

Developing Job Quality Benchmarks in Australian Aged Care Services





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Quality Jobs = Quality Care

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2012_ACNW_Community_20121102.csv
2012_ACNW_Residential_20121102.csv

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about this report

This report uses detailed analysis of the National Aged Care Workforce Census and Survey, 2012, to identify benchmarks of job quality for Personal Care Attendants (PCAs) and Community Care Workers (CCWs). These are the two main occupations in the aged care workforce, comprising 68 percent of those employed in direct care in residential facilities and 81 percent of those employed in direct care in community outlets respectively (King et al, 2013).

The purpose in identifying these job quality benchmarks is two-fold. Firstly, they allow different organisations within the aged care sector to assess themselves against industry-wide job quality norms. Secondly, they provide the basis for the development of organisation-specific benchmarks by the three aged care industry partners involved in the Quality Care Quality Jobs Project, and will inform the development of measures for interventions designed to improve both job and care quality. A key objective of this project is to deliver outcomes that have a positive and tangible impact for aged care workers and services.

These job quality benchmarks include employee reports on the 'fit' between hours worked and preferred hours, different aspects of job satisfaction, experiences of the actual work and the workplace, and work-life interference. These factors directly contribute to the quality of aged care services and influence the attraction and retention of aged care workers.

Each of these factors is examined by employment contract (casual and permanent) as this has been previously identified as contributing to job quality; organisation type (not for profit (NFP), government and for profit); and organisation size, to account for different provider models.

This report starts by providing an overview of the PCA and CCW occupations and then considers the two occupations separately, first describing their major demographic characteristics. Throughout this report, bar charts are used to show the main patterns in the data reported. The appendix contains tables providing more detailed data and a table providing a visual summary of the major patterns in the data. Only statistically significant contrasts ($p < .05$) are discussed in this report unless stated otherwise.

Overview of the community care worker (CCW) and personal care attendant (PCA) workforces

This section provides brief information about the general demographic, education and employment characteristics of personal care attendants (PCAs) and community care workers (CCWs).
The following two sections expand on these characteristics by separately investigating each group of workers and differences within each group by looking at the form of employment, organisation type and organisation size experienced by CCWs and PCWs.

In comparing CCWs and PCAs we found both similarities and differences between these two groups. Starting with the similarities, in both groups the majority of workers:

- were women
- had post-school qualifications
- worked regular shifts
- wanted to maintain their current work schedules
- reported moderate to high levels of satisfaction with their jobs and with their work-life balance in general
  - but also reported frequent time pressure (rushed and pressed for time)
- were most satisfied with their use of skills and abilities, and least satisfied with the time to care
- were not planning to leave their jobs in the next 12 months.

There were also some major differences between the two groups. Compared to CCWs, PCAs were more likely to:

- work longer hours
- be more likely to work in an industry other than aged care if they intended to quit within 12 months' time.

Compared to CCWs, PCAs were least likely to:

- be satisfied with doing the job
- work irregular shifts.

Summary of analysis

The summary below outlines key themes and patterns in the analysis, describing job quality issues and concerns that were common to both the CCW and PCA workforces, and identifying issues of job quality that were particularly prevalent for certain groups as defined by employment status, size or type of organisation.

As Table 1 shows, the majority of CCWs and PCAs were employed on fixed term/permanent contracts, although around one quarter of CCWs were employed on casual contracts. NFP organisations were the most common employer for both employee groups, although around 30 per cent of PCAs were employed in for profit organisations. The majority of CCWs and PCAs were employed in medium or large organisations.

Table 1. CCW and PCA workforces by form of employment, type and size of organisation, percent

	CCWs	PCAs
Form of employment		
Casual	23.9	9.9
Fixed term/permanent (full or part-time)	76.1	90.0
Type of organisation		
For profit	6.5	31.1
Government	12.8	5.6
Not for profit	80.7	63.3
Size of organisation[1]		
Small	6.9	2.1
Medium	23.0	21.4
Large	66.8	76.5

Note: CCWs N=2380, PCAs N=4983.

Work hours

Given that part-time work is common in the direct care workforce, working time issues are not, in general, related to excessively long hours. Overall, a good fit was reported between workers' actual and preferred hours. This is not to say that working time is not an issue for CCWs and PCAs. Two issues are evident: firstly, under-employment (too few hours) is a significant job quality issue, mainly for casual CCWs and PCAs; secondly, as discussed below, the limited time available within scheduled hours to perform the care work itself also impacts on job quality.

Pay and remuneration

Financial remuneration was a major concern. Across a range of job dimensions, CCWs and PCAs were least likely to be satisfied with their total pay. Financial reasons were the most common reason why CCWs expected to leave their current job.

1 Agency size is categorised based on number of employees as small (less than 10), medium (11-40) and large (41+) for CCWs; and small (less than 20), medium (21-60) and large (61+) for PCAs.

Doing the work itself

The work itself (what they do) was an important source of job satisfaction for CCWs and PCAs, receiving the highest satisfaction ratings across all the job dimensions surveyed. CCWs also reported very positively on their skills and abilities (possession and use of required skills and abilities). Similarly, PCAs reported most positively with regard to adequate training and skill use.

In contrast, CCWs' ratings of work processes were less positive. Specifically, CCWs gave the poorest ratings to the time to care and freedom to decide how to work. PCAs also rated time to care the most poorly, along with feelings of pressure and stress at work.

Work-life interference

Time pressure, feeling rushed and pressed for time, was the most problematic work-life issue for CCWs and PCAs. This is to be expected in a female dominated workforce; time pressure is a common experience for employed women. Overall, CCWs and PCAs reported they were satisfied with their work-life balance.

Issues by organisation characteristics

CCWs in government organisations consistently reported the highest levels of satisfaction with various aspects of the job (e.g. job security, hours worked etc.), with CCWs in for profit agencies consistently the least satisfied across the various measures. The opposite pattern occurred with PCAs; those in government agencies consistently reported the lowest levels of satisfaction with various aspects of the job, and PCAs in for profit and NFP organisations were consistently most satisfied across the various job dimensions measured.

However CCWs' ratings of specific aspects of job quality related to doing the work (e.g. time to care, skill use, autonomy) did not demonstrate a consistent pattern across size and type of organisation. To summarise the key findings, time to care was rated most negatively by CCWs in small organisations (< 10 employees), and most positively by CCWs in larger organisations (> 40 employees). Autonomy (freedom to decide how to do the work) was rated most negatively by CCWs in government organisations and larger organisations, and most positively by CCWs in for profit agencies and smaller organisations. Issues related to skills and abilities (use and training) were rated most positively by CCWs in for profit agencies, and most negatively by workers in NFP agencies. Job stress was most prevalent in for profit organisations and larger organisations, and receiving respect/acknowledgement was also most poorly rated by CCWs in larger agencies.

For PCAs, organisational size did not impact on ratings of job quality, however type of organisation was associated with differences in ratings on four measures: time to care, having the skills and abilities to do the job, receive respect/acknowledgment and good management-employee relations. On each of these four items, PCAs in government organisations gave the worst ratings, and PCAs in for profit organisations gave the best ratings.

Issues by employment contract

The key job quality issue for casual workers from both occupations was insufficient hours. Casual CCWs and PCAs preferred to work around five hours more per week, on average, and were least satisfied with the hours worked (compared to fixed term/permanent workers). Casual PCAs were also least satisfied with their job security. Casual CCWs and PCAs were, however, most satisfied with the total pay they received for their work.

Casual CCWs also reported the highest ratings across most measures regarding doing the work (e.g. good relations with management, time to care etc.), and equivalent ratings to their fixed term/permanent counterparts in relation to skill use, stress/pressure and training.

Similarly, casual PCAs reported higher ratings on most 'doing the work' items, with the exception of autonomy (freedom to decide how to do the work) which was rated more highly by fixed term/permanent workers. Equivalent ratings to their fixed term/permanent counterparts were given to use of skills/abilities, respect/acknowledgement and good relations with management.

Community Care Workers (CCWs)

Demographics

The community care work (CCW) workforce is highly feminised (91% women; 9% men) with median age of 50 years[2] (Appendix 2 Table A1). CCWs are more likely to be employed on permanent/fixed term contracts than as casuals (there was no difference between men and women). Casual CCWs are slightly older compared to those on a permanent/fixed term contract (average 50 years for casuals and 48 years for fixed term/permanent workers). The majority of CCWs are born in Australia (71%) and just over half have financial dependents (51%).

Working hours and fit with preferences

Overall, CCWs work 26 hours work per week on average (Table 2). Casuals work fewer hours (19 hours) than fixed term/permanent workers (28 hours). Casual CCWs are more likely to want additional hours (5.3 extra hours) compared to fixed term/permanent workers (1.5 extra hours). There is little variation in working hours by organisation size or type. CCWs in for profit organisations work slightly fewer hours than those in government or NFP agencies.

With regard to the fit between actual and preferred working hours, CCWs working 35-47 hours per week have the best fit (prefer to work 1.9 hours fewer). CCWs working very long hours (48+ hours) reported the greatest mismatch, preferring to work the equivalent of one full day less per week (8.4 hours fewer). On the other end of the working time spectrum, CCWs working very few hours also reported a relatively poor fit with preferences, preferring to work almost a full day (5.4 hours) more than their current weekly hours.

Table 2. Work hours and fit with preferences by form of employment, size and type of organisation, CCWs, mean score

	Actual hours	Preferred hours	Hours fit
Overall	25.9	28.3	2.4
Form of employment			
Casual	19.1	24.6	5.3
Fixed term/permanent (full or part-time)	28	29.4	1.5
Size of organisation			
Less than 10	26.1	29.0	2.7
11-40	24.6	27.2	2.7
41 and more	26.0	28.4	2.5
Type of organisation			
For profit	23.3	26.7	3.0
Government	25.7	27.7	2.2
NFP	26.0	28.4	2.5
Work hours			
<10	7.6	13.0	5.4
11-14	12.6	17.3	4.7
15-34	24.2	27.8	3.6
35-47	38.3	36.4	-1.9
48+	58.8	50.6	-8.4

2 Due to the existence of extreme outliers in the data, the median age is used rather than the average age.

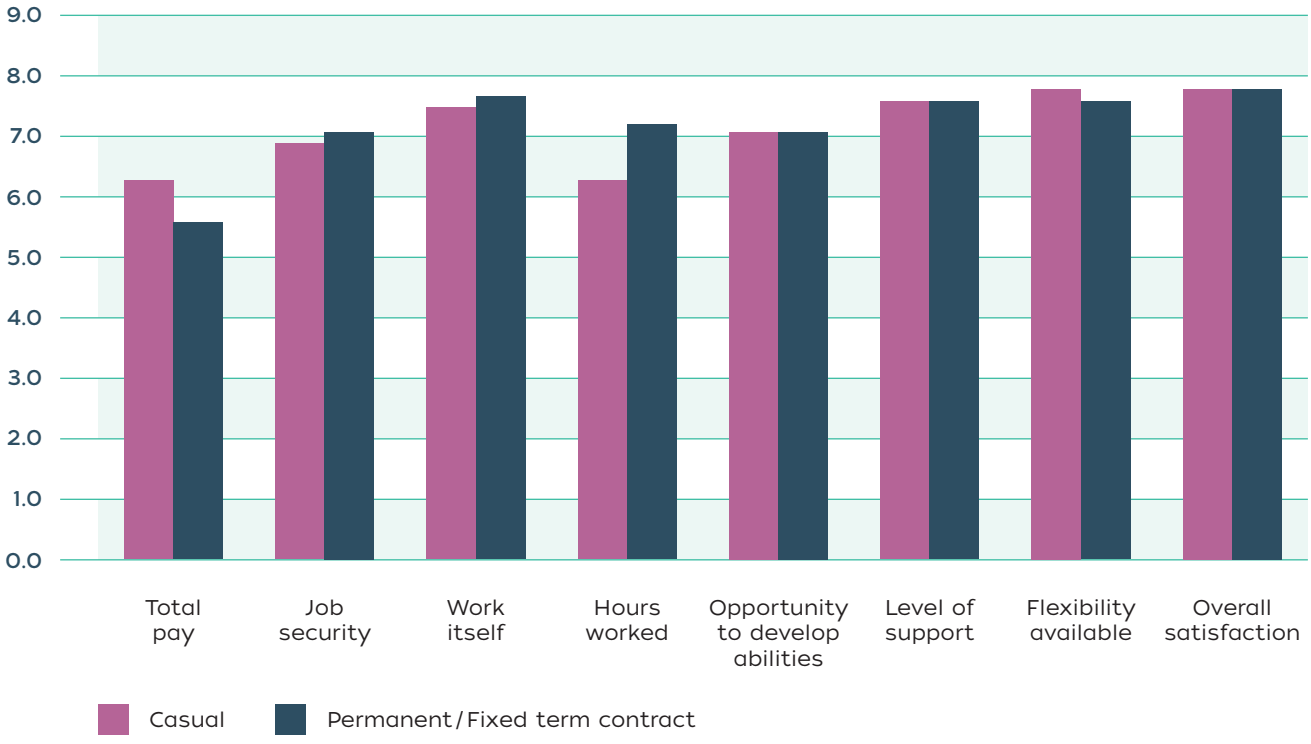
Satisfaction with aspects of the job

Overall, CCWs reported moderate to high levels of satisfaction with various aspects of their jobs (average score 7.5 / 10). Considering each aspect of job satisfaction separately, CCWs were *least satisfied* with their **total pay**, and *most satisfied* with the **work itself** (what they do).

Levels of satisfaction reported by CCWs also varied according to their type of employment contract (casual, fixed term/permanent) and the type of organisation (Figures 1 and 2). A consistent pattern emerged across all of the satisfaction items. Workers in government agencies consistently reported higher satisfaction across the measures (compared to those in for profit or NFP). Whereas CCWs in for profit organisations consistently reported lower satisfaction across the measures (compared to those in government or NFP).

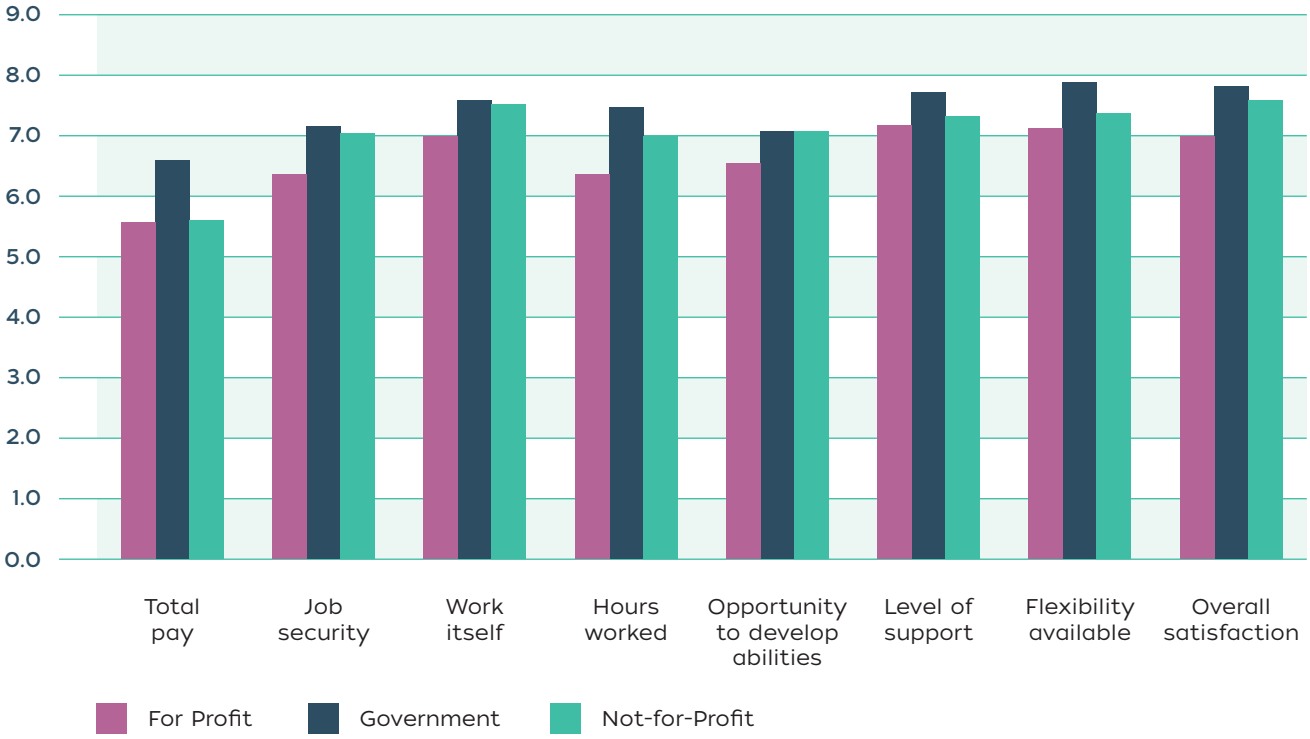
There were also some differences in satisfaction between CCWs on casual and permanent/fixed term jobs on particular items. Compared to those on permanent/fixed term contracts, casual workers were *most satisfied* with their **total pay**, and were *least satisfied* with the **work itself** and **the hours worked**.

Figure 1. Job satisfaction with aspects of job by form of employment, CCWs, mean scores



Note: Level of satisfaction ranged from 1 (totally dissatisfied) to 10 (totally satisfied).

Figure 2. Job satisfaction by type of organisation, CCWs, mean scores



Note: Level of satisfaction ranged from 1 (totally dissatisfied) to 10 (totally satisfied).

Doing the work

Overall, CCWs reported moderate to high levels of job quality across all the positively worded 'doing the work' items (average score 5.6 / 7), with moderate levels of pressure and stress (average score 4.2; higher scores indicate less stress/pressure) (Figure 3). Considering each aspect of doing the work separately, CCWs reported the *lowest job quality* with regard to the **time to care** and **freedom to decide how to work**, and the *highest job quality* with regard to **having the skills and abilities to do the work** and **using their skills and abilities**.

Perceptions of job quality with regard to doing the work also varied between CCWs on different types of employment contract (casual compared to fixed term/permanent), size and type of organisation (government, for profit, NFP) (Figures 3, 4 and 5). A consistent pattern emerged with regard to employment contract, with casual CCWs most likely to report good job quality, compared to those on fixed term/continuous contracts. There were exceptions to this general pattern. No differences were observed between casuals and fixed term/permanent workers with regard to use of skills, and experience of stress or pressure (Figure 3).

On each 'doing the work' item there were also differences between CCWs employed in different sizes and types of organisations (government, for profit, NFP), as summarised below (Figures 4 and 5).

On **time to care**, the *worst ratings* were reported by CCWs in agencies with fewer than 10 employees, and the *best ratings* by CCWs in agencies with more than 40 employees.

With regard to **use of skills and abilities**, the *worst ratings* were given by CCWs in NFP agencies, whereas the *best ratings* were reported by CCWs in for profit agencies.

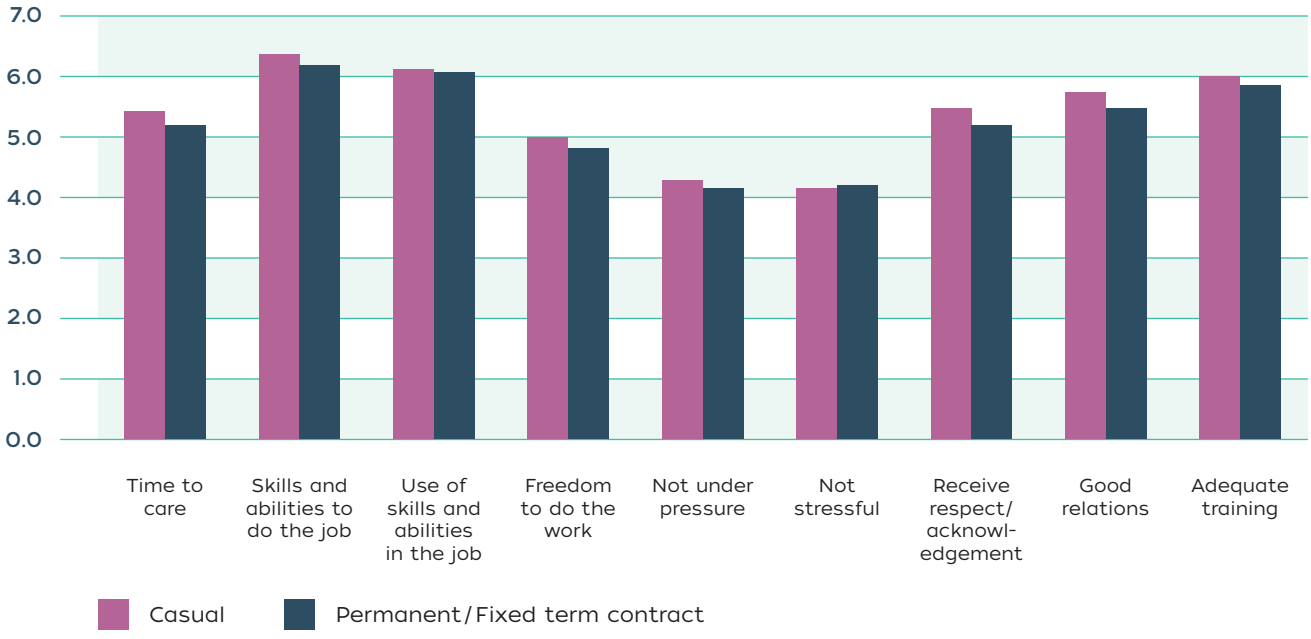
On **freedom to decide how to do the job**, the *worst ratings* were reported by CCWs employed by government agencies and workers in agencies with more than 40 employees, respectively. The *best ratings* were reported by CCWs in for profit agencies and workers in agencies with fewer than 10 employees, respectively.

In terms of **job stress**, those reporting the *highest stress* were CCWs in for profit agencies and those in agencies with more than 40 employees, respectively; whereas the *lowest stress* was reported by CCWs in NFP and government agencies[3] and those in agencies with 11-40 employees, respectively.

With regard to **receiving respect/acknowledgement**, the *worst ratings* were reported by CCWs in agencies with more than 40 employees, and the *best ratings* by CCWs in agencies with 11-40 employees (Figure 5).

With regard to **receiving adequate training**, the *worst ratings* were given by CCWs in NFP agencies, and the *best ratings* by CCWs in for profit agencies (Figure 4).

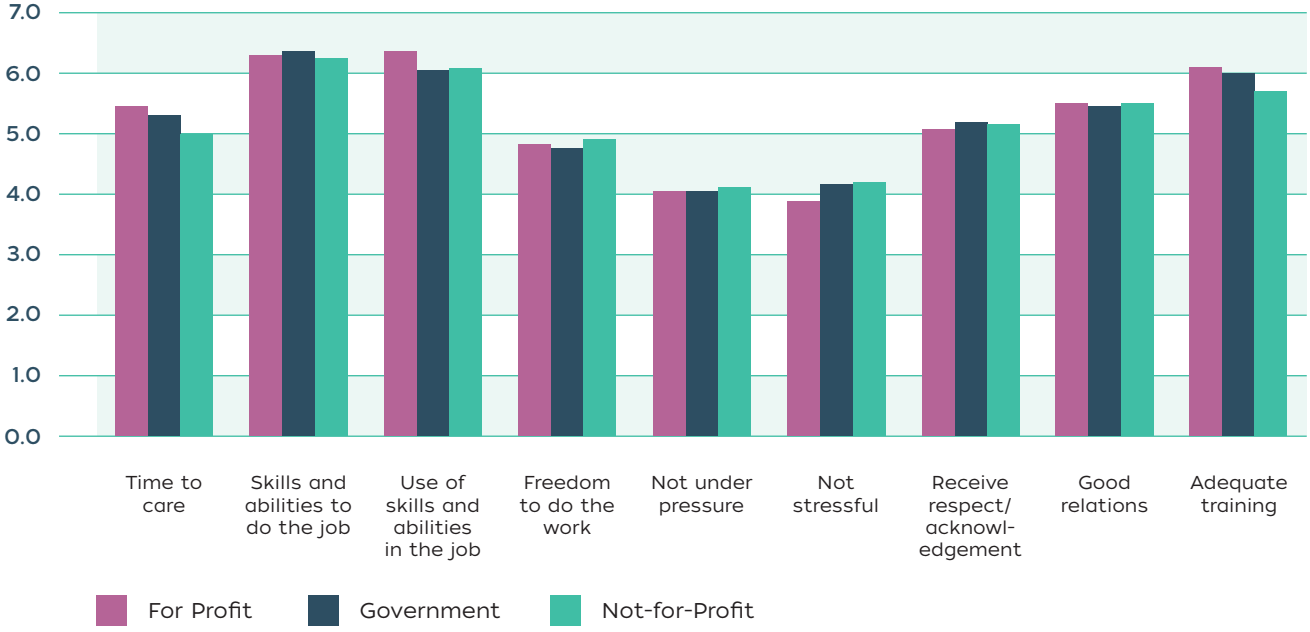
Figure 3. Doing the job by form of employment, CCWs, mean scores



Note: Level of agreement from 1 (total disagreement) to 7 (total agreement).

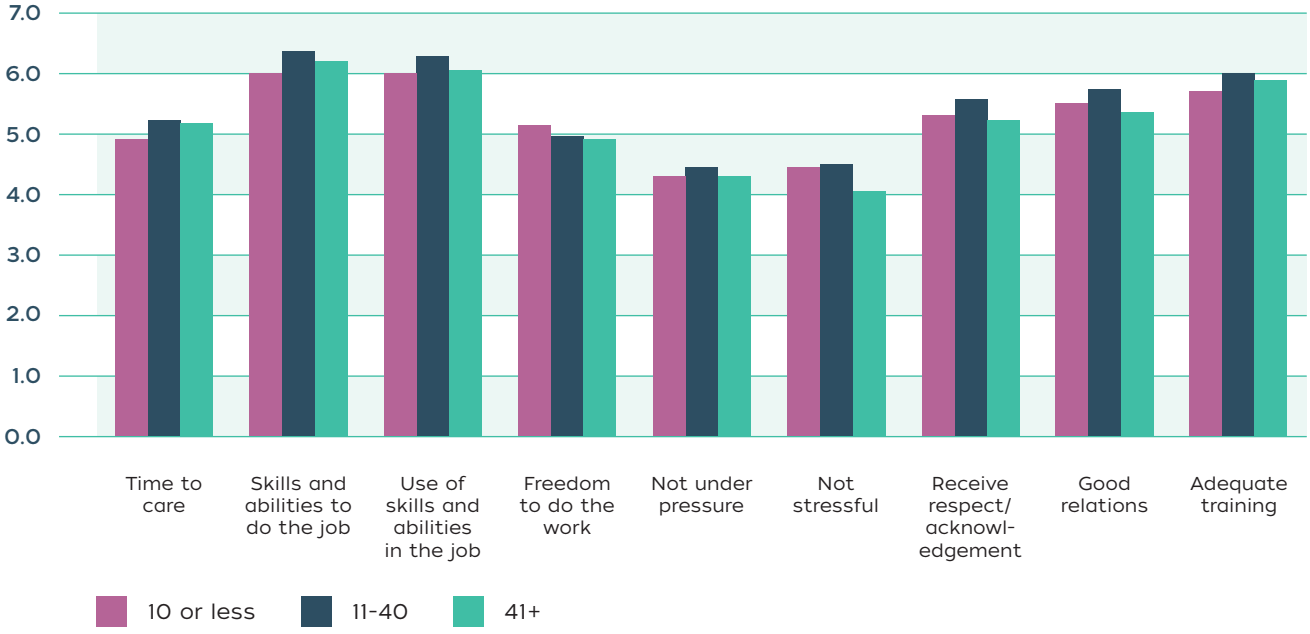
3 There was no significant difference between workers in not for profit and government agencies.

Figure 4. Doing the job by type of organisation, CCWs, mean scores



Note: Level of agreement from 1 (total disagreement) to 7 (total agreement).

Figure 5. Doing the job by size of organisation, CCWs, mean scores



Note: Level of agreement from 1 (total disagreement) to 7 (total agreement).

Work-life interference

Overall, CCWs reported moderate to high levels of work-life interference across the work-life items (average score 2.7/5). However, they reported low levels of dissatisfaction with their overall work-life balance (overall score 1.7/5). Considering each work-life item separately, CCWs reported the highest scores on feeling rushed or pressed for time, and the lowest scores on overall dissatisfaction with work-life balance (Figure 6).

Ratings of work-life interference also varied by size and type of organisation as summarised below (Figure 7).

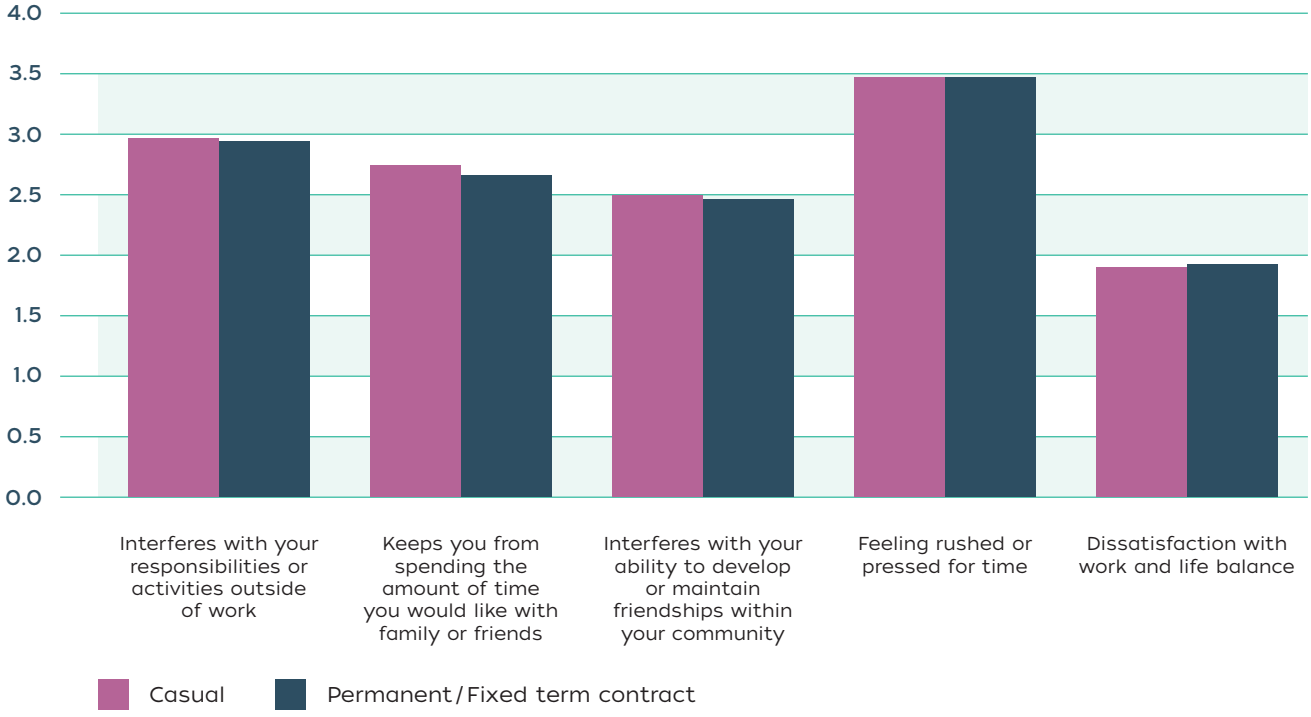
Ratings of **work interfering with activities/responsibilities outside of work** were *highest* for CCWs in for profit agencies, and *lowest* for CCWs in government agencies.

Reports of **work restricting time with family or friends** were *highest* for CCWs in for profit agencies, and *lowest* for CCWs in NFP and government agencies.

Reported **dissatisfaction with work-life balance** was *highest* for those in for profit agencies. The *lowest* dissatisfaction ratings were reported by CCWs in NFP and government agencies.

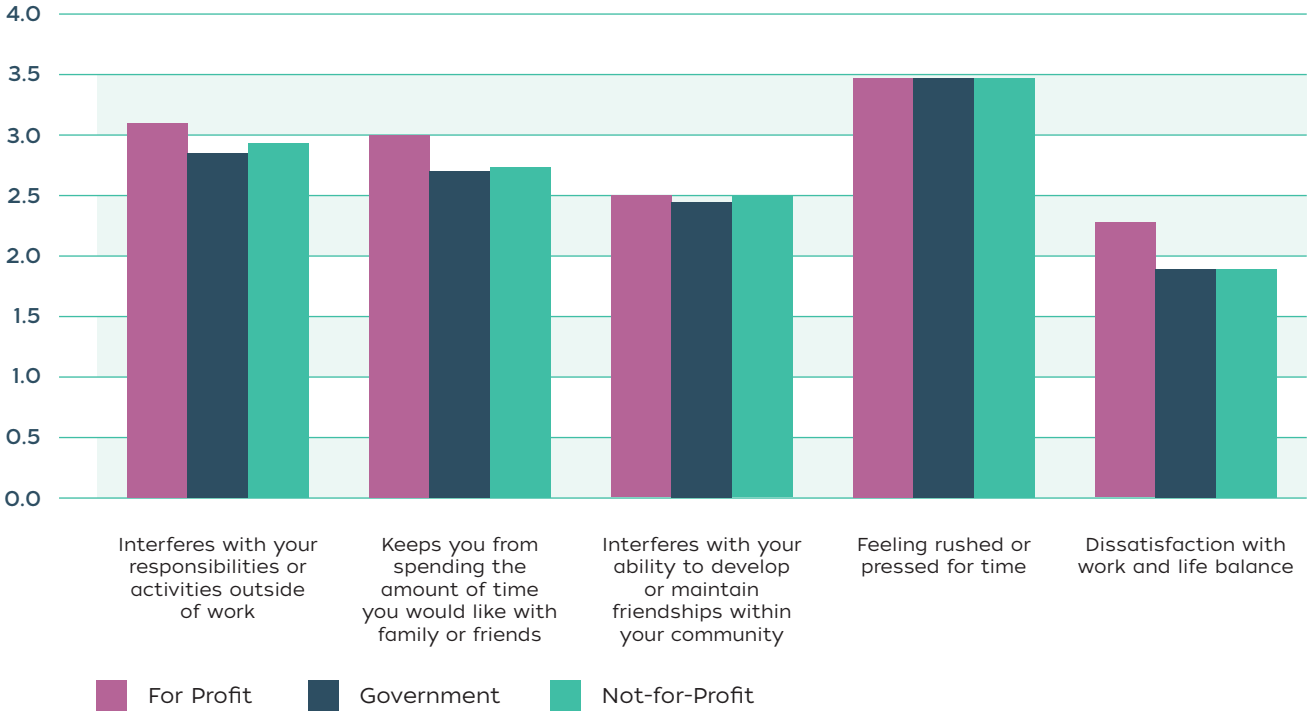
Time pressure **(rushed and pressed for time)** was *highest* for CCWs in agencies with more than 40 employees, and *lowest* for CCWs in agencies with less than 40 employees.

Figure 6. Work-life interference by form of employment, CCWs, mean scores



Note: Frequency scale for first 4 items from 1 (never) to 5 (almost always); and for level of dissatisfaction from 1 (very satisfied) to 5 (not at all satisfied).

Figure 7. Work-life interference by type of organisation, CCWs mean scores



Note: Frequency scale for first 4 items from 1 (never) to 5 (almost always); and for level of dissatisfaction from 1 (very satisfied) to 5 (not at all satisfied).

Intention to quit

Three items addressed workers' intention to quit their job: their expectation that they would be working for their current aged care provider in 12 months' time; if they expected to leave, where they saw themselves working; and the main reason they might finish work for their current employer in the next 12 months.

Overall, only 3.8% of CCWs stated they did not expect to be working with the same aged care provider in the next 12 months.

Of those who didn't expect to work with the same provider, 60% did not know where they would work; 18.7% said they would be working but not in aged care; and 11% stated they would be working in aged care but with a different provider. The main reason for finishing work for their current employer in the next 12 months was financial considerations. Around 25% of all CCWs mentioned they had other reasons not listed in the survey for leaving their current employer within 12 months' time.

There were some differences based on employment type and type of organisation with regard to the main reason CCWs might finish working for their current employer in the next 12 months.

Retirement was a more common reason for casual CCWs (compared to fixed term/permanent workers), and for CCWs in government and NFP agencies (compared to for profit agencies).

Financial reasons were more common for fixed term/permanent CCWs (compared to casuals).

Returning to study was a more common reason for CCWs in for profit agencies (compared to NFP or government agencies).

Personal Care Attendants (PCAs)

Demographics

The personal care attendant (PCA) workforce is highly feminised (91% women; 9% men) with a median age of 47 years[4] (Appendix Table A 15). Men are more likely to be employed as casual PCAs than women. Casual PCAs are younger compared to those on a permanent/fixed term contract (fixed term and permanent workers are evenly distributed across different age groups). The majority of PCAs are born in Australia (64%). Just over half of the PCA workforce has financial dependents (52%).

Working hours and fit with preferences

Overall, PCAs worked an average of 32.2 hours work per week (Table 3). Casual PCAs worked fewer hours per week (25.9 hours) than fixed term/permanent workers (32.9 hours). Casual workers reported the poorest fit between actual and preferred hours, preferring to work an additional 4.6 hours per week. Fixed term/permanent PCAs preferred an additional 2.1 hours.

Work hours did not vary substantially by size or type of organisation. PCAs in government agencies worked slightly fewer hours than those in for profit or NFP agencies. PCAs in agencies with 21-40 employees preferred slightly more working hours compared to the other two employee groups.

With regard to the fit between actual and preferred working hours, PCAs working very long (48+) hours reported the best fit, preferring to work only 0.3 hours less. Those working 35-47 hours per week also reported a relatively good fit of their actual and preferred hours, preferring to work only 0.5 hours more). The greatest mismatch between actual and preferred hours was reported by PCAs working 11-14 hours per week; these workers wanted an additional six hours per week. PCAs working less than 10 hours per week also reported a poor fit with preferences, preferring to work almost a full day more per week (5.8 hours).

Table 3. Work hours and fit with preferences by form of employment, size and type of organisation, PCAs, mean score

	Actual hours	Preferred hours	Hours fit
Overall	32.2	34.5	2.3
Form of employment			
Casual	25.9	30.4	4.6
Fixed term/permanent (full or part-time)	32.9	34.9	2.1
Size of organisation			
<20	31.4	33.5	2.1
21-40	32.1	34.9	3.0
41-60	31.5	33.9	2.3
Type of organisation			
For profit	32.0	34.6	2.9
Government	31.3	33.9	2.6
NFP	32.4	34.5	2.1
Work hours			
<10	7.4	13.3	5.8
11-14	12.3	18.2	6.0
15-34	26.8	30.3	3.6
35-47	37.5	38.0	0.5
48+	63.2	62.8	-0.3

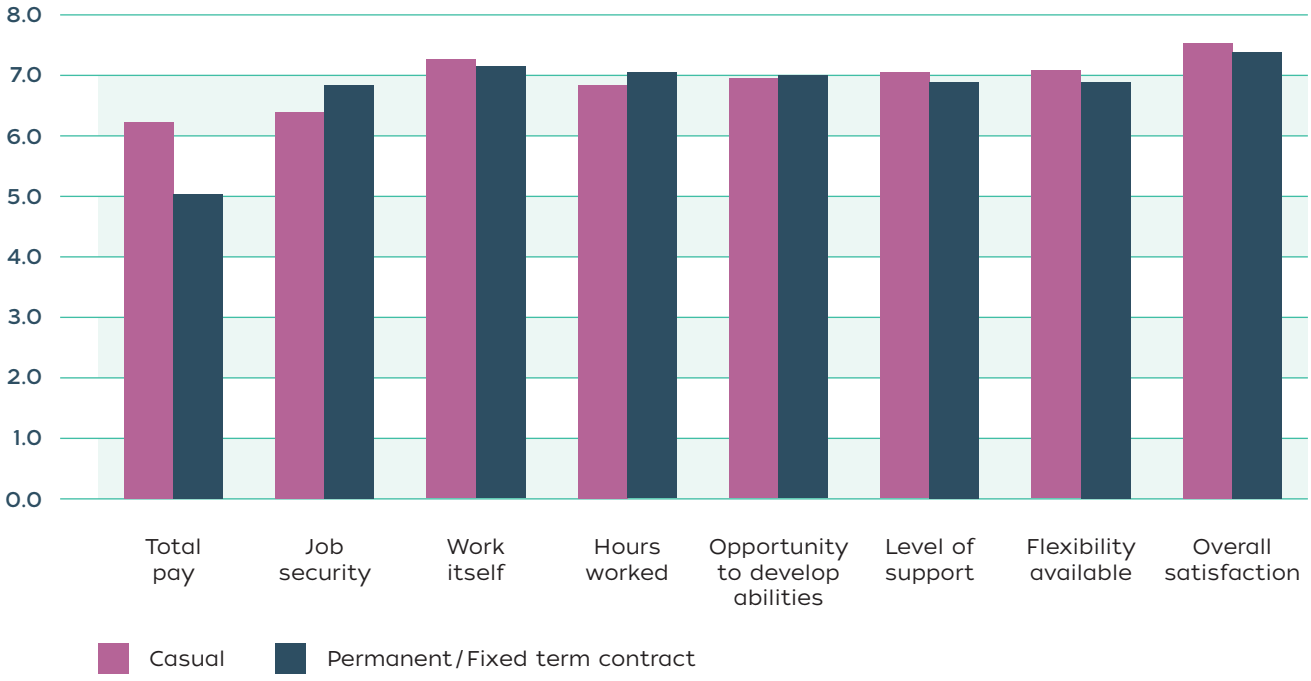
4 Due to the existence of extreme outliers in the data, the median age is used rather than the average age.

Satisfaction with aspects of the job

Overall, PCAs reported moderate to high levels of satisfaction with doing their jobs (average score 7.4/10). Considering each aspect of the job separately, PCAs were *least satisfied* with their **total pay**, and *most satisfied* with the **work itself** (what they do) (Figure 8).

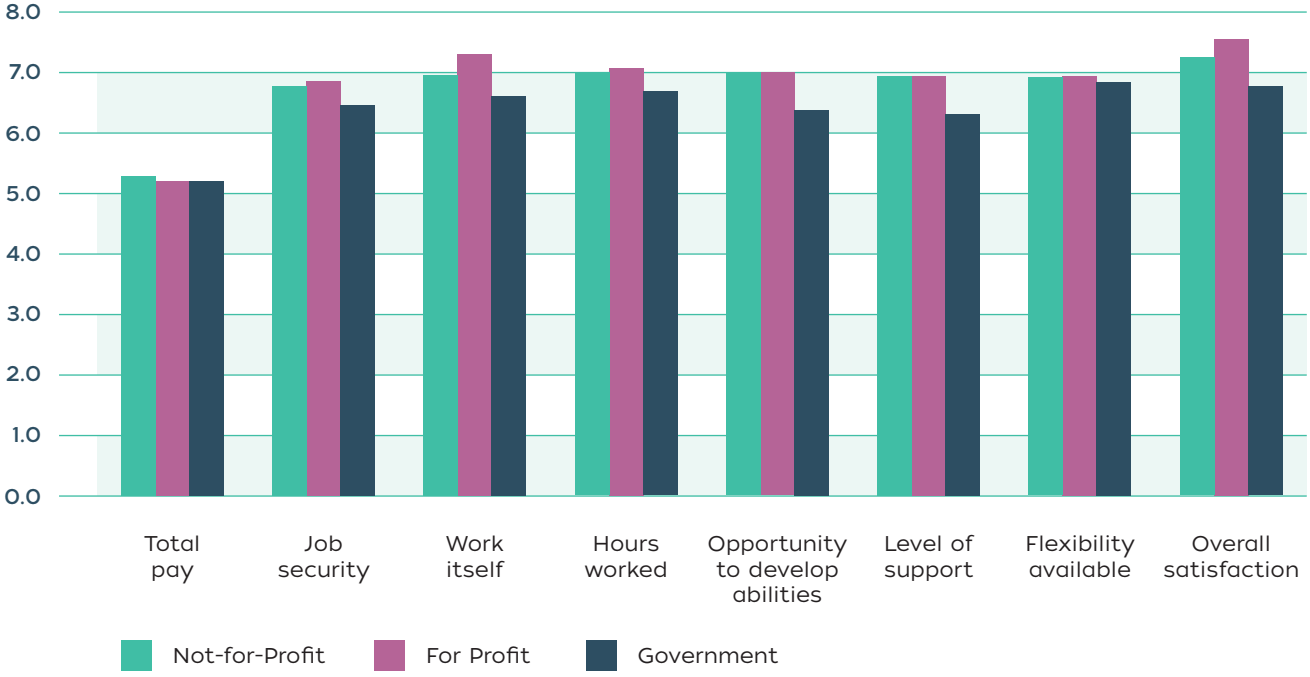
A consistent pattern emerged with regard to type of organisation. With the exception of total pay, on each of the satisfaction measures PCAs in government agencies were least satisfied, and PCAs in for profit and NFP agencies were most satisfied (Figure 9). Differences in satisfaction between casual and fixed term/permanent PCAs were only evident on a small subset of items. Casual PCAs were least satisfied with their **job security**, but were most satisfied with their **total pay** and the **job overall** (Figure 8).

Figure 8. Job satisfaction by form of employment, PCAs, mean scores



Note: Level of satisfaction ranged from 1 (totally dissatisfied) to 10 (totally satisfied).

Figure 9. Job satisfaction by type of organisation, PCAs, mean scores



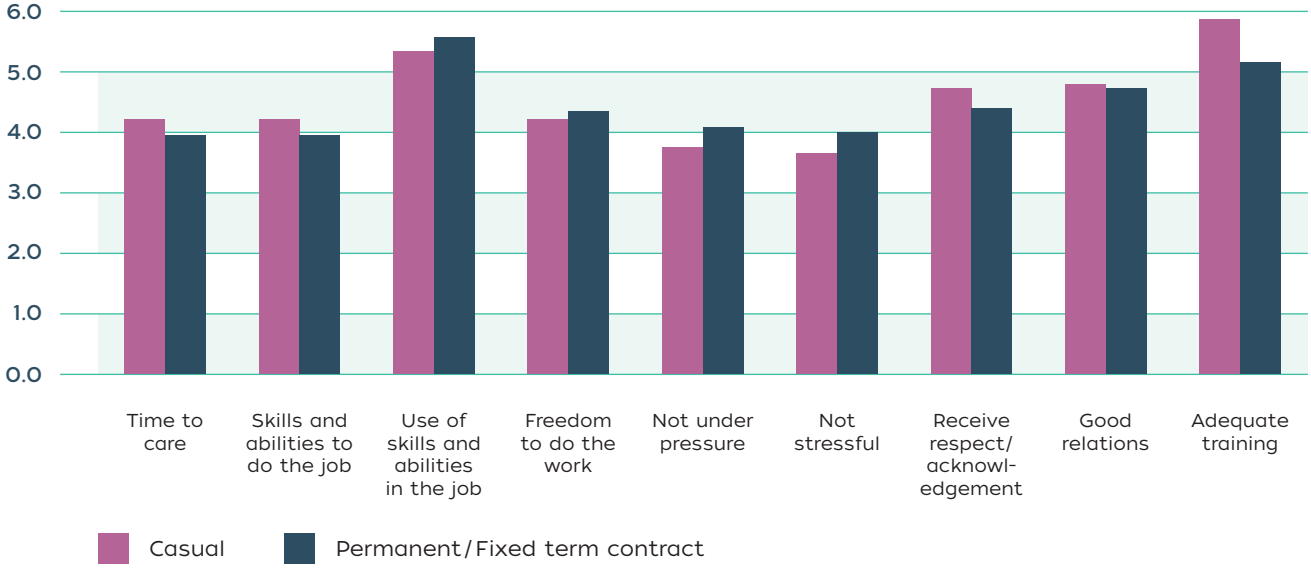
Note: Level of satisfaction ranged from 1 (totally dissatisfied) to 10 (totally satisfied).

Doing the work

Overall, PCAs reported moderate to high levels of job quality across all positively worded 'doing the work' items (average score 4.6–7), and moderate levels of pressure and stress (average score 4). Considering each measure separately, the *lowest job quality* rating was reported for **time to care**, followed by **feeling under pressure to work harder** and the **job being more stressful than expected**. The *highest job quality* rating was reported with regard to **use of skills and abilities** in the job and **adequate training** being available (Figures 10 and 11).

Across these 'doing the job' measures, casual PCAs consistently reported higher levels of job quality on most items. Fixed term/permanent workers reported the best rating for freedom to decide how to do the job. Similar ratings were given by both groups for use of skills/abilities, respect/acknowledgement and good relations with management (Figure 10).

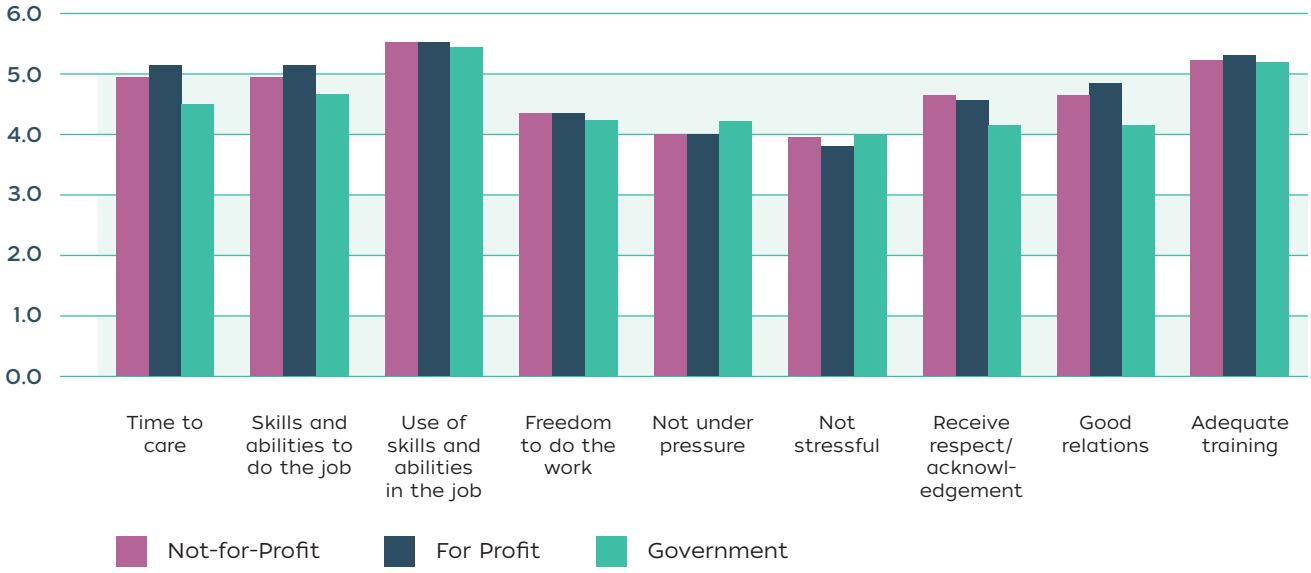
Figure 10. Doing the job by form of employment, PCAs, mean scores



Note: Level of agreement from 1 (total disagreement) to 7 (total agreement).

There were also some differences in these ratings by type of organisation, but no significant differences between organisations of differing sizes. There were significant differences on four measures: time to care, having the skills and abilities to do the job, receive respect/acknowledgment and good management-employee relations. On each of these measures, PCAs in government organisations gave the worst ratings, and workers in for profit organisations gave the best ratings (Figure 11).

Figure 11. Doing the job by type of organisation, PCAs, mean scores



Note: Level of agreement from 1 (total disagreement) to 7 (total agreement).

Work-life interference

Overall, PCAs reported moderate to low levels of work-life interference (average score of 2.6/5). Similar to CCWs, **time pressure** received the *highest ratings* from PCAs, with *low ratings* of **dissatisfaction with work-life balance**. There were some differences in these ratings of work-life interference by employment contract, type and size of organisation (Figures 12 and 13).

Ratings of **work interfering with activities/responsibilities outside of work** were *highest* for PCAs in NFP agencies, and *lowest* for PCAs in for profit agencies.

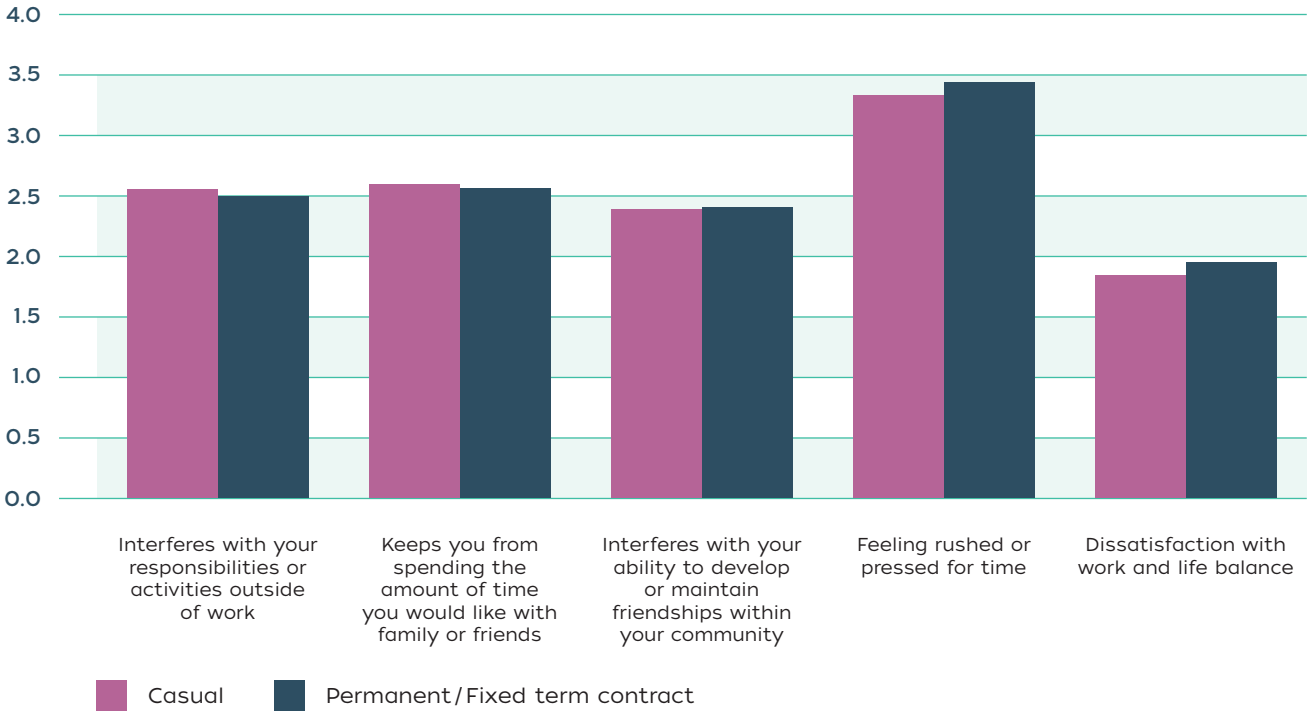
Reports of **work restricting time with family or friends** were *highest* for PCAs in government agencies, and *lowest* for PCAs in for profit agencies.

Reports of work interfering with **community connections** were *highest* for PCAs in government agencies, and *lowest* for PCAs in for profit agencies.

Time pressure (**rushed and pressed for time**) was *highest* for PCAs in NFP agencies and those employed in larger agencies (> 20 employees), and *lowest* for PCAs in for profit organisations and those employed in smaller agencies (< 20 employees).

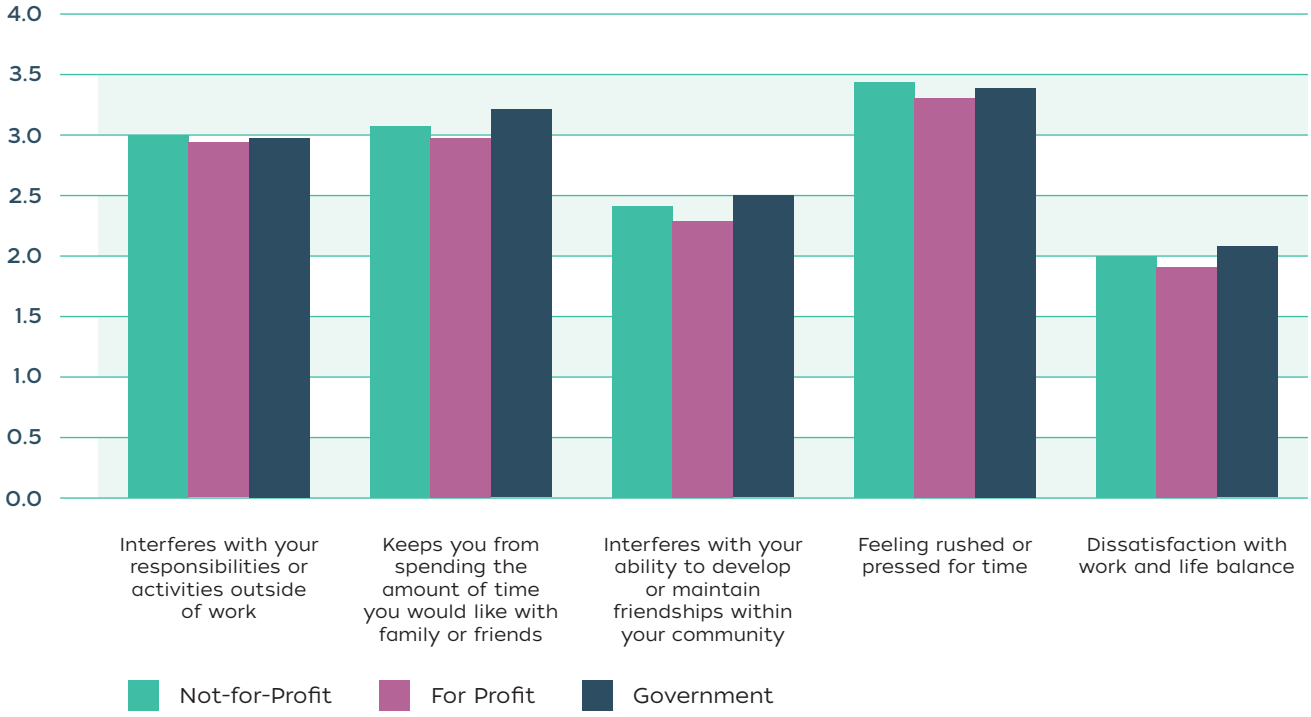
Overall dissatisfaction with work-life balance was *highest* for PCAs in government organisations and those on fixed term/permanent contracts, and *lowest* for PCAs in government agencies.

Figure 12. Work–life interference by form of employment, PCAs, mean scores



Note: Frequency scale for first 4 items from 1 (never) to 5 (almost always); and for level of dissatisfaction from 1 (very satisfied) to 5 (not at all satisfied).

Figure 13. Work–life interference by type of organisation, PCAs, mean scores



Note: Frequency scale for first 4 items from 1 (never) to 5 (almost always); and for level of dissatisfaction from 1 (very satisfied) to 5 (not at all satisfied).

Intention to quit

Overall, only 4.6% of PCAs stated they did not expect to be working with the same aged care provider in the next 12 months. Of those who didn't expect to work with the same provider, 53.3% did not know where they would work, 23.2% said they would be working but not in aged care and 13.1% stated they would be working in aged care but with a different provider. Casual workers were most likely to expect to work for a different provider (17.6% of casual workers compared to 12.6% of permanent/fixed term workers.

The main reasons for finishing working for their current employer in the next 12 months were employment conditions and stress/burnout. Around 25% of all PCAs mentioned they have other reasons not included in the questionnaire for leaving their current employer within 12 months' time. There were some differences based on employment type and type of organisation with regard to the main reason PCAs might finish working for their current employer within the next 12 months.

Returning to study was a more common reason for casual PCAs than fixed term/permanent PCAs.

Stress/burnout was a more common reason for fixed term/permanent PCAs (compared to casuals), and for PCAs in government and for profit agencies (compared to NFPs).

Financial reasons were more common for PCAs in NFPs (compared to for profit and government agency PCAs).

References

King, D., Mavromaras, K., Wei, Z., et al. (2012). *The Aged Care Workforce*. Canberra: Australian Government Department of Health and Ageing. (Print ISBN: 978-1-74241-873-5 Online ISBN:978-1-74241-874-2)

Appendix 1 – Survey measures

The following social and employment demographics and outcome measures were used in this report:

Demographics

- **Sex**: female, male.
- **Age**: respondent age was collected in continuous format and averages were used in this report when appropriate.
- **Financial dependants**: financial dependants of the respondents were categorised into spouse/partner only, children only, spouse/partner and children, other.

Education

- **Highest Level of Schooling**: Year 10 or below, Year 11 or equivalent, Year 12 or equivalent, and Post-School Qualifications.
- **Qualifications Completed**: qualifications were categorised as:
  - Bachelor Degree in Nursing,
  - Bachelor Degree in Allied Health Professional,
  - Certificate IV/Diploma in Enrolled Nursing,
  - Other basic nursing qualification,
  - Post-basic nursing qualification (not in aged care),
  - Postgraduate allied health qualification,
  - Other (health related), Certificate III in Aged Care,
  - Certificate III in Home and Community Care,
  - Certificate IV in Aged Care,
  - Certificate IV in Service Coordination (Ageing and Disability),
  - Post-basic nursing qualification in aged care,
  - Other (aged care related),
  - Certificate III or IV,
  - Diploma,
  - Bachelor Degree,
  - Postgraduate Degree,
  - Certificate III or IV.

Employment characteristics

- **Form of employment**: permanent (full time or part time), fixed term and casual employees.
- **Work schedule description**: the following work schedule categories were used:
  - A regular daytime shift
  - A regular evening shift
  - A regular night shift
  - A rotating shift (changes from days to nights)
  - Split shift (two distinct periods each day)
  - On call
  - Irregular schedule
  - Other

- **Hours per week usually worked**: continuous data on weekly hours worked for paid and unpaid employment.
- **Hours fit measure**: actual hours minus preferred hours.

Satisfaction with the job

Level of satisfaction with job is reported from 1 (totally dissatisfied) to 10 (totally satisfied) for various aspects of the job. These job aspects were:

- Total pay;
- Work itself (what you do);
- Hours you work;
- Opportunity to develop your abilities;
- Level of support from your team/service provider;
- Flexibility available to balance work and non-work commitments.

Work-life interference

Work-life interference was measured by five items: the first four items measure the negative dimensions of work-life interaction and the fifth item measures satisfaction with overall work-life 'balance':

- Frequency with which work interferes with responsibilities or activities outside work;
- Frequency with which work keeps workers from spending the amount of time they would like with family or friends;
- Frequency with which work affects workers' ability to develop or maintain connections and friendships in their community;
- Frequency of feeling rushed or pressed for time;
- Satisfaction with overall work-life 'balance'.

A frequency scale from 1 (never) to 5 (almost always) was used for reporting work-life interference items. Satisfaction with overall work-life balance was scored so that higher levels indicate more dissatisfaction (1 = very satisfied; 5 = not at all satisfied) to be consistent with the direction of other work-life items (i.e. higher scores indicate worse work-life interference).

Doing the job

This topic includes items on time to care, skills and abilities to do the job, freedom to decide how to do the work, pressure and stress in job, respect and acknowledgement, and quality of workplace relationships.

All items were initially scored so that higher scores indicate greater agreement – level of agreement from 1 (total disagreement) to 7 (total agreement). For the majority of items this indicates higher ratings of job quality (e.g. more respect and acknowledgement). The two items on pressure and stress were reverse coded, so that higher scores also indicate higher job quality (i.e. lower pressure and stress), to provide greater comparability in the graphs.

Intention to quit

Three sets of questions were considered in measuring intention to quit:

- The expectation of having the same job in 12 months' time;
- The expected place of work in 12 months' time (working in aged care but with different provider, working in residential aged care, working, but not in aged care, not working for pay, and don't know);
- The main reason for finishing work within 12 months (family reasons, financial reasons, employment conditions, nature of care work, stress/burnout, other health related reasons, returning to study, travel, retiring, end of contract, retrenchment/redundancy, and other).

Size of agency

Community agencies in this report are categorised into agencies with 'less than 10 employees', '11-40 employees', and '41 and more employees'. Residential agencies are categorised into agencies with 'less than 20 employees', '21-40 employees', '41-60 employees', and 'more than 60 employees'.

Appendix 2 - Community Care Workers

Table A 1. Demographic characteristics of CCWs by form of employment

		Form of employment		
		Casual	Fixed term/ permanent	Total
Gender	Female	91.7%	90.5%	90.8%
	Male	8.3%	9.5%	9.2%
Age	<24	3.5%	2.8%	2.9%
	25-34	3.6%	9.1%	7.8%
	35-44	19.6%	19.8%	19.8%
	45-54	32.6%	37.4%	36.1%
	55-64	33.2%	28.6%	29.9%
	65+	7.4%	2.3%	3.5%
Place of birth	Australia	56.3%	75.7%	70.9%
	Other	43.7%	24.3%	29.1%
Financial dependents	No	57.2%	46.3%	49.0%
	Yes, children only	17.8%	18.6%	18.1%
	Yes, other	1.4%	1.6%	1.6%
	Yes, spouse/partner and children	16.3%	18.2%	17.9%
	Yes, spouse/partner only	7.3%	15.3%	13.5%

Table A 2. Demographic characteristics of CCWs by type of organisation

		Type of organisation			
		For profit	Not for profit	Government	Total
Gender	Female	89.2%	91.6%	86.6%	90.8%
	Male	10.8%	8.4%	13.4%	9.2%
Age	<24	13.1%	2.3%	1.3%	2.9%
	25-34	6.9%	8.2%	5.4%	7.8%
	35-44	29.2%	19.5%	17.2%	19.8%
	45-54	14.7%	37.3%	39.2%	36.1%
	55-64	33.3%	28.9%	34.3%	29.9%
	65+	2.7%	3.7%	2.7%	3.5%
Place of birth	Australia	64.7%	69.6%	82.0%	70.9%
	Other	35.3%	30.4%	18.0%	29.1%
Financial dependents	No	61.0%	49.0%	42.6%	49.0%
	Yes, children only	9.7%	18.2%	21.4%	18.1%
	Yes, other	4.9%	1.2%	2.2%	1.6%
	Yes, spouse/partner and children	9.8%	18.9%	15.5%	17.9%
	Yes, spouse/partner only	14.6%	12.6%	18.3%	13.5%

Table A 3. Job satisfaction by form of employment, mean scores

	Form of employment		
	Casual	Permanent/ Fixed term	Total
Your total pay	6.2	5.6	5.7
Your job security	6.8	7.1	7.0
The work itself (what you do)	7.4	7.6	7.5
The hours you work	6.5	7.2	7.0
The opportunity to develop your abilities	7.1	7.1	7.1
The level of support from your team/service provider	7.4	7.4	7.4
The flexibility available to balance work and non-work commitments	7.7	7.5	7.5
All things considered, how satisfied are you with your job	7.6	7.7	7.7

Note: Level of satisfaction ranges from 1 (totally dissatisfied) to 10 (totally satisfied).

Table A 4. Job satisfaction by type of organisation, mean scores

	Type of organisation			
	For Profit	Government	Not for Profit	Total
Your total pay	5.5	6.6	5.6	5.7
Your job security	6.4	7.1	7.0	7.0
The work itself (what you do)	7.0	7.6	7.5	7.5
The hours you work	6.4	7.5	7.0	7.0
The opportunity to develop your abilities	6.5	7.1	7.1	7.0
The level of support from your team/ service provider	7.2	7.8	7.3	7.4
The flexibility available to balance work and non-work commitments	7.2	7.9	7.4	7.4
All things considered, how satisfied are you with your job	7.1	7.8	7.6	7.6

Note: Level of satisfaction ranges from 1 (totally dissatisfied) to 10 (totally satisfied).

Table A 5. Doing the job by form of employment, mean scores

	Form of employment		
	Casual	Permanent/ Fixed term	Total
I am able to spend enough time with each care recipient	5.5	5.1	5.2
I have the skills and abilities I need to do my job	6.4	6.2	6.3
I use many of my skills and abilities in my job	6.1	6.1	6.1
I have a lot of freedom to decide how I do my work	5.0	4.8	4.9
I feel under pressure to work harder in my job	4.3	4.2	4.3
My job is more stressful than I had ever imagined	4.2	4.2	4.2
Considering all my efforts and achievements I receive respect/ acknowledgment I deserve	5.5	5.2	5.3
Management and employees have good relations	5.7	5.4	5.5
Adequate training is available through my workplace	6.1	5.9	5.9

Note: Level of agreement ranges from 1 (total disagreement) to 7 (total agreement).

Table A 6. Doing the job by type of organisation, mean scores

	Type of organisation			
	For Profit	Government	Not for Profit	Total
I am able to spend enough time with each care recipient	5.4	5.3	5.2	5.2
I have the skills and abilities I need to do my job	6.3	6.3	6.3	6.3
I use many of my skills and abilities in my job	6.4	6.1	6.1	6.1
I have a lot of freedom to decide how I do my work	5.0	4.7	4.9	4.9
I feel under pressure to work harder in my job	4.0	4.0	4.3	4.3
My job is more stressful than I had ever imagined	3.8	4.2	4.2	4.2
Considering all my efforts and achievements I receive respect/acknowledgment I deserve	5.1	5.3	5.3	5.3
Management and employees have good relations	5.7	5.4	5.5	5.5
Adequate training is available through my workplace	6.1	6.0	5.9	5.9

Note: Level of agreement ranges from 1 (total disagreement) to 7 (total agreement).

Table A 7. Work life interference by form of employment, mean scores

	Form of employment		
	Casual	Permanent/ Fixed term	Total
Interferes with your responsibilities or activities outside of work	3.0	2.9	2.9
Keeps you from spending the amount of time you would like with family or friends	2.7	2.7	2.7
Interferes with your ability to develop or maintain friendships within your community	2.4	2.5	2.5
Feeling rushed or pressed for time	3.5	3.4	3.4
Dissatisfaction with work and life balance	1.9	1.9	1.9

Note: Frequency scale for first 4 items from 1 (never) to 5 (almost always); and for level of dissatisfaction from 1 (very satisfied) to 5 (not at all satisfied).

Table A 8. Work life interference by type of organisation, mean scores

	Type of organisation			
	Not for Profit	Government	For Profit	Total
Interferes with your responsibilities or activities outside of work	3.1	2.8	2.9	2.9
Keeps you from spending the amount of time you would like with family or friends	3.1	2.7	2.7	2.7
Interferes with your ability to develop or maintain friendships within your community	2.5	2.4	2.5	2.5
Feeling rushed or pressed for time	3.4	3.4	3.4	3.4
Dissatisfaction with work and life balance	2.2	1.9	1.8	1.9

Note: Frequency scale for first 4 items from 1 (never) to 5 (almost always); and for level of dissatisfaction from 1 (very satisfied) to 5 (not at all satisfied).

Table A 9. Expectation to be working for this aged care provider in 12 months' time by form of employment

	Form of employment		
	Casual	Permanent/ Fixed term	Total
Don't know	7.4%	3.0%	4.1%
It depends	10.7%	7.3%	7.7%
No	4.8%	4.2%	3.8%
Yes	77.1%	85.6%	84.4%
Total			**100%**

Table A 10. Expectation to be working for this aged care provider in 12 months' time by type of organisation

	Type of organisation			
	Not for Profit	For Profit	Government	Total
Don't know	4.5%	4.0%	1.3%	4.1%
It depends	8.9%	5.5%	5.4%	7.7%
No	4.2%	0.3%	5.7%	3.8%
Yes	82.4%	90.2%	87.6%	84.4%
Total				**100%**

Table A 11. Where do you see yourself working 12 months from now by form of employment

	Form of employment		
	Casual	Permanent/ Fixed term	Total
Don't know	60.6%	62.1%	59.5%
Not working for pay	8.5%	4.2%	5.4%
Working in aged care, different provider	11.6%	12.3%	11.1%
Working in residential aged care	7.5%	2.9%	5.4%
Working, but not in aged care	11.9%	18.6%	18.7%
Total			**100%**

Table A 12. Where do you see yourself working 12 months from now by type of organisation

	Type of organisation			
	Not for Profit	For Profit	Government	Total
Don't know	59.7%	91.3%	73.7%	59.5%
Not working for pay	6.2%	0.0%	4.0%	5.4%
Working in aged care, different provider	10.6%	8.7%	16.1%	11.1%
Working in residential aged care	5.1%	0.0%	1.1%	5.4%
Working, but not in aged care	18.4%	0.0%	5.1%	18.7%
Total				**100%**

Table A 13. The main reason for finishing work for this aged care facility in the next 12 months by form of employment

	Form of employment		
	Casual	Permanent/ Fixed term	Total
Employment conditions	8.4%	11.0%	8.8%
End of contract	2.1%	1.3%	1.3%
Family reasons	4.3%	5.9%	5.4%
Financial reasons	20.6%	34.3%	30.0%
Nature of care work	1.0%	2.5%	2.0%
Other	25.2%	25.9%	25.8%
Other health related reasons	0.8%	0.8%	0.8%
Retiring	24.7%	6.5%	13.4%
Returning to study	9.2%	2.2%	4.8%
Stress/burnout	2.8%	8.3%	6.6%
Travel	0.8%	1.2%	1.1%
Total			**100%**

Table A 14. The main reason for finishing work for this aged care facility in the next 12 months by type of organisation

	Type of organisation			
	Not for Profit	For Profit	Government	Total
Employment conditions	9.8%	0.0%	3.5%	8.8%
End of contract	1.1%	0.0%	3.9%	1.3%
Family reasons	5.0%	4.7%	9.8%	5.4%
Financial reasons	30.3%	31.0%	26.1%	30.0%
Nature of care work	2.3%	0.0%	0.0%	2.0%
Other	23.0%	53.5%	39.3%	25.8%
Other health related reasons	0.9%	1.2%	0.0%	0.8%
Retiring	14.0%	0.0%	13.9%	13.4%
Returning to study	5.1%	9.7%	0.0%	4.8%
Stress/burnout	7.3%	0.0%	3.7%	6.6%
Travel	1.3%	0.0%	0.0%	1.1%
Total				**100%**

Appendix 3 - Personal Care Attendants

Table A 15. Demographic characteristics of PCAs by form of employment

		Form of employment		
		Casual	Fixed term/ permanent	Total
Gender	Female	86.3%	91.1%	90.6%
	Male	13.7%	8.9%	9.4%
Age	<24	24.7%	7.1%	8.9%
	25-34	18.7%	12.8%	13.3%
	35-44	19.0%	21.6%	21.3%
	45-54	19.8%	33.3%	31.9%
	55-64	17.0%	22.8%	22.2%
	65+	0.9%	2.4%	2.3%
Place of birth	Australia	61.4%	64.4%	64.1%
	Other	38.6%	35.6%	35.9%
Financial dependents	No	52.6%	47.0%	47.6%
	Yes, children only	19.1%	18.4%	18.4%
	Yes, other	0.6%	1.9%	1.8%
	Yes, spouse/partner and children	17.4%	20.2%	20.0%
	Yes, spouse/partner only	10.3%	12.5%	12.3%

Table A 16. Demographic characteristics of PCAs by type of organisation

		Type of organisation			
		For profit	Not for profit	Government	Total
Gender	Female	89.8%	90.7%	93.9%	90.6%
	Male	10.2%	9.3%	6.1%	9.4%
Age	<24	11.7%	7.7%	6.5%	8.9%
	25-34	17.8%	12.0%	5.8%	13.3%
	35-44	20.8%	21.6%	21.7%	21.3%
	45-54	31.6%	31.4%	39.7%	31.9%
	55-64	16.7%	24.8%	24.6%	22.2%
	65+	1.4%	2.5%	1.6%	2.3%
Place of birth	Australia	59.9%	64.5%	81.0%	64.1%
	Other	40.1%	35.5%	19.0%	35.9%
Financial dependents	No	45.4%	48.1%	53.2%	47.6%
	Yes, children only	21.9%	17.5%	9.9%	18.4%
	Yes, other	1.7%	1.8%	1.7%	1.8%
	Yes, spouse/partner and children	21.1%	19.2%	22.3%	20.0%
	Yes, spouse/partner only	9.9%	13.5%	13.0%	12.3%

Table A 17. Job satisfaction by form of employment, mean scores

	Form of employment		
	Casual	Permanent/ Fixed term	Total
Your total pay	6.2	5.2	5.3
Your job security	6.4	6.9	6.9
The work itself (what you do)	7.3	7.2	7.2
The hours you work	6.8	7.1	7.1
The opportunity to develop your abilities	7.0	7.0	7.0
The level of support from your team/service provider	7.1	6.9	6.9
The flexibility available to balance work and non-work commitments	7.1	6.9	6.9
All things considered, how satisfied are you with your job	7.5	7.4	7.4

Note: Level of satisfaction ranges from 1 (totally dissatisfied) to 10 (totally satisfied).

Table A 18. Job satisfaction by type of organisation, mean scores

	Type of organisation			
	Not for Profit	For Profit	Government	Total
Your total pay	5.3	5.3	5.3	5.3
Your job security	6.8	6.9	6.5	6.8
The work itself (what you do)	7.2	7.3	6.7	7.2
The hours you work	7.1	7.1	6.8	7.1
The opportunity to develop your abilities	7.0	7.1	6.5	7.0
The level of support from your team/ service provider	7.0	7.0	6.4	7.0
The flexibility available to balance work and non-work commitments	7.0	6.9	6.9	7.0
All things considered, how satisfied are you with your job	7.4	7.5	6.9	7.4

Note: Level of satisfaction ranges from 1 (totally dissatisfied) to 10 (totally satisfied).

Table A 19. Doing the job by form of employment, mean scores

	Form of employment		
	Casual	Permanent/ Fixed term	Total
I am able to spend enough time with each care recipient	4.1	3.9	3.9
I have the skills and abilities I need to do my job	4.1	3.9	3.9
I use many of my skills and abilities in my job	5.5	5.5	5.5
I have a lot of freedom to decide how I do my work	4.1	4.3	4.3
I feel under pressure to work harder in my job	3.9	4.1	4.0
My job is more stressful than I had ever imagined	3.6	3.9	3.9
Considering all my efforts and achievements I receive respect/ acknowledgment I deserve	4.6	4.5	4.5
Management and employees have good relations	4.7	4.6	4.6
Adequate training is available through my workplace	6.1	5.1	5.2

Note: Level of agreement ranges from 1 (total disagreement) to 7 (total agreement).

Table A 20. Doing the job by type of organisation, mean scores

	Type of organisation			
	Not for Profit	For Profit	Government	Total
I am able to spend enough time with each care recipient	3.9	4.1	3.6	3.9
I have the skills and abilities I need to do my job	3.9	4.1	3.6	3.9
I use many of my skills and abilities in my job	5.5	5.5	5.4	5.5
I have a lot of freedom to decide how I do my work	4.3	4.3	4.2	4.3
I feel under pressure to work harder in my job	4.1	4.0	4.2	4.0
My job is more stressful than I had ever imagined	3.9	3.9	4.0	3.9
Considering all my efforts and achievements I receive respect/acknowledgment I deserve	4.6	4.5	4.3	4.5
Management and employees have good relations	4.6	4.8	4.3	4.6
Adequate training is available through my workplace	5.2	5.3	5.2	5.2

Note: Level of agreement ranges from 1 (total disagreement) to 7 (total agreement).

Table A 21. Work life interference by form of employment, mean scores

	Form of employment		
	Casual	Permanent/ Fixed term	Total
Interferes with your responsibilities or activities outside of work	2.5	2.5	2.5
Keeps you from spending the amount of time you would like with family or friends	2.6	2.6	2.6
Interferes with your ability to develop or maintain friendships within your community	2.4	2.4	2.4
Feeling rushed or pressed for time	3.3	3.4	3.4
Dissatisfaction with work and life balance	1.8	2.0	1.9

Note: Frequency scale for first 4 items from 1 (never) to 5 (almost always); and for level of dissatisfaction from 1 (very satisfied) to 5 (not at all satisfied) is reported for the last item..

Table A 22. Work life interference by type of organisation, mean scores

	Type of organisation			
	Not for Profit	For Profit	Government	Total
Interferes with your responsibilities or activities outside of work	2.5	2.4	2.5	2.5
Keeps you from spending the amount of time you would like with family or friends	2.6	2.5	2.7	2.6
Interferes with your ability to develop or maintain friendships within your community	2.4	2.3	2.5	2.4
Feeling rushed or pressed for time	3.4	3.3	3.4	3.4
Dissatisfaction with work and life balance	2.0	1.9	2.1	1.9

Note: Frequency scale for first 4 items from 1 (never) to 5 (almost always); and for level of dissatisfaction from 1 (very satisfied) to 5 (not at all satisfied) is reported for the last item..

Table A 23. Expectation to be working for this aged care provider in 12 months' time by form of employment

	Form of employment		
	Casual	Permanent/ Fixed term	Total
Don't know	5.9%	5.1%	5.2%
It depends	10.8%	8.2%	8.5%
No	3.7%	4.8%	4.6%
Yes	79.6%	81.9%	81.8%
Total			**100%**

Table A 24. Expectation to be working for this aged care provider in 12 months' time by type of organisation

	Type of organisation			
	Not for Profit	For Profit	Government	Total
Don't know	5.1%	5.5%	3.7%	5.2%
It depends	8.1%	8.8%	10.7%	8.5%
No	3.7%	5.8%	8.8%	4.6%
Yes	83.1%	79.9%	76.9%	81.8%
Total				**100%**

Table A 25. Where do you see yourself working 12 months from now by form of employment

	Form of employment		
	Casual	Permanent/ Fixed term	Total
Don't know	59.2%	52.6%	53.4%
Not working for pay	1.1%	5.2%	4.8%
Working in aged care, different provider	17.6%	12.6%	12.9%
Working in residential aged care	3.6%	5.8%	5.6%
Working, but not in aged care	18.5%	23.8%	23.3%
Total			**100%**

Table A 26. Where do you see yourself working 12 months from now by type of organisation

	Type of organisation			
	Not for Profit	For Profit	Government	Total
Don't know	54.7%	51.7%	51.5%	53.4%
Not working for pay	6.6%	2.7%	0.4%	4.8%
Working in aged care, different provider	12.3%	13.3%	15.7%	12.9%
Working in community aged care	4.3%	7.8%	5.5%	5.6%
Working, but not in aged care	22.1%	24.6%	26.9%	23.3%
Total				**100%**

Table A 27. The main reason for finishing work for this aged care facility in the next 12 months by form of employment

	Form of employment		
	Casual	Permanent/ Fixed term	Total
Family reasons	6.9%	7.5%	7.5%
Financial reasons	17.2%	10.0%	10.9%
Employment conditions	19.0%	15.8%	16.2%
Nature of care work	2.9%	3.7%	3.6%
Stress/burnout	5.7%	15.6%	14.5%
Other health related reasons	0.0%	2.8%	2.5%
Returning to study	12.0%	9.5%	9.8%
Travel	3.6%	3.4%	3.4%
Retiring	2.6%	7.2%	6.6%
End of contract	0.7%	0.1%	0.1%
Retrenchment/Redundancy	0.4%	0.6%	0.6%
Other	29.0%	23.8%	24.3%
Total			**100%**

Table A 28. The main reason for finishing work for this aged care facility in the next 12 months by type of organisation

	Type of organisation			
	Not for Profit	For Profit	Government	Total
Employment conditions	14.5%	17.6%	22.3%	16.2%
End of contract	0.1%	0.0%	0.7%	0.1%
Family reasons	8.9%	6.4%	.8%	7.5%
Financial reasons	13.0%	9.5%	0.0%	10.9%
Nature of care work	3.6%	4.1%	1.6%	3.6%
Other	25.7%	19.8%	34.4%	24.3%
Other health related reasons	2.0%	3.3%	2.9%	2.5%
Retiring	7.8%	5.0%	5.1%	6.6%
Retrenchment/Redundancy	0.6%	0.5%	1.4%	0.6%
Returning to study	8.0%	13.9%	4.7%	9.8%
Stress/burnout	12.8%	16.1%	19.9%	14.5%
Travel	2.8%	3.8%	6.2%	3.4%
Total				**100%**

Appendix 4 - Visual summary of results

Community Care Workers

	All CCWs	Casual	Permanent/ fixed term	Government	For profit	Not for profit
Satisfaction with aspects of job						
Across all job aspects items			▲	▲	▼	
Total pay	▼	▲	▼	▲	▼	
Job security				▲	▼	
Work itself	▲	▼	▲	▲	▼	
Hours you work		▼	▲	▲	▼	
Opportunity to develop abilities				▲	▼	
Level of support from team/provider				▲	▼	
Flexibility to balance work/non-work				▲	▼	
Overall satisfaction with the job				▲	▼	
Doing the work						
Across all job quality items		▲	▼			
Time to care	▼	▲	▼			
Have skills and abilities to do job	▲	▲	▼		▲	
Use skills and abilities	▲					▼
Freedom decide how do work	▼	▲	▼	▼	▲	
Under pressure to work harder						
Job more stressful than imagined					▲	
Get respect/ acknowledgement		▲	▼			
Management good relations		▲	▼			
Adequate training		▲	▼		▲	▼

▼ least satisfied / most negative score ▲ most satisfied / most positive score

Community Care Workers cont.

	All CCWs	Casual	Permanent/ fixed term	Government	For profit	Not for profit
Work-life interference						
Across all work-life items						
Work interfere outside responsibilities				▼	▲	
Work prevent time with family/friends				▼	▲	▼
Work interfere community connection						
Rushed/pressed for time						
Overall dissatisfaction with WLB					▲	▼
Intention to quit						
Expect work same provider next 12 months			▲			

▼ least work-life interference / least likely to quit job ▲ most work-life interference / most likely to quit job

Personal Care Attendants

	All PCAs	Casual	Permanent/ fixed term	Government	For profit	Not for profit
Satisfaction with aspects of job						
Across all job aspects items		▲	▼		▲	▲
Total pay	▼	▲				
Job security		▼	▲	▼	▲	▲
Work itself	▲			▼	▲	▲
Hours you work				▼	▲	▲
Opportunity to develop abilities				▼	▲	▲
Level of support from team/provider				▼	▲	▲
Flexibility to balance work/non-work			▼			
Overall satisfaction with the job				▼	▲	▲
Doing the work						
Across all job quality items		▲	▼			
Time to care		▲	▼	▼	▲	
Have skills and abilities to do job				▼	▲	
Use skills and abilities						
Freedom decide how do work			▲			
Under pressure to work harder		▼	▲			
Job more stressful than imagined		▼	▲	▼		▲
Get respect/ acknowledgement				▼	▲	
Management good relations						
Adequate training		▲	▼			

▼ least satisfied / most negative score ▲ most satisfied / most positive score

Personal Care Attendants cont.

	All PCAs	Casual	Permanent/ fixed term	Government	For profit	Not for profit
Work-life interference						
Across all work-life items				▲	▼	
Work interfere outside responsibilities					▼	▲
Work prevent time with family/friends				▲	▼	
Work interfere community connection				▲	▼	
Rushed/pressed for time	▲				▼	▲
Overall dissatisfaction with WLB	▼	▼		▲	▼	
Intention to quit						
Expect work same provider next 12 months			▼			

▼ least work-life interference / least likely to quit job ▲ most work-life interference / most likely to quit job



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