

**Q2
2025**



QUALITY SNAPSHOT

Aged care workers speak out about the impacts of staffing levels on the quality of care aged care residents are receiving across Australia.

1067

UNFILLED SHIFTS HAVE
BEEN REPORTED

610

RESPONDENTS INDICATED
RESIDENTS WERE NOT
RECEIVING THEIR MINIMUM
LEVEL OF CARE TIME.

60%

OF RESPONDENTS ARE ASKED
TO DO WORK OUTSIDE THEIR
ROLE. STAFF REPORTING WORK
OUTSIDE THEIR ROLE TAKING UP
THE FOLLOWING PERCENTAGES
OF THEIR TIME:

10-20%	- 134
21-30%	- 134
31-40%	- 129
41-50%	- 67
50%+	- 85

QUALITY STAFFING LEVEL

1.8



Aged care workers are asked in the Aged Care Watch Safe Staffing report to rate staffing levels on a one-to-five scale using the following criteria:

- | | |
|--------|---|
| 1 STAR | – multiple unfilled shifts, unable to complete care work. |
| 2 STAR | – one or more unfilled shifts, some care work incomplete. |
| 3 STAR | – all shifts filled, rushed, didn't get to all work. |
| 4 STAR | – all shifts filled, rushed, got through all work. |
| 5 STAR | – all shifts filled, enough time to do all work. |

1060

SAFE STAFFING
REPORTS MADE

82%

OF REPORTS ARE BELOW
THE 3 STAR RATING

Since Safe Staffing reports were launched in mid-April there have been:

- 1060 SAFE STAFFING REPORTS MADE
- ACROSS 232 AGED CARE FACILITIES
- INVOLVING 121 AGED CARE PROVIDERS

UNITED
WORKERS UNION

CHANGE
AGED CARE