

Mature Age Women Aged Care Workers: Summary of Survey Data (Wave1)

ARC Discovery Grant Project (DP110102728): Missing Workers: Retaining Mature Age Women Workers to Ensure Future Labour Security

Siobhan Austen, Therese Jefferson, Gill Lewin, Rachel Ong, and Rhonda Sharp* ©

Curtin University & University of South Australia

November 2013

Suggested reference: Austen, S., Jefferson, T., Lewin, G., Ong, R., and Sharp, R. (2013). 'Mature Age Women Aged Care Workers: Summary of Survey Data (Wave1)', Curtin University, Perth.

* The project and this report has benefited from the excellent research support provided by Dr Valerie Adams

Table of Contents

List of Tables	iv
Introduction.....	1
Research method.....	1
The sample	1
Structure of survey and overview of results	2
SECTION A: Base data	5
1.1. Age group.....	5
1.2. Australian residency and country of birth.....	5
1.3. Self-rated literacy skills	6
1.4. Self-rated health status	6
1.5. Partnered status	7
1.6. Partner's work status.....	7
1.7. Partner's health status	8
1.8. Partner's age group	8
1.9. Dependent children living at home	9
1.10. Hours spent in informal care at home	9
SECTION B. Education and work history.....	10
2.1. Post-school qualifications	10
2.2. Proportion of time since leaving school spent out of paid work.....	11
2.3. Years working in aged care.....	12
2.4. Main job prior to starting work in aged care.....	12
2.5. Reasons for working in aged care	13
2.6. Thought about leaving aged care	14
2.7. Frequency of thoughts about leaving aged care.....	14
2.8. Reasons for thinking about leaving aged care	15
SECTION C: About the organisation	17
3.1. Type of aged care organisation	17

3.2.	Approximate number of people working in the organisation	17
3.3.	Length of time working in the organisation.....	18
3.4.	Current role in the organisation	18
3.5.	Whether working in the organisation is the respondents' main job.....	19
SECTION D: Other paid jobs		20
SECTION E: The current job in aged care		21
5.1.	Whether the current contract is permanent	21
5.2.	Current schedules.....	21
5.3.	Preferred schedule.....	21
5.4.	Degree of influence in planning hours of work	22
5.5.	Whether working hours change at short notice.....	23
5.6.	The average number of hours worked per shift	23
5.7.	Weekend shifts.....	23
5.8.	The number of paid hours per week usually worked.....	23
5.9.	The number of preferred hours per week.....	24
5.10.	Number of unpaid hours worked	25
5.11.	Ability to take time off.....	27
SECTION F: Working relationships.....		28
6.1	Number of clients/residents that respondents usually worked with each shift	28
6.2	Whether there is enough time to provide the care that clients/residents need	29
6.3	How emotionally dependent the clients/residents are.....	29
6.4	Clients/residents' level of aggression	30
6.5	Family members' level of aggression	30
6.6	How the respondents' relationships with their clients/residents affected their thoughts about staying in aged care	30
6.7	The relations between management and staff.....	31
6.8	Respondents' relationship with their immediate supervisor.....	31
6.9	Respondents' relationship with their colleagues.....	31
6.10	Whether respondents' felt that their work in aged care was valued by their supervisor.....	32

6.11	Whether respondents' felt that their work in aged care was valued by higher level management	32
6.12	Whether respondents' felt that their work in aged care was valued by their family	32
6.13	Whether respondents' felt that their work in aged care was valued by their local community	33
6.14	Whether respondents' felt that their work in aged care was valued by their clients/residents.....	33
6.15	Whether respondents' felt that their work in aged care was valued by their clients/residents' families.....	33
SECTION G Pay and economic situation.....		35
7.1	Respondents' usual hourly rate of pay or annual salary	35
7.2	Pay satisfaction	36
7.3	Opportunities for career development and training	37
7.4	The respondents' economic situation.....	38
7.5	Ability to find another job.....	39
SECTION H: The physical, mental and emotional demands of the job.....		40
8.1	The most physically demanding parts of the job	41
8.2	The most mentally demanding parts of the job.....	42
8.3	The most emotionally demanding parts of the job.....	43
8.4	Respondents who do 'dirty work'	43
8.5	Current ability to meet the demands of the job.....	43
8.6	Current ability compared to when respondents were 40 years of age	44
8.7	Current ability to meet the demands of the job overall.....	46
8.8	Illnesses or injuries	47
8.9	Illnesses or injuries that are a hindrance at work	48
8.10	Days off work because of illness or injury in the last 12 months	48
8.11	Likelihood of being able to do the current job two years from now.....	49
8.12	Feelings of hope for the future	49

List of Tables

Table 1: Age Group	5
Table 2: Country of birth	5
Table 3: Reading and writing skills (own rating)	6
Table 4: Health status (own rating).....	6
Table 5: Marital status	7
Table 6: Partner's work status	7
Table 7: Partner's health status.....	8
Table 8: Partner's age group.....	8
Table 9: Number of dependent children living at home	9
Table 10: Informal care roles	9
Table 11: Post school qualifications	11
Table 12: Proportion of time since leaving school that was spent out of paid work	12
Table 13: Time working in aged care	12
Table 14: Main job prior to starting work in aged care	13
Table 15: Main reason for starting to work in aged care	14
Table 16: Thought about leaving aged care in last 12 months	14
Table 17: Frequency of thoughts about leaving aged care (amongst respondents reporting these thoughts)	15
Table 18: Main reasons for thoughts about leaving aged care.....	16
Table 19: Type of aged care organisation.....	17
Table 20: Size of aged care organisation	17
Table 21: Length of time working in the organisation	18
Table 22: Current role in aged care.....	19
Table 23: Whether working in the organisation is the respondents' main job	19
Table 24: Other paid jobs.....	20
Table 25: Current employment contract is permanent.....	21
Table 26: Current schedule	21
Table 27: Preferred schedule	22

Table 28: Degree of influence in planning hours of work	22
Table 29: Work hours change at short notice	23
Table 30: Average number of hours worked per shift	23
Table 31: Weekend shifts.....	23
Table 32: Number of paid hours per week usually worked.....	24
Table 33: Number of preferred hours per week.....	24
Table 34: Preferred vs actual hours per week	24
Table 35: Preferred and paid hours, hours per shift and travel time.....	25
Table 36: Unpaid work	25
Table 37: Number of unpaid hours	25
Table 38: Unpaid time travelling	26
Table 39: Number of unpaid travelling hours	26
Table 40: Unpaid time on other activities.....	26
Table 41: Number of unpaid hours of other activities	27
Table 42: Ability to take time off	27
Table 43: Number of clients/residents per shift.....	29
Table 44: Adequacy of time to provide the care that clients/residents need	29
Table 45: Emotional dependence of clients/residents.....	29
Table 46: Clients/residents' level of aggression.....	30
Table 47: Family members' level of aggression	30
Table 48: Impact of relationships with clients/residents on thoughts about staying in aged care.....	30
Table 49: Relations between management and staff.....	31
Table 50: Relationships with immediate supervisor.....	31
Table 51: Relationship with colleagues	31
Table 52: Valuation of contribution by supervisor	32
Table 53: Valuation of contribution by higher level management	32
Table 54: Valuation of contribution by own family	33
Table 55: Valuation of contribution by their local community	33

Table 56: Valuation of contribution by clients/residents	33
Table 57: Valuation of contribution by clients/residents' families	34
Table 58: Usual hourly rate of pay and annual salary	35
Table 59: Pay satisfaction in relation to need for income.....	36
Table 60: Pay satisfaction in relation to perceived importance of the work to society	36
Table 61: Pay satisfaction in relation to the demands of the job	36
Table 62: Pay satisfaction in relation to the skills needed to perform the job well	37
Table 63: Pay satisfaction in relation to job security	37
Table 64: Overall pay satisfaction	37
Table 65: Perceived opportunities for career development	38
Table 66: Perceived opportunities for training	38
Table 67: Economic situation	38
Table 68: Ability to find another job	39
Table 69: Most physically demanding parts of the job.....	41
Table 70: Most mentally demanding parts of the job	42
Table 71: Most emotionally demanding parts of the job	43
Table 72: Respondents who do 'dirty work'.....	43
Table 73: Current ability to meet the physical demands of the job	44
Table 74: Current ability to meet the mental demands of the job.....	44
Table 75: Current ability to meet the emotional demands of the job.....	44
Table 76: Ability to meet the physical demands of the job compared to ability at 40 years of age.....	45
Table 77: Ability to meet the mental demands of the job compared to ability at 40 years of age.....	45
Table 78: Ability to meet the emotional demands of the job compared to ability at 40 years of age.....	46
Table 79: Overall ability to meet the demands of the job.....	46
Table 80: Illnesses or injuries	47
Table 81: Injury or illness diagnosed and treated by a doctor	48
Table 82: Illnesses or injuries that are a hindrance at work.....	48

Table 83: Days off because of illness or injury in the last 12 months	49
Table 84: Likelihood of being able to do the current job two years from now	49
Table 85: Enjoyed regular daily activities in the last three months	50
Table 86: Was active and alert in the past three months.....	50
Table 87: Felt full of hope about the future in the past three months	50

Introduction

The Mature Age Women in Aged Care (MAWAC) survey was conducted nationally in two waves from 2011 to 2013 as part of an ARC Discovery Grant Project (DP110102728): *Missing Workers: Retaining Mature Age Women Workers to Ensure Future Labour Security*. The project was conducted by researchers at Curtin University in Perth and the University of South Australia in Adelaide. The two waves of data collection were designed to address the need for longitudinal data to analyse the workforce decision-making of mature age women. The survey focused on the aged care sector as it represents an important sector for mature age women.

The purpose of this paper is to summarise the data that was collected from the first wave of the MAWAC survey, with the aim of providing information on the characteristics and experiences of mature age women working in aged care. The tables in this paper reflect specific questions in the survey document and provide the frequency and distribution of responses to each question. Questions or queries about the data can be directed to Associate Professor Siobhan Austen at siobhan.austen@cbs.curtin.edu.au.

Research method

The initial survey was distributed nationally to aged care providers through Aged and Community Services Australia (ACSA). Nineteen aged care providers identified study participants from their personnel data and mailed survey documents to relevant employees on behalf of the research team. The survey was mailed to 6,867 women aged 45 years or over. Electronic versions of the survey were also available on the Australian Nursing Federation and ACSA websites. There were 3,945 aged care workers who responded to the survey (2,850 paper and 1,095 electronic responses).

The sample

This research is derived from a purposive sample of women 45 years and older working in community and residential aged care in Australia. It is likely that the women who volunteered their time to complete this survey had higher English literacy skills than the aged care workforce as a whole. Thus, the aged care workers in our sample are also likely to have been born in Australia or to have been residing here for longer than is the case for the current aged care workforce. It is also likely that our sample contains a higher number of people with permanent contracts than is the norm in the aged care sector. Employees with casual contracts, especially if the number of hours they are working are few, typically have less attachment to the workforce and can be expected to be less likely to spend their time completing a survey on their work in aged care.

Structure of survey and overview of results

The first MAWAC survey contained eight sections.

Part A was designed to collect base data on the participants. Part A asked participants for their year and country of birth, Australian residency status, literacy skills, general health, whether they were partnered or single, whether they had dependent children living with them, and the average hours per week they spent providing informal care to family members. A unique feature of this data is the inclusion of measures on informal care roles that extend beyond the care of dependent children, such as caring for a partner or other family member with a disability (see Table 10 for details).

Part B asked questions on the participants' post-school educational qualifications and their work history (the amount of time spent out of paid work, the number of years working in aged care and previous work roles). Participants were also asked why they started working in aged care, and if they had thought of leaving the aged care sector in the last year. The data we collected showed that about one third of the participants were working in aged care because they like spending time with older people (Table 15). However, close to half reported that they had thought about leaving the sector (Table 16). The physical demands of the job, pay dissatisfaction, and a perception that their work in aged care was not valued were among the main reasons cited by the participants for their thought about leaving the sector (Table 18).

Part C asked the participants about the organisation where they worked. This included the type of aged care organisation they worked in, the approximate number of employees in the organisation, how long they had worked in the organisation, what their current role was, and whether their job in the organisation was their main job. Whilst close to half of the participants had been in the aged care sector for 10 years or more (Table 13), the majority had worked in their current organisation for less than 2 years (Table 21), indicating substantial mobility within the sector.

Part D included questions about multiple job holdings. We asked participants if they usually worked in more than one paid job each week, how many hours they worked in these other jobs, how many hours they spent travelling between jobs, and if their other jobs were in aged care. 15.3 per cent of participants worked in another job and often their other job was in aged care (Table 24).

Part E requested information on the participants' current job in aged care. We asked the participants about their current job in aged care: whether they had a permanent contract, the schedule worked, whether working hours changed at short notice, and whether the job involved weekend shifts. It also asked how many hours per week were worked, how many hours the participant was paid to work, how many hours they would like to work each week, the number of unpaid hours worked in a week, and whether the participant felt able to take time off from her job. 81 per cent of the participants were employed on a permanent contract (Table 25). Three-quarters worked part-time (Table 32). The responses indicated several issues relating to working time arrangements. 30 per cent of the participants expressed a preference for additional work hours (Table 34) and nearly 20 per cent reported that they typically worked shifts of 5 hours or less (Table 30). 35 per cent of participants perceived that they had little to no control over planning their hours of work. For the majority hours of work can change at short notice (Table 28). The responses also indicate a substantial amount of unpaid work, especially associated with travelling (Table 38).

Part F contained questions about their relationships at work. Participants were asked for information on the number of clients/ residents they usually cared for each shift, whether they had enough time to provide the care that they felt their clients/ residents needed, how emotionally dependent on them their clients/ residents were, how often they were confronted with aggressive residents/clients or family members, and how their relationships with their clients/residents affected their thoughts about staying in aged care. They were also asked about the relations between management and staff in their organisation, whether they had a good relationship with their immediate supervisor and their colleagues, and how they felt that their work in aged care was valued by their immediate supervisor, higher level management, their family, their local community, their clients/residents and the families of their clients/residents. The participants' responses to the questions in this section highlight a number of important issues. Almost 20 per cent of the participants reported that they never have enough time to provide the care that clients/residents need (Table 44); 83 per cent of the participants experienced aggression from clients or residents (Table 46) and 64.3 per cent experienced aggression from the members of their clients/residents' families (Table 47). On the other hand, 97 per cent of the participants reported that they had good relationships with colleagues. Over two-thirds have good relationships with their manager (Tables 49–51). 37.6 per cent felt that their work was highly valued in local community, and 72.8 per cent thought their work was highly valued by clients and residents. However, only 28.8 per cent felt their work was highly valued by high management (Tables 52-57).

Part G asked about participants' economic situation. Participants were asked several questions relating to their pay and economic situation. They were asked for their usual hourly rate of pay or their annual salary and how satisfied they were with their pay in relation to their need for income, the importance of their work to society, the demands of the job, considering the skills they need to perform the job well, considering the amount of job security they have, and overall pay satisfaction. They were also asked how they would describe their opportunities for career development and training and their economic situation, and whether they thought they would easily be able to find another job if they lost their current job next week. The data collected in the survey indicated that more than half the participants were earning a wage of less than \$20 an hour and three-quarters were on wages of less than \$25. Not surprisingly, rates of pay satisfaction are low (Tables 59–64) and approximately one-quarter report their economic situation as strained (Table 67). Against this, half the participants perceived that they have opportunity for career development and 42 per cent perceived there were many opportunities for training.

Part H requested information on the physical, mental and emotional demands of their job. Participants were asked which part of their job they found most physically, mentally and emotionally demanding and if they did 'dirty work' in their job. They were also asked how they rated their current ability to meet the demands of their job, how they would rate that current ability compared with when they were 40 years of age, and how they rated their current ability to meet the demands of the job overall. The Survey then asked participants if they had any illness or injury, if they had any illness or injury that was a hindrance at work, how many days they had been off work with an illness or injury in the past 12 months, how likely it was that they would be able to do their job 12 months from the time of the survey, and how often they had been able to enjoy their regular activities, been active and alert, and felt full of hope for the future in the last three months. Most respondents rated their ability to meet the physical, emotional and mental demands of the job as good or very good (Table 73 - 75). However, the work performed by the women is demanding. Key physical demands reported by the participants were long hours on your feet, and transferring clients and

assisting mobility. Relatedly, there is a high prevalence of musculoskeletal illness and injury. Key mental demands include deciding how best to meet the needs of clients and dealing with documents. Emotional demands encompass providing support to clients/residents. Many participants expressed that they were less able to cope with the physical demands of the job than they could at age 40. However, generally, they felt better able to cope with the emotional demands of the job (Table 76-78).

SECTION A: Base data

Part A asked participants for their year and country of birth, Australian residency status, literacy skills, general health, whether they were partnered or single, whether they had dependent children living with them, and the average hours per week they spent providing informal care to family members.

1.1. Age group

The respondents were mainly in the 50 to 54 (1,068 or 28.2%) or the 55 to 59 (1,029 or 27.2%) age groups. However, there were 752 respondents (19.9%) in the 45 to 49 age group and 686 respondents (18.1%) in the 60 to 65 age group. Another 253 respondents (6.7%) were in the 65 to 69 age group.

Table 1: Age Group

	Frequency	Percent
45 to 49	752	19.9
50 to 54	1068	28.2
55 to 59	1029	27.2
60 to 65	686	18.1
65 to 69	253	6.7
Total	3788	100
Missing	157	

1.2. Australian residency and country of birth

The vast majority of respondents (3,621 or 98.2% of the respondent who answered this question) were Australian residents. Two thirds of the respondents were Australian born. The next largest group (541 or 14.1%) were born either in the UK, Ireland or South Africa.

Table 2: Country of birth

	Frequency	Percent
Australia	2552	66.6
NZ	187	4.9
UK, Ireland, South Africa	541	14.1
Italy, Greece, Germany, Netherlands	78	2.0
Vietnam, HK, China, Philippines	119	3.1
Poland	13	0.3
Fiji	25	0.7
India	27	0.7
Other	290	7.6
Total	3832	100

Missing

113

1.3. Self-rated literacy skills

The largest number of respondents rated their literacy skills as excellent (1,700 or 44.5%) or very good (1,338 or 35.1%). Another 648 respondents (17%) said they had good literacy skills. Only 125 respondents (3.3%) said that their literacy skills were fair; only 6 respondents (0.2%) said that they had poor literacy skills.

Table 3: Reading and writing skills (own rating)

	Frequency	Percent
Poor	6	0.2
Fair	125	3.3
Good	648	17.0
Very good	1338	35.1
Excellent	1700	44.5
Total	3817	100
Missing	128	

1.4. Self-rated health status

There were 1,789 respondents (46.9%) who said that their health was very good and 594 respondents (15.6%) who rated their health as excellent. About a third of respondents (1,265 or 33.2%) said that their health was good. Only 161 respondents (4.2%) said that their health was fair and only 6 respondents (0.2%) said they had poor health.

Table 4: Health status (own rating)

	Frequency	Percent
Poor	6	0.2
Fair	161	4.2
Good	1265	33.2
Very good	1789	46.9
Excellent	594	15.6
Total	3815	100
Missing	130	

1.5. Partnered status

Over two-thirds of respondents (2,550 or 67.4%) were living with a partner while nearly one-third (1,233 or 32.6%) were not. There were 5.8% of respondents who were separated; 16.7% were divorced; 4.4% were widowed; and 3.6% had never been married.

Table 5: Marital status

	Frequency	Percent
Currently living with a partner	2550	67.4
Not partnered	1233	32.6
Total	3783	100.0
Missing	162	
Separated	219	5.8
Divorced	631	16.7
Widowed	168	4.4
Never married	136	3.6
Not partnered/not specified	79	2.1

1.6. Partner's work status

The majority of partnered respondents (1,616 or 64.4%) had a partner working full-time, which included partners in their own business. There were 341 respondents (13.6%) whose partner had part-time or casual work. Another 268 (10.7%) of respondents had a partner who was retired. There were 251 respondents (10%) whose partner was unemployed, disabled or on home duties while 34 respondents (1.4%) answered 'other' for their partners' employment status.

Table 6: Partner's work status

	Frequency	Percent
Working full time including business owners	1616	64.4
Working part time or casual	341	13.6
Unemployed, disabled or home duties	251	10.0
Retired	268	10.7
Other	34	1.4
Total	2510	100
Missing	1435	

1.7. Partner's health status

Only 315 partnered respondents (12.8%) reported that their partner's health was excellent. Most partnered respondents rated their partner's health as either very good (978 or 39.7%) or good (842 or 34.2%). There were 270 respondents (11%) whose partner's health was fair and 58 respondents (2.4%) who had partners with poor health.

Table 7: Partner's health status

	Frequency	Percent
Poor	58	2.4
Fair	270	11.0
Good	842	34.2
Very good	978	39.7
Excellent	315	12.8
Total	2463	100
Missing	1482	

1.8. Partner's age group

There were 261 partnered respondents (10.4%) with a partner aged between 45 and 49 years and 590 (23.5%) with a partner aged 50 to 54 years. The largest group comprised 662 respondents (26.4%) with a partner in the 55 to 59 years age group. Another 495 respondents (19.7%) had a partner 60 to 65 years and 396 (15.8%) had a partner 65 to 69 years. A small minority (106 or 4.2%) had a partner under 45 years of age.

Table 8: Partner's age group

	Frequency	Percent
45 to 49	261	10.4
50 to 54	590	23.5
55 to 59	662	26.4
60 to 65	495	19.7
65 to 69	396	15.8
under 45	106	4.2
Total	2510	100
Missing	1435	

1.9. Dependent children living at home

Over two-thirds of respondents (2,660 or 69.9%) did not have a dependent child living at home; 15.7% had one dependent child; 10.1% had two dependent children; 4% had three or more dependent children living at home.

Table 9: Number of dependent children living at home

	Frequency	Percent
0	2660	69.9
1	598	15.7
2	384	10.1
3	114	3.0
4	23	0.6
5	8	0.2
6	3	0.1
10	1	0.0
Not specified	15	0.3
Total	3806	100
Missing	139	

1.10. Hours spent in informal care at home

Participants were asked how many hours they spent per week caring for children, an ill or disabled partner, or disabled, ill or elderly family members. There were 1270 respondents (36.1%) who spent time caring for children; 146 (4.1%) caring for a disabled or ill partner; and 277 respondents (15.6%) who spent time caring for a disabled or ill family member.

Table 10: Informal care roles

	Frequency	Percent	Total	Missing
Provides informal care for children	1270	36.1	3511	434
Provides informal care for disabled or ill partner	146	4.1	3602	343
Provides informal care for disabled or ill family member	568	15.6	3640	305

*Some respondents provide care for more than one type of family member and, thus, may be counted in more than one row.

SECTION B. Education and work history

The next section of the initial MAWAC Survey sought information on the participants' post-school educational qualifications and their work history (the amount of time spent out of paid work, the number of years working in aged care and previous work roles). Participants were also asked why they started working in aged care, and if they had thought of leaving the aged care sector in the last year.

2.1. Post-school qualifications

Participants in the survey were asked if they had gained any qualifications since leaving school and to nominate if they had achieved any of the following: Certificate III in Aged Care, Certificate III in Home and Community Care; Certificate IV in Aged Care; Certificate IV/Diploma in Enrolled Nursing; Certificate IV in Service Coordination (Ageing & Disability); Bachelor Degree in Nursing; Post graduate nursing qualification in aged care; or another qualification.

The vast majority of respondents (3,466 or 91.4%) had at least one post school qualification. Of those who had post school qualifications, nearly half (1,850 or 48.8%) had a Certificate III in Aged Care and 492 respondents (13%) had Certificate III in Home and Community Care. There were 437 respondents (11.5%) who had Certificate IV in Aged Care. Another 836 respondent (22.1%) had Certificate IV/Diploma in Enrolled Nursing or were hospital-trained nurses. Another 40 respondents (1.1%) had Certificate IV in Service Coordination (Ageing & Disability). There were 413 respondents (10.9%) who had a Bachelor Degree in Nursing and 125 respondents (3.3%) who had a post graduate qualification in aged care. The respondents also reported a range of other qualifications. There were 65 respondents (1.7%) who had a qualification that was not in a care-related field at the Advanced Diploma level or above; 306 respondents (8.1%) had a qualification not in a care-related field at the Certificate, Diploma level or less.

Some respondents had a qualification in a care sector other than aged care, such as child care or teaching. There were 110 respondents (2.9%) who had a qualification in another care sector at Advanced Diploma level or higher and 327 respondents (8.6%) who had a qualification in another care sector at Certificate or Diploma level or lower.

There were 142 respondents (3.7%) who had another nursing qualification. Twenty-two (0.6%) had an incomplete nursing or aged care qualification and there were five respondents (0.1%) who had an incomplete qualification in an area other than nursing or aged care. There were 74 respondents (2%) who had Certificate IV in Community Care, Allied Health or Dementia Care, 28 respondents (0.7%) who had Certificate III in Community Care, Allied Health or Dementia Care, and 11 (0.3%) who had Certificate II in Aged or Community Care.

Table 11: Post school qualifications

	Frequency	Percent*
No post school qualifications	325	8.6
Certificate III in Aged Care	1850	48.8
Certificate III in Home and Community Care	492	13.0
Certificate IV in Aged Care	437	11.5
Certificate IV /Diploma in Enrolled Nursing/hospital trained nurse	836	22.1
Certificate IV in Service Coordination (Ageing & Disability)	40	1.1
Bachelor Degree in Nursing	413	10.9
Post graduate nursing qualification in aged care	125	3.3
Other qualification		
Certificate II in aged or community care	11	0.3
Other Certificate III in dementia, community care, allied health	28	0.7
Other Certificate IV in community care, allied health, dementia care	74	2.0
Other nursing qualification	142	3.7
Other qualification in another care sector (child care, teaching): <i>low</i> (Certificate, Diploma or less)	327	8.6
Other qualifications in another care sector (child care, teaching): <i>high</i> (Advanced Diploma or above)	110	2.9
Other qualifications not in the care sector: <i>low</i> (Certificate, Diploma or less)	306	8.1
Other qualifications not in the care sector: <i>high</i> (Advanced Diploma or above)	65	1.7
Incomplete nursing or aged care qualification	22	0.6
Incomplete other qualification	5	0.1
Missing	154	

* The percentages in this column do not sum to 100 as several respondents reported more than one qualification.

2.2. Proportion of time since leaving school spent out of paid work

Over half of the respondents (2,260 or 62.4%) had spent less than one-third of their time since leaving school out of paid work. There were 970 respondents (26.8%) who reported that they had spent between one-third and two-thirds of their time out of paid work and 393 respondents (10.8%) who had spent more than two-thirds of their time since leaving school out of paid work.

Table 12: Proportion of time since leaving school that was spent out of paid work

	Frequency	Percent
Less than one third	2260	62.4
Between one third and two thirds	970	26.8
More than two thirds	393	10.8
Total	3623	100
Missing	322	

2.3. Years working in aged care

Nearly half the respondents (1,760 or 47.2%) had spent more than 10 years working in the aged care sector. Almost one-quarter (899 or 24.1%) had been working in the aged care sector for 5 to 10 years. Nearly one-fifth (632 or 17%) had been working in aged care for 2 to 5 years, while 207 respondent (5.6%) had been working in aged care for 1 to 2 years. There were 141 respondents (3.8%) had been working in aged care for six to 12 months and only 88 respondents (2.4%) had been working in aged care for less than six months.

Table 13: Time working in aged care

	Frequency	Percent
Less than 6 months	88	2.4
6-12 months	141	3.8
1-2 years	207	5.6
2-5 years	632	17.0
5-10 years	899	24.1
More than 10 years	1760	47.2
Total	3727	100
Missing	218	

2.4. Main job prior to starting work in aged care

Participants were asked what their main job had been prior to working in aged care. Several options were provided in the survey: nurse in other setting; carer in other setting; salesperson; clerical worker; hospitality worker (waitress, etc.); cleaner; professional (other than nurse); manager; unpaid work at home; and volunteer in aged care. An ‘other’ category was also provided, which allowed respondents to write in their previous occupation.

One quarter of respondents (879 or 25%) had worked as a nurse in another setting prior to commencing work in aged care. The next largest group, 546 respondent or 15.6%, had been doing unpaid work at home (including as a student) prior to starting work in aged care. There were 215 respondents (6.1%) who had previously been a carer in another setting. Another 363 respondents (10.3%) had worked as a salesperson and 449 respondents (12.8%) had been a clerical worker prior to commencing work in aged care. There were 271 respondents (7.7%) who had worked as cleaners and 235 respondents (6.7%) who had worked in hospitality prior to working in aged care.

There were 174 respondents (5%) who had worked as a manger including of their own business and 146 respondents (4.2%) who had worked in a profession other than nursing.

Another 199 respondents (5.7%) had worked in a factory or as a labourer or farm hand, while 32 respondents (0.9%) had been volunteers in aged care before commencing paid work in the aged care sector.

Table 14: Main job prior to starting work in aged care

	Frequency	Percent
Nurse in other setting	879	25.0
Carer in other setting	215	6.1
Salesperson & other service	363	10.3
Clerical worker	449	12.8
Hospitality worker (waitress etc.)	235	6.7
Cleaner	271	7.7
Professional (other than nurse)	146	4.2
Manager, including own business	174	5.0
Unpaid work at home, including student	546	15.6
Volunteer in aged care	32	0.9
Factory work, labouring, farm hand	199	5.7
Total	3509	100
Missing	436	

2.5. Reasons for working in aged care

Participants were asked to respond to a number of statements relating to their decision to start work in aged care. Nearly one-third of respondents (1,179 or 33.1%) gave their reason for working in aged care as ‘enjoy spending time with older people’. There were 573 respondents (16.1%) who said ‘hours/shifts suited/close to home’. Another 380 respondents (10.7%) said they ‘had the necessary skills’ while 339 respondents (9.5%) ‘wanted to make a contribution to the community’.

Less than one-tenth of respondents (335 or 9.4%) started working in the sector because they ‘needed the money’; while 216 respondents (6.1%) reported that their main reason for starting in aged care was ‘could easily get a job/already in the field/friend suggested’. There were 42 respondents (1.2%) who ‘wanted to be physically active’ and 36 respondents (1%) who ‘always wanted to be a nurse’. Another 57 respondents (1.6%) ‘wanted a career change/challenge/better job’, 14 respondents (0.4%) who said ‘lost previous job/change of health or circumstance’, and 12 respondents (0.3%) who said ‘caring for family member/volunteer’. Over one-tenth of respondents (10.7%) said ‘all of the above’.

Table 15: Main reason for starting to work in aged care

	Frequency	Percent
Needed the money	335	9.4
Hours/shifts suited/close to home	573	16.1
Could easily get a job/already in field/friend suggested	216	6.1
Had necessary skills	380	10.7
Enjoy spending time with older people	1179	33.1
Wanted to make a contribution to community	339	9.5
Wanted to be physically active	42	1.2
Always wanted to be a nurse/interest	36	1.0
Lost previous job/change of health or circumstance	14	0.4
Caring for a family member/volunteer	12	0.3
Wanted a career change/challenge/better job	57	1.6
All of above	380	10.7
Total	3563	100
Missing	382	

2.6. Thought about leaving aged care

There were 1,610 respondents (43.4%) reported they had thought about leaving aged care in the previous year.

Table 16: Thought about leaving aged care in last 12 months

	Frequency	Percent
No	1952	52.6
Can't say	150	4.0
Yes	1610	43.4
Total	3712	100
Missing	233	

2.7. Frequency of thoughts about leaving aged care

Of the respondents who reported that they had thought about leaving aged care, 393 (24.4%) expressed that they had these thoughts at least once a year, 460 (28.6%) reported having the thoughts at least once a month, 219 reported (13.6%) having the thoughts at least once a week, and 68 respondents (4.2%) who thought about leaving every day. There were 470 respondents (29.2%) who thought about leaving aged care but did not specify the frequency of these thoughts.

Table 17: Frequency of thoughts about leaving aged care (amongst respondents reporting these thoughts)

	Frequency	Percent
At least once a year	393	24.4
At least once a month	460	28.6
At least once a week	219	13.6
Every day	68	4.2
Not specified	470	29.2
Total	1610	100

2.8. Reasons for thinking about leaving aged care

The respondents provided a range of reasons for their thoughts about leaving aged care. There were 383 respondents (23.8% of the respondents who said they had thoughts about leaving aged care) who nominated the physical demands of the work as the main reason. Another 11.7% nominated the mental demands and 6.5% nominated the emotional demands of their job as the main reason for thinking about leaving aged care.

Aspects of the management and organisation of aged care work also featured in the reasons provided for thoughts about leaving. There were 10.8% of the respondents who nominated poor management as the main reason for their thoughts; a further 2.6% cited either high workloads or conflicts with other staff.

Issues relating to pay, training and recognition were commonly cited reasons for thoughts about leaving. There were 19.2% of the respondents who reported thoughts about leaving and nominated pay dissatisfaction as the main reason for these thoughts; and 19.6% nominated the lack of recognition. A further 10.1% nominated reasons relating to the lack of career and/or training opportunities.

Personal reasons appeared to play a relatively small role in determining the respondent's thoughts about leaving. There were 10.1% of the respondents who were thinking about leaving who nominated retirement as a key reason for these thoughts; 3.0% nominated caring roles in their families; and 5.8% nominated that their interests had changed and/or that they were moving to another location.

Table 18: Main reasons for thoughts about leaving aged care

	Frequency	Percent
Physical demands, including age and work environment	383	23.7
Mental demands, including paper work and stress	189	11.7
Emotional demands	105	6.5
High workload, inadequate staff	18	1.1
Conflicts/dissatisfaction with other staff, including lack of care	24	1.5
Poor management, poor communication, or unfair practice	174	10.8
Pay dissatisfaction	309	19.2
No opportunities for improved pay or training	79	4.9
Dissatisfied with hours or shifts including changing shifts, cancellations	84	5.2
Work in aged care is not valued, including disillusioned, skills not used	315	19.6
Ill health or change in life circumstance	8	0.5
Care for family	49	3.0
Retire	162	10.1
Contract ending	3	0.2
Dream, including lotto win	4	0.2
Lost interest	56	3.5
Moving to another job or activity, including wanting change	37	2.3
More than 3 reasons, or 'other'	64	4.0

SECTION C: About the organisation

Part 3 of the initial MAWAC Survey asked the participants about the organisation where they worked. This included the type of aged care organisation they worked in, the approximate number of employees, how long they had worked in the organisation, what their current role was, and whether their job in the organisation was their main job.

3.1. Type of aged care organisation

Over half the respondents (2,103 or 59.7%) worked in residential aged care or in a long-term care facility while over one-third (1,219 or 34.6%) worked in community home care. A smaller number of respondents (200 or 5.7%) worked in a residential aged care facility providing transitional or respite care.

Table 19: Type of aged care organisation

	Frequency	Percent
Residential aged care facility/long term care	2103	59.7
Residential aged care facility/transitional and respite care	200	5.7
Community/home care	1219	34.6
Total	3522	100
Missing	423	

3.2. Approximate number of people working in the organisation

Nearly half the respondents (1,559 or 45.5%) worked in organisations that employed 50 to 199 people, while over one-fifth (847 or 24.7%) worked in organisations with over 500 on staff. Less than one-fifth (597 or 17.4%) of respondents worked for small aged care organisations employing less than 50 people and 421 (12.3%) respondents worked for organisations with 200 to 499 people.

Table 20: Size of aged care organisation

	Frequency	Percent
<50	597	17.4
50-199	1559	45.5
200-499	421	12.3
500+	847	24.7
Total	3424	100
Missing	521	

3.3. Length of time working in the organisation

The largest group of respondents (1,184 or 34.5%) were those who had been working in their current organisation for six to 12 months while the next largest group (906 or 26.4%) had been working in their organisation for two to five years. There were 489 respondents (14.3%) who had been working in their organisation for under six months, 415 respondents (12.1%) who had been working in their organisation for one to two years, 227 people (6.6%) had been in their organisation over 10 years, and 210 respondents (6.1%) had been working in their current organisation for 5 to 10 years.

Table 21: Length of time working in the organisation

	Frequency	Percent
<6months	489	14.3
6-12months	1184	34.5
1-2years	415	12.1
2-5years	906	26.4
5-10 years	210	6.1
>10 years	227	6.6
Total	3431	100
Missing	514	

3.4. Current role in the organisation

The largest group of respondents (1,387 or 38.8%) worked as personal care assistants or nursing assistants, while nearly one-fifth (672 or 18.8%) worked as registered nurses Division 1 (including clinical care managers and assessors). There were 748 respondents (20.9%) who were community care/home care/ domestic assistants and 483 enrolled nurses and registered nurses Division 2 (13.5% of the sample). There was a small number of respondents working as planned activity group assistants (86 or 2.4%), care coordinators or managers, including team leaders (71 or 2%), in hospitality/domestic services (58 or 1.6%), in respite care (21 or 0.6%), as advanced personal carers (12 or 0.3%), administration assistants (9 or 0.3%), CEOs (2 or 0.1%), in multiple carer roles (8 or 0.2%), occupational therapists (6 or 0.2%), physiotherapists (7 or 0.2%), and in multiple support roles (4 or 0.1%).

Table 22: Current role in aged care

	Frequency	Percent
Registered nurse (Division 1), including clinical care manager, assessor	672	18.8
Enrolled nurse/RN (Division 2)	483	13.5
Personal care assistant/nursing assistant	1387	38.8
Community care/homecare/domestic assistant	748	20.9
Respite care	21	0.6
Planned activity group assistant	86	2.4
Multiple carer roles	8	0.2
Multiple support roles	4	0.1
Administration assistant	9	0.3
Advanced personal carer	12	0.3
Occupational therapist	6	0.2
Hospitality/domestic services	58	1.6
Physiotherapist	7	0.2
CEO	2	0.1
Care coordinator or manager, including team leader	71	2
Total	3574	100
Missing	371	

3.5. Whether working in the organisation is the respondents' main job

The vast majority of respondents (3, 458 or 94.5%) worked in their aged care organisation as their main job but there were 201 of respondents (5.5%) whose job in aged care was not their main job.

Table 23: Whether working in the organisation is the respondents' main job

	Frequency	Percent
No	201	5.5
Yes	3458	94.5
Total	3659	100
Missing	286	

SECTION D: Other paid jobs

The Survey included questions about multiple job holdings. We asked participants if they usually worked in more than one paid job each week, how many hours they worked in these other jobs, how many hours they spent travelling between jobs, and if their other jobs were in aged care.

The majority of the respondents (3,113 or 84.7%) did not have another paid job. However, there were 564 respondents (15.3%) who had more than one paid job and 64 respondents (1.7% of the total sample and 12% of the multiple job holders) who had more than two paid jobs. Over half of the respondents (52.5%) with another job did not work in aged care in those other jobs but 252 respondents (47.5%) worked in another job in aged care. The average number of hours spent working in other jobs each week (by the respondents who had more than one job) was 4.8 and the average number of hours spent travelling between jobs was 4.5.

Table 24: Other paid jobs

	Frequency	Percent
Has only one job	3113	84.7
Has more than one job	565	15.3
Has more than two jobs	64	1.7
Other job in aged care?		
Yes	252	47.5
No	279	52.5
		Mean
Number of hours usually worked in other jobs		4.8
Travel hours between jobs		4.5

SECTION E: The current job in aged care

This section of the Survey asked the participants about their current job in aged care: whether they had a permanent contract, the schedule worked, whether working hours changed at short notice, and whether the job involved weekend shifts. It also asked how many hours per week were worked, how many hours the participant was paid to work, how many hours they would like to work each week, the number of unpaid hours worked in a week, and whether the participant felt able to take time off from her job.

5.1. Whether the current contract is permanent

The majority of respondents (2,934 or 81.3%) had permanent contracts.

Table 25: Current employment contract is permanent

	Frequency	Percent
No	674	18.7
Yes	2934	81.3
Total	3608	100
Missing	337	

5.2. Current schedules

Over half the respondents (1,858 or 53.4%) worked a regular daytime shift, 457 respondents (13.1%) worked a regular evening shift, and 409 respondents (11.7%) worked rotating shifts. There were 333 of the respondents (9.6%) who worked an irregular schedule, including casual shifts, 291 respondents (8.4%) worked a regular night shift, 76 respondents (2.2%) worked split shifts, and 58 (1.7%) were on call.

Table 26: Current schedule

	Frequency	Percent
Regular daytime shift	1858	53.4
Regular evening shift	457	13.1
Regular night shift	291	8.4
Rotating shift (changes from days to evenings to nights)	409	11.7
Split shifts (two distinct periods each day)	76	2.2
On call	58	1.7
Irregular schedule, including casual	333	9.6
Total	3482	100
Missing	463	

5.3. Preferred schedule

Indicating a preference for more stable work schedules, there were 2,022 respondents (61.7%) who wanted to work regular daytime shifts, 522 respondents (15.9%) who wanted regular evening shifts, and 289 (8.8%) who wanted to work regular night shifts. There were 254 respondents (7.7%) who wanted to work rotating shifts, and a small number who wanted

to work an irregular schedule, including casual (123 or 3.8%), split shifts (38 or 1.2%), or on call (31 or 0.9%).

Table 27: Preferred schedule

	Frequency	Percent
Regular daytime shift	2022	61.7
Regular evening shift	522	15.9
Regular night shift	289	8.8
Rotating shift (changes from days to evenings to nights)	254	7.7
Split shifts (two distinct periods each day)	38	1.2
On call	31	0.9
Irregular schedule, including casual	123	3.8
Total	3279	100
Missing	666	

5.4. Degree of influence in planning hours of work

There were 480 respondents (13.3%) who reported that they could totally decide their hours of work, 913 (25.4%) who had a moderate influence on their hours of work, 904 (25.1%) who had a considerable influence, 664 (18.5%) who had little influence and 327 (17.7%) who had no influence on their hours of work.

Table 28: Degree of influence in planning hours of work

	Frequency	Percent
None	637	17.7
Little	664	18.5
Moderate	913	25.4
Considerable	904	25.1
Total - decide self	480	13.3
Total	3598	100
Missing	347	

5.5. Whether working hours change at short notice

Over half the respondents (2,025 or 55.9%) had hours that changed at short notice

Table 29: Work hours change at short notice

	Frequency	Percent
No	1599	44.1
Yes	2025	55.9
Total	3624	100
Missing	321	

5.6. The average number of hours worked per shift

There were 41.8% of respondents who worked a fairly typical shift – of between 7.5 and 8.5 hours. However, relatively short shifts were also prevalent: 18.1% of respondents worked shifts that, on average, were of 5 hours duration or less.

Table 30: Average number of hours worked per shift

	Frequency	Percent
5 or less	617	18.1
5 to 7.5	1143	33.5
7.5 to 8.5	1426	41.8
more than 8.5	229	6.7
Total	3411	100
Missing	534	

5.7. Weekend shifts

Over half the respondents (2,049 or 56.7%) worked on the weekend.

Table 31: Weekend shifts

	Frequency	Percent
No	1565	43.3
Yes	2049	56.7
Total	3614	100
Missing	331	

5.8. The number of paid hours per week usually worked

Part time work characterised the working time patterns of the respondents. There were 2,114 (61.2%) who were paid to work between 16 and 34 hours per week; and 517 (10%) who were paid to work 1-15 hours per week. Less than one quarter of the respondents were paid to work over 40 hours per week.

Table 32: Number of paid hours per week usually worked

	Frequency	Percent
<15	517	15
16-34	2114	61.2
35-40	763	22.1
>40	61	1.8
Total	3455	100
Missing	490	

5.9. The number of preferred hours per week

There were 1,963 respondents (59.1%) who expressed a preference to work 16-34 hours per week, 904 respondents (27.2%) who preferred to work 35-40 hours per week, 392 (11.8%) who preferred 1-15 hours per week, and 61 (1.8%) who preferred over 40 hours per week.

Table 33: Number of preferred hours per week

	Frequency	Percent
<15	392	11.8
16-34	1963	59.1
35-40	904	27.2
>40	61	1.8
Total	3320	100
Missing	625	

The highest proportion of respondents (1,824 or 56.2%) did not want any change to the number of hours they worked. However, more than 30% of respondents expressed a preference for additional work hours. There were 437 respondents (13.4%) who wanted to work less than they did

Table 34: Preferred vs actual hours per week

	Frequency	Percent
10+ hours less	118	3.6
1-9 hours less	319	9.8
no change	1824	56.2
1-5 hours more	491	15.1
5-10 hours more	335	10.3
11+ hours more	160	4.9
Missing	698	100

The hours that respondents preferred to work ranged from two to 59 hours per week with a mean of 27.6 hours. The hours they were paid to work each week ranged from one to 59 hours with a mean of 26.5 hours. The respondents worked between one and 12 hours per shift with a mean of 6.8 hours. The respondents who travelled between jobs spent up to nine hours per week in travel time, with a mean of 2.1 hours

Table 35: Preferred and paid hours, hours per shift and travel time

	Number of respondents	Minimum	Maximum	Mean	Std. Deviation
Hours preferred each week	3320	2	59	27.6	9.3
Hours paid each week	3455	1	59	26.5	9.4
Hours per shift	3411	1	12	6.8	1.8
Travel hours between jobs	358	0	9	2.1	2.0

5.10. Number of unpaid hours worked

The majority of respondents (1,991 or 50.9%) reported that they worked unpaid hours.

Table 36: Unpaid work

	Frequency	Percent
No	1919	49.1
Yes	1991	50.9
Total	3910	100
Missing	35	

The respondents who worked unpaid hours worked, on average, 4.8 unpaid hours each week.

Table 37: Number of unpaid hours

	Number of respondents	Minimum	Maximum	Mean	Std. Deviation
Unpaid hours each week	1991	.15	77.5	4.78	5.3

There were 710 respondents (18.1%) who spent time travelling between their clients that was unpaid.

Table 38: Unpaid time travelling

	Frequency	Percent
No	3221	81.9
Yes	710	18.1
Total	3931	100
Missing	14	

The 710 respondents (18.1%) who did unpaid travelling between different clients/residents spent 12 minutes to 50 hours per week in unpaid travel time with a mean of 4.5.

Table 39: Number of unpaid travelling hours

	Number of respondents	Minimum	Maximum	Mean	Std. Deviation
Unpaid hours travelling each week	710	.20	50.00	4.5	4.7

There were 1,693 respondents (43.2%) who worked unpaid time in other activities.

Table 40: Unpaid time on other activities

	Frequency	Percent
No	2228	56.8
Yes	1693	43.2
Total	3921	100
Missing	24	

The 1,693 respondents (43.2%) who worked unpaid hours in other activities spent between 9 minutes and 30 hours per week on these other activities with a mean of 3.8.

Table 41: Number of unpaid hours of other activities

	Number of respondents	Minimum	Maximum	Mean	Std. Deviation
Unpaid hours on other activities each week	1693	.15	30	3.8	3.8

5.11. Ability to take time off

Participants were asked whether they felt able to take time off from their job when they felt unwell and to enable them to attend to their family’s needs. The majority of respondents felt able to take time off in both situations but there were more respondents who felt able to take time off when they were unwell (3,103 or 85.9%) than those who felt they could take time off to attend to their families’ needs (2,804 or 81.7%).

Table 42: Ability to take time off

	Frequency	Percent
<i>If unwell</i>		
No	508	14.1
Yes	3103	85.9
Total	3611	100
Missing	334	
	Frequency	Percent
<i>To attend to family needs</i>		
No	628	18.3
Yes	2804	81.7
Total	3432	100
Missing	513	

SECTION F: Working relationships

Participants were asked for information on the number of clients/ residents they usually cared for each shift, whether they had enough time to provide the care that they felt their clients/ residents needed, how emotionally dependent on them their clients/ residents were, how often they were confronted with aggressive residents/clients or family members, and how their relationships with their clients/residents affected their thoughts about staying in aged care. They were also asked about the relations between management and staff in their organisation, whether they had a good relationship with their immediate supervisor and their colleagues, and how they felt that their work in aged care was valued by their immediate supervisor, higher level management, their family, their local community, their clients/residents and the families of their clients/residents.

6.1 Number of clients/residents that respondents usually worked with each shift

The number of clients/residents per shift varied across the sample. Close to one-quarter of respondents usually worked with 5 clients or less and 16.5% of respondents had more than 40 clients or residents each shift.

Table 43: Number of clients/residents per shift

	Frequency	Percent
5 or less	169	24.6
6 to 10	557	15.9
11 to 20	728	20.8
21 to 30	494	14.1
31 to 40	284	8.1
More than 40	578	16.5
Total	3502	
Missing	443	

6.2 Whether there is enough time to provide the care that clients/residents need

Less than half of the respondents (1,570 or 43.6%) usually had enough time to provide the care that their clients/ residents needed. Over one-third of respondents (1,345 or 37.3%) reported that they sometimes had enough time to provide the care that their clients/ residents needed, but nearly one-fifth of the respondents (690 or 19.1%) said they never had enough time to provide the care that their clients/residents needed.

Table 44: Adequacy of time to provide the care that clients/residents need

	Frequency	Percent
Never	690	19.1
Sometimes	1345	37.3
Usually	1570	43.6
Total	3605	100
Missing	340	

6.3 How emotionally dependent the clients/residents are

Over half the respondents' (1,932 or 53.7%) clients/residents were moderately emotionally dependent on them, while about one-third (1,215 or 33.8%) reported that their clients/residents were very emotionally dependent and 453 respondents (12.6%) said their clients/residents were not emotionally dependent on them at all.

Table 45: Emotional dependence of clients/residents

	Frequency	Percent
Very	1215	33.8
Moderately	1932	53.7
Not at all	453	12.6
Total	3600	100
Missing	345	

6.4 Clients/residents' level of aggression

Over half of the respondents' (2,186 or 60.3%) clients/residents were sometimes aggressive, and over one-fifth (823 or 22.7%) were often aggressive. Less than one-fifth of respondents (616 or 17%) reported that their clients/residents were never aggressive.

Table 46: Clients/residents' level of aggression

	Frequency	Percent
Often	823	22.7
Sometimes	2186	60.3
Never	616	17.0
Total	3625	100
Missing	320	

6.5 Family members' level of aggression

For over half of the respondents (2,032 or 57%) the family members of their clients/residents were sometimes aggressive, 262 respondents (7.3%) reported they were often aggressive. Slightly more than one-third (1,274 or 35.7%) reported that their clients/residents' family members were never aggressive.

Table 47: Family members' level of aggression

	Frequency	Percent
Often	262	7.3
Sometimes	2032	57.0
Never	1274	35.7
Total	3568	100
Missing	377	

6.6 How the respondents' relationships with their clients/residents affected their thoughts about staying in aged care

For over half the respondents (2,166 or 60.4%) their relationships with their clients/residents were an important reason for staying in aged care, over one-third (1,198 or 33.4%) said that their relationships with their clients/residents did not affect their thoughts on staying in aged care either way, and a minority of respondents (221 or 6.2%) reported that their relationships with their clients/residents were an important reason for wanting to leave aged care.

Table 48: Impact of relationships with clients/residents on thoughts about staying in aged care

	Frequency	Percent
Important reason for wanting to leave	221	6.2
Important reason for wanting to stay	2166	60.4
Do not affects thoughts either way	1198	33.4
Total	3585	100
Missing	360	

6.7 The relations between management and staff

For the largest proportion of respondents (1,274 or 35.1%), relations between management and staff were good in their organisation, for about one-third (1,203 or 33.2%) moderate, and 501 (13.8%) of respondents said that relationships between management and staff were excellent. There were 433 respondents (11.9%) who reported that relations between management and staff in their organisation were poor and for 215 (5.9%) they were very poor.

Table 49: Relations between management and staff

	Frequency	Percent
Very poor	215	5.9
Poor	433	11.9
Moderate	1203	33.2
Good	1274	35.1
Excellent	501	13.8
Total	3626	100
Missing	319	

6.8 Respondents' relationship with their immediate supervisor

For the vast majority of respondents (3,277 or 90.9%) their relationship with their immediate supervisor was good.

Table 50: Relationships with immediate supervisor

Good?	Frequency	Percent
No	329	9.1
Yes	3277	90.9
Total	3606	100
Missing	339	

6.9 Respondents' relationship with their colleagues

The vast majority of respondents (3,491 or 97.4%) had good relationships with their colleagues.

Table 51: Relationship with colleagues

Good?	Frequency	Percent
No	92	2.6
Yes	3491	97.4
Total	3583	100
Missing	362	

6.10 Whether respondents' felt that their work in aged care was valued by their supervisor

Over half of the respondents (1,980 or 54.8%) felt that their work in aged care was highly valued by their immediate supervisor and over one-third (1,432 or 39.6%) felt that their work was moderately valued. There were 201 respondents (5.6%) who felt that their work in aged care was not at all valued by their immediate supervisor.

Table 52: Valuation of contribution by supervisor

	Frequency	Percent
Not at all	201	5.6
Moderately	1432	39.6
Highly	1980	54.8
Total	3613	100
Missing	332	

6.11 Whether respondents' felt that their work in aged care was valued by higher level management

Under one-third of respondents (1,023 or 28.8%) thought that their work in aged care was highly valued by higher level management, about one-half (1,798 or 50.7%) thought that their work was moderately valued, and about one-fifth (727 or 20.5%) thought that their work in aged care was not at all valued by higher level management.

Table 53: Valuation of contribution by higher level management

	Frequency	Percent
Not at all	727	20.5
Moderately	1798	50.7
Highly	1023	28.8
Total	3548	100
Missing	397	

6.12 Whether respondents' felt that their work in aged care was valued by their family

Over half of the respondents (1,863 or 52.2%) felt that their work in aged care was highly valued by their family, over one-third (1,429 or 40%) felt that it was moderately valued by their family while 278 respondents (7.8%) thought that their work in aged care was not at all valued by their family.

Table 54: Valuation of contribution by own family

	Frequency	Percent
Not at all	278	7.8
Moderately	1429	40
Highly	1863	52.2
Total	3570	100
Missing	375	

6.13 Whether respondents' felt that their work in aged care was valued by their local community

The largest proportion of respondents (1,522 or 44.3%) felt that their work in aged care was moderately valued by their local community, for over one-third (1,290 or 37.6%) it was highly valued and 621 respondents (18.1%) felt that their work in aged care was not at all valued by their local community.

Table 55: Valuation of contribution by their local community

	Frequency	Percent
Not at all	621	18.1
Moderately	1522	44.3
Highly	1290	37.6
Total	3433	100
Missing	512	

6.14 Whether respondents' felt that their work in aged care was valued by their clients/residents

Over two-thirds of respondents (2,627 or 72.8%) felt that their clients/residents highly valued their work in aged care, for over one-fifth (938 or 26%) their work was moderately valued and 44 respondents (1.2%) felt that their work in aged care was not at all valued by their clients/residents.

Table 56: Valuation of contribution by clients/residents

	Frequency	Percent
Not at all	44	1.2
Moderately	938	26.0
Highly	2627	72.8
Total	3609	100
Missing	336	

6.15 Whether respondents' felt that their work in aged care was valued by their clients/residents' families

Over half the respondents (2,110 or 58.8%) felt that their clients/residents' families highly valued their work in aged care, for over one-third (1,374 or 38.3%) their work was

moderately valued, and 104 respondents (2.9%) felt that their clients/residents' families did not at all value their work in aged care.

Table 57: Valuation of contribution by clients/residents' families

	Frequency	Percent
Not at all	104	2.9
Moderately	1374	38.3
Highly	2110	58.8
Total	3588	100
Missing	357	

SECTION G Pay and economic situation

Participants were asked several questions relating to their pay and economic situation. They were asked for their usual hourly rate of pay or their annual salary and how satisfied they were with their pay in relation to their need for income, the importance of their work to society, the demands of the job, considering the skills they need to perform the job well, considering the amount of job security they have, and overall pay satisfaction. They were also asked how they would describe their opportunities for career development and training and their economic situation, and whether they thought they would easily be able to find another job if they lost their current job next week.

7.1 Respondents' usual hourly rate of pay or annual salary

Over half the respondents (1,865 or 52.1%) earned between \$15-20 per hour and almost one quarter (884 or 24.7%) earned \$21-25 per hour. A small number of respondents (10 or 0.3%) earned less than \$15 per hour and small proportions of the aged care workforce surveyed earned over \$25 per hour: 197 (5.5%) earned \$26-30 per hour; 323 (9%) earned \$31-35 per hour; 159 (4.4%) earned \$36-40 per hour; 79 (2.2%) earned \$41-50 per hour; and 19 (0.5%) earned over \$50 per hour.

A small number of respondents indicated that they were paid a salary: 29 (0.8%) earned less than \$40,000 per annum and 16 (0.4%) earned over \$40,000 per annum.

Table 58: Usual hourly rate of pay and annual salary

\$	Frequency	Percent
<15	10	0.3
15-20	1865	52.1
21-25	884	24.7
26-30	197	5.5
31-35	323	9.0
36-40	159	4.4
41-50	79	2.2
50+	19	0.5
Annual salary less than \$40000	29	0.8
Annual salary \$40000+	16	0.4
Total	3581	100
Missing	364	

7.2 Pay satisfaction

Over half the respondents (2,192 or 62.1%) were moderately satisfied with their pay in relation to their need for income, over one-quarter (1,052 or 29.8%) of the respondents were not at all satisfied, and 283 respondents (8%) were highly satisfied.

Table 59: Pay satisfaction in relation to need for income

	Frequency	Percent
Not at all	1052	29.8
Moderately	2192	62.1
Highly	283	8.0
Total	3527	100
Missing	418	

Nearly half the respondents (1,680 or 48.2%) were not at all satisfied with their pay in relation to the importance of their work for society, 1,517 (43.5%) were moderately satisfied, and 287 (8.2%) were highly satisfied.

Table 60: Pay satisfaction in relation to perceived importance of the work to society

	Frequency	Percent
Not at all	1680	48.2
Moderately	1517	43.5
Highly	287	8.2
Total	3484	100
Missing	461	

Over half the respondents (2,010 or 57.2%) were not at all satisfied with their rate of pay in relation to the demands of the job, over one-third (1,298 or 36.9%) were moderately satisfied, and 209 respondents (5.9%) were highly satisfied.

Table 61: Pay satisfaction in relation to the demands of the job

	Frequency	Percent
Not at all	2010	57.2
Moderately	1298	36.9
Highly	209	5.9
Total	3517	100
Missing	428	

Nearly one half of respondents (1,658 or 47.6%) were not at all satisfied with their rate of pay in relation to the skills needed to perform the job well, 1,544 (44.3%) were moderately satisfied, and 280 respondents (8%) were highly satisfied.

Table 62: Pay satisfaction in relation to the skills needed to perform the job well

	Frequency	Percent
Not at all	1658	47.6
Moderately	1544	44.3
Highly	280	8.0
Total	3482	100
Missing	463	

Over half the respondents (2,066 or 59.7%) were moderately satisfied with their rate of pay in relation to their job security, 999 (28.9%) were not at all satisfied, and 397 respondents (11.5%) were highly satisfied.

Table 63: Pay satisfaction in relation to job security

	Frequency	Percent
Not at all	999	28.9
Moderately	2066	59.7
Highly	397	11.5
Total	3462	100
Missing	483	

Over half the respondents (1,878 or 54.5%) were moderately satisfied with their rate of pay overall, 1,314 (38.1%) were not at all satisfied, and 257 respondents (7.5%) were highly satisfied.

Table 64: Overall pay satisfaction

	Frequency	Percent
Not at all	1314	38.1
Moderately	1878	54.5
Highly	257	7.5
Total	3449	100
Missing	496	

7.3 Opportunities for career development and training

Over half the respondents (2,156 or 59.9%) perceived that they had some opportunity for career development, 819 (22.8%) perceived many opportunities, and 623 respondents (17.3%) perceived that they had no opportunity for career development.

Table 65: Perceived opportunities for career development

	Frequency	Percent
None	623	17.3
Some	2156	59.9
Many	819	22.8
Total	3598	100
Missing	347	

Over half the respondents (1,920 or 53.6%) had some opportunities for training, over one-third (1,524 or 42.5%) had many opportunities, and 138 respondents (3.9%) had no opportunities for training.

Table 66: Perceived opportunities for training

	Frequency	Percent
None	138	3.9
Some	1920	53.6
Many	1524	42.5
Total	3582	100
Missing	363	

7.4 The respondents' economic situation

The highest proportion of respondents (1,339 or 37%) had an economic situation that was neither good nor bad; for about one-third (1,209 or 33.4%) it was good; and for 185 respondents (5.1%) it was very good. 696 (19.2%) of the respondents had a strained economic situation. For 190 (5.3%) it was very strained.

Table 67: Economic situation

	Frequency	Percent
Very strained	190	5.3
Strained	696	19.2
Neither good nor bad	1339	37.0
Good	1209	33.4
Very good	185	5.1
Total	3619	100
Missing	326	

7.5 Ability to find another job

Nearly three-quarters of respondents (2,649 or 74.6%) thought they would be easily able to find another job if they lost their current job in the week following the Survey.

Table 68: Ability to find another job

	Frequency	Percent
No	904	25.4
Yes	2649	74.6
Total	3553	100
Missing	392	

SECTION H: The physical, mental and emotional demands of the job

Participants were asked which part of their job they found most physically, mentally and emotionally demanding and if they did 'dirty work' in their job. They were also asked how they rated their current ability to meet the demands of their job, how they would rate that current ability compared with when they were 40 years of age, and how they rated their current ability to meet the demands of the job overall.

The Survey then asked participants if they had any illness or injury, if they had any illness or injury that was a hindrance at work, how many days they had been off work with an illness or injury in the past 12 months, how likely it was that they would be able to do their job 12 months from the time of the survey, and how often they had been able to enjoy their regular activities, been active and alert, and felt full of hope for the future in the past three months.

8.1 The most physically demanding parts of the job

The three most physically demanding parts of the job were ‘Being on your feet for long hours’ (845 or 26.1%), ‘Transferring clients/residents and assisting them with their mobility’ (802 or 24.8%), and ‘Managing physically aggressive clients/residents including dealing with relatives’ (617 or 19.1%).

Table 69: Most physically demanding parts of the job

	Frequency	Percent
None/work not physically demanding	95	2.9
Transferring clients/residents and assisting them with their mobility, hoists, including repositioning residents with wet night clothes	802	24.8
Assisting clients/residents with hygiene and dressing, wound dressing, bending and kneeling, medications	372	11.5
Assisting clients/residents with food and fluids	20	0.6
Assisting clients/residents with toileting including cleaning for incontinent clients	43	1.3
Managing physically aggressive client/residents including dealing with relatives	617	19.1
Being on your feet for long hours/ long hours overall/ walking long distances between wards/few breaks	845	26.1
Multiple physical demands/all/not specified	75	2.3
Volume of work/time pressures/repetitive work/colleagues not pulling weight/rushing/replacing absent or poorly trained staff	93	2.9
Paperwork, documentation, management, mental demands, stress, sitting, computer	53	1.6
Work environment, especially heat	15	0.5
Cleaning	111	3.4
Driving/traffic/getting in and out of car	44	1.4
Demanding clients/ dealing with personality/MS/dementia/coping with death, dying/emotional demands	29	0.9
Shift work, night work	4	0.1
Equipment, including heavy trolleys	19	0.6
Total	3237	100
Missing	708	

8.2 The most mentally demanding parts of the job

For the largest proportion of respondents (1,297 or 38.7%) the most mentally demanding part of the job was ‘Fulfilling the documentation requirements’, followed by ‘Deciding how best to respond to the need of clients/residents’ (1,240 or 37%) and 416 (12.4%) respondents found ‘Organizing work tasks on a daily basis’ the most mentally demanding part of the job.

Table 70: Most mentally demanding parts of the job

	Frequency	Percent
Not applicable/no demands	95	2.8
Organizing work tasks on a daily basis including dealing with organizational change/organization of work/time pressure	416	12.4
Deciding how best to respond to the needs of clients/residents, including dealing with aggression and behavioural problems	1240	37.0
Fulfilling the documentation requirements of the job	1297	38.7
Managing the medications of clients/residents	196	5.9
All or most of the above/need to do all of the above in one shift	47	1.4
Dealing with other staff/management	58	1.7
Total	3349	100
Missing	596	

8.3 The most emotionally demanding parts of the job

The highest proportion of respondents (913 or 27.5%) found ‘Responding to demanding clients/residents or family members’ the most emotionally demanding part of the job followed by ‘Providing emotional support to clients/residents and their families (593 or 17.9%), ‘Managing relationships with colleagues or supervisors’ (535 or 16.1%), and ‘Dealing with aggressive clients/residents or family members (505 or 15.2%).

Table 71: Most emotionally demanding parts of the job

	Frequency	Percent
Not emotionally demanding	76	2.3
Providing emotional support to clients/residents and their families	593	17.9
Responding to demanding clients/residents or family members	913	27.5
Dealing with aggressive clients/residents or family members	505	15.2
Managing relationships with colleagues or supervisors	535	16.1
Dealing with your own feelings about clients/residents	301	9.1
Dealing with your own feelings about other parts of your work	300	9.0
Lack of time/staff to provide the care/do the work required properly	61	1.8
All or most of the above	31	0.9
Total	3315	100
Missing	630	

8.4 Respondents who do ‘dirty work’

There were 2,564 (73%) respondents who did ‘dirty work’.

Table 72: Respondents who do 'dirty work'

	Frequency	Percent
No	948	27.0
Yes	2564	73.0
Total	3512	100
Missing	433	

8.5 Current ability to meet the demands of the job

There were 1,818 respondents (49.9%) who rated their ability to meet the physical demands of the job as good; 989 (27.1%) who rated their ability as very good; and 747 (20.5%) as moderate. Another 77 respondents (2.1%) rated their ability to meet the physical demands of the job as poor; and 13 (0.4%) rated it as very poor.

Table 73: Current ability to meet the physical demands of the job

	Frequency	Percent
Very poor	13	0.4
Poor	77	2.1
Moderate	747	20.5
Good	1818	49.9
Very good	989	27.1
Total	3644	100
Missing	301	

There were 1,906 respondents (52.6%) who rated their ability to meet the mental demands of the job as good; 974 (26.9%) as very good; and 666 (18.4%) as moderate. Another 66 respondents (1.8%) rated their ability to meet the mental demands of the job as poor; and 14 (0.4%) rated it as very poor.

Table 74: Current ability to meet the mental demands of the job

	Frequency	Percent
Very poor	14	0.4
Poor	66	1.8
Moderate	666	18.4
Good	1906	52.6
Very good	974	26.9
Total	3626	100
Missing	319	

There were 1,848 respondents (51%) who rated their ability to meet the emotional demands of the job as good; 914 (25.2%) as very good; and 765 (21.1%) as moderate. Another 78 respondents (2.2%) rated their ability to meet the emotional demands of the job as poor; and 18 (0.5%) rated it as very poor.

Table 75: Current ability to meet the emotional demands of the job

	Frequency	Percent
Very poor	18	0.5
Poor	78	2.2
Moderate	765	21.1
Good	1848	51.0
Very good	914	25.2
Total	3623	100
Missing	322	

8.6 Current ability compared to when respondents were 40 years of age

There were 1,937 respondents (53.3%) who rated their ability to meet the physical demands of the job as about the same as when they were 40 years of age; 359 (9.9%) rated their ability

as better; and 228 (6.3%) as much better than it was at 40. However, 967 respondents (26.6%) rated their ability to meet the physical demands of the job as lower than at 40; and 143 (3.9%) rated it as much lower.

Table 76: Ability to meet the physical demands of the job compared to ability at 40 years of age

	Frequency	Percent
Much lower	143	3.9
Lower	967	26.6
About the same	1937	53.3
Better	359	9.9
Much better	228	6.3
Total	3634	100
Missing	311	

There were 1,898 respondents (52.5%) who rated their ability to meet the mental demands of the job compared to when they were 40 years of age as about the same; 854 (23.6%) rated their ability as better; and 404 (11.2%) as much better. However, 406 respondents (11.2%) rated their ability to meet the mental demands of the job as lower than at 40; and 53 (1.5%) rated it as much lower.

Table 77: Ability to meet the mental demands of the job compared to ability at 40 years of age

	Frequency	Percent
Much lower	53	1.5
Lower	406	11.2
About the same	1898	52.5
Better	854	23.6
Much better	404	11.2
Total	3615	100
Missing	330	

There were 1,640 respondents (45.4%) who rated their ability to meet the emotional demands of the job compared to when they were 40 years of age as about the same; 1,073 (29.7%) rated their ability as better; and 565 (15.7%) as much better. 282 respondents (7.8%) rated their ability to meet the emotional demands of the job as lower; and 49 (1.4%) as much lower than when they were 40.

Table 78: Ability to meet the emotional demands of the job compared to ability at 40 years of age

	Frequency	Percent
Much lower	49	1.4
Lower	282	7.8
About the same	1640	45.4
Better	1073	29.7
Much better	565	15.7
Total	3609	100
Missing	336	

8.7 Current ability to meet the demands of the job overall

On a scale between one and ten, the largest proportion of respondents (1,140 or 31.5%) rated their work ability overall at eight; 932 (25.8%) rated their ability at nine, 532 (14.7%) at seven and 522 (14.4%) at 10. Only small percentages of respondents rated their overall work ability as less than seven on a scale of 1 to 10.

Table 79: Overall ability to meet the demands of the job

	Frequency	Percent
No ability	10	0.3
2	11	0.3
3	19	0.5
4	64	1.8
5	154	4.3
6	234	6.5
7	532	14.7
8	1140	31.5
9	932	25.8
Workability at its best 10	522	14.4
Total	3618	100
Missing	327	

8.8. Illnesses or injuries

Respondents were asked whether they had an injury due to an accident or had any of a comprehensive list of illnesses. They were also asked if their injury or illness had been diagnosed or treated by a doctor.

A large number of respondents (1510) reported musculoskeletal disease in the back, limbs or other part of the body; 751 reported an injury due to an accident; 702 had a mental disorder; and 643 had a cardiovascular disease.

Table 80: Illnesses or injuries

	Frequency	Percent of those reporting an illness or injury
Injury due to an accident	751	21.3
Musculoskeletal disease in back, limbs or other part of the body	1510	42.6
Cardiovascular disease	643	18.3
Respiratory disease	395	11.2
Mental disorder	702	19.9
Neurological or sensory disease	375	10.6
Digestive disease/condition	436	12.4
Genitourinary disease	211	6.0
Skin disease	668	19.0
Tumour or cancer	206	5.9
Endocrine or metabolic disease	373	10.6
Blood diseases	193	5.5
Birth Defects	54	1.5

The majority of respondents who had an injury or illness had a diagnosis and treatment by a doctor.

Table 81: Injury or illness diagnosed and treated by a doctor

	Frequency	Percent of those reporting the injury/illness
Injury due to an accident	677	91.5
Musculoskeletal disease in back, limbs or other part of the body	1159	78.6
Cardiovascular disease	595	94.4
Respiratory disease	336	88.2
Mental disorder	498	72.7
Neurological or sensory disease	294	79.7
Digestive disease/condition	341	79.9
Genitourinary disease	159	77.6
Skin disease	417	64.3
Tumour or cancer	166	83.0
Endocrine or metabolic disease	310	84.9
Blood diseases	154	81.1
Birth Defects	18	35.3

8.9. Illnesses or injuries that are a hindrance at work

Of the respondents who had an illness or injury, 486 (13.6%) were able to do their jobs although it caused some symptoms; 231 (6.5%) had to sometimes slow down their work pace or change methods; and 40 (1.1%) had to often slow down their work pace or change methods. There were 130 respondents (3.6%) who were only able to work part-time because of their condition, and 26 (0.7%) who were entirely unable to work. There were 322 respondents (9.5%) whose illness or injury had been sustained in their current job.

Table 82: Illnesses or injuries that are a hindrance at work

	Frequency	Percent
Able to do the job but it causes some symptoms	486	13.6
Must sometimes slow down work pace or change methods	231	6.5
Must often slow down work pace or change methods	40	1.1
Because of condition, feel only able to work part-time	130	3.6
Entirely unable to work	26	0.7
Illness or injury sustained in current job	322	9.5

8.10 Days off work because of illness or injury in the last 12 months

There were slightly less than one quarter of respondents (888 or 24.7%) who had days off work because of illness or injury in the past 12 months.

Table 83: Days off because of illness or injury in the last 12 months

	Frequency	Percent
No	2701	75.3
Yes	888	24.7
Total	3589	100
Missing	356	

8.11 Likelihood of being able to do the current job two years from now

Based on their present state of health, 1,224 respondents (34.1%) felt they were likely to be able to do their current job two years from the Survey date; and 1,654 (46.1%) perceived that they were very likely to be able to do their job in two years' time. There were 504 (14%) who were uncertain about this; 90 respondents (2.5%) perceived that they were unlikely and 117 (3.3%) reported that they were very unlikely to be able to do their current job in two years' time.

Table 84: Likelihood of being able to do the current job two years from now

	Frequency	Percent
Very unlikely	117	3.3
Unlikely	90	2.5
Uncertain	504	14.0
Likely	1224	34.1
Very likely	1654	46.1
Total	3589	100
Missing	356	

8.12 Feelings of hope for the future

Participants were asked how often they were able to enjoy their regular daily activities, whether they felt active and alert, and whether they felt full of hope about the future.

There were 1,681 respondents (46.7%) who expressed that they had usually been able to enjoy their regular daily activities in the past three months and 1,110 (30.9%) had been always able to do so. Another 623 (17.3%) had been sometimes able to enjoy their regular daily activities. However, 156 (4.3%) of respondents reported that they had rarely enjoyed their regular daily activities in the past three months, and 27 (0.8%) said they had never enjoyed their regular daily activities in the past three months.

Table 85: Enjoyed regular daily activities in the last three months

	Frequency	Percent
Never	27	0.8
Rarely	156	4.3
Sometimes	623	17.3
Usually	1681	46.7
Always	1110	30.9
Total	3597	100
Missing	348	

There were 1,764 respondents (49.3%) reported that they had usually been active and alert in the past three months, and 1,288 (36%) said that they had always been active and alert. Another 428 respondents (12%) reported that they had sometimes been active and alert, 87 (2.4%) had rarely been, and 11 (0.3%) reported that they had never been active and alert in the past three months.

Table 86: Was active and alert in the past three months

	Frequency	Percent
Never	11	0.3
Rarely	87	2.4
Sometimes	428	12.0
Usually	1764	49.3
Always	1288	36.0
Total	3578	100
Missing	367	

There were 1,480 respondents (41.4%) who reported that they had usually felt full of hope about the future during the last three months and 1,090 (30.5%) expressed that they had always felt full of hope. Another 751 (21%) reported that they had sometimes felt full of hope, 208 (5.8%) said they rarely did, and 45 (1.3%) expressed that they had never felt full of hope about the future in the past three months.

Table 87: Felt full of hope about the future in the past three months

	Frequency	Percent
Never	45	1.3
Rarely	208	5.8
Sometimes	751	21.0
Usually	1480	41.4
Always	1090	30.5
Total	3574	100
Missing	371	