

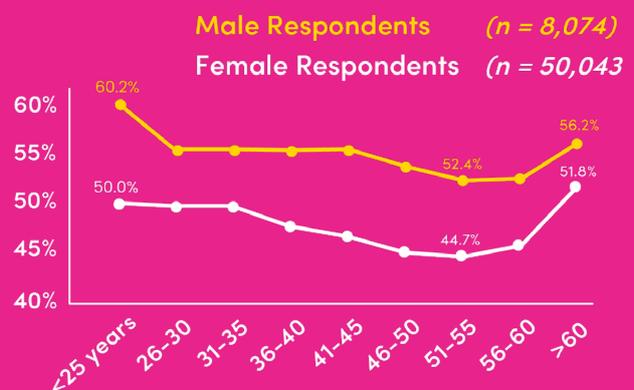
## Insight #8

# Fair workloads

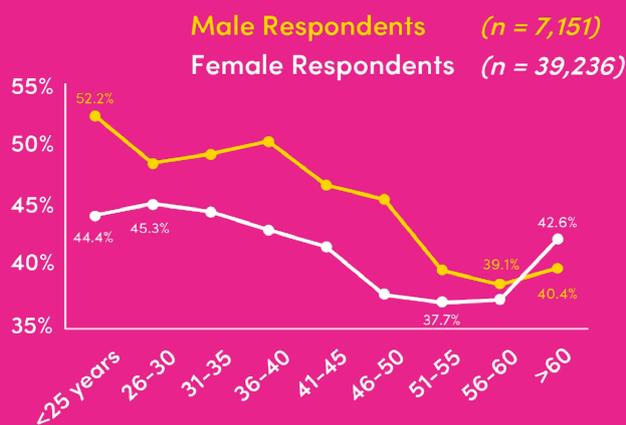
Perceptions of workload fairness in the aged care sector have remained fairly steady in the 43-47% range over the last 10 years and are almost exactly the same as perceptions in the broader Health sector.

However, there is a significant disparity between male and female workers across all age groups.

The organisation provides workloads that are fair and equitable



The organisation addresses staffing issues



The related issue of staffing levels has improved in the last 10 years (by about 8% from 34.5% to 42.4%) and sits comfortably above the health sector norm of 34%... But again, there is a significant disparity between male and female workers across most age groups.

## Insight #8

# Fair workloads

### Analysis of the insight

The Aged Care Census Database (ACCD) shows that many aged care workers feel overworked. This is no big surprise. It reflects sentiments across Australia's entire care workforce: it has too much work to do and too little time in which to do it.

The ACCD data surprisingly shows that there is a stark difference between male and female workers' take on how fair their workload is. Until recently, males have generally been 8-10% happier with their workload than females.

### So why have workloads increased?

The short answer is that staffing increases have not kept pace with the increase in the number of older Australians requiring care. This means there are less workers per older Australian than in previous years. As a result, workers today have a greater workload than workers a decade earlier.

### What does this increased workload mean for the consumer in a residential facility?

The quick answer is an average of three hours of care per day – although it is important to note this is an average – meaning some residents with high care needs will be receiving more than three hours per day, whilst residents with lower care needs will be receiving less than three hours per day.

The average amount of care received by Australian aged care residents varies by source. One recent report suggested that as of June 2020, aged care residents received 170 minutes of care, with 24 minutes of that care delivered by a registered nurse.<sup>1</sup> Another outlines that on average a resident in an aged care facility in Australia receives 180 minutes of care per day, with 36 of those minutes provided by a registered nurse.<sup>2</sup>

Recommendation 86.2 from the Royal Commission into Aged Care Quality and Safety Final Reports states: From 1 July 2022, the minimum staff time standard should require approved providers to engage registered nurses, enrolled nurses, and personal care workers for at least 200 minutes per resident per day for the average resident, with at least 40 minutes of that staff time provided by a registered nurse. By way of comparison, the British Columbian recommendation minimum amount of care per day from a nurse or personal care worker is 180 minutes. Under this standard, only around 31% of Australian residents receive the minimum recommended hours of care per day, with 69% not receiving 180 minutes of care each day.<sup>3</sup> The introduction of the Australian National Aged Care Classification (AN-ACC) funding model on 1 October 2022 will fund the minimum care time standard to become mandatory from 1 October 2023.

1. Ansell Strategic (2020) Royal Commission into Aged Care Quality and Safety, Ansell Strategic Response to Counsel Assisting's Recommendations November 2020, p. 7.

2. Commonwealth of Australia (2019) Royal Commission into Aged Care Quality and Safety Royal Commission, How Australian Residential Aged Care Staffing Levels Compare with International and National Benchmarks Research Paper 1 October 2019, p 22.

3. Commonwealth of Australia (2019) Royal Commission into Aged Care Quality and Safety Royal Commission, How Australian Residential Aged Care Staffing Levels Compare with International and National Benchmarks Research Paper 1 October 2019, p 24.

[1] Australian Government response to the final report of the Royal Commission into Aged Care Quality and Safety (health.gov.au), p.56

Providers should be aware that many of the aged care workforce is under stress due to the growing shortages of workers in the industry. In the short-term this could potentially be addressed by using rostering practices that ensure employees can work efficiently, and that travel is carefully planned when delivering home-based care to focus on delivery of care rather than travel between older Australian's homes.