



Transitioning to single site operations

Information for RACF providers in Melbourne Metropolitan and Mitchell Shires



Context of the agreement

Linda Mellors, CEO Regis



Commonwealth Update

Jessica Evans



GUIDING PRINCIPLES
SUPPORT HUB



Support Hub

Pat Sparrow, CEO ACSA

Support Hub – 5 Focus Areas

To support providers to implement the **Guiding Principles**, the **Support Hub** will:

1. Provide suitably skilled people resources to support providers with guidance and expertise through the provision of the following services:
 - a. Employment Relations and Industrial Relations hotline to address queries on matters arising from implementation of the guidelines; and
 - b. Clinical Consulting services (including onsite services, where safe and appropriate) to address matters arising from implementation of the guidelines.

Support Hub – 5 Focus Areas

To support providers to implement the Guiding Principles, the Support Hub will:

2. Act as a conduit to facilitate provider cooperation to respond to workforce shortages or if a site is oversubscribed with workers. The Hub will assist with connections to other providers (members and non-members), labour agencies and other suppliers. ***The Hub will not be responsible for the provision of workforce.***

Support Hub - 5 Focus Areas

To support providers to implement the Guiding Principles, the Support Hub will:

3. Provide workforce mobilisation guidance and tools;
4. Provide access to resources in the form of tools and templates to assist with; (workplace relations, workforce communications, recruitment and workforce planning); and
5. Participate in an Advisory Committee to contribute to the sector's oversight of the implementation of the guidelines.



The questions so far

Tim Hicks, A/Chief Advocate,
GM Policy & Advocacy LASA

What if I have an employee who works for our RACF and a hospital or similar health care service?

- The Principles only apply to work at registered aged care facilities (RACFs) and do not address working at a hospital as well as a RACF.
- The worker must comply with all infection control protocols of all employers.
- If in doubt, start a discussion with them to see if they can work solely at either the RACF or the other employer.

When will I be reimbursed for the extra costs I incur when I have to pay for additional wages for employees who choose my RACF as their primary employer?

Providers will be able to claim funding under the Grant to cover things like:

- additional hours and overtime rates to staff so that they can work at single-sites, without being financially disadvantaged;
- casual workers' remuneration if they are unable to work due to self-isolation or quarantine;
- part-time and permanent workers access to paid leave if they do not have any paid leave entitlements.

Timeframes for when payments will be made will depend on when the application is made and processing times.

How does JobKeeper impact the Principles?

If a RACF is receiving JobKeeper and they approve an employee to take unpaid leave the employer would still receive JobKeeper and be required to pay that money to their employee as they are still employed

Does the secondary employer receive funding if they need to backfill for staff who've elected to work for a primary employer?

Financial support through Grant applications will be considered on a case by case basis and will be linked to the size of the provider and its anticipated staffing needs. Secondary employers are entitled to apply for this financial support.

I have employees who work at different sites – my site is over 30 hours pw and the other site is also over 30 hours pw. The employee works 70 hours pw in total. Do they receive payment to that level?

- If the primary employer does not have sufficient rostered hours to employ the worker for those additional hours, they must employ them for ‘supernumerary hours’.
- Additional hours to be worked should comply with the usual terms of employment including shifts, penalty rates, overtime rates and when ordinary hours are worked.
- In regard to the maximum hours to be worked, the employer must be mindful that routine excess hours can pose a risk to the safety and wellbeing of both employees and residents. In this circumstance, the excess hours should be treated as being ‘supernumerary hours’ paid but not worked.

How do we judge casual hours when employed by two employers?

- Casual workers who are employed directly by a site will fall within the scope of the Principles.
- As they do not have contracted hours, casual workers will be required to provide evidence to the primary employer of the other work arrangements which would show an average of hours worked.

How will funding arrangements work?

The Commonwealth will provide financial assistance to RACF providers that are located in or have staff working in a declared hotspot to help cover the costs of:

- supporting workers to work additional hours to enable them to work at a single site;
- ensuring that aged care staff who are symptomatic have access to paid leave;
- engaging and training additional staff where existing employees are unable to work due to self-isolation requirements or where the provider faces additional costs as a result of the COVID-19 crisis;
- supporting aged care workers who are unable to work due to self-isolation or travel restrictions; and
- providing alternative accommodation so workers who live or work in hotspots can continue to work.

How do we manage employees working at multiple sites?

- The Principles are designed to ensure workers are based at one site only, even where a provider has multiple sites.
- Reflecting the intention of the Principles, secondary employers will be expected to continue to offer engagements to casual employees at the conclusion of this period. This does not constitute a period of 'leave'.
- Workers will be able to move between sites after a 14 day isolation period in circumstances where there has been a COVID-19 outbreak.
- Changes to the length of the shift are only by mutual agreement and through adherence to existing industrial instruments, but all parties should work to ensure the maximum possible hours are worked staff

RN works at hospital as well as my facility – I am concerned about infection control and RN exposure from the hospital

As a RACF provider, you would be within your rights to discuss infection control with the employee and possibly their supervisor at the hospital.

- Workers are obligated to advise you if they have been exposed to COVID or have COVID like symptoms.
- You could discuss with the employee how they feel working at both sites and see where that goes. Any changes will need to be by agreement.

Some hospitals / RACFs are advising RNs they must choose between hospital and aged care work

- The Principles do not apply in this situation and so the funding is not available.
- Aged care providers will be able to apply for funding only if they located in a declared hotspot or have staff who work for another RACF provider that is in a declared hotspot.
- The Principles are designed to ensure workers are based at one site only, even where a provider has multiple sites.
- Workers will be able to move between sites after a 14 day isolation period in circumstances where there has been a COVID-19 outbreak.

Support Hub Contact Details

- Phone: 1800 491 793
- Hours of operation: 8.30am – 5pm
- Online enquiry form:

<https://supporthub.agedservicesworkforce.com.au>