

**Overall view of the benchmarks in Australian aged care services:** the ‘fit’ between hours worked and preferred hours, experiences of the actual work and the workplace, work-life interference, different aspects of job satisfaction and retention of the CCW and PCA workforce.

CCWs	Work hours <sup>1</sup>		Doing the work itself <sup>2</sup> (scores out of 7-higher scores better)		Work life interference <sup>3</sup> (scores out of 5-lower scores better)		Satisfaction with aspects of job <sup>4</sup> (scores out of 10-higher scores better)		Intention to quit (%)	
	Actual hours	25.9	Time to care	5	Work interferes with responsibilities or activities outside work	3	Total pay	6	Overall	3.8
	Preferred hours	28.3	Skills and abilities to do the job	6	Work keeps one from spending required time with family and friends	3	Job security	7	<b>Of those not expecting to work with the same provider:</b>	
	Hours fit <sup>5</sup>	2.4	Use of skills and abilities in the job	6	Work interferes with ability to develop or maintain friendships within community	3	The work itself (what you do)	8	Did not know where they would work	60
			Freedom to do work	5	Feeling rushed or pressed for time	3	Work hours	7	Would be working but not in aged care	18.7
			Not under pressure	4	Dissatisfaction with work and life balance	2	Opportunity to develop abilities	7	Would be working in aged care but with a different provider	11
			Not stressful	4			Level of support from team/ service provider	7		
			Receive respect/acknowledgement	5			Flexibility available to balance work and non- work commitments	8		
			Good relations	6			Overall satisfaction	8		
			Adequate training	6						

PCAS	Work hours <sup>1</sup>		Doing the work itself <sup>2</sup> (scores out of 7-higher scores better)		Work life interference <sup>3</sup> (scores out of 5-lower scores better)		Satisfaction with aspects of job <sup>4</sup> (scores out of 10-higher scores better)		Intention to quit (%)	
	Actual hours	32.2	Time to care	4	Work interferes with responsibilities or activities outside work	3	Total pay	5	Overall I	4.6
	Preferred hours	34.5	Skills and abilities to do the job	4	Work keeps one from spending required time with family and friends	3	Job security	7	<b>Of those not expecting to work with same provider:</b>	
	Hours fit	2.3	Use of skills and abilities in the job	6	Work interferes with ability to develop or maintain friendships within community	2	The work itself (what you do)	7	Did not know where they would work	53.3
			Freedom to do work	4	Feeling rushed or pressed for time	3	Work hours	7	Would be working but not in aged care	23.2
			Not under pressure	4	Dissatisfaction with work and life balance	2	Opportunity to develop abilities	7	Would be working in aged care but with a different provider	13.1
			Not stressful	4			Level of support from team/ service provider	7		
			Receive respect/acknowledgement	5			Flexibility available to balance work and non- work commitments	7		
			Good relations	5			Overall satisfaction	7		
			Adequate training	5						

<sup>1</sup> Values show hours worked per week.

<sup>2</sup> Level of agreement ranges from 1 (total disagreement) to 7 (total agreement). Values rounded to the nearest whole number.

<sup>3</sup> Frequency scale for first 4 items from 1 (never) to 5 (almost always); and for level of dissatisfaction from 1 (very satisfied) to 5 (not at all satisfied). Values rounded to the nearest number.

<sup>4</sup> Level of satisfaction ranges from 1 (totally dissatisfied) to 10 (totally satisfied). Values rounded to the nearest number.

<sup>5</sup> Fit between hours worked and preferred hours.