



Royal Freemasons' Benevolent Institution

4th February 2022

Glen Innes Hospitality Staff

RE: IMPORTANT UPDATE – HOSPITALITY ROSTER CONSULTATION AND AGREED TRIAL PERIOD

Dear Team,

As you are aware a roster consultation meeting was convened with the HSU and your elected representatives on Tuesday 1st February 2022 at RFBI Glen Innes Masonic Village.

The purpose of the meeting was to talk through the proposed roster changes for the team, with the aim of hearing from you and working together on the best way forward.

Please be advised of the following summary of agreed next steps.

Present at consultation meeting:

Louanne Riboldi, Chief of Operations RFBI

Mary Galanopoulos, Chief of People and Culture RFBI

Kylie Marquart, Regional General Manager RFBI

Kerry Silvia, Acting General Manager RFBI Glen Innes Masonic Village

Karen Wiles, Aged Care Organiser HSU

Irene Gallagher, Hospitality Supervisor RFBI Glen Innes Masonic Village

Helen Fenton, Hospitality Officer RFBI Glen Innes Masonic Village

Agreed outcome:

- Roster proposed in December 2021 to be provided to staff for review and feedback from 1st to 14th February 2022 – Copy of roster has been placed on display in the Hospitality Supervisor's office.
- Proposed roster to be in effect for a 4-week trial period from 28th February to 27th March 2022.
- Trial period to be evaluated by

- staff feedback regarding any impacts on time pressures to complete duties; ability to take scheduled breaks; and general satisfaction with changes.
- Management review of data – overtime; employee hours worked; unfilled shifts; complaints and incident reporting.
- Follow up meeting with HSU and member representatives scheduled for Friday 25th March 2022 to review evaluation information collected and determine if roster is appropriate to be implemented on an ongoing basis.

Please provide any feedback regarding the proposed roster changes during the consultation and trial period to Irene, Kerry and myself in writing.

As always, we remain committed to working with you openly and honestly to achieve appropriate outcomes for the organisational needs and for your individual needs.

Regards

Kylie Marquart

Regional General Manager

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