

BaptistCare Warena: Trial of new model of care

Dear Member,

The HSU has received the attached correspondence from BaptistCare management regarding a proposed trial of a new model of care.

While resident-centred care is a model that many aged care employers are moving towards, this often can have a considerable effect on workers. HSU members are reminded **not to sign anything** until they have sought advice from their union about possible ramifications.

Your HSU Aged Care manager Rob Sheehy will be on site at Warena next Tuesday 26 June to discuss this issue with members. You can also email agedcare@hsu.asn.au with any concerns or queries you may have, or call the union on 1300 478 679 for individual assistance.

Our ability to negotiate workplace change is directly linked to our strength in numbers. If you know anyone who is not yet a member of the HSU, encourage them to join and have a say in their working conditions. Your workmates can join online at www.hsu.asn.au/join or by calling 1300 HSU NSW.

In unity,



Gerard Hayes
Secretary, HSU NSW/ACT/QLD

20 June 2018

Mr Gerard Hayes
HSU NSW
Level 2, 109 Pitt Street,
Sydney NSW 2000

By Email: gerard.hayes@hsu.asn.au

Dear Gerard,

As part of our obligations under Clauses 43 and 44 of the *BaptistCare NSW & ACT Aged Care Enterprise Agreement 2014*, BaptistCare would like to notify the HSU NSW of a trial to be undertaken at the Warena Centre, our residential aged care facility located at Bangor. The trial of this model of care, to be known as “*My Day My Way*”, will focus on transforming the quality of care to residents, and will initially apply to a designated group of residents within one section of the facility.

The trial seeks to understand the practical implementation challenges and benefits of introducing a “consistent staff assignment” philosophy of care at BaptistCare; understanding what consistency looks like and what is meaningful and purposeful for each resident. In terms of impacts on the staffing model, consistent assignment is built upon the following principles:

- Employees commit to work at least three consecutive shifts per week (there are some exceptions where a minimum of two shifts per week may be applied);
- Employees work with the same small group of residents each and every time they work; and
- Weeks 1 and 2 of the fortnightly roster are mirrored as closely as possible.

As part of this trial BaptistCare will also be seeking to understand the positive and reported reciprocal benefits to employees. Broader international research on this model of care suggests that employees who are engaged with the principles and practicalities of consistent assignment with residents each day, experience an increase in overall job satisfaction. In addition they feel more empowered and more valued as they get to know the resident more deeply and meaningfully through this consistent engagement.

We anticipate that the trial will commence in mid-July 2018 and run for a period of 3 months. If the trial yields the benefits BaptistCare is seeking and anticipates, then the model of care will be rolled out across the facility within a yet undetermined timeframe.

Notwithstanding the anticipated benefits of the introduction of this model of care, it has become apparent during the preparatory work for this trial, that to be able to assess the benefits properly we have identified necessary changes to rosters and/or contract hours that will affect a small group of Care Service Employees and Care Supervisors.

BaptistCare is unable to confirm final numbers of those ultimately affected until consultation with affected employees has concluded. However, BaptistCare will continue to consult with affected employees in order to mitigate any adverse effects or concerns raised by individuals about these changes.

Should you or any of your colleagues wish to discuss these matters, please don't hesitate to contact me.

Yours sincerely,



Simon Barden

Human Resources Manager - Operations

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