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**Our Vision:** “Everything is to be oriented towards the praise and glory of God.”

**Our Values:** Nourished by Faith, Uncompromising Integrity, Empowered to Excellence, Courageous Stewardship, Service before Self, United Body.

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| **Meeting** |  | Staff Meetings – St Agnes and Emmaus |
| **Date** |  | Tuesday the 24th and Wednesday the 25th of January 2023 |
| **Time** |  | 2.00 p.m. |
| **Location** |  | St Agnes and Emmaus |
| **Group** |  | All Staff |
| **Author** |  | Paul Shields |
| **Prayer** |  | Colleen Banks SAS Alan Pretty Emmaus |
| **Welcome to Country** |  | Linda Hetherington SAS Sharmain Petersen Emmaus |
| **Guests SAS** |  | HR- Fiona McNaughton  SAFS- Dean Matheson  PASTORAL CARE- Anne Hannigan  ACFI/ANNAC – Helen Doran |

The following cover the matters discussed with staff at meetings held at St Agnes and Emmaus on the 24th and 25th of January. All staff should read this memo and pay particular attention to items 3, 4 5b and 7 in terms of policy updates and key changes. These are highlighted in yellow.

The items covered were as follows:

1. **Staff movements**

* The introduction of Paul Shields in the role of Executive Manager Aged Care.
* The temporary secondment of Tracy Baker to the Community role. Colleen supporting our Community function with Colleen Banks and Kristy Morgan leading St Agnes.
* Alan Pretty has resigned from his role at Emmaus and will finish on the 2nd of February.

1. **Values and vision**

Reminder of the St Agnes Care and Lifestyle (SACAL) Vision and Values

SACAL has a booklet which is available to all staff which provide further detail around our Vision, Mission and Values. In 2023 we are focusing on the Courageous Stewardship value which has a strong connection to the role we play in delivering aged care.

1. **Staff Uniform roll out**

SACAL is planning to roll out uniforms for all staff working at St Agnes and Emmaus. The key points proposed are:

* Uniforms will be provided to all staff based upon the hours worked in six recent pay periods
* Catalogue has been determined with separate colours for each role type
* Fittings to be scheduled in February for uniforms to be delivered and in place from 1 April 2023
* Uniform policy to be developed and communicated
* Laundry Allowance to be paid based upon hours worked
* The uniform is designed for use in aged care and where necessary the individual needs of the staff member will be taken into account when ordering their uniform.
* Staff that perform two roles will be provided with the necessary quantities of uniform required to perform both roles.
* The quantity supplied by the Parish to staff is generous and should meet the base need for staff. Extra garments can be purchased by the individual at their own expense

1. **Food Update**

* New menu has been launched in January and we are working through the changes
* Meeting resident dietary requirements is key along with the increased variety
* Increased focus on portion control, presentation and the overall resident experience
* The food is provided for our residents and under no circumstances are staff at our Villages to eat the resident’s food or take supplies from the kitchen or serveries for personal consumption. Any staff eating the food purchased for and provided to residents will be subject to appropriate management action.
* Staff doing double shifts shall be offered a meal from the servery
* Any additional meals will be provided in line with our obligations under our Employee Agreement or at the discretion of the Manger of the home.
* Please ensure that the evening dessert is being offered to residents as it states on the meal plan
* Admin staff at SAS shall inform Dean via email when we have vacant permanent rooms and when a new consumer moves in as permanent, that way he can control food quantities
* Dean thanked all staff – greatly appreciated the effort that all staff have put in to make sure the servery operated well during some trying times. Dean has requested that all meal services are to be slowed to enable the resident to enjoy the dining experience.
* With residents at End of Life, staff are still able to offer the family members sandwiches, tea and coffee
* Dean requested that when offering fluids that water is offered first, as multiple bottles of lemonade are being opened and only small portions are used incurring wastage.
* Servery staff to keep Dean at SAFS informed when the servings provided are not enough or if there is too much food. Staff can also inform reception and the admin team member can email Dean

1. **Quality and compliance**
   1. Accreditation this year is due at both sites and we should be prepared and welcoming of this when it occurs
   2. Education requirements for staff – all staff are reminded of their obligations to complete their annual mandatory education modules. The policy is being updated and will be communicated to all staff. This is a key component of our accreditation obligations. Staff will be provided with reminders to complete their training and where this does not occur staff will be removed from the roster until their training is complete.
   3. Site preparedness - Mock audit at Emmaus has highlighted some potential gaps which are being worked through with the team there and will apply to St Agnes where group policies and processes are updated.
2. **Expenditure on improving the homes**

Capital upgrade budgets are being prepared for each site to improve the amenity of the site. This will include painting, flooring upgrades, the removal of handrails where practicable, ongoing room upgrades and landscaping improvements.

Noted the concern raised around the removal of handrails and this will be worked through as part of the individual site upgrade.

1. **Roster review**

We are planning to undertake a full review of our rosters at both sites. The key objectives of the review include:

* Ensuring the roster hours meet our obligations under our ANACC funding
* Identify the appropriate shift make up across the day
* Explore the option of moving to 7.6 hours shifts plus a 30-minute meal break
* The conversion of casual staff PPT contracts where appropriate
* Reduce and ultimately remove Agency usage from our sites
* Working premise is that no staff will be worse off after the revised roster – there will be opportunities for additional hours
* Process to run through February and March with a targeted go live of 1 April
* Can staff please request leave and have approved, before booking holidays. Management asks that if there are any concerns to please discuss these.

1. **Emmaus Village**

Work on the new Emmaus Village is proceeding with the first buildings starting to come out of the ground. The project team is focussed on creating the operating environment and structure required to deliver on the model with a targeted opening date in November 2023.

1. **ICT investment**

We continue to invest in our core ICT infrastructure including CCTV, upgrade Nurse Call and the rolling out of Mobile Devices.

If there any issues at St Agnes please report these to admin staff, Steve or Colleen so they can be reported to the IT team. It is important that all staff report these issues, so the issue can be rectified in a timely manner to ensure the ongoing safety of our residents

Emmaus ICT roll out continues with a timeline for staff education and commissioning to be confirmed

1. **Financial Considerations**

* FWC (Fair Work Commission) decision – 15% increase to be actioned once the process for paying this is confirmed by the Federal Government.
* Other payments
* Overall financial performance – brief discussion around improving overall financial performance to enable further investment in the homes and our staff. SACAL is a Not-for-Profit entity with all surpluses reinvested in the Parish.

1. **Covid – thanks**

Thanks for your ongoing commitment with Covid continuing to create challenges including the recent outbreak at St Agnes. We continue to be vigilant.

1. **St Agnes Residents Laundry -** Staff are not to do the residents personal laundry, If the resident is unable to attend to their own laundry and the family have not nominated themselves to do this the clothing is to be clearly labelled and processed through the SACAL laundry at Emmaus.

Meetings closed 1500hrs

Please discuss with you manager or contact me directly if you have any issues in relation to the matters discussed at the meetings. Thanks again to those that attended.

Kind regards



**Paul Shields**

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