

## Staffing issues at FEROS care

Dear Member,

As you would be aware, HSU members at FEROS have been campaigning hard for more staffing over the last few months. After surveying members, the HSU sought on more than one occasion to meet with FEROS to discuss the outcome of the survey. Unfortunately, until recently no response was forthcoming. This was extremely disappointing, especially given the fact that until recently FEROS and the HSU have had a constructive working relationship.

The relationship is once again improving, however, after a meeting at Bangalow on Monday 11<sup>th</sup> November between the new HR business partner and your local organiser. Staffing numbers and the lack of communication between the union and management were the main issues discussed. Your Organiser brought up the staff survey conducted in June, in which 36 staff across two shifts participated. It's collective action like this that brings about workplace change. Without your participation, it would be near impossible to mount any case for more staff. Members should be proud of their efforts.

Another stumbling block was the lack of communication from FEROS management when this issue was raised. On two separate occasions FEROS refused to respond to meeting requests to discuss the ongoing staffing issues at Bangalow. However, FEROS acknowledged this and has proposed a way forward. It has to be said the meeting held on the 11<sup>th</sup> was frank but fruitful.

### **The outcomes**

Members at Bangalow will have noticed recently that there are new staff. According to HR, there are approximately ten positions advertised. The lion's share will go to Bangalow to address current shortages. This has been a positive step in the right direction. Members are encouraged to report ongoing shortfalls, such as people not being replaced when they call in sick or when they go on leave, etc. It's fair to say there is no fat in the Bangalow roster. Positions need to be backfilled where possible.

After raising the issue of lack of communication, FEROS proposed bi-monthly meetings to discuss any proposed changes or workplace issues members may want to discuss. This is great step forward in the relationship between your union and management, but it doesn't mean you can't raise issues in real time. If members have urgent issues, please don't wait for the bi-monthly meeting. As always, call the HSU on 1300 478 679 or contact your local organiser if you have issues you can't sort out with management.

### **Robyn Kirk**

For those that never had the pleasure of meeting Robyn Kirk, she was the HSU delegate at FEROS and was based at Wommin Bay in Kingscliff. She supported members across the organisation, offering industrial advice and support. Robyn also helped negotiate two Enterprise Agreements and represented FEROS members at our state conference on several occasions. Sadly, Robyn has now left FEROS. On behalf of all members at

FEROS, the HSU would like to thank Robyn for her selfless work caring for members as well as residents. We will be running delegate elections at all three sites in the new year. There are big shoes to fill, but if you would like to be a workplace delegate please contact your local organiser at [kirk.rostock@hsu.asn.au](mailto:kirk.rostock@hsu.asn.au).

This is yet another example of members working together to improve conditions in their workplace. In a modern workplace, it pays to be organised. Workplace leaders such as Jess Riddell also deserve a special mention for her work prior to her departure. She will be missed.

If you are not already a member of the HSU, there is no time like the present to join. You can join online at [www.hsu.asn.au/join](http://www.hsu.asn.au/join), or call our membership team on 1300 478 679.

In unity,

A handwritten signature in black ink, appearing to read 'Gerard Hayes', with a long, sweeping underline that extends to the right.

Gerard Hayes  
Secretary, HSU NSW/ACT/QLD