

IN THE FAIR WORK COMMISSION

Matter No: AM2020/99; AM 2021/65; AM2021/63

S 158 – APPLICATION TO VARY OR REVOKE A MODERN AWARD (AGED CARE AWARD 2020);

S 158 – APPLICATION TO VARY OR REVOKE A MODERN AWARD (NURSES AWRD 2010)

S 158 APPLICATION TO VARY OR REVOKE A MODERN AWARD (SOCIAL, COMMUNITY, HOME CARE AND DISABILITY SERVICES INDUSTRY AWARD 2010)

**SUBMISSIONS OF THE UNITED WORKERS UNION – OPERATIVE DATE
OF STAGE 3 WAGE INCREASES**

Introduction

1. On 12 April 2024 the Australian Commonwealth Government (**the Commonwealth**) filed submissions in relation to this matter proposing:
 - a. That the wage increases for both direct and indirect care workers be phased to match the timing of Commonwealth funding;
 - b. That the increase for indirect care workers to come into effect on 1 January 2025; and
 - c. That the increase for direct care workers come into effect in two parts with 50% of the increase from 1 January 2025 and the remaining 50% from January 2026.
2. On the Commonwealth's timeframe, there will be no improvement to wages until 1 January 2025. The improvement to wages on 1 January 2025 in relation to direct care employees will be a part-payment only, with the full increase not taking effect until 1 January 2026, almost two years after findings of the Full Bench that the work performed by aged care workers has been historically undervalued.

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3. Delaying the Stage 3 wage increase to the extent proposed by the Commonwealth would be inconsistent with the clear finding of the Full Bench that aged care workers are not currently being appropriately compensated for the value of the work they perform.
4. In these submissions, the United Workers Union (**UWU**) contends:
 - a. The Commonwealth's submission as to the phasing and operative date of the wage increases should be rejected;
 - b. There should be no phasing in of any of the Stage 3 wage increases; and
 - c. The increase to modern award minimum wages should be implemented in full as soon as possible and at the latest, the operative date for the wage increases determined in *the Stage 3 Decision* should be 30 June 2024.
 - d. In the alternative, if the FWC decides in favour of some further timeframe for implementation, the increase in relation to indirect care employees should nonetheless be implemented in full as soon as possible and at the latest 30 June 2024.

Context of these submissions

5. On 15 March 2024, the Full Bench handed down its Stage 3 decision in the Aged Care Work Value Case.¹ It found that the existing minimum wages in the relevant awards did not properly compensate aged care workers for the value of the work performed and that there has been a historical undervaluation of this work due to gender-based assumptions.

¹ *Applications to vary modern awards – work value – Aged Care Award 2010 – Nurses Award 2020 – Social, Community, Home Care and Disability Services Industry Award 2010 – Stage 3 Decision* [2024] FWCFB 150 (**the Stage 3 Decision**).

6. Following its findings, the Full Bench invited the Commonwealth to file submissions in relation to the operative date and any phasing in of the increases by 12 April 2024, with other parties to file submissions in response by Friday, 10 May 2024.
7. These submissions are made in response to the Commonwealth's submissions filed on 12 April 2024 and pursuant to the above directions of the Full Bench.

The Commonwealth's Submissions

8. The Commonwealth's position on the phasing and implementation of the wage increases is based on the feasibility or otherwise of implementing the required funding increase. Similar matters were raised in relation to the phasing of the Stage 1 interim increasing, being:
 - a. The Commonwealth does not directly fund wages and associated on-costs in the aged care sector;
 - b. It is difficult to calculate and apply a standard indexation uplift to funding across the various aged care programs; and
 - c. It is necessary to ensure that increased funding is distributed accurately and that there are appropriate accountability mechanisms in place in relation to the expenditure of additional funding.
9. In its decision of 18 May 2023,² in relation to the phasing in of the Stage 1 interim increase, the Full Bench found that the interim increase should be paid, in full, from 30 June 2023 and should not be subject to any phasing-in. This was because:
 - a. While it was acknowledged that "phasing-in" may be a valid approach to increases in particular circumstances, there is no rule that this is the approach to be utilised in all cases;³

² [2023] FWCFB 93.

³ *Ibid* at [414].

- b. In a funded sector, the funder's proposal as to phasing-in of the funding of the increase is not determinative of the decision with respect to the timing of an interim increase;⁴
 - c. The clear findings that the existing minimum wages in the awards did not properly compensate for the value of the work performed and that there is undervaluation because of gender-based assumptions were compelling reasons to implement an interim wage increase from the earliest possible date;⁵
 - d. The delay of the interim increase would be inconsistent with the recent amendments to the *Fair Work Act 2009 (the FW Act)*, including the promotion of job security and gender equality, eliminating gender-based undervaluation of work, promoting the full economic participation of women and addressing gender-based pay gaps;⁶ and
 - e. Several other elements of the modern awards objective weighed in favour of the interim increase, including ss 134(1)(a)⁷ and 134(1)(c)⁸ and with the exception of s 134(1)(f) the elements of the modern awards objective had either a positive or neutral impact on the decision to grant the interim increase.⁹
10. The above findings remain pertinent in the current determination of the operative date and phasing of the Stage 3 wage increases to direct and indirect care employees.
11. The Full Bench has determined that the evidence establishes existing minimum wage rates do not properly compensate aged care employees for the value of the work performed.¹⁰

⁴ Ibid at [415].

⁵ Ibid at [417].

⁶ Ibid at [418].

⁷ Ibid at [436].

⁸ Ibid at [453].

⁹ Ibid at [480]-[481].

¹⁰ At [24], at [146].

12. Accepting the Commonwealth’s proposal as to the operative dates and phasing of the Stage 3 Wage Increase will result in workers continuing to perform work for compensation less than the value of the work they are performing. Such an outcome would be inconsistent with the modern awards objective and broader considerations of fairness, equity and good conscience.

Legislative Context

13. The Stage 3 wage increases should be made effective as soon as possible, and at the latest from the first pay period on or after 30 June 2024. Such a timeframe is consistent with the relevant considerations the FWC must take into account when determining the implementation of a variation to modern award minimum wages.

14. Those considerations are:

- a. The presumption that a determination varying modern award minimum wages comes into operation on 1 July in the next financial year after it is made.¹¹
- b. To appropriateness or otherwise of displacing the presumptive operative date to specify a different operative date.¹²
- c. The requirement that the Commission must exercise its power in a manner which is ‘fair and just’ (as required by s 577(a) of the FW Act) and must take into account “the objectives of the FW Act and ‘equity, good conscience and the merits of the matter’ (s.578)”.¹³
- d. Fairness, in particular in light of the modern award objective of a ‘fair and relevant safety net’ and the minimum wages objective of the establishment and maintenance of a ‘safety net of fair minimum wages’.¹⁴

¹¹ [2022] FWCFB 200 at [982].

¹² Ibid.

¹³ Ibid at [983].

¹⁴ Ibid at [984].

15. In relation to the phasing of any variation, the relevant considerations have been set out in the *Penalty Rates decision*¹⁵ which provides that any transitional arrangements must meet the modern awards objective and must only be included to the extent necessary to meet that objective.¹⁶

16. Whether to set any transitional arrangements, and the form they take, will require a particular focus on:¹⁷

- a. The relative living standards and the needs of the low paid;
- b. The likely impact of any exercise of modern award powers on business, including on the productivity, employment costs and the regulatory burden; and
- c. The need to ensure a simple, easy to understand, stable and sustainable modern award system for Australia that avoids unnecessary overlap of modern awards.

17. Recent amendments of the FW Act relating to matters relevant to these proceedings are also significant considerations, including the promotion of job security and gender equality, eliminating gender-based undervaluation of work, promoting the full economic participation of women and addressing gender-based pay gaps.¹⁸

Submissions of the United Workers Union

18. The timely implementation of the increase and new classification structure is necessary to achieve the modern awards objective and the minimum wages objective.

19. In the Stage 3 Decision,¹⁹ the Full Bench concluded it was satisfied that the proposed variations are necessary to achieve the modern awards objective and minimum wages objective for both direct and indirect care workers.

¹⁵ [2017] FWCFB 3001.

¹⁶ *Ibid* at [143].

¹⁷ *Ibid* at [143].

¹⁸ [2023] FWCFB 93 at [418].

¹⁹ At [211], [212], [277] and [278].

20. The consideration of s 134(1)(a) of the FW Act – relative living standards and the needs of the low paid – weigh in favour of the decision to award the interim increase. This is particularly so in relation to indirect care employees, who have not yet received the benefit of any wage increase in relation to these proceedings.

21. A recent survey conducted by UWU demonstrates how the rising cost of living, combined with the relatively low wages in the aged care sector, have had a detrimental impact on the living standards of aged care workers.²⁰

22. UWU members in aged care are predominantly women with caring responsibilities, with wages being used to support not only themselves but their families. One aged care member responding to the survey commented:²¹

With the increase in cost of living, housing and interest rates increasing we can no longer afford to live comfortably. Our household has had to choose between paying our power bill or put food on the table. We are a single income household, I have a trade certificate and in the middle of my uni degree and for 2 years I was receiving 26 dollars an hour in hospitality management for 2 sites. We have made progress and living is slowly getting easier but if a wage increase isn't passed in full I will have to look at leaving a job I love for something that pays better to support my family.

23. The above experience was a common theme among surveyed results.²²

24. Another member responded,²³

We should not have to wait . Grocery prices don't wait to go up, medical costs, don't wait . Electricity bills don't wait. Petrol prices don't wait. [...] My rent increased by \$150 a week so I'm already going to be behind even when we get a pay rise . [...] Now we need you to give a decent wage and now so that our families can also have what should be a normal Australian life not one on the poverty line

²⁰ Affidavit of Catalina Gonzalez, 10 May 2024.

²¹ Ibid at Annexure CG-1, p 7.

²² See Affidavit of Catalina Gonzalez, 10 May 2024, at Annexure CG-1.

²³ Ibid at Annexure CG-1, p 4.

25. Meeting the needs of the low paid pursuant to s 134(1)(a), by ensuring wages properly compensate for the value of the work performed, will improve job security and have a positive impact on the attraction and retention of employees.
26. As previously submitted by UWU, regard should be had to the considerable evidence before the FWC about retention and workforce issues.²⁴ To delay the implementation of any increase, especially to the extent proposed by the Commonwealth, will only serve to compound retention and workforce issues.
27. In relation to consideration of s 134(1)(f), the likely impact of any exercise of modern award powers on business, including on the productivity, employment costs and the regulatory burden, the Commonwealth has committed to funding the increase in relation to Commonwealth funded aged care.
28. The Commonwealth and employers covered by the Aged Care Award have been on notice since 18 May 2023 as to the fact further wages increases would likely be implemented, and that this would involve a change to the classification structure within the Aged Care Award. From 15 March 2024, the Commonwealth and employers have been on notice of the form of that wage increase and classification structure changes such that they will have had, by 30 June 2024, up to 13 months or, at the latest close to 3 months, to make the necessary adjustments to accommodate the impact of the increases (if any).²⁵
29. The increase to minimum rates which will be made are not of such magnitude as to require a phasing in period. The increases range from 3%-8%, depending on the worker's classification.²⁶

²⁴ Submissions of the United Workers Union in Respect of Stage 2, 20 January 2023

²⁵ This was a relevant consideration in *Application by Independent Education Union of Australia-New South Wales/Australian Capital Territory Branch (130N-NSW)* [2021] FWCFB 6021.

²⁶ This was a relevant consideration in *Application by Independent Education Union of Australia-New South Wales/Australian Capital Territory Branch (130N-NSW)* [2021] FWCFB 6021 at [19].

30. The likely impact of any exercise of modern award powers on business pursuant to s 134(1)(f) is at most a neutral consideration in regard to the timing and implementation of the Stage 3 wage increases.
31. The need to ensure a simple, easy to understand, stable and sustainable modern award system for Australia that avoids unnecessary overlap of modern awards is a factor in favour of implementing the wage increase in full and without phasing.
32. The Commonwealth's proposal would involve 4 separate increases to the wages of aged care workers over the next two years. This will have the effect of making it more difficult for workers to recognise and understand their correct rate of pay under their relevant award, and for employers to ensure compliance with the wage increases.
33. In relation to the consideration of recent amendments to the FW Act, the Full Bench has confirmed that "the work of aged care sector employees has historically been undervalued because of assumptions based on gender."²⁷
34. This finding, taken into account with the above-mentioned amendments to the FW Act, have the effect of making the implementation of the Stage 3 wage increases more urgent and support the timely implementation of the proposed wage increase and new classification structure.
35. The timely implementation of the Stage 3 wage increases, in full and without phasing, is consistent with the broader considerations of fairness, equity and good conscience.

Conclusion

36. Given the significant finding that the work of aged care employees is currently undervalued, the wage increases should be paid to workers as early as possible, and at the latest by 30 June 2024. The increases should not be phased in.

²⁷ *The Stage 3 Decision* at [24].

37. It is appropriate to deviate from the presumption of s 166 of the FW Act to implement the interim increase earlier than 1 July 2024, especially taking into account the weight to be given to the needs of the low paid, job security and pay equity.
38. Were the Commission minded to implement a form of phasing, any phasing should be limited in order to meet the objectives under the FW Act. Delaying the full wage increase until 2026, as proposed by the Commonwealth, is contrary to the relevant objectives of the FW Act.
39. Where the Commission is minded to delay the operative date or to otherwise phase in the wage increase to direct care workers, then the Commission should give consideration to immediately paying the increase to indirect care workers and introducing the new classification structure with immediate effect. We note in this regard, that indirect care workers have not yet received the benefit of any wage increase.

Filed on behalf of the

United Workers Union

10 May 2024

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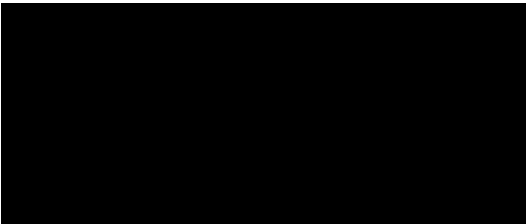
STATEMENT OF CATALINA GONZALEZ

1. I am the Deputy Director of Aged Care at the United Workers Union (**UWU**).
2. The UWU represents the interests of thousands of aged care workers across Australia. This includes support staff (indirect care), direct care workers and ENs working in aged care across Australia (although the UWUs coverage between States and Territories differs).
3. Between 21 April 2024 and 23 April 2024 the UWU ran an online survey made available to aged care workers. Responses were received from 300 direct care workers and indirect care workers. Annexed and marked “**CG-1**” is a copy of extracts from the survey responses.
4. The survey responses highlight the significance of the Stage 3 wage increases to aged care workers, including the impact the wage increases will have on the living standards of aged care workers across Australia and negative consequences to workers and the aged care sector where the implementation of the wage increases is delayed.
5. Many of the responses comment on how meaningful the findings of the Fair Work Commission have been to aged care workers, as the value of the work of aged care

workers, and its historical undervaluation, have finally been recognised through this process.

6. The statement is true to the best of my knowledge and belief.

Signature of Catalina Gonzalez

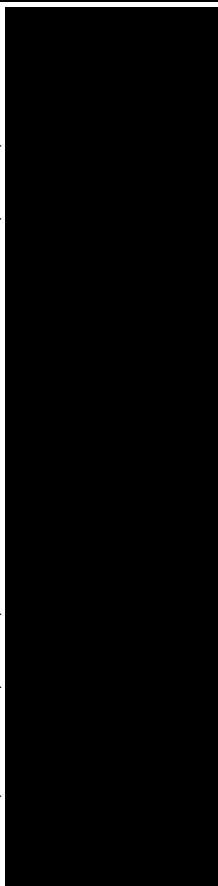


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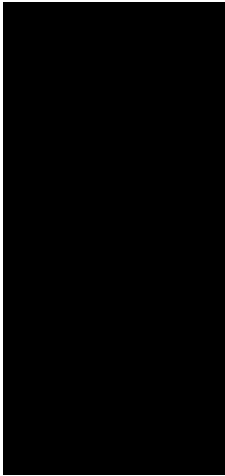
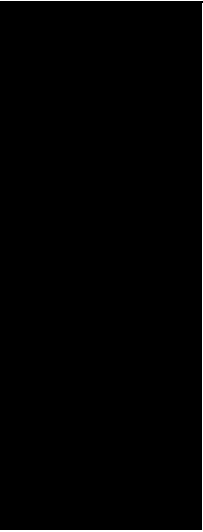


Tell Fair Work why you cannot continue to be undervalued. Your pay correction should be paid now and in full!	First name	Which state / territory do you live in?	What is your role in Aged Care?
<p>Dear FWC</p> <p>At the very forefront of your title is Fair and I thank you for determining the work of carers in Aged Care has historically been undervalued.</p> <p>It was not fair that because this work has been predominately undertaken by women it was undervalued.</p> <p>I appreciate that you have seen the value of our skills and awarded wage increases to recognise this.</p> <p>Please don't perpetuate the unfairness by deferring these long needed and deserved increases.</p> <p>To delay them would undermine their effectiveness and that would not be fair.</p> <p>The male dominated industries whose value we are equal to still earn a lot more than us and are continuing to grow their wages.</p> <p>I implore you not to continue this inequity.</p> <p>And without meaning to be disrespectful I can't imagine the government will delay their wage increases because they don't want to burden tax payers.</p> <p>Aged care workers provide an essential, skilled and caring service to previous tax payers and we shouldn't have to keep subsidising the sector with our own livelihoods.</p> <p>Please put fairness at the front of your decision making.</p> <p>Yours respectfully,</p>	<p>[REDACTED]</p>	<p>South Australia</p>	<p>Personal Care Worker (PCW)</p>

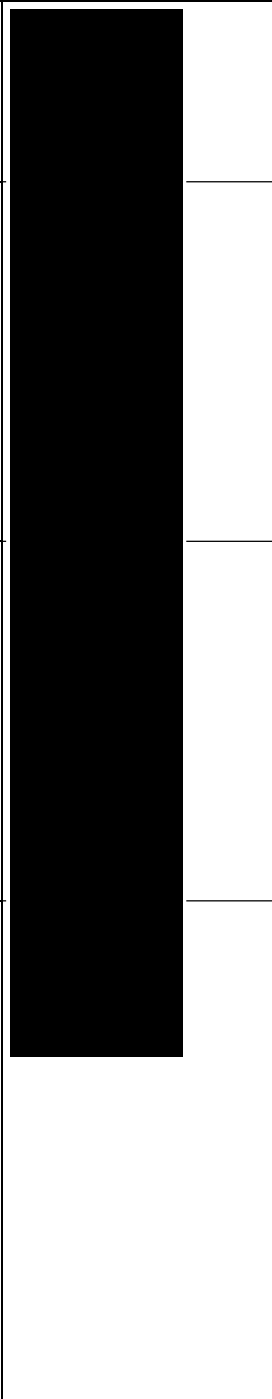
[REDACTED]			
<p>My colleagues and myself have been 200% dedicated to taking care of our oldest generation! Who need us. Through years of absolutely terrible pay, bad working conditions and Covid. We stayed because we love our old generation and they deserve Love and respect at the end of their lives. If the union hadn't fought so hard over the years for our pay we would be living in Tents with the current living crisis. Please don't make us wait any longer for a wage we should have been already getting. Regards [REDACTED]</p>	[REDACTED]	Western Australia	Assistant in Nursing (AIN)
<p>Being an aged care employee for the last three years I have gone from being unrecognised to having the expertise I bring to the table acknowledged. This acknowledgment has come through the FWC decision on the fair value case. With this recognition should come compensation and without unnecessary delay. The case put forward by the Commonwealth to phase in from January 2025 and January 2025 is not justified and 100% of the stage 3 increase should come into effect July 1 2024</p>	[REDACTED]	Western Australia	Personal Care Worker (PCW)
<p>Few reasons why i can't wait for a pay increase in aged care. One common reasons is aged care workers being paid low, which can make it difficult to make ends meet. A pay increase would help improve financial situation and recognize the important work we do. Another is that a pay increase can help attract more people to work in the aged care industry, which is facing a shortage of workers. This would ensure that there are enough skilled and dedicated individuals to provide quality care for our elderlies. So, the need for a pay increase in aged care is driven by the desire to support the workers and improve the overall quality of care.</p>	[REDACTED]	Queensland	Personal Care Worker (PCW)
<p>This pay correction needs to be paid now and in full NOW! The cost of living is continuing to go up and the struggle is real to be able to paid for the necessity of life and living. The job as PCW is bloody hard both physically and mentally.I love my job but struggling with wanting to stay in this field because of the terrible pay</p>	[REDACTED]	South Australia	Personal Care Worker (PCW)
<p>We need it now!! We as majority women in care work are seriously undervalued.</p>	[REDACTED]	New South Wales	Home Care Assistant
<p>Job description increases but to perform our tasks the time doesn't increase. Once independent living now high care, workload is becoming more challenging.</p>		South Australia	Cleaning
<p>We do very important individual care and on most days still at work after our shift has finished</p>		South Australia	Lifestyle/Social Inclusion
<p>Working in an aged care is extremely challenging please don't delay our entitlement.</p>		South Australia	Personal Care Worker (PCW)

We carer are working endlessly and put in a lot of effort to make sure we delivered a quality care for our Elders. We deserve to pay in full not to wait until next year, we got family back home that are relying on us financially		Northern Territory	Personal Care Worker (PCW)
Being an Aged care worker is hard work and we are undervalued and it is time for the correct pay.		South Australia	Other
I have been in this industry for 20yrs. I have been hit, pinched, punched, bitten, verbally abused and yet I still do my job. Being there for the resident and their families at the end is a honour but it shouldn't be putting me behind financially. We've never taken action until recently, ITS TIME TO HEAR US. I'm a Mum of 3, my husband is disabled and my in-laws live with us. I'm the one that keeps the roof over our heads, food on the table (bangers and mash isn't a complete meal for anyone), utilities paid, school fees, the list goes on. You want us to care and support others, we need it too, we know our worth and it's not peanut shells. This isn't an industry that everyone can work in, this job takes every single bit of you to get through some days and then one day we just can't do it anymore. It is physical, mental, emotional, confronting, painful, joyful, funny. Things are always changing no two days are ever the same.		Western Australia	Personal Care Worker (PCW)
For the type of work that we do, we are severely underpaid.		Western Australia	Personal Care Worker (PCW)
I wish we have the increase soon because cost of living is very expensive at the moment. Inflation rate not going down.		Western Australia	Assistant in Nursing (AIN)
Aging care work is demanding physically, emotionally, and mentally. It requires patience, compassion, and often involves tasks that can be physically strenuous. Additionally, caregivers often deal with challenging behaviors, complex medical needs, and end-of-life care, all of which require specialized skills and training. Given the importance and difficulty of the work, compensating caregivers appropriately reflects the value society places on ensuring the well-being of our elderly population.		Western Australia	Personal Care Worker (PCW)
The pay increase for aged care worker should be paid now and in full		Western Australia	Personal Care Worker (PCW)
We need the money now, to pay our rent and buy food... the cost of living is outrageous		Queensland	Assistant in Nursing (AIN)
Because we deserve it		Queensland	Hospitality/Food Services
It's so unfair for us to wait till next year to get the pay increase. Rising cost of living and the mortgage rates are unbelievable. We work so hard to keep the elderly safe and happy and most of us dedicate our life for them. We deserve to be treated and we want the pay rise this year for us to live without worrying to pay the bills.	South Australia	Personal Care Worker (PCW)	

<p>We are the backbone of a company,we are the voice of residents when they can't be,we are the eyes and ears of residents needs .We give our all to job and residents and as a reward we are given extra tasks and less time to complete them.All we ask for us to be paid fairly in a job that is not for everyone and can be unrecognised by others who only see what we do on paper.</p>		Western Australia	Personal Care Worker (PCW)
<p>My contributions deserve fair compensation. It's crucial that my pay correction is addressed promptly and fully by Fair Work.</p>		South Australia	Personal Care Worker (PCW)
<p>I have been working in the industry for over 7 years now being severely underpaid for that time. I deserve the rest of the pay rise now as it is only fair.</p>		New South Wales	Assistant in Nursing (AIN)
<p>For many years being an aged care worker has been very undervalued being known as cleaners We are professional carers who look after the most vulnerable people in this world Now is the time for us to be valued</p>		New South Wales	Personal Care Worker (PCW)
<p>I have worked in this industry for nearly 20 years and obviously it has never been about the money but enough is enough when I can give my best to support our aged communities and get paid less than someone unskilled in other industries</p>		South Australia	Lifestyle/Social Inclusion
<p>I am providing care NOW and should be rewarded NOW with a wage appropriate to my qualifications and responsibilities. If the rise is deferred then I will likely have left the industry by then to pursue a higher wage in the State Government, with no qualifications required.</p>		Western Australia	Personal Care Worker (PCW)
<p>We have been underpaid for years ,the increase should be paid now so we can keep up with the cost of living and be able to keep a roof over our heads and food on the table .</p>		Western Australia	Assistant in Nursing (AIN)
<p>Cause we are underpaid and overworked</p>		South Australia	Personal Care Worker (PCW)
<p>We spend our days looking after your family members ,for little to no recognition it would just be nice to know that we are noticed and valued for what we do</p>		South Australia	Personal Care Worker (PCW)
<p>We need this pay correction now - we are struggling NOW. My rent just went up again, I can hardly afford groceries. It doesn't make sense to say "yes, you are underpaid" and then say the correction can wait over a year.</p>		South Australia	Personal Care Worker (PCW)
<p>We should not have to wait . Grocery prices don't wait to go up, medical costs, don't wait . Electricity bills don't wait. Petrol prices don't wait. My Rent or other's mortgages aren't hell my some magical law from going up . My rent increased by \$150 a week so I'm already going to be behind even when we get a pay rise . We know our worth . I wish those in high places knew our</p>		Western Australia	Assistant in Nursing (AIN)

worth . We look after the families. Now we need you to give a decent wage and now so that our families can also have what should be a normal Australian life not one on the poverty line			
Aged Care work is growing in importance as more of our society reach old age. More people have dementia and multiple physical ailments which makes our work more complex, detailed and difficult. It is work that deserves to be valued and better paid.		Queensland	Hospitality/Food Services
Because we are underpaid and not enough care workers on shift		South Australia	Personal Care Worker (PCW)
Why we need to wait so long to get our pay rise?		Queensland	Personal Care Worker (PCW)
We are under staffed, over worked and expected to provide a high level of care and support to our residents. We are not compensated enough for all we do.		South Australia	Personal Care Worker (PCW)
with the increase of daily living we need the pay rise now many people will leave a already under staffed industry because we feel our work is not appreciated enough to pay as the right amount of wages now when we need it the most and also does not encourage people to join the industry so workers are getting burnt out because understaffing and under paid		Queensland	Personal Care Worker (PCW)
Because we need it now, by two years we will be undervalued again and cost of living will of kept rising.		New South Wales	Personal Care Worker (PCW)
Last year we received a 15% wage increase (more of a parity, our wages have continued to backward for years despite the increase in demand on us), even then it had been initially split over 2 years AND in the time between the decision many employers found ways to keep it for themselves (shame). We had to fight for the rest of the workforce AND to get the rest of the 25% we actually deserve. And here we are. Please. This is a sector with chronically low wages and insecure work, but with huge demand on our skill, time and resources. We need this increase. In full. Yesterday.		New South Wales	Personal Care Worker (PCW)
Because we are working hard,Mostly age care depends on the carer if carer stop work according to me no one handles the age care homes.		South Australia	Personal Care Worker (PCW)

As working in laundry our pay is not good.And with out us the residents dont get clean clothing.		Western Australia	Laundry
We all need to be payed in full the cost of living is still bad.		Queensland	Personal Care Worker (PCW)
Yes we need to get pay now in full, I am hard working carer her in Boandik Lodge, S. A , I work everyday and do double shifts all the time because we are always short of staff, so I believe that you need to pay me now in full.		South Australia	Personal Care Worker (PCW)
We provide a critical service that many are not willing to do. Many cannot handle the stress of taking care of multiple elders, their unique health and circumstances while keeping them mentally and emotionally healthy.		Western Australia	Assistant in Nursing (AIN)
Because after contracting covid last year and just recently I've had use up all sick leave and now what little holiday leave I have accrued or take leave without pay		Western Australia	Personal Care Worker (PCW)
Our elderly deserve the best care		Queensland	Assistant in Nursing (AIN)
Although I am told how great as a support worker, The pay in other industries is better without the broken shifts and unpaid travel between jobs. Without a better value now, I feel pressure to change to another industry soon, just to make ends meet.		South Australia	Personal Care Worker (PCW)
Every job role in aged care is busy especially for the non direct care..eg hospitality who have a big responsibility of diet requirements and allergy to ensure safe eating for residents. Cleaners are just as valuable. This pay dispute is causing rifts in facilities and we are seeing hospitality staff struggling to get/ keep staff due to the decrease in pay they are receiving..		South Australia	Hospitality/Food Services
With rising costs everyday, it is getting harder to live in a financially stable manner. As we are working hard to provide quality service to residents, it is only fair that our work not be undervalued and we are given the recognition and deserved compensation.		South Australia	Hospitality/Food Services
It is getting harder and harder to buy groceries, white goods etc		Northern Territory	Personal Care Worker (PCW)
We aged care workers put our all in to care for our clients. We have been under paid for to long. I don't understand how NDIS pay rate is so much higher then aged care. We need to ha e this matched. I've worked in both industries and enjoy both. We all deserve a pay rise.		Queensland	Personal Care Worker (PCW)
With the raising cost of living, mortgages and school expenses, we need the pay increase now and in full for us to survive and cope up and provide our family with what they need for their everyday living!		Western Australia	Assistant in Nursing (AIN)

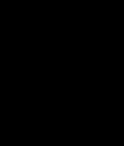
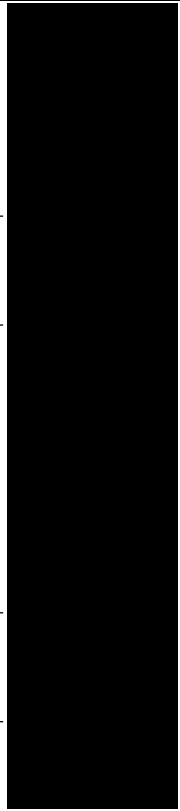
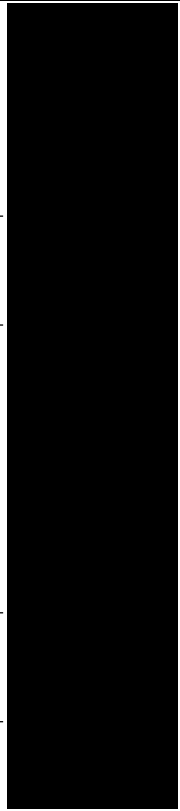
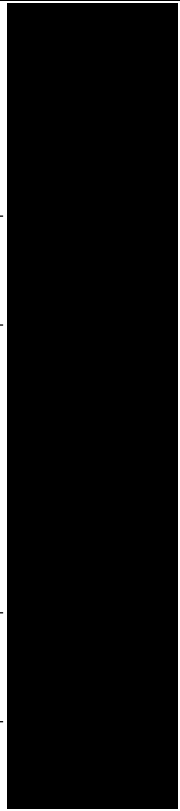
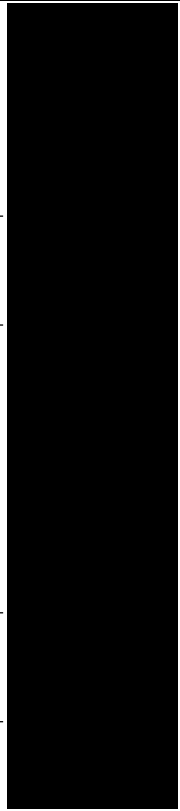
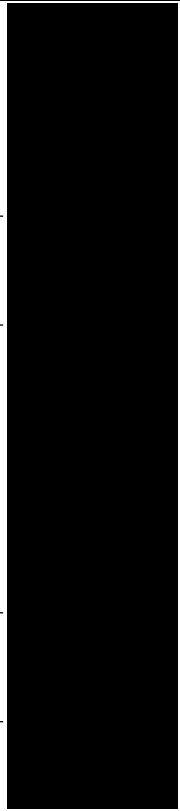
<p>Pay correction should be paid now and in full, as an aged care worker myself and all the workers have worked physically and mentally beyond our means to support our clients. The high cost of living is unbearable, our mental health is affected, so when our mental health is being looked after, we can be able to look after our clients as well.</p>		South Australia	Personal Care Worker (PCW)
<p>I work extremely hard to look after our elderly and I'm struggling to pay my bills with the pay I'm getting.</p>		Queensland	Personal Care Worker (PCW)
<p>I don't stand alone in this answer and I believe far too many aren't being heard, after spending over a decade in this industry, being abused, whether physically with being struck in the face, stomach, in fact far too many places, being verbally abused with some terrible and hurtful things, I don't take them to heart as a portion of aged care is Dementia and it's instinct to fight back even if only trying to aid and help. I've had my share of lovely and respectful elderly but what a vast majority of Direct workers deal with, being paid the correct wage and now, not in the future, Now! I cannot stress this enough, if not for direct workers from Personal Carers to Nurses, no one at the top would have what they have! These people, because that's what they are, deserve to be looked after, better done by workers that get paid what they deserve!!</p>		Queensland	Personal Care Worker (PCW)
<p>Aged care is a female dominated industry, if it was filled with men would they still be as undervalued and as underpaid as us? Hospitality deserve more, kitchen should be paid and treated as direct care, our QUALIFIED chef is only on 27 an hour, my team deal with complex behaviours and conflict resolution just in the dining room, our cleaner deals with dementia residents in our memory support unit and has to negotiate with dementia residents to clean their rooms, ALL STAFF in aged care are direct care workers.</p> <p>This is an industry where we have qualifications, and degrees, we are still so underpaid and valued. With the increase in cost of living, housing and interest rates increasing we can no longer afford to live comfortably. Our household has had to choose between paying our power bill or put food on the table. We are a single income household, I have a trade certificate and in the middle of my uni degree and for 2 years I was receiving 26 dollars an hour in hospitality management for 2 sites. We have made progress and living is slowly getting easier but if a wage increase isn't passed in full I will have to look at leaving a job I love for something that pays better to support my family.</p>		Queensland	Hospitality/Food Services

Immediately, as we continue to lose workers to better paid jobs which puts further strain on the workforce.		ueensland	Assistant in Nursing (AIN)
Cost of living crisis		ueensland	Hospitality/Food Services
We work hard to look after the aged in our community and we need decent pay for a hard worked day		ueensland	Personal Care Worker (PCW)
We need the full money now for survive		ueensland	Personal Care Worker (PCW)
We work hard. We work understaffed, the cost of living is making life harder and harder. I don't want to have to work multiple jobs to make ends.		outh Australia	Assistant in Nursing (AIN)
We deserve the pay rise due to the high living costs and being an aged care worker is hard work not only it's a hard work we also have understaffed with full on work load.		ueensland	Personal Care Worker (PCW)
The work is extremely high stress and very fast paced and unsafe work loads		ueensland	Assistant in Nursing (AIN)
My work is under valued and I deserve to be paid now not in 2025.		ueensland	Personal Care Worker (PCW)
It's a continuous understaffed job and you are always doing work in excess of normal conditions because of understaffing. Understaffing is rampant across the industry. Low pay just adds to the undesirable job it has become. It's now slave labor.		ueensland	Personal Care Worker (PCW)
Because of the work load and the stress that carer go through on daily basis		estern Australia	Assistant in Nursing (AIN)
We are worth more than what we are getting paid now! The abuse from residents and there families are making a lot of people reconsider staying in the industry raise pays now to help keep workers		ueensland	Personal Care Worker (PCW)
Because there is others industries that pay better.		ueensland	Personal Care Worker (PCW)
we can't delay helping because life of other people is at stake and whose going to do it for them? Therefore we deserve the pay correction in full now		ueensland	Personal Care Worker (PCW)
We provide the critical care the aged Australians deserve; hence the need to accord same care by not postponing a recommended wage increase any further.		ueensland	Personal Care Worker (PCW)
Some people in Aged Care are paid a few dollars more that school kids who work part-time in fast food franchises, yet Aged Care is one of the most difficult industries across the globe for front line workers.		ueensland	Maintenance/Gardening

We look after the seniors with pride and dedication. We want the pay correction be paid now and in full		Western Australia	Personal Care Worker (PCW)
It's not fair that we should have to wait any longer the work load is to much 🤔 the cost of living is rising so should our wages or you are going lose more staff and that's not fair either.		Queensland	Assistant in Nursing (AIN)
High growth in the prices of essentials such as food,energy and rent have disproportionately hit our income specially for families with children.		Western Australia	Hospitality/Food Services
Age care workers need to be paid their increase immediately not over 2 years they have waited long enough		South Australia	Personal Care Worker (PCW)
Hi, my name is Theresa. I've worked in age care for 10 years and love working with older Australians but we have been undervalued for way too long please please pay forward the full amount so we can bring more people into this industry that will love to work with older Australians the dignity and care they deserve.		South Australia	Personal Care Worker (PCW)
Because we have been undervalued for years. It's time to recognise our industry for the amazing work we do each day		Queensland	Personal Care Worker (PCW)
The cost of living is ever increasing, we work extremely hard, we see residents pass that we grow a connection with We need our increase now to afford the increases in rent, mortgages, electricity, petrol, food, phone bills, rates the list goes on. It is unfair working so hard to only be left with little money for ourselves and to save, please give the full rise now.		Queensland	Personal Care Worker (PCW)
The work load and the hard work we are doing as a care worker is absolutely more than what we are earning from this job. We are the earners in our family, so for fulfils our necessities we should get full pay rise right now.		South Australia	Personal Care Worker (PCW)
I believe in happy and fair workplace where every single effort MUST be valued and appreciated.		Western Australia	Lifestyle/Social Inclusion
Because we will attract the right people,so we can provide better care for our elderly		Queensland	Personal Care Worker (PCW)

Want to buy food after paying bills please		New South Wales	Personal Care Worker (PCW)
We working hard and do the hard work we need to get our pay up		Queensland	Assistant in Nursing (AIN)
I have worked in the industry for 13 yrs being underpaid and under valued. I should not have to wait any longer.		Queensland	Home Care Assistant
Aged care workers have being under paid for years we work very hard and under staffed every day we expected to do the impossible work load we are not respected and appreciated for our hard work we deserve much more now not later		Western Australia	Personal Care Worker (PCW)
We work relentlessly to look after our Residents. We often work under staffed, we are abused on a daily basis, both verbally and physically. We deserve better. We need this payrise NOW! We often feel defeated in our roll and we often seriously think about giving up. Make it worth our while to stay in this industry and give us our well deserved payrise NOW!		South Australia	Personal Care Worker (PCW)
Because of overloaded work, less staff and increase in inflation.		South Australia	Personal Care Worker (PCW)
We need our pay NOW and in FULL!		Queensland	Assistant in Nursing (AIN)
Yes pay should be paid now and in full		Queensland	Assistant in Nursing (AIN)
We have gone undervalued for too long already!		Queensland	Personal Care Worker (PCW)
Cost of living has arisen		Queensland	Assistant in Nursing (AIN)
We hope to receive the right pay for our future		Queensland	Assistant in Nursing (AIN)
Being a career is a lot of stress dealing with behaviours as well as doing care properly according to there needs		Queensland	Assistant in Nursing (AIN)
Supermarket prices and bills are going sky high now we need the money we are owed now, just to keep food on our table. Not in a years time.		South Australia	Personal Care Worker (PCW)
We have been under paid and under valued for so long! We have waited long enough. You try working though Covid or any outbreak in FULL PPE!!		Queensland	Personal Care Worker (PCW)
Most of the time we are under staff and we have to assist all residents no matter how many we are. We have to work double or triple, can't leave residents unattended		South Australia	Personal Care Worker (PCW)
The fair work commission should know that care workers are struggling to keep up with the cost of living with our current wages, and deserve to be rewarded for our dedication to older Australians !		Queensland	Personal Care Worker (PCW)

<p>We all need to be paid NOW. The cost of living has become unbearable. ALL age care workers PCW, Hospitality, Laundry, Cleaners, Maintenance, Admin, Activities all should be paid equally. We all work under one roof and are all here for th residents for the same reason. To care support and to make them Happy.</p>		Queensland	Hospitality/Food Services
<p>I worked for years getting low pay, but I went to work everyday to make sure our older generation were cared for with respect and dignity It's about time the government shows aged care workers respect and dignity Please just pay us properly don't make us jump through hoops</p>		Queensland	Personal Care Worker (PCW)
<p>This is a pay corrections should be immediate. It's what we should be owed</p>		South Australia	Personal Care Worker (PCW)
<p>We want and need our pay rises now</p>		Queensland	Personal Care Worker (PCW)
<p>Cost of living is rising so should raise the pay for all aged care workers.</p>		Queensland	Personal Care Worker (PCW)
<p>We need to feel valued asap. Numbers in those working in aged care and dropping, it is incredibly hard to hire care workers. We need to feel valued as we continue to give so much of ourselves to our clients and residents</p>		Queensland	Personal Care Worker (PCW)
<p>The cost of living has increased dramatically over the past years and wage increases have failed to meet these increases. It's is ludicrous that a person in my position (Case Manager) working full time should have to consider taking on a 2nd job, risking fatigue and burn out. A proper wage increase immediately would support the workers who support our Aged population</p>		New South Wales	Other
<p>We need this pay because this is what we deserve for the work we do.</p>		Queensland	Assistant in Nursing (AIN)
<p>The cost of living is ridiculously high therefore we should not wait for the increase. How can we care for our beloved residents if we can't care for ourselves and family due to low wages. We should have our increase wage by July 2024.</p>		Western Australia	Registered Nurse (RN)
<p>We are qualified care workers abd work hard to help the Australian community which is aging , if we leave the industry because of low pay , the integrity of care and support will be compromised !</p>		New South Wales	Home Care Assistant
<p>Those in nursing deserve the increase immediately as we have been working tirelessly long hours with only the residents/customers seeing the hard work and the few managers that are seeing what staff do. And when the government is wanting money from us to be paid immediately cause</p>		Queensland	Assistant in Nursing (AIN)


of overpayment with tax, Centrelink payments and so forth, they except it immediately with no exceptions.			
I work hard everyday to provide care for my clients. Not only am I there to give personal care or cleaning but I may be the only person they speak to the day. Don't get me wrong I love my job that's why I do it. But if my husband didn't have a well paying job I would have to give my job up because we couldn't afford the cost of living on my wage. My wage pays for rent and food that is it. There is no left over money to enjoy life with.		New South Wales	Personal Care Worker (PCW)
After 19 years in the community aged care sector,I have never seen the amount of good dedicated workers leaving because they cannot afford to work in this sector.We need to encourage younger workers with fair pay for the work we do.What other sector expects you too run your own family car into the ground so employer can profit from your depreciating asset.Now is the time to save this sector and treat us with the pay and conditions we deserve.		New South Wales	Home Care Assistant
Being an aged care worker takes hard work, dedication, and commitment. Workers have had to go above and beyond to provide the care older so we all deserve		Western Australia	Assistant in Nursing (AIN)
we are worked to the bone to provide for these beautiful people and still they don't get the care they need,we are severely under payed and under staffed to provide the adequate care our resident deserve and need.we run from clock on to clock off.do the right thing and value your aged care worker before you lose them as i know a lot of care workers that have gone to other careers cause it's better pay and not so stressful and strenuous.i myself have dropped from 5 shifts a week to 2 a week as i can't take the constant strain and stress on myself.i work night shift and there are 2 care workers to 60 residents,how is that fair.		South Australia	Personal Care Worker (PCW)
care workers need to increased their wages because everything is expensive now and we can not wait for another year		New South Wales	Personal Care Worker (PCW)
We need to keep the skilled workers we have now. Workers dont stay in aged care industry due to burn out overworked. imagine looking after multiple people with different needs going from one to the next. The empathy is priceless. We will all need support oneday. Why not change it for the better right now and pay workers their worth now. I feel used not valued.		New South Wales	Home Care Assistant

<p>We cant loose anymore workers could be your family member in care who needs their Support worker to help with their daily needs. We could have a broken system fixed. Pay is better workers will come. Ive heard of people leaving as pay too low to be able to survive with cost of living.</p>			
<p>Well the cost of living has gone up considerably and our expenses have gone up and plus the amount of care we give is not justified with the amount of hourly rate we are given</p>		Queensland	Personal Care Worker (PCW)
<p>We have been underpaid for decades, for our hard work we deserve better pay, cost of living is raising, each day everything is more and more expensive . We need our pay to be increased now . For last increase we were waiting 6 month, enough of waiting , we need it now.</p>		New South Wales	Personal Care Worker (PCW)
<p>Our work load is heavy at times and we are short of staff we need our paid now we are in high living standards now we are struggling to meet our bills</p>		Queensland	Personal Care Worker (PCW)
<p>With out kitchen staff the age care system doesn't work. Food is everything. With the cost of living rent, food , petrol everything going up it has to be payed now. It isn't just care assistants that make age care!!</p>		Queensland	Hospitality/Food Services
<p>Because even I can't pay my rent and my bills with my income now</p>		New South Wales	Personal Care Worker (PCW)
<p>Being an age care worker bring not only so much physical stress but also emotionally stress. Thinking of the different routine and behaviour of all of the resident in your care that you need to meet can make you exhausted. We carer we give all our heart to the resident that we care but we receive less, we are undervalued as they think that being a support worker is just a basic task.</p>		South Australia	Personal Care Worker (PCW)
<p>It's a slap in the face to be made to wait for what is granted a wage increase too long in the waiting.</p>		New South Wales	Personal Care Worker (PCW)
<p>We get forgotten about when it comes to what we do for work and our risks everyday in our work life</p>		New South Wales	Personal Care Worker (PCW)
<p>Teachers get pay rises, Police get pay rises, Politicans get massive pay rises. It has been determined we are UNDERVALUED put your money where your mouth is NOW</p>		New South Wales	Registered Nurse (RN)

The living expenses is too high we need the adjustment or correction now.		Victoria	Personal Care Worker (PCW)
As an AIN I know firsthand we cannot do our job effectively without the support of kitchen, cleaning and laundry staff. Everyone plays there part in delivering quality care to our residents. All aged care staff deserve a pay rise now.		Queensland	Personal Care Worker (PCW)
i have 18 Dementia residents in the Memory support unit as im the team leader of the PCA's everyday myself and my pca's are ran off our feet to make sure our residents cares are done making sure there eating, toileting, the list goes on most days we work under staffed most days we are not getting our full breaks most of us work doubles we work hard so our residents are cared for we deserve our pay rise because if it wasnt for us who would take care of our elderly		New South Wales	Assistant in Nursing (AIN)
We work much harder than we ever did,a lot of facilities are under staffed.price of food, accommodation, petroleum, infrastructure are out of reach. We deserve better.		Western Australia	Personal Care Worker (PCW)
With the cost of living we workers are having to work through chronic illness to pay our bills it is an utter disgrace the wages we get but the big companies we work for have so much money they are buying other branches of tge industry. We can't even get waterproof boots supplied to cover our shoes for Personal Care work, and being told to cut back on gloves as they're too expensive , something has to give		New South Wales	Personal Care Worker (PCW)
All workers should have pay rises some aged care employees have to work 7 days week to cover sickness, holidays even public holidays. We still have expenses like evey one, pay rise would bring more employment better care & reduce shortages in the industry		South Australia	Cleaning
With all new changes in Age Care. 200 minutes for all residents, lifestyles duties, kitchen duties, restocking wings , cleaning duties. We are exhausted. Plus daily paperwork, always over your end off shift , cannot get out on time, not paid for it. Most days breaks are missed, always short staffed. So we need our raise to stay in this job.Not over 2 years , the workers will leave. Change age care for the workers, it will get better with a good wage and enough staff. I love my job but it's wearing me down.		Queensland	Assistant in Nursing (AIN)
Because we can't afford to pay bills and live in this situation		Queensland	Assistant in Nursing (AIN)
My rent and everyday costs of living keep rising i will be in severe financial stress or worse if I have to wait another year or two. I will have to leave the sector and look for a different job if things don't start to improve.		Queensland	Personal Care Worker (PCW)

Aged care workers go “above and beyond” for their residents on a daily basis. We shouldn’t continue to be undervalued.		Queensland	Personal Care Worker (PCW)
Cannot afford to work at this pay rate		New South Wales	Home Care Assistant
WE have been waiting far to long as we work just has hard as the care staff in the kitchen laundry cleaning etc		Queensland	Hospitality/Food Services
We are dealing with the most dangerous work place situations every minute of our working hours and we deserve whatever we are getting to be paid now in full to at least keep our spirits alive. Let us be at least motivated with this now and full payment after all we are putting our mind, soul and body at risk for this job.		Queensland	Personal Care Worker (PCW)
The cost of living continues to rise. Those of who choose to work in our communities, the basic building block of our society, are being left behind. To ensure our continued wellbeing and ability to bring compassion, joy, and love to our clients; we are need of pay raise in this industry. While we are lead by our hearts and not our wallets, we need to be able to meet our basic needs and deserve the ability for leisure activities such as travel.		Queensland	Administration
I work full time and can’t even afford to have a place of my own and eat food as well . I need a pay rise asap.		Queensland	Personal Care Worker (PCW)
This job is not easy, the things we are required to do, I.e. change an adults continence aid, wipe an adults bottom after they’ve opened their bowels in places other than the toilet, we often get spat at, bitten, kicked and swore at. This is why we should be paid accordingly and now. Will you come and do my job, no, you won’t because it’s not a job for you is it. I challenge anyone sitting in an office to spend a week in our shoes.Pay us now please because we deserve it.		Western Australia	Personal Care Worker (PCW)
I've been in this industry for 23 years now I've covered many shifts while being a mother of 3 boys on my own !!! I've sat with the dying when they have had noone I've worked 16 hr shifts so the elderly could have someone to feed them... placing my own children in care.. I love my Job I can't see me doing anything else BUT financially the job has taken its toll !!!! More money is needed NOW !!!		Queensland	Assistant in Nursing (AIN)
We already been underpaid for the work which is not an easy job. We are the one who look after elderly and this work gets mentally and physically exhausted. And the pay We are getting doesn't justify the work we do.		Queensland	Personal Care Worker (PCW)

<p>Working in aged care is seriously undervalued. We do work that not everyone can do. This work is mentally and physically stressful. Our input into the care and emotional support is taken for granted, that it is easy and requires little skill. This is incorrect. Good aged care workers give more than what's written in a care plan. Residents are not a task, seeing the person and not just the need to be met at that moment. We give and give ,most staff I know are burnt out and the morale is so low. To hold our pay rise back reinforces that what we do isn't important that we are not valued. We are caring for human beings. This is a responsibility that carries a high level of stress. Please pay our wage rise now. We deserve it, we are worth it.</p>		Queensland	Assistant in Nursing (AIN)
<p>I believe that the pay rise will give us the leverage to afford basic needs and considering inflation and price hikes. This will also encourage people to work in Aged Care which will address the long time shortage in workers</p>		South Australia	Personal Care Worker (PCW)
<p>I have struggled over the past few years to make ends meet. Using my own vehicle and my own phone for work and buying my own work clothes puts extra strain on my pay. I work hard, very hard and care for other peoples parents daily in their own homes, sometimes in very unsatisfactory conditions. I deserve and need to have my pay increase now and not in one or two years time.</p>		New South Wales	Personal Care Worker (PCW)
<p>Aged care workers have been undervalued for too long. We need our payrise now, especially for support workers.</p>		South Australia	Home Care Assistant
<p>costs are increasing month to month and the back bone of age care the foot soldiers! Try to make do on very little.</p>		Queensland	Cleaning
<p>We work bloody hard no sitting around ,work overtime as well no pay to get things right for resident's care. Life is expensive we are undervalued ,understaffed we need money 💰 now</p>		South Australia	Cleaning
<p>Our pay correction should be paid now and in full. We work hard to look after older Australian to give them a dignified life and should be valued correctly according to the care , commitment and hard work we put into caring for older Australians</p>		Queensland	Assistant in Nursing (AIN)
<p>Care worker is helping Australia's old generation and work is very hard. So we deserve more pay.its not easy job to help old people.</p>		South Australia	Personal Care Worker (PCW)
<p>The work we do is hard, we do it for our residents of course who we care for. However, the work is a lot harder the pay increase will attract better workers who are dedicated. It will also help with those days that you are exhausted to know that we are so valued and getting paid our worth. I</p>		South Australia	Hospitality/Food Services

know the residents love having us around which is fulfilling but knowing that we are valued will take it to the next step and make the work more motivating to do.			
Nurses, PC's EN's, RN's etc... looking after elderly residents whilst wiping there bottoms clean & feeding them - human beings with dementia, alzheimers & residents unable to care for themselves we definitely should be paid now & in full, a job which is mentally & physically exhausting & we need more people in aged care industry.		Queensland	Personal Care Worker (PCW)
Aged care workers deserve to be better valued and for their pay correction to be implemented immediately and in full.		New South Wales	Hospitality/Food Services

(Full details available on request and subject to permission from the survey respondent).