

An open letter from our General Manager

A letter has been sent to all our clients regarding disruptions to our services over recent months. I would also like to take this opportunity to explain to the broader Glasshouse Country Care family and community the issues we, and most aged care service providers, are facing.

We acknowledge that since the beginning of the year our rostering and service delivery has been severely impacted by reduced staffing levels, and last minute changes and cancellations have frequently occurred. These changes are unfortunate and not the way we want to deliver our services to our clients.

Staff shortages have been caused by:

Mandatory vaccinations

In December 2021, the government mandated COVID vaccinations for all aged care workers. We unfortunately lost six of our workers and two volunteers who chose not to be vaccinated.

Staff members getting COVID or being a close contact

Since the Queensland border reopened and more COVID has been present in the community, increasing numbers of our staff have tested positive or become close contacts. If a worker is COVID positive or a close contact they must isolate for at least a week, often longer. We have had several staff members away each week, with some staff having to isolate for up to three weeks.

Due to the nature of COVID we often only have short notice of staff illness or unavailability, which causes the majority of the last minute rostering issues. We endeavour to call or leave a message to advise people of any changes but it is sometimes not possible before the expected start of a shift.

One worker not being available will mean 5 to 6 shifts being rearranged that day and 15-20 shifts reallocated over the following days of their isolation.

Issues recruiting new staff

There is a nationwide shortage of skilled qualified workers but we continue to recruit as many new staff as possible.

I know that many of our clients have found the changes to their services and staffing frustrating and are tired of hearing COVID as the reason, however I hope this letter explains the reason this pandemic has had such an impact on us and the services we deliver.

We do expect the situation to improve in the coming weeks and months as new staff come on board and changes to close contact isolation rules take place. However these improvements will not happen immediately and some disruptions will occur. We will do our best to limit any changes and where possible will contact in advance any clients affected by staffing issues.

I appreciate your ongoing support of our organisation and thank you for continuing your services with Glasshouse Country Care.

Warm regards,



Clare Mullins
General Manager