicultural Village	1:00 pm	On site meeting
7 August 2024	Wednesday	Warrigal Multicultural Village	3:00 pm	On site meeting
9 August 2024	Wednesday	Warrigal Multicultural Village	7.00am	On site meeting
9 August 2024	Friday	Shell Cove	1:30 pm	On site meeting

9 August 2024	Friday	Shell Cove	2:30 pm	On site meeting
8 August 2024	Friday	Shell Cove	7.00 pm	On site meeting
9 August 2024	Friday	Mt Terry	7.00 am	On site meeting
9 August 2024	Friday	Mt Terry	1:30 pm	On site meeting
9 August 2024	Friday	Mt Terry	2:30 pm	On site meeting
Stirling TBD			Individual meetings with affected employees	

Zoom meetings have also been arranged for the following week to ensure any employee who cannot attend in person, has an opportunity to attend, virtually. The links to the meeting will be sent to their Warrigal email address prior to the meeting. The schedule of these meetings is as follows:

Date	Time	Site
Monday 12 August 2024	8:00pm	Goulburn
Tuesday 13 August 2024	1:00 pm	Goulburn
Monday 12 August 2024	8:00 pm	Calwell
Tuesday 13 August 2024	1:00 pm	Calwell
Monday 12 August 2024	7:00 pm	Queanbeyan
Tuesday 13 August 2024	1:00 pm	Queanbeyan
Monday 12 August 2024	6:00 pm	Albion Park Rail
Tuesday 13 August 2024	3:00 pm	Albion Park Rail
Monday 12 August 2024	6:00 pm	Mt Terry
Tuesday 13 August 2024	3:00 pm	Mt Terry
Monday 12 August 2024	6:00 pm	Shell Cove
Tuesday 13 August 2024	3:00 pm	Shell Cove
Monday 12 August 2024	7:00 pm	Warrigal Multicultural Village
Tuesday 13 August 2024	1:00 pm	Warrigal Multicultural Village

Staff will also be kept informed via a Frequently Asked Questions FAQs document that we be circulated following the scheduled meetings.

A two week period has been allocated to ensure due consideration of the matters raised by employee before finalising the proposed changes and publishing the roster prior to allow commencement on 23 September 2024.

Please do not hesitate to contact me 0459869656 if there is anything that you would like to discuss (please note my working days are Monday –Wednesday).

Yours sincerely



Brittany Scognamiglio  
P&C Employee Relations Officer