

## Scalabrini Communities sets the benchmark for workforce loyalty in aged care

At a time when Australia's aged care sector continues to grapple with workforce shortages and high turnover, Scalabrini Communities is standing out for something increasingly rare: long-term staff loyalty to a single organisation.

Across its six villages, more than 27 per cent (27.23%) of Scalabrini Communities' workforce has remained with the organisation for 10 years or more (and many of them for 15, 20 and 30+ years); a remarkable achievement in a sector characterised by frequent movement between employers.

This month, Scalabrini Communities celebrated a significant milestone, recognising long-serving team members from Austral, Bexley, Chipping Norton and The Village by Scalabrini in Drummoyne whose individual tenures span more than two and three decades. Together, 10 staff members represent more than 227 years of continuous service with the one organisation.

A further 12 staff members marked 15 years of service, while 17 staff celebrated 10-year milestones, reinforcing long-term retention as a defining feature of Scalabrini Communities' workforce culture.

Staff recognised for more than 20 years of service included team members across frontline care, wellbeing, hospitality and pastoral care roles:

- Julie Carroll, 32 years, Austral
- Maria Pagano, 30 years, Austral
- Claudio Rinnaudo, 25 years, Bexley
- Meseret Tadesse-Teshome, 20 years, Austral
- Ranita Singh, 20 years, Austral
- Adohra Ghosh, 20 years, Bexley
- Elizabeth Parkes, 20 years, Chipping Norton
- Patricia Katu, 20 years, Chipping Norton
- **Sister Jade Resabal, 20 years, Austral**
- **Sister Naw Susiciana, 20 years, Village by Scalabrini in Drummoyne**

The strength of Scalabrini Communities' workforce loyalty becomes even more apparent when viewed against national trends. According to the Aged Care Worker Survey 2024, only 43 per cent of aged care workers nationally have remained in the sector for more than 10 years, often across multiple employers. By contrast, more than a quarter of Scalabrini Communities' staff have chosen to stay with the same organisation for a decade or longer, highlighting an exceptional level of stability and commitment.

"These milestones are about far more than years of service," said Chief Executive Officer Richard de Haast. "They represent trust, continuity and deep relationships built over time. When staff stay with the same organisation for 10, 20 or even 30 years, residents benefit from familiar faces, shared history and genuine connection. That continuity of care helps people feel safe, supported and truly at home."

Long-term retention has become a hallmark of Scalabrini Communities' organisational culture. The staff labour turnover rate is 9% against an industry average around 35%. Staff consistently cite a strong sense of purpose, shared values and supportive leadership as the reasons they choose to stay.

“Scalabrini is more than a workplace,” Mr de Haast said. “It is a community. People stay because they feel respected, supported and valued; and because they know the work they do every day truly matters.”

As demand for aged care services continues to grow, Scalabrini Communities believes investing in people and creating environments where staff can thrive over the long term is essential to delivering high-quality, dignified care.

Scalabrini Communities congratulates all staff recognised for their exceptional service and thanks them for helping make its villages places residents genuinely call home.

*Source: Aged Care Worker Survey 2024, Australian Government*

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