

Future Workforce:

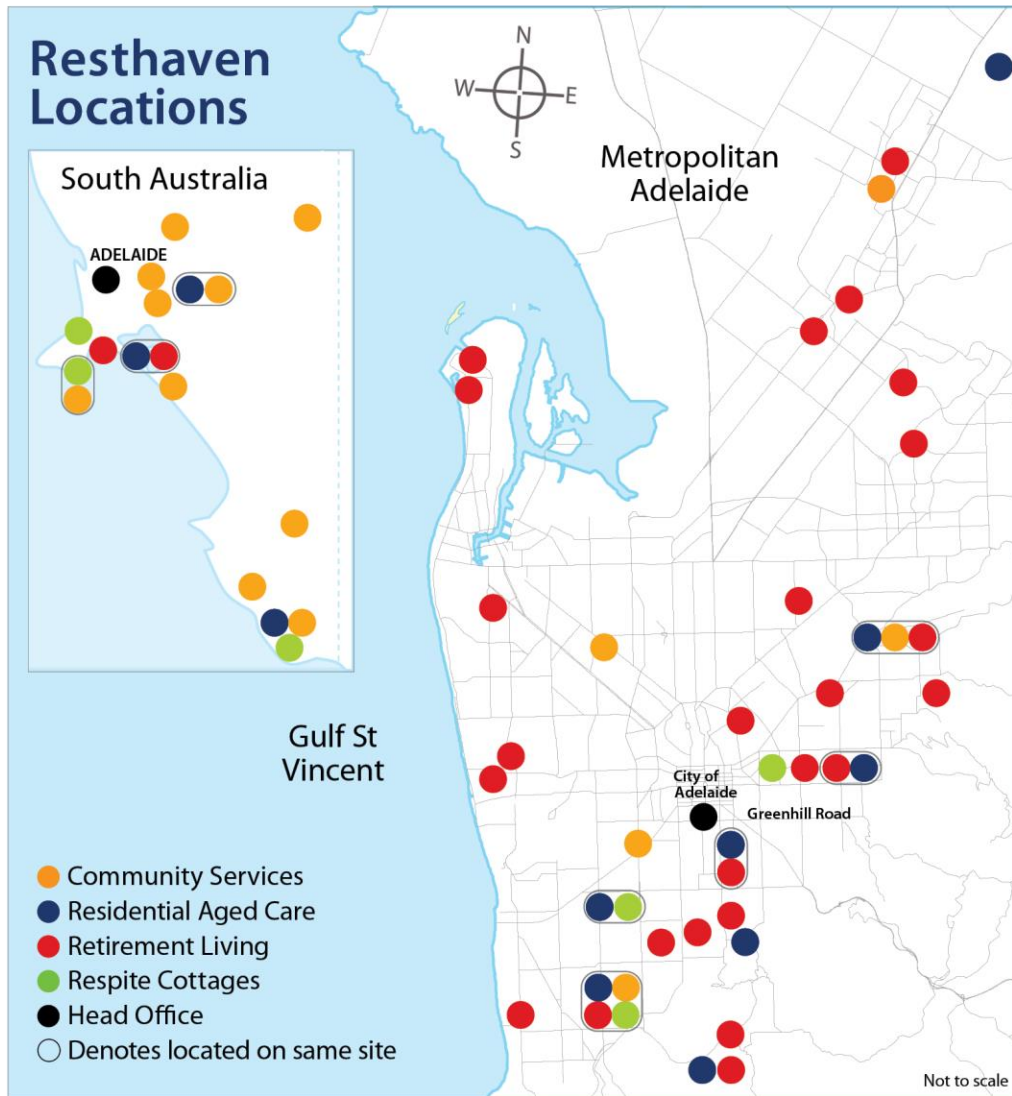
Engaging Junior Staff to Transform Aged Care Dining Services

Kelly Geister
Executive Manager Residential Services

A Proud History



Locations and Services



- Residential Aged Care
- Community Services:
 - Support at Home
 - CHSP
 - STRC
 - Respite
 - Wellbeing Services
- Retirement living

The Workforce



Within Residential Services all food is prepared and cooked on site from fresh ingredients. Multiple dining rooms across each site, each with a pantry. Food prepared in kitchen – plated in pantry and served in dining room



Workforce pressure

- 194 vacant evening pantry shifts
- Double shifts becoming routine
- High agency dependence

The result

- Reduced continuity of care
- Poor dining experience
- Potentially unhappy residents



The Opportunity



We asked ourselves two questions:

1. Who would want to work 2-3 hours in the late afternoon or evening?
2. How do we get people to apply?

We sought feedback from our staff, our friends and family.

So, we went out to find high school students from ages 16-18.

Anthea Tyler
10 May · 🌐

ARE YOU LOOKING FOR SOME EXTRA POCKET MONEY??

Resthaven Port Elliot have a number of positions available that would suit retirees or senior students at VHHS, Encounter Lutheran College etc. The hours are 4:30pm - 6:30pm or 4:30pm - 7pm, with shifts available over the 7 days of the week. The shift involves serving residents in dining rooms their evening meals, and some clean up after.

Excellent pay - from \$30 / hr for an entry level casual.

The right people will be reliable, compassionate, caring and able to communicate with older people. Experience is not necessary - we can train you in food safety, infection control etc. This job can lead to careers in hospitality, health and aged care and is a great place to start!

More information in the link below:

Housekeeping Services Assistant - Port Elliot, SA, Australia (resthaven.asn.au)

Join Team Resthaven



CAREERS.RESTHAVEN.ASN.AU

Housekeeping Services Assistant - Port Elliot, SA, Australia

Resthaven is currently seeking Housekeeping Services Assistants for vacancies at our Port Elliot...

Anthea Tyler · Cabra Uniform Buy/Swap/Sell
Top contributor · 9 May · 🌐

Hi all

Resthaven at Westbourne Park, Malvern, Mitcham, Marion and Bellevue Heights are looking for casual hospitality workers. Could suit a mature young person doing short after school shifts. Pay is excellent - around \$30/hr for an entry level position.

Join Team Resthaven



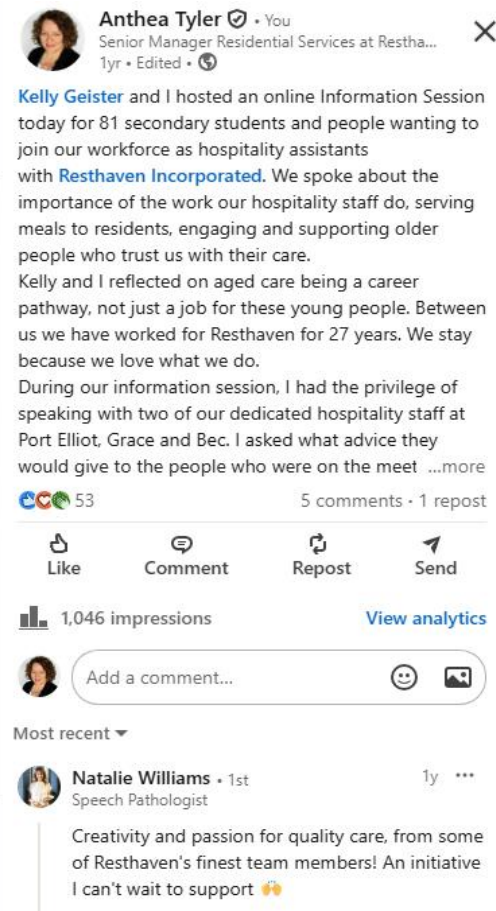
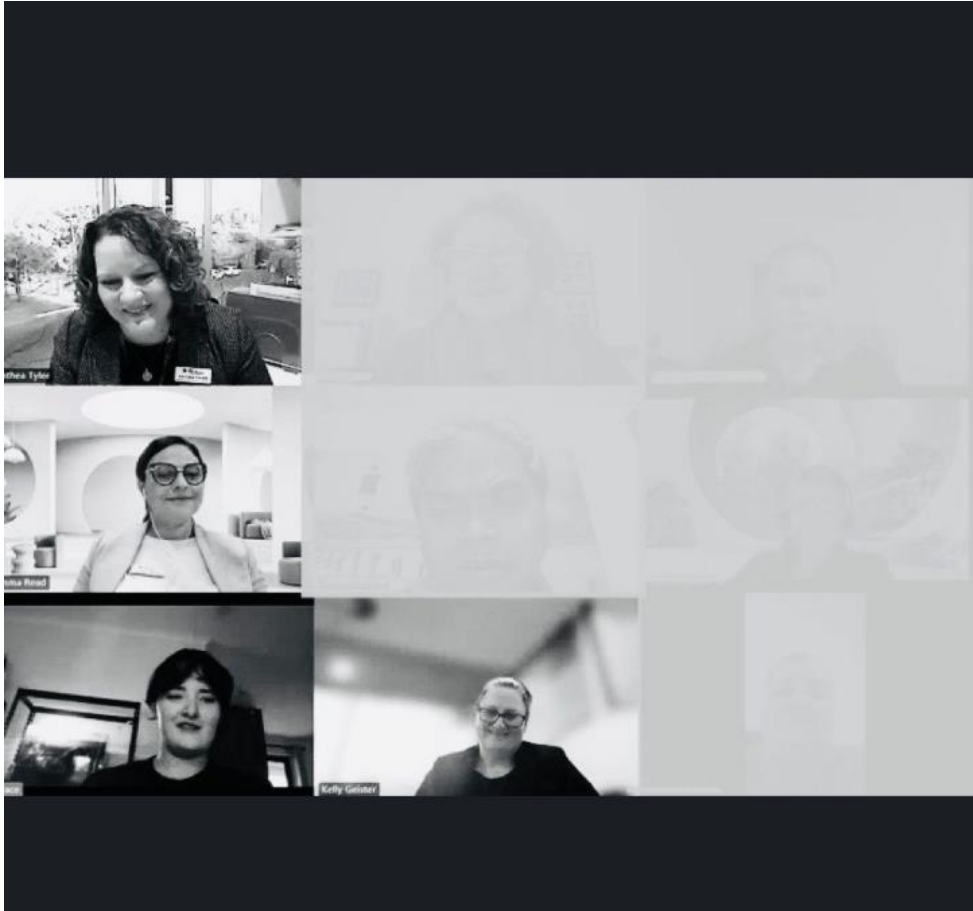
CAREERS.RESTHAVEN.ASN.AU

Housekeeping Services Assistant - Metro -

As a Housekeeping Services Assistant with Resthaven, you will join a friendly, approachable tea...

Promoting the idea





81 young people joined an online information session after school prior to putting in an application.

Recruitment and Onboarding



- Dedicated resource to assist with recruitment
- Modified interview questions and pre-employment processes to suit school students
- Modified Corporate Induction Program
- Dedicated weekend Training Session to include dining excellence, IDDSI and other regulatory compliance
- Robust buddy shift program

Induction and Orientation



with Natalie Williams and 2 others



Anthea Tyler • You
Senior Manager Residential Services at Restha...
1yr • Edited •



Here we are a month later, and we have had a fantastic result from our young employee campaign.

On Saturday, [Kelly Geister](#) and I hosted a training session for 18 young employees many of whom are embarking on their first job with Resthaven. The energy in the room was great, all 18 employees were engaged and focussed.

Thanks to [Natalie Williams](#) for making IDDSI training fun, and Michael Barton for teaching all about dining excellence.

We look forward to seeing this group become our next resident focussed superstars!

77

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Katrina Rundle • 1st
Business Development Manager SA/NT I Tris...

1y ...

So good! Great collaboration and expertise to empower your staff ★

Like • 1 | Reply



Jodie Prosser • 1st

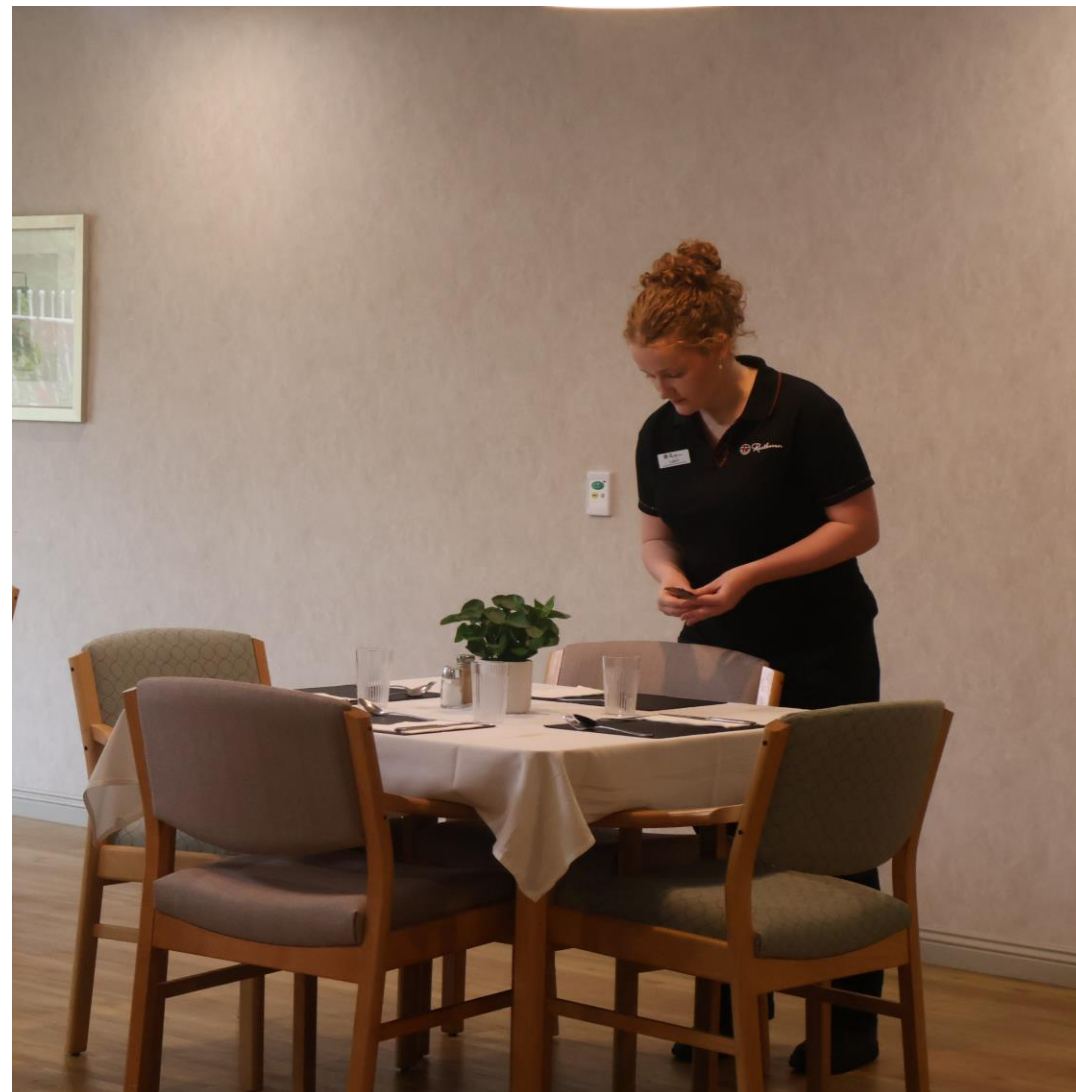
1y ...



- Robust buddy shift program
 - Thorough site induction with a “Resthaven Buddy”
 - Working 1:1 with Buddy in a supernumerary capacity
 - Slowly Buddy steps back and new employee takes over
 - Up to 20 hours of Buddy Shift

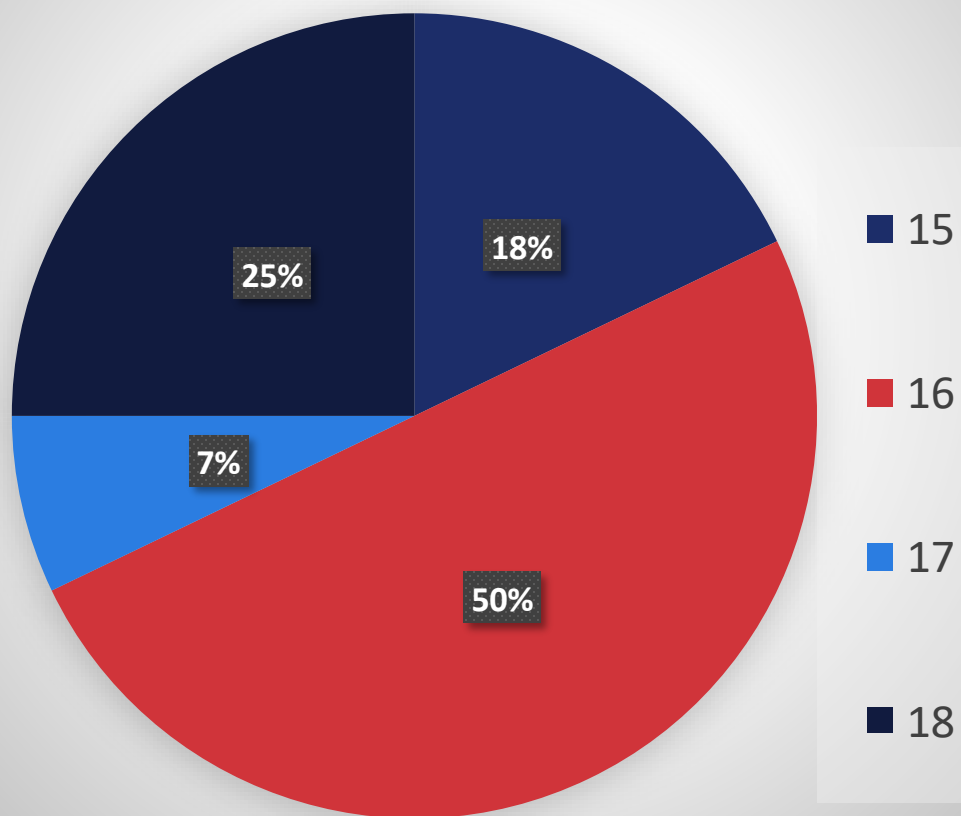
Recruitment Outcomes

Initial campaign received over **250** applications received from students aged 14–18 in 2024, with **78** progressing through pre-employment and **54** successfully joining the workforce.



Recruitment Outcomes

Young Employees by Age at time of Hire



A further **46** young people joined our team since the initial campaign, bringing the total to **100** young hospitality employees.

Currently, 70 young people remain employed, representing **16%** of our Hospitality workforce.

Benefits for the younger person

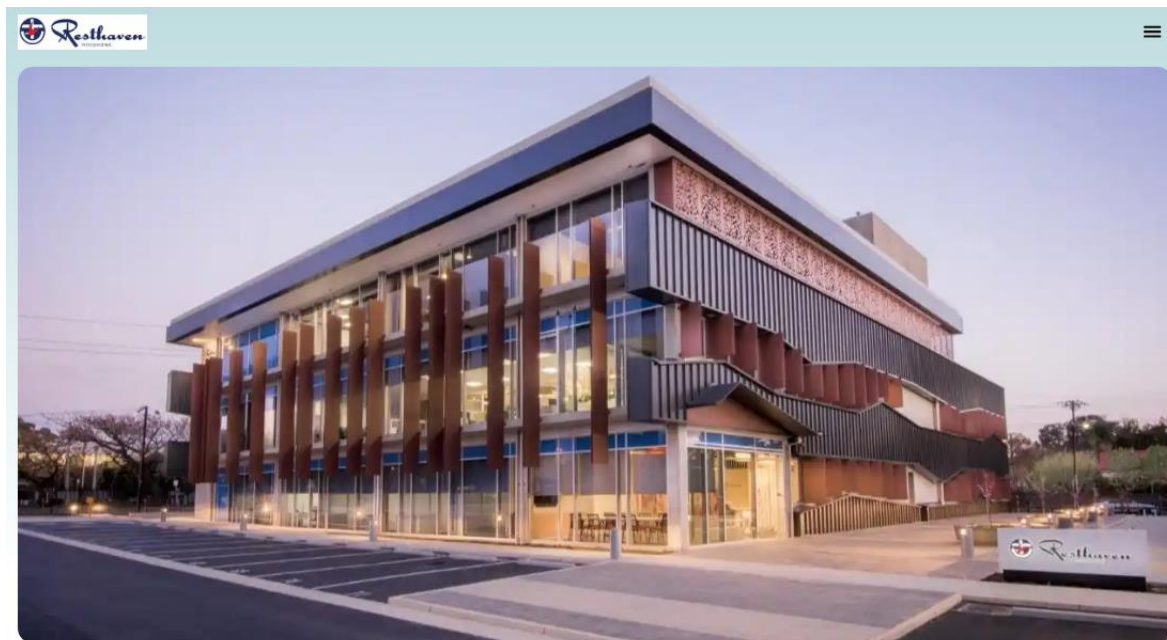
- Positive intergenerational interactions
- First employment experience in a supportive environment
- Invaluable skills in hospitality, teamwork and compliance
- Early exposure to aged care as a potential career path
- Flexible hours around School, Sport and Study



Meet our young people



Supporting Student Pathways



Healthy Ageing with Resthaven



Wed, 17 Jun, 10am - 1pm ACST
[Add to calendar](#)



Resthaven Incorporated (Head Office)
Wayville SA, Australia

[Register](#)



Department for Education (SA)
23 followers • [Contact host](#)

- We have hosted student information sessions with Years 10–12 through Student Pathways
- Hosted regular work experience placements in both residential and community services
- Supporting VET students completing Cert III in Individual Support and Allied Health
- Participated in Industry and Immersion days in both aged care and hospitality
- Supporting our first Year 11 Technical College student doing Cert III Individual Support with 1 day/week placement onsite throughout the year

- Continue to promote aged care as a career pathway with **more than half** our young workforce progressing tertiary education in health related studies
- Explore opportunities for greater engagement with schools to support VET programs
- Recruitment into the Resthaven Relief Pool has now commenced offering greater flexibility and options
- Celebrate our young people, share their stories and inspire others.





Resthaven
Incorporated

Key Takeaways



Trust Dignity Respect

