



LASA

**LEADING AGE SERVICES
AUSTRALIA**

The voice of aged care

SCHADSI Award Changes & Operational Impacts

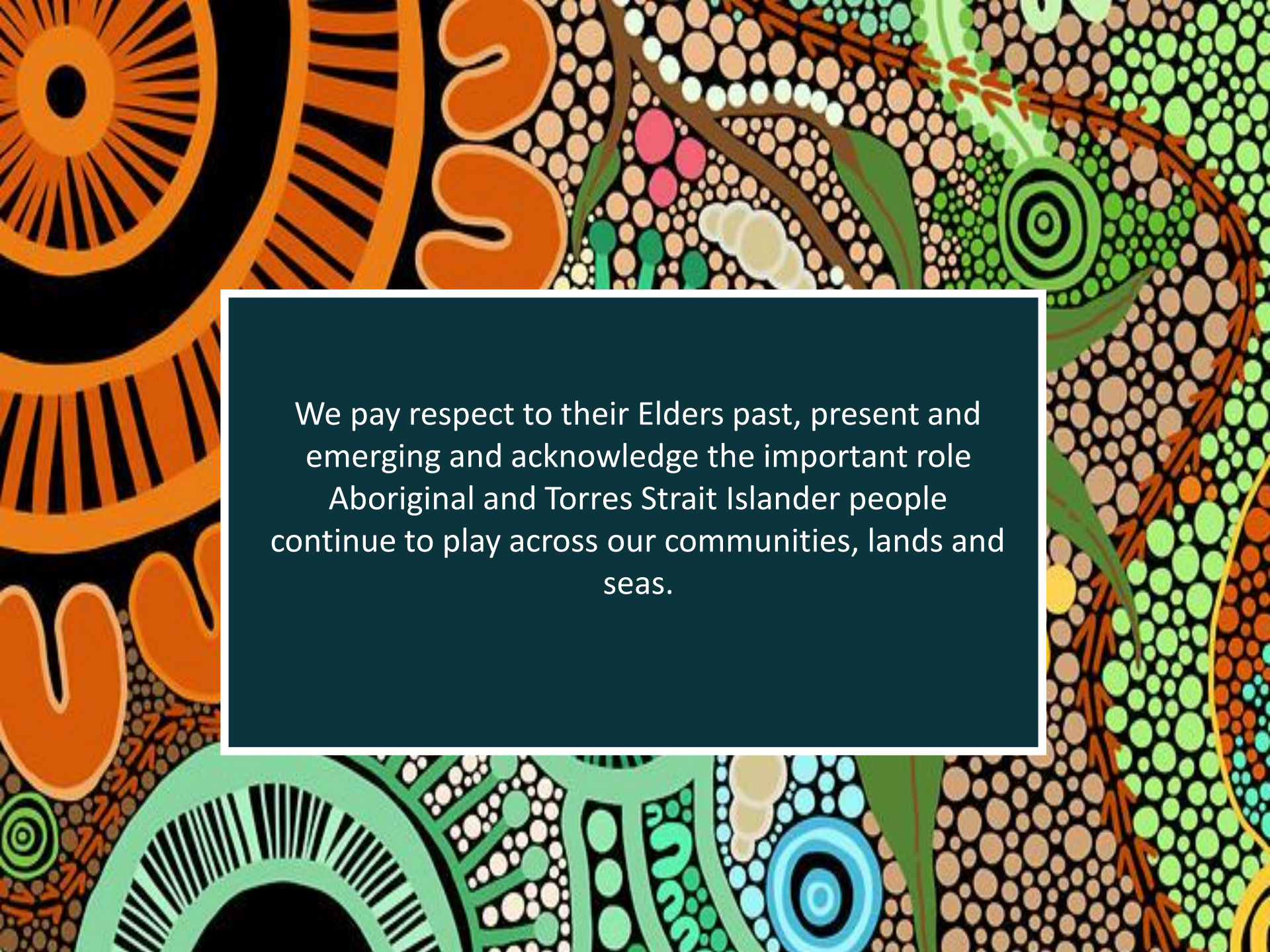
Troy Speirs

Senior Policy Advisor

Claire Bailey

Manager Employment Relations

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We pay respect to their Elders past, present and emerging and acknowledge the important role Aboriginal and Torres Strait Islander people continue to play across our communities, lands and seas.

SCHADSI Award Changes – Jul 22



LASA Home Care Provider Operational Checklist (LASA eNews – 9 June 2022)

- Modern Award vs Enterprise Agreement
- Minimum Engagement/Payment
- Broken Shifts
- Client Cancellations

Other Considerations

- Cost Increases
- Client Agreements
- Care Plans
- Client Communications
- Policy and Procedures

SCHADS Award Changes – Jul 22



Modern Award vs Enterprise Agreement

- Enterprise agreements (EAs) will continue to replace the terms of the SCHADSI Award during the life of those EAs.
- Award changes will need be accounted for when it is time to negotiate a new EA.
- Affected providers with EAs are advised to plan ahead in the period leading up to their next agreement negotiation to understand what they need to have in their new EA and to ultimately minimise any sudden disruption to client care arrangements.
- Employers operating under the SCHADSI Award will need to ensure Award changes are operational from the first full pay period on or after 1 July 2022.

SCHADSI Award Changes – Jul 22



Minimum Engagement/Payment (2 hours)

- Review employee rosters and engagement practices to identify necessary changes to comply with the new minimum payment period.
- Contact clients (and/or representatives) where changes to their care schedules will need to occur and discuss the impact of the changes giving regard to accommodating client preferences where viable.
- Discuss with clients (and/or representatives) any changes, risks and mitigating actions that may be required in revising care plan visitation schedules, including who will be responsible for the mitigating actions.

SCHADSI Award Changes – Jul 22



Minimum Engagement/Payment (2 hours) cont.

- Have discussions with affected part-time employees who need to have a change to their agreed regular pattern of work as a result of the new minimum payment provisions. Attempt to reach agreement on any required changes to their agreed regular pattern of work to ensure compliance.
- Ensure that casual employees are informed of the upcoming change in legislation with specific reference to how they will be offered work.
- Document discussions with all stakeholders regarding the above as appropriate.
- Finalise employee roster changes on completion of the above to include necessary changes to comply with the new minimum engagement period/payment schedule.

SCHADSI Award Changes – Jul 22



Broken shifts

- Employers may roster an employee to work a broken shift with up to two unpaid breaks (not including meal breaks) within a span of 12-hours.
- Agreement regarding a shift with two breaks can be contained in an agreed regular pattern of work to show agreement.
- Two broken shift allowances. One for a broken shift with one break and another for a broken shift with two breaks.
- Identify rosters which have broken shifts with more than two breaks and change the roster to ensure that these no longer occur.

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Broken shifts cont.

- Review any issues of concern with affected employees with regards to compliance to identify amenable actions for response.
- Ensure that only broken shifts with one or two breaks are rostered from the first full pay period on or after 1 July 2022.
- Ensure that the correct broken shift allowance is being paid from the first full pay period on or after 1 July 2022.

SCHADSI Award Changes – Jul 22



Client Cancellations

- Part-time/full-time employees will need to be paid for any part of a cancelled shift where less than seven (7) days advance notice of the cancellation occurs and lost time is not made up.
- Conduct an interval audit to understand patterns of occurrence of unplanned employee roster changes due to client requested cancellations or changes in care schedules that occur within the 7-day period preceding a scheduled employee visit to a client.

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Client Cancellations cont.

- Identify the cost impacts that will emerge in response to this pattern of unplanned employee roster changes due to client requested cancellations or changes.
- Revise the client cancellation policy with communication of any changes to clients (and/or representatives) with sufficient lead time for their response and for provider follow-up prior to implementation commencing 1 July 2022.
- Discuss and document all these interactions with clients (and/or their representatives) giving account to client risks and mitigating actions, including who will be responsible for the mitigating actions.

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Other Considerations

Cost increases

- Assess the cost impact of implementing the SCHADSI Award changes.
- Be prepared to account for any changes in pricing (HCP) or outputs (CHSP) in engaging with clients, DoH and the ACQSC.

Client Agreements

- In 2020 advice was given to the sector via DoH correspondence to LASA, indicating that it would be acceptable for HCP providers to put a clause in their client agreements to indicate where a reasonable annual price increase, consistent with CPI and Award changes, may be implemented without incidental consent needing to be sought.
- However, where significant changes to existing client agreements arise in the context of implementing the SCHADSI Award changes, it is prudent and appropriate for providers to discuss the changes with all clients.

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Other Considerations

Care Plans

- Changes to client care plan visitation schedules will require advanced communication and prior consent to the change by the client (and/or representative).

Client Communications

- Advanced communication to all stakeholders who will be impacted by enacting operational changes in response to the SCHADSI Award changes reiterating intention to increase the attractiveness of working in aged care, noting they will come with changes to current care and service delivery.

Policy and Procedures

- All relevant home care operational policies and procedures be reviewed and updated in a timely manner so that they are consistent with the SCHADSI Award changes.



**Time for
Questions**