9 December 2022

Dear Colleagues,

Since assuming responsibility for Bundaleer in July 2022, Apollo Care has sought to progressively evaluate and improve the safety and quality of care and services, including evaluating the model of staffing and roster.

Evaluation of the model of staffing and roster has sought to answer the following questions:

- Is there sufficient staff to meet residents care needs?
- Are there sufficient staff on all shifts?
- Are there sufficient staff in all departments?
- Is the skill mix of staff right to provide safe, high quality care?
- Are there any areas where there are more staff than required?
- Do staff have sufficient supervision and support?
- Is there a dedicated point of responsibility for key quality and safety tasks, and in particular clinical quality and safety tasks?

The staffing model and roster analysis was undertaken by Applied Aged Care Solutions (AACS). A key objective of the project was to understand each resident's individual needs and ensure they can be met, while remaining within available resources.

A number of changes to the roster and staffing mix have been determined to be necessary to increase efficiency, safety and quality of care and these changes will be progressively implemented over the next 8 – 12 weeks.

I am currently determining which staff may be impacted by the changes. If your roster will change, you will be advised in writing and invited to attend a meeting to discuss the changes. We are committed to working with staff to implement the changes with minimal disruption.

As you are aware, we have recently requested you to provide your roster preferences, these preferences are being considered and will be accommodated wherever possible. Additionally, if you would like to reduce your rostered hours, now would be a good time to negotiate this. Please email kathleen.barrett@bundaleer.org.au with the details of your request.

If you would like to discuss any aspect of the roster project, please feel free to come and see me.

Yours sincerely

Cassie Simadas

Community General Manager

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Aged Care