

“I BELIEVE THE LACK OF STAFF AMOUNTS TO ABUSE.”

Margaret, Relative

Is your Aged Care workplace understaffed?

The Australian Nursing & Midwifery Federation is proud of the hard work and dedication of our members in aged care. Nurses and carers do their very best, but in many facilities there simply aren't enough staff for our members to provide the quality of care they want to provide – the kind residents both need and deserve.



## HOW TO IDENTIFY UNDERSTAFFING IN AGED CARE FACILITIES.

If you are concerned about staffing levels at your aged care facility, you're not alone. Thousands of other nurses and carers across Australia have told us the same thing.

Examples of understaffing include:

- Your employer is not replacing staff on sick leave or annual leave.
- Staff are missing lunch and toilet breaks.
- Hours and shifts for staff are being cut.
- Staff need to stay back late to complete their work without paid overtime.
- A lack of staff on nightshifts.
- No registered nurse on nightshifts.
- Handover of shift not able to be adequately undertaken.

If any of these issues apply to your aged care workplace, your facility is understaffed. If you want to improve aged care outcomes, it's time to speak out and work with other nurses and carers to make staff ratios law.

## UNDERSTAFFING LEADS TO BAD OUTCOMES.

Understaffing puts undue pressure on nurses and personal care workers and can lead to poor and sometimes dangerous outcomes for aged care residents.

Problems that can arise include falls, missed care, infections, bedsores and issues with medications, including unqualified staff being told to administer medications. There also may not be enough time to ensure residents are properly fed and washed.

Many of our members also report that because of understaffing they often have to care for too many residents with dementia or other complex needs.

## WE NEED MANDATED STAFF RATIOS NOW.

Thousands of nurses and carers have joined with the ANMF to demand that there be a guaranteed minimum number of staff on for every shift, including a minimum number of trained nurses.

Right now, residents are only receiving an average of 2.8 hours of care per day. This is not nearly enough. To ensure there are enough nurses and carers on shift, the ANMF is advocating for legally mandated staff ratios that will guarantee an average of 4.3 hours of care per resident per shift.

To achieve this ratio, many more nurses and carers will need to be trained, but it is the only way to deliver the care and dignity aged care residents deserve.

**“WHEN YOU’RE ELDERLY, SURELY YOU SHOULDN’T HAVE TO SUFFER.”**

**- Gladys, Aged Care Resident**



## WHAT TO DO IF YOU ARE CONCERNED ABOUT STAFFING LEVELS.

It's time for political leadership so that every aged care facility provides the care, emotional comfort, respect and dignity elderly Australians deserve. If you are concerned about the staffing levels, care and skill mix at your aged care facility:

1. Speak to your facility manager.
2. If you are not satisfied with their actions, make a complaint through the Aged Care Complaints Commissioner at: [agedcarecomplaints.gov.au](https://agedcarecomplaints.gov.au) and seek advice from your union, the ANMF.
3. If you're not already a member, join the ANMF or one of our branches at [anmf.org.au](https://anmf.org.au)
4. Join our campaign and sign our letter to your politician at [timeforruby.anmf.org.au](https://timeforruby.anmf.org.au)

## YOUR PRIVACY CAN BE PROTECTED.

If you have reason to be extremely concerned about staffing and the level of care being delivered at your facility, make a complaint to the Aged Care Complaints Commissioner immediately. If you have concerns about repercussions or do not wish to be identified, your complaint can be confidential or anonymous.