

## Major workplace change St Augustine's

Dear Member,

The past two or three years have been anything but a walk in the park for the hardworking members at Catholic Healthcare's St Augustine's aged care home in Coffs Harbour. In a twelve-month period members report there were sixteen care managers.

Members will remember the report on the state of the facility filed by HSU after members complaints went unanswered by local management. Everything from leaking roofs to broken sterilisers to excessive mould and major engineering faults.

Yet members continued to turn up and work diligently and loyally to care for the residents when a lot of others would have, and some did walk. So how does and employer reward such dedication, loyalty and perseverance?

- a. Reduce bed numbers.
- b. Make staff that have held positions for decades in many cases reapply for their job.
- c. Refuse to do a round of voluntary redundancies.
- d. Make employees forcibly redundant.
- e. All of the above.

Well, sadly, if you answered (e) you are correct. To say members are devastated at the news that their loyalty and perseverance appears not only to have gone unnoticed and unappreciated but has been thrown in their face is an understatement. Members have every right to feel angered by their treatment over the last few years.

As I am sure you are aware, staff have been attending meetings. HSU members have had and will continue to have a local organiser onsite for two days as an advocate. Further to this, the HSU has written to the Managing Director and Residential Care Manager asking them to reconsider the current laborious process that is causing members so much anxiety.

Please see attached letter. HSU will keep members up to date with any response from management and will present options to members when we get a response. If you have any questions please contact HSU Member Services on 1300 478 679.

In unity,



Gerard Hayes  
Secretary, HSU NSW/ACT/QLD

Dear Managing Director and Residential Services Manager,

As part of major workplace change consultation, I attended a meeting as a support person for one of our members. Catholic Healthcare Human Resources representatives went through the proposed process, which involves the reduction of four full time equivalent employees. As I am sure you are aware there is an obligation for Catholic Healthcare to demonstrate what they are doing to mitigate adverse effects. One would have been forgiven for thinking offering employees voluntary redundancies first before being forced to participate in an unnecessarily complicated process requiring employees, some of which have held these very positions for more than thirty years reapply for their position.

The process as I understood it today is as follows:

1. Write to affected staff to attend one on one meetings.
2. Have employees attend one on one meetings to tell them how to participate in the process.
3. Employees have to attend interviews to apply for a position.
4. Employees not offered a position are pooled.
5. Those able to be redeployed will be offered employment of some sort between two facilities.
6. Those unable to find work will be made forcibly redundant.

HSU would like to propose the following process:

1. Put out expressions of interest for voluntary redundancies across both facilities.
2. If all four fulltime equivalent hours are taken a roster review takes place.
3. In the unlikely event all of the hours are not taken up, casual hours should be reviewed. Permanent employees should be given priority as casual hours are usually contingent labour.
4. Given there are only four FTEs it is highly unlikely there will be substantial excessive hours. However, should there be substantial hours partial or full redundancies should be considered.

The current spilling and filling option will be extremely detrimental to staff who have little or no computer skills that have not applied for a job in decades in many cases. I would invite you to read the following section (Clause A9 b point three, *Catholic Healthcare Enterprise Agreement 2015-2018*) that requires as part of mitigating adverse effects that Catholic Healthcare give genuine consideration to the impact of employees and their representatives.

- *invite the Employee or Employees affected and their representatives, if any, to give their views about the impact of the proposed change (including any impact in relation to their family or caring responsibilities); and*
- *give consideration to any views about the impact of the proposed change that are given by the Employee or Employees concerned and/or their representatives.*

HSU requests the Managing Director personally intervene in this completely unnecessary process that is causing immense anxiety amongst our members. HSU members would invite you to contact some of them personally to see the toll this process is taking on them. These are loyal and diligent employees that just want to look after your residents. Our members are hoping all parties can come up with a fair and transparent process that will provide a sustainable outcome with minimal impact on them.