



Southern Cross Care
(Tasmania) Inc.

State Office

85 Creek Road
New Town, 7008

PO Box 815
Moonah, 7009

E. southerncrosscarea
@scctas.org.au

P. (03) 6146 1800

F. (03) 6228 0512

ABN: 18 773 507 851

www.scctas.org.au

Wednesday, 26 April 2023

Ms Emily Shepherd
Secretary
Australian Nursing & Midwifery Federation

Via email: Emily.Shepherd@anmftas.org.au

Dear Emily,

Re: Southern Cross Care Household Model of Care Consultation

*A charitable service
founded by the Knights
of the Southern Cross.*

In relation to your further questions, SCC responses are provided in blue below.

<p>1. Provide a copy of current LLO, Served and EN PD.</p>	<p><i>The PDs have not been provided.</i></p> <p>PDs are attached to this response.</p>
<p>2. ENs – percentage of ENs without medication administration endorsement.</p>	<p>100% of SCC EN's are medication administration endorsed but we are unsure how this is relevant to the household model, particularly given that EN's have been advised that there will be continuing in their roles under the current position description?</p> <p><i>The request for information is relevant to the change that has or is occurring subject to the consultation requirements. Prior to November 2022, did SCCT engage any non-medication endorsed carers?</i></p> <p>SCC Tasmania employed both medications endorsed, and non-medication endorsed carers prior to November 2022. All carers are required to complete an approved aged care specific course to Certificate III level and medication administration training, both of which will be paid for by SCC Tasmania.</p>
<p>3. Provide a breakdown on current LLOs – classification and pay rates (including</p>	<p>This information is only relevant to the individual and SCC is unclear as to how this is relevant to the model. Employees will have current rates of pay grandfathered as previously advised. Employees in the Lifestyle Coordinator positions must have the Cert IV or be willing to obtain it.</p> <p><i>ANMF notes SCCT has refused to provide this information.</i></p>



<p><i>number of, and difference in remuneration, for categories of Certificate IV holder's vs non-Certificate IV holders).</i></p>	<p>The table below sets out the number of employees currently employed in LLO roles and their classification under the relevant enterprise agreement. Some of the employees are performing dual roles.</p> <table border="1" data-bbox="389 427 1286 573"> <thead> <tr> <th>EA/Classification</th> <th>BUPA Level 6</th> <th>BUPA Level 5</th> <th>SCCT ECA 3</th> <th>SCCT ECA 4</th> <th>SCCT ECA 5</th> </tr> </thead> <tbody> <tr> <td>Number of employees</td> <td>1</td> <td>1</td> <td>9</td> <td>10</td> <td>1</td> </tr> </tbody> </table> <p><i>Will SCCT come to an agreement as to how grand parented pay rates will be expressed in contracts prior to disseminating contracts to workers so as to avoid confusion and disputation?</i></p> <p>The following clause will be inserted into employment contracts for workers who are entitled to have their current rate of pay grandfathered:</p> <p>“While Care Worker is classified as ECA Level 3 under the Aged Care Employee Band 4 in accordance with the <i>Southern Cross Care (Tas) Inc Staff Agreement 2021</i> [or <i>Bupa Aged Care Australia South Hobart Enterprise Agreement 2018</i>], an employee who at the commencement of this contract of employment is engaged at a classification higher than ECA Level 3, shall continue to be remunerated at their current classification while performing the role of Care Worker for the remainder of their engagement under this contract of employment. Accordingly, the rate of pay while performing the role of Care Worker under this contract of employment will be in accordance with the rate of pay under XXX classification.”</p> <p><i>What will be the pay rate for Lifestyle Co-ordinator?</i></p> <p>Aged Care Employee Band 7, aligned to the ECA Level 5 rate</p>	EA/Classification	BUPA Level 6	BUPA Level 5	SCCT ECA 3	SCCT ECA 4	SCCT ECA 5	Number of employees	1	1	9	10	1
EA/Classification	BUPA Level 6	BUPA Level 5	SCCT ECA 3	SCCT ECA 4	SCCT ECA 5								
Number of employees	1	1	9	10	1								
<p><i>4. The proposed grandparenting of pay rates arrangements for LLOs – is it proposed % increases in EAs be applied to those grandparented rates? How is this</i></p>	<p>SCC has previously advised that rates of pay, and classification will be grandfathered. Practically speaking this means that staff will continue to be paid in accordance with the relevant rate for their classification as expressed in the enterprise agreement, including any increases as applicable for that classification over time.</p> <p><i>As per second question above.</i></p> <p>As per our response to question number 3, employees who move to care and are currently paid at a classification higher than ECA Level 3 will continue to be remunerated at their current classification while performing the role of Care Worker. Rates of pay under that classification will be increased in line with the EA.</p> <p>Grandparenting rates of staff who have been displaced from their current role is not designed to advantage any one group of employees over another, rather to not disadvantage any employee who may be displaced from their current role as a result of this process.</p>												



<p><i>intended to be expressed?</i></p>	<p>All staff will continue to be paid in accordance with the classification of the role in which they occupy unless prior circumstances, including grandparenting, exist which outline a different arrangement for a given employee.</p>
<p>5. Redundancies for LLOs – on what basis will SCCT decide who will receive (non-voluntary) redundancy? The material implies some form of competitive process to apply and be accepted for positions. What criteria will be applied for selection?</p>	<p>There will be a competitive process to recruit into the Lifestyle Coordinator roles only. There will be interview questions asked with rankings attached to them. Consideration will also be given to past performance, performance and development reviews and past completion of compliance items such as mandatory training. As this role is a different role to that of the LLO there will be no direct appointment into this role and the role at a given facility may remain vacant and/or be recruited externally if there are deemed to be no suitable candidates.</p> <p><i>The ANMF is concerned with ensuring the criteria applied is non-discriminatory and transparent to avoid as far as possible disputation arising from the process. The ANMF notes SCCT has refused to provide further information or engage further with the ANMF about this process.</i></p> <p>The Lifestyle Coordinator role will be paid at Aged Care Band 7, ECA Level 5. There are substantially higher technical skills and expectations on this role when compared to the LLO role. The position description for the Lifestyle Coordinator role is included with this response. There will therefore be no direct appointment to these roles.</p> <p>LLOs who express interest in the Lifestyle Coordinator role will go through a merit-based selection process to ensure they meet the selection criteria of the role. The selection panel will be independent to ensure procedural fairness. Unsuccessful LLOs will be provided feedback following the selection process and given the opportunity to appeal the decision if they believe the selection panel failed to comply with the procedural requirements of the Recruitment Policy or there was a failure to observe the requirements of procedural fairness during the selection process.</p> <p>If an LLO chooses to move into care, then they are guaranteed to be offered a position. If an LLO does not express interest in either of the above options, and/or is unsuccessful in being appointed to the Lifestyle Coordinator role then they will receive a non-voluntary redundancy.</p> <p><i>Please confirm that if workers put forward a preference for “non-voluntary” redundancy, that this will be provided.</i></p> <p>If a Leisure & Lifestyle Officer’s preference is for a ‘non-voluntary’ redundancy, then this will be provided to them.</p> <p>The following table outlines current preferences received from LLOs:</p>



	EOI Preferences	Coordinator	Carer	Redundancy
	FTE	3.48	3.3	2.8
	Number of employees	4	4	5
<p>6. SCCT response to ANMF Q14, at item d(ii): what will happen in circumstances where a current LLO puts in a EOI for LL Co-ordinator and carer role? The material suggests an unsuccessful LL Co-ordinator EOI will result in a non-voluntary redundancy.</p>	<p>All LLO employees at all times through the process, will have the option to move into the care team. An LLO who is unsuccessful in the Lifestyle Coordinator role will have the option of moving into the care team or accepting a non-voluntary redundancy.</p> <p><i>Please confirm that if workers put forward a preference for “non-voluntary” redundancy, that this will be provided</i></p> <p>An LLO who expressed interest in the Lifestyle Coordinator role but was unsuccessful in their application will be either moved into care, if this was their second preference, or paid non-voluntary redundancy. An LLO who asked for non-voluntary redundancy as their first preference will be offered a non-voluntary redundancy.</p> <p>As noted in the response to question 5, there were 5 LLOs (2.8 FTEs) who opted for non-voluntary redundancy as their first preference.</p>			
<p>7. Response to ANMF question 39 – SCCT response says LLO/Servery staff will have access to redundancy if they do not wish to</p>	<p>It is SCC’s preference to retain all staff and will actively work with and support staff to achieve this.</p> <p>Servery staff will have the opportunity to request a voluntary redundancy as there are more staff than there are servery roles at some facilities. These requests will be assessed based on the individual facility needs, including staff employment history and performance as well as how many staff, if any, are excess to requirements at a given facility.</p> <p><i>The ANMF is concerned with ensuring the criteria applied is non-discriminatory and transparent to avoid as far as possible disputation arising from the process.</i></p> <p>In relation to the Lifestyle Coordinator role, the procedural requirements of the Recruitment Policy will be followed by the selection panel to ensure a fair and</p>			



perform the new role. This suggests voluntary redundancies are available at the employee's choosing. If this is not the case, it needs to be clarified.

transparent selection process. Interview questions for the Lifestyle Coordinator role will remain confidential to ensure an equal merit-based process. Redeployment appeal guidelines are attached.

Servery staff will be offered roles in line with their preferences. SCCT will be able to accommodate their preferences without going through a selection process.

Expressions of interest servery

Staff who expressed to remain in servery role as first preference	21.9
Staff who expressed to remain in servery role but were open to move to care	5.9
Staff who expressed interest in care role as first preference	7.7
Staff who expressed interest in voluntary redundancy as first preference	5.03

Following consideration of requests for voluntary redundancy against facility requirements, the competitive process relating to Servery roles will be conducted. Staff who are displaced following this process will have the option to move into the care team (supported and trained as required) or will receive an involuntary redundancy.

Please confirm that if workers put forward a preference for "non-voluntary" redundancy, that this will be provided.

Servery workers had the option to request a 'voluntary' redundancy but not to express a preference for a 'non-voluntary' redundancy. This is because there are a number of roles available to be filled by current staff

Based on expressions of interest received from existing servery workers, there will be no redundancies necessary with all existing staff retaining their existing roles in servery or moving into care based on the preferences expressed.

Non-voluntary redundancies will only be applicable in the instance where the employee has expressed an interest in retaining their current role, but the role no longer exists. Non-voluntary redundancies are only applicable to LLOs in the first instance. A LLO who expressed interest in the Lifestyle Coordinator role but was unsuccessful in their application will be either moved into care, if this was their second preference, or paid redundancy. LLO who asked for redundancy as their first preference will be offered redundancy.

There will be no voluntary redundancies offered to LLO's. This is because the role of LLO will entirely cease to exist. These staff will have the option to move into the care team, express interest in the Lifestyle Coordinator role (and if unsuccessful still opt to move into the care team) or will be provided with an involuntary redundancy.



	<p><i>As per question to item 6.</i></p> <p>If a Leisure & Lifestyle Officer's preference is for a 'non-voluntary' redundancy, then this will be provided to them. As noted in response to question 5, there were 5 LLOs (2.8 FTEs) who opted for redundancy as their first preference.</p>
<p>8. When will the appeal guidelines be provided?</p>	<p>The appeal guidelines will be provided by Friday, 21 April 2023</p> <p><i>ANMF notes SCCT have refused to engage in a consultation process about the appeals process with the ANMF.</i></p> <p>The guidelines are attached.</p>
<p>9. Servery/kitchen – reference in SCCT material to “unsuccessful EOs” – what does this mean? On what basis will employees be chosen for redeployment positions?</p>	<p>There will be a competitive process to determine who will retain a Servery role where there are more EO's received than there are positions available within a facility. There will be interview questions asked with rankings attached to them. Consideration will also be given to past performance, performance and development reviews and past completion of compliance items such as mandatory training.</p> <p><i>The ANMF is concerned with ensuring the criteria applied is non-discriminatory and transparent to avoid as far as possible disputation arising from the process.</i></p> <p>A LLO who expressed interest in the Lifestyle Coordinator role but was unsuccessful in their application will be either moved into care, if this was their second preference, or paid redundancy.</p> <p>Where there are more staff than there are available roles, unsuccessful employees will have the option to move into the care team or accept an involuntary redundancy.</p> <p><i>Please confirm that if workers put forward a preference for “non-voluntary” redundancy, that this will be provided.</i></p> <p>Servery workers had the option to request a 'voluntary' redundancy but not to express a preference for a 'non-voluntary' redundancy. This is because there are a number of roles available to be filled by current staff</p> <p>Based on expressions of interest received from existing servery workers, there will be no redundancies necessary with all existing staff retaining their existing roles in servery or moving into care based on the preferences expressed.</p> <p>Non-voluntary redundancies will only be applicable in the instance where the employee has expressed an interest in retaining their current role, but the role does no longer exist. Non-voluntary redundancies are only applicable to LLOs. A LLO who expressed interest in the Lifestyle Coordinator role but was unsuccessful in their application will be either moved into care, if this was their second preference, or paid redundancy. LLO who asked for redundancy as their first preference will be offered redundancy.</p>



<p>10. The EA classifications – does SCCT intend to vary the agreement?</p>	<p>There is no intent to vary the Enterprise Agreement.</p>
<p>11. When will SCCT be distributing discreet materials about the LLO/Servery redeployment and redundancy process? Does SCCT intend to consult with the ANMF about this process specifically? If so, what process with SCCT adopt?</p>	<p>All impacted employees and Enrolled Nurses received individual correspondence on Thursday, 6 April 2023. This correspondence outlined the impact of an implemented model on that employee and the options which would be available to them. The letter also asked for refreshed EOI's and provided a form to assist with that process.</p> <p>Following communication of a final decision, more specific information will be provided to staff in relation to the impact to their role and specifically what is required of them to move forward through the process.</p> <p><i>Please clearly advise what constitutes a 'final' decision, timeframes for such decision and what 'more specific information' staff can expect to receive.</i></p> <p>The final decision will be the point at which the model in its entirety is understood i.e., what each of the roles are within the model and how they will interact, the support mechanisms which are required to make any changes e.g., training, buddying, processes, procedures. This does not mean that all of the required documentation and resources are completed but that they are understood. Development as required will be built into the transition process.</p> <p>Staff will receive communication in relation to what the decision is and what the process and timeline of steps will be for them as an individual. The intent is to meet individually with the impacted employee to help them to work through their options and understand the answers to any questions that they have.</p> <p>The responses provided to the ANMF on 5 April outlined in broad terms what the processes for moving through redeployment will be. There is no intention to share interview questions ahead of time to inadvertently benefit any particular employees ahead of that process. What specifically are you expecting to be shared with you in relation to SCC appointment processes?</p> <p><i>The ANMF did not seek sharing of 'interview questions. The ANMF is concerned with ensuring the criteria applied is non-discriminatory and transparent to avoid as far as possible disputation arising from the process.</i></p> <p>As explained previously, in relation to the Lifestyle Coordinator role, the procedural requirements of the Recruitment Policy will be followed by the selection panel to ensure a fair and transparent selection process. Interview questions for the Lifestyle</p>



	<p>Coordinator role will remain confidential to ensure an equal merit-based process. Redeployment appeal guidelines are attached.</p>
<p>12. Note to SCCT: SCCT response to ANMF question 50 indicates a concern to ANMF regarding how SCCT intends to apply the aged care work value interim decision, which will need to form part of separate discussions.</p>	<p>SCC will apply the aged care work value interim decision as required by the decision, which based on current information will not apply to staff in Served positions.</p> <p><i>The ANMF notes SCCT have refused to engage with the ANMF about this further.</i></p> <p>SCC does not refuse to discuss the application of the work value case interim decision. SCCT is a signatory to a pledge to pass on every cent of the funding to the pay increase for staff.</p>

Kind regards,

Kate Beven
Executive Manager People & Culture
Southern Cross Care (Tasmania) Inc.