

## New report reveals depth of aged care crisis

Dear Member,

***“We have a lot of things to do, we have to feed, we have to take the trays into the rooms and we have to wash the clothes. And if I assist someone to the toilet, the food will get cold for everyone, and I have to rush, I have to say, ‘can you please wait til after the lunch’, and this is very painful. This is painful. How can someone wait and eat instead of going to the toilet? This upsets me. We still try hard to help them, but sometimes it is not possible. This is the reality.”***

This week academics working across three universities launched their report on the shocking reality of the Australian Aged Care Sector, as told by you and your colleagues. The above quote is just one of countless examples that speak of the desperation experienced by aged care workers, trying to give older Australians the respect and dignity they deserve.

The report [Meeting the social and emotional support needs of older people using aged care services](#) was commissioned by the Health Services Union and United Voice. It drew on the views of older people and their families, and the perspectives of care workers on the front line. Much of the data used came from the survey thousands of HSU members participated in earlier this year.

### **This is your report.**

This report shines a light on the huge problems facing the Aged Care workforce and the impact this has on the delivery of quality care:

- 87% of care workers say they don't have enough time to listen and connect with older people
- 90% of care workers said they don't have enough time to respond to unexpected needs
- 83% of care workers said they have to prioritise work based on urgency
- 61% of care workers said they weren't well trained to respond to the needs of older people

Many members have told me about the passion they have for their jobs, but they fear the sector is on the brink of collapse. We have an ageing population, we have residents with increasingly complex needs – and a Federal Government that cut \$2 billion in funding. The experience for many care workers is that there is literally no time to care.

It is a disgrace that the people who raised a nation are now being neglected by this Federal Government.

Next week the Aged Care Royal Commission will be handing down its interim report. Like you, I want the ACRC report to give us all some hope of change. We will keep members informed regarding the report.

If your colleagues are not yet members of the Health Services Union, I urge you to ask them to join. We are beginning to drive change in the industry, but we need to make a noise so loud it can't be ignored. To do that, we need your help. New members can join at [www.hsu.asn.au/join](http://www.hsu.asn.au/join) or by calling the Union on 1300 478 679.

In unity,

A handwritten signature in black ink, appearing to read 'Gerard Hayes', with a long, sweeping underline.

Gerard Hayes  
Secretary, HSU NSW/ACT/QLD