

# Fix the Aged Care Crisis

**A damning report on the Bendigo electorate's experience of the aged care sector.**

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Prepared by Lisa Chesters MP (November 2020)

## **Parliament House – House of Representatives – Thursday 27 August**

### **Ms CHESTERS (Bendigo) (13:57):**

Tragically, 22 of the 23 recorded COVID-19 deaths in Victoria in the past 24 hours are related to aged care. Yet, earlier today in the Senate, this government's aged-care minister turned his back on his responsibility and walked out—walked out when the Senate was trying to ascertain what was going on.

You don't see aged-care workers turning their backs on their responsibilities. They're turning up to work, working double shifts, working seven-day rosters back to back and putting themselves at risk. You don't see healthcare workers turning their backs on their responsibilities. They're turning up to work. Our nurses are turning up to work, making sure that people are safe and making sure that people get the health care that they need. You don't see retail workers turning their backs on their responsibilities. They're turning up to work, despite the high risk in our shopping centres—because we know that infection can spread there. You don't see cleaners not turning up to work, turning their backs on their responsibilities; they're doing their bit to help keep us safe.

Yet we have an aged-care minister in this country who turns his back not just on the sector but on his job, and we have a Prime Minister who won't stand up and take responsibility for either the minister's action or what's happening in aged care. It's a disgrace.

### **Quotes from Bendigo Residents:**

"There is nowhere close to sufficient funds being provided by government for all types of aged care. Aged people have made this country what it is today, and they deserve a lot better than the government is currently providing." - Judy.

"Nursing homes are incredibly understaffed and staffed with low paid workers, a lot of whom are untrained and hate the industry in which they've found themselves. More value needs to be put into the care of the people who came before us. They may be at the end of their lives, but they are still valued members of our community and should be treated as such, not like they are valueless and disposable." - Sally.

"Our government needs to start looking after Australia's citizens, not the corporations." - Anthony.

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## 1.0 Introduction

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Aged care services support older people to continue enjoying life in their own homes or in supported residential communities, but service providers have been struggling. Australia's aged care system has been broken for years and the COVID-19 pandemic has highlighted how desperately the sector needs serious reform.

Nationwide, almost 700 aged care residents have died from COVID-19<sup>i</sup> and the health crisis saw numerous stories of neglect for patients come to light.

The aged care sector was in crisis before Coronavirus and its weaknesses have now been exposed. The findings of this report demonstrate this experience is no different in Bendigo.

The Interim Report of the Royal Commission into Aged Care Quality and Safety was titled, Neglect. The report describes the long waitlist for home care as neglect and calls for urgent action yet, Scott Morrison and his government have failed to act.

There are more than 100,000 older Australians, including 1000 in the Loddon Mallee region, waiting for home care and the impact of COVID-19 will only see more older Australians join the queue.

A recent survey conducted by Federal Member for Bendigo, Lisa Chesters, reveals that residents in the Bendigo electorate have had a similar experience of the aged care sector to that at a national level. The vast majority of respondents agreed that urgent action is required to improve the troubled aged care sector.

Out of more than 400 people surveyed, 90 per cent agreed there should be minimum staffing levels in aged care and 79 per cent said the Morrison Government's response to the aged care COVID-19 crisis was poor or very poor.

19.3 percent of residents in the Bendigo electorate are over the age of 65<sup>ii</sup>, they deserve respect, dignity and quality care as they enter their older years.

The following report will; detail the issues in aged care both nationally and in the Bendigo electorate, analyse data from a recent aged care survey conducted by Federal Member for Bendigo, Lisa Chesters, and reveal overwhelming support for Labor's plan for reform in aged care.

**SUMMARY OF SURVEY RESULTS:**

**90%** agreed there should be minimum staffing levels in aged care

**97%** agreed there should be better training for staff in aged care

**70%** did not agree that there is adequate PPE in aged care facilities

**92%** agreed there should be a better surge workforce strategy (as highlighted by COVID-19)

**94%** said the home care waiting list should be reduced so more people can live at home longer

**79%** said the Morrison Government's response to the aged care COVID-19 crisis was poor or very poor

## 2.0 Background

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Aged care is a federal government responsibility. The Government regulates and funds aged care. Federal legislation determines the quality of care that is delivered across Australia. If the system is not working, it is the Federal Government's fault.

The Prime Minister acknowledged this when he waded around his own Government's document on the health response to COVID-19 in February 2020, which clearly stated the Australian Government would be responsible for aged care.

***"The Australian Government will also be responsible for residential aged care facilities; working with other healthcare providers to set standards to promote the safety and security of people in aged care and other institutional settings; and establishing and maintaining infection control guidelines, healthcare safety and quality standards."***<sup>1</sup>

Reports of neglect, quality standards and safety often link back to the amount of staff available to care for residents. As it stands, there are no mandated staffing levels in aged care. Further, the aged care regulator doesn't have the powers and resources it needs to ensure older Australians are receiving high quality aged care.

### 2.1 Royal Commission into Aged Care Quality and Safety

The Federal Government announced a royal commission into Australia's aged care system in September 2018, to focus on residential and in-home aged care. The announcement followed several reports of neglect, abuse and non-compliance within the sector following reports of neglect and abuse.

10,102 public submissions were made, and 6,729 phone calls were logged by the information line. Emerging themes include long waiting lists for home care services, treatment of dementia patients, staff ratios, food quality and staff training. Hearings also unveiled calls from family members for surveillance in aged care.

## **2.2 Bendigo Community Forum**

Bendigo residents had the chance to appear at a Community Forum as part of the Royal Commission into Aged Care Quality and Safety at the Bendigo Town Hall on March 5, 2019.

Around 300 people attended the forum to share stories of their experience in aged care, many detailing neglect, abuse and disappointment.

12.7 per cent of residents over 70 live in residential care in the Bendigo electorate, compared to the state average of 10.7 percent.

The hearing found that the experience in Bendigo and surrounds reflected issues being raised nationally.

As reported in The Guardian<sup>iii</sup>, recurring themes included a shortage of staff and lack of empathy.

A nursing home staff member told local resident, Janet Lyall, her mother Ruth was “taking up too much staff time” a week before the dementia sufferer died. Lyall described how her mother had been sitting in her own mess for hours and detailed the battle to get basic attention for her.

The Bendigo Advertiser<sup>iv</sup> reported that speakers at the community forum painted a dire picture of aged care. Recurring themes included undertrained staff, a complicated system and profits being placed before people.

In response to the speakers, Commissioner Lynelle Briggs AO said it was clear the aged care sector had failed to relate to people properly, especially those with dementia.

## **2.3 Issues Compounded by COVID-19**

Nationwide, almost 700 aged care residents have died from COVID-19<sup>v</sup> and the health crisis saw more stories of neglect for patients come to light.

The COVID-19 pandemic caused a suspension of hearings, so the Royal Commission into Aged Care Quality and Safety was granted a three-month extension. The final report is now due by 26 February 2021.

In August 2020, the Royal Commission into Aged Care made comments that the Federal Government was unprepared for the health emergency within the sector. The response to the pandemic within the sector was minimal, with commissioners hearing there were no specific plans to keep residents safe.

Prior to outbreaks in aged care, only one in five workers had the necessary training in infection control and how to put on protective equipment.

Throughout the pandemic, families were left to say goodbye to their loved ones over FaceTime, stories of residents with ants crawling in open wounds emerged, and staff complained of workforce shortages and training.

Due to the influx of potentially fatal issues throughout the COVID-19 pandemic, there are calls for early recommendations from the royal commission to be passed down through the sector immediately.

Council of the Ageing Australia's Pre-Budget Submission 2020/21<sup>vi</sup> urged the federal government not to wait until the Royal Commission into Aged Care handed down its final report to act, given the recommendations in the interim report. 124 recommendations were made by the Counsel Assisting, covering a wide breadth of issues within home care and residential aged care. Responses to these submissions close on 12 November 2020.

The recommendations included increased funding for staffing, boosting funding for allied health services, and compelling providers to appoint infection control officers in response to COVID-19.

The United Workers Union have also publicly supported many of the recommendations, stating that if they were adopted, they would greatly improve conditions for workers and residents across the country.

The issues outlined in these recommendations have been highlighted by the COVID-19 pandemic, further reiterating that the federal government has failed the sector.

## **2.4 Bendigo Experience Reflects the National Experience**

The neglect seen in our aged care homes is a national tragedy and the experience in Bendigo is no different.

The Victorian Council of the Ageing (COTA) has detailed home care as a failure, calling for greater support from the federal government. Spokesperson, Ruth Hosking told the Bendigo Advertiser<sup>vii</sup> that many people either died or entered aged care facilities while on waiting lists for home care. She also detailed how applicants' needs may have changed from the time they were assessed to the time a package was assigned.

Nationwide, 100,000 people, including almost 1000 in Loddon-Mallee region, are waiting for a Home Care Package at their approved level.

The October budget only funded an extra 23,000 places, meaning 77,000 people across Australia will miss out. The impact of COVID-19 will only see more older Australians join the queue.

Concerns raised in the community forum, compounded with complaints shared with Federal Member for Bendigo, Lisa Chesters' office, demonstrate that issues within the aged care sector in Bendigo reflect those at a national level.

### **3.0 Key Local Issues – Federal Electorate of Bendigo**

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Comments on the aged care sector can be divided into three sections; residents in care, people with friends and family in care, and workers. This feedback is often linked by recurring key issues, including staffing levels, lack of training and the broader funding model.

#### **3.1 Residents in Care**

Residents have raised concerns over quality of food and lack of training for staff.

Resident in facility:

Carmel had a short stint in an aged care facility as transitional care. She is now dealing with side affects because of what she was fed in the facility.

Despite being gluten free, Carmel was often served bread.

She is suffering from psoriasis, broken fingernails and yeast infections because of the processed, salty food she was fed.

Carmel was starving when she was living in the facility and it got to the point where her sister helped her buy food externally.

#### **3.2 People with Family and Friends in Care**

People with friends and family in care are the most vocal group in the Bendigo electorate when it comes to concerns within the aged care sector. Friends and family members are regularly required to make complaints and raise issues with staff, or care for their loved ones themselves when they visit.

Many have contacted the office of Lisa Chesters MP to share concerns about staffing levels and training. It's common that these people do not wish to share their identity, because they are concerned about how speaking out may negatively impact their loved ones in care.

Friend of resident:

I am the primary carer for my friend who has been in aged care for 4 years. She is unable to work, so is reliant on staff for toileting but there are often not enough staff and many of those are not qualified. At times, my friend can wait two hours to go to the toilet after ringing the buzzer. Often when I visit, I do not see any staff on duty. When they are there, they are lovely, but there is simply not enough and they are not properly trained.

I also shop for my friend because the food is not adequate. Recently, she was given a sausage roll and party pie for dinner. Her GP has often recommended vitamins to compensate for poor food.

Daughter of woman in aged care (now deceased):

Maria's mother entered aged care from rehab after hip surgery but was not provided access to physiotherapy. Staff did not assist her when she needed to walk, instead transferring her with hoists and using bedpans, and within a month, her mother was no longer able to walk.

At the time, staffing was one registered nurse per floor (50-70 residents), one enrolled nurse, and personal carers. On night shift, there was one RN for both floors, one EN and one PCA. Maria notes that not all carers were trained, were often from overseas and given greater responsibility than they were trained for.

Maria visited each evening. Although lunch was better, dinner was of such poor quality she 'wouldn't feed her dog it' and she took dinner to her mother.

Over subsequent time, her mother was dropped by carers, and suffered nine urinary tract infections that Maria treated with antibiotics. Infections were recurring every 3-4 days, and at the last time, Maria insisted she be taken to the Emergency Department. Staff refused, so Maria took her. Her mother needed admission, and when her mother was being placed on a pan, realised that she had feces in her labia about an inch thick. Her mother was admitted to hospital again.

Maria's daughter visited one day and found her grandmother on the floor. She was again taken to ED and had broken her leg above the knee. It was decided to treat her palliatively rather than aggressively and force her to return to Bethlehem. She died within seven days. As Maria had spoken at length to the hospital social worker, the Coroner spoke to Maria, and as a result of their report, some staff at Bethlehem lost their jobs and managers changed.

Maria reports it is now back to the same situation – not enough staff, not enough training. Maria is clear that aged care need staffing ratios and trained staff – registered and enrolled nurses. She believes that PCAs should not be caring for patients as they cannot assess them and do not have the training required (eg infection control).

Daughter of woman in aged care:

Patricia is a registered nurse and says although she thinks the staff at her mother's facility are 'beautiful people', they are not qualified. When her mother has health issues, she calls Patricia to arrange an appointment with a GP.

Her Mum has been prescribed heavy drugs for the pain, but she is not given these overnight. Another resident told her one night she got up and settled Patricia's mother when she was walking around distressed and in pain as there were no staff around. Other residents tell her that they hear her mother crying out in pain and ask why she doesn't have a cushion to sit onto to relieve her pain and discomfort.

Patricia is particularly concerned about the lack of staff knowledge and training, as well as staffing levels. There is one registered nurse for dayshift and one for night shift for the whole

### 3.3 Aged Care Workers

It has been found that although aged care workers care and love their residents, they do not have enough time or resources to deliver an appropriate amount of care.

Staff have also shared concerns that people are not attracted to work in the sector because of the low pay rate (\$21-\$25 per hour) and lack of mandated staffing levels.

Aged Care Worker 1:

I've had experience in five or so aged care services in a variety of occupations over some decades around other jobs and as a relative of a resident. My most common experience was of some of the needs of high care residents being made a low priority.

Inadequate staffing ratios leading to inadequate service provision and care, stressed staff and frustrated and angry residents and their families - but that's common.

Employment of staff from overseas countries, especially from India in two private for profit aged care homes. Some of these staff had only medium English language skills, so didn't understand the colloquial language of some residents or staff. Others were more fluent but also difficult to understand, whether by other staff or residents. They spoke in their own language with each other, and that alienated other staff.

In one home a new owner replaced a lot of long-term staff with (presumably cheaper and culturally less aware) Indian staff. Many of these staff appeared to have limited English conversational skills. Some residents said that they didn't understand what these staff were saying and that the new staff didn't chat with them like the previous ones did and they missed that.

Aged Care Worker 2:

“For the things you see and experience in the sector, the wage does not reflect what we go through.”

“I don’t think you’d find many care workers who say they have enough time to deliver emotional care. We can only deliver the basics.”

“We can’t wait for the findings of the Royal Commission; we need action now. We are in a pandemic.”

“Mandated staffing levels is the only thing I can see saving the aged care sector.”

## **4.0 Local Support for Labor's Plan**

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The federal government failed to announce significant funding for aged care during the federal budget in October, despite calls for change to be made sooner.

The neglect seen and reported in our aged care homes is a national tragedy.

In August 2020, Labor Leader, Anthony Albanese detailed Labor's plan for aged care and called on the Morrison Government to 'act now to save lives'.

A recent online survey conducted by Federal Member for Bendigo, Lisa Chesters generated up to 415 responses with overwhelming support for Labor's eight-point plan for aged care.

Comments were also provided by hundreds of respondents, providing examples and further confirm the need for government intervention in the sector.

### **4.1 Labor's Plan for Aged Care**

During his speech on the potential of regional Australia, Labor Leader, Anthony Albanese acknowledged that the regions miss out when it comes to aged care.

Aged care services are vital in regional, rural and remote areas, not only because of the demand in the regions, but because aged care facilities and services are often at the heart of the community. Unfortunately, many regional aged care services struggle to be viable, and they struggle to attract staff.

This means there are fewer aged care services for older Australians in the regions and more people waiting longer for home care packages.

Older Australians in regional Australia need a Government which recognises this, and values them enough to invest in services for them.

Labor's eight-point plan calls for:

1. Minimum staffing levels in residential aged care
2. Reduce the home care waiting list so more people can stay in their homes for longer
3. Ensure transparency and accountability of funding
4. Independent measurement and public reporting as recommended by the Royal Commission
5. Ensure every residential aged care facility has adequate personal protective equipment
6. Better staff training, including on infection control
7. A better surge workforce strategy
8. Provide additional researches resources so the Royal Commission can inquire into COVID-19 without delaying its final report

#### **4.2 Survey results**

415 people completed a survey conducted by Federal Member for Bendigo, Lisa Chesters, on the aged care sector.

##### **SUMMARY OF RESULTS:**

**90%** agreed there should be minimum staffing levels in aged care  
**97%** agreed there should be better training for staff in aged care  
**70%** did not agree that there is adequate PPE in aged care facilities  
**92%** agreed there should be a better surge workforce strategy (as highlighted by COVID-19)  
**94%** said the home care waiting list should be reduced so more people can live at home longer  
**79%** said the Morrison Government's response to the aged care COVID-19 crisis was poor or very poor

A more detailed breakdown of survey responses can be found in *Appendix 1*.

#### **4.3 Comments from Survey**

Lisa Chesters MP's recent Aged Care Survey called for 'extra comments' on the sector. These overwhelmingly supported Labor's plan for reform in aged care.

#### ***MINIMUM STAFFING LEVELS IN RESIDENTIAL AGED CARE***

**Respondent:** Residents with high care needs have to be better looked after. Care staff are often overworked and have little extra time to help these poor souls.

**Respondent:** My mother was in what was considered a very good aged care facility, but we had to wait up to 20-30 minutes for staff to attend to her needs once when she fell and cut her head.

Respondent: More Aged Care staff should be offered permanent positions with benefits, so they don't have to work shifts across several facilities in order to earn a decent weekly wage

**Respondent:** My daughter works in aged care in a dementia ward, she loves working with dementia patients but often expresses concern at the very low staffing. These people a very high care some more than others. On weekends there is often only 2 staff per 30 patients and provided all goes well on the day things move smoothly, but this is the exception not the norm. So, in my opinion it is extremely important that they introduce more staff per ratio not less. It seems ridiculous to expect these men and women to care for older people as though they are small like children. There is a lot of heavy lifting and is hard on their bodies, it is also very emotional work when caring for the sick and dying. Also they have to put up with some extremely difficult family members that act as though their relative deserves more care or that things should be done in a way that they themselves would do. This is also very unrealistic as there are so many others that deserve the same care.

**Respondent:** I hold a Certificate in Aged Care and briefly worked in an aged care facility. Although I was good at my job, I quit after a few months. Pay rates and working conditions, as well as the level of care provided to residents are in need of major improvements. The quality of service provided by dedicated care workers is limited by the restrictions placed on them by the operator's client-carer ratios and the number of personal hygiene items (eg incontinence aids) allocated to a resident. No way would I agree to place one of my 'loved ones' in a so-called care facility for the elderly. I have a number of friends who are nurses or PCAs - they all say the same.

**Respondent:** I have been an aged care RN for decades and used to enjoy my work and have a passion for it but the decline in staff ratios skills mix , lack of adequate face to face education and poor morale has made the aged care sector of nursing a very stressful environment and lack lustre . Where once I enjoyed aged care and would have recommended it - this is no longer

the case which is upsetting as the clients need highly trained caring staff more than ever. I can only hope it eventually improves. I would prefer to stay in my home and be cared for than be in an aged care facility the way the sector is run these days.

### ***REDUCE THE HOME CARE WAITING LIST SO MORE PEOPLE CAN STAY IN THEIR HOMES FOR LONGER***

**Respondent:** My 94 year old nana is awaiting a better care package. She was assessed in November last year as needing more care and when my mum rang recently to find out how to get it implemented, she was told nan had moved up the list and her package could come through in 6-12 months. This is far too long. She needed more care in November last year and needs even more now yet she needs to wait 6-12 months before she will get even what she needed 12 months ago. So wrong!

**Respondent:** Much more funding is needed for home care packages.

**Respondent:** The Home Package is underfunded and mismanaged. You need it when you need it, not when you are dead. There are many seniors who are quite capable of remaining in their own home but need some assistance to do so. It's also time to end the practice of profiteering from Aged Care Homes.

**Respondent:** There is an urgent need to improve the wait times for care packages so older people can stay in their own homes. Being on a wait list until you die is not good enough.

### ***ENSURE TRANSPARENCY AND ACCOUNTABILITY OF FUNDING***

**Respondent:** I think that more scrutiny of how money given to aged care homes is used and that the system is not rorted.

**Respondent:** Aged care is a business, but there seems to be little effort put into allowing vetting scoopless greedy owners who are only in it to ripe off our elderly people, while they are living in luxury and driving very expensive cars around, the government department needs to do a better job!

**Respondent:** Aged care should be "not for profit". Most of the problems we have seen can be slated back to the Libs mania for small government, privatisation, and scrimping on essential human services.

**Respondent:** I'm unclear as to how the system operates nowadays but there does appear to be an inordinate amount of money going to administration or some sort of odd brokerage system. And it's probably far from transparent.

**Respondent:** I think aged care needs better funding, independent accreditation and accountability for how they spend their money. My mother in law spent her last 2 years in aged care in Heathcote and the meals that I saw that were supplied to her in the evenings were abominable. She also had to often wait hours and hours before being taken to the toilet. I understand that this is a common issue in aged care.

**Respondent:** I don't believe that privately owned aged care homes should generate so much profit that the owners can drive around in several cars that are worth hundreds of thousands each and own lots of real estate, as recently shown in the media. People should not get rich on health care services, something is wrong with this system. All profit should be ploughed back into the aged care facility

### ***INDEPENDENT MEASUREMENT AND PUBLIC REPORTING AS RECOMMENDED BY THE ROYAL COMMISSION***

**Respondent:** Aged care is a government responsibility. The profit motive must be removed from it.

The system must be redesigned and operated by the government. An independent body should have oversight of the sector with enough resources to detect and act on deficiencies. There should be frequent inspection visits, without notice.

A community visitor system similar to that used for disabled care accommodation and mental health facilities should be considered. Recommendations of the Royal Commission should be fully implemented .

## ***BETTER STAFF TRAINING, INCLUDING ON INFECTION CONTROL***

**Respondent:** Aged care staffing needs to be increased, per resident, with more RNs and specific infection control-trained staff in every facility. Wages need to reflect the complex work involved and to attract suitably trained staff.

**Respondent:** It's not just the number of staff: it's their skills and the resources they have. We need qualified nurses in nursing homes and funding spent on care, not diverted into profit.

**Respondent:** There should be mandated minimum staffing levels. This must include a much higher proportion of RN's and SEN's and other carers who are given probably at least a minimum of a year's intensive training. Aged care nowadays is far more complex than even 20 years ago. The elderly, including myself, are staying in their homes far longer and by the time we reach residential aged care our we have often have wide ranging complex medical issues as well as some level of dementia. So looking after residents well requires a high range of specialist skills.

**Respondent:** Aged care was in crisis before COVID-19. There is an urgent need for staff ratios, the employment of RNs, adequate training and education and rigorous maintenance of standards. Most older people want to continue living in the community. This needs funding not only to address the waitlist but to expand support to allow as many older people to live in the community as possible. This is a cheaper alternative to residential care. Where is the money going and why is aged care a national disgrace?

## 5.0 Conclusion and Recommendations

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There are dozens of reviews and hundreds of recommendations that the Morrison Liberal Government should have implemented to act on aged care. Further, the most recent federal budget was a missed opportunity to adequately fund the sector.

The neglect in our aged care homes and for those on waiting lists for home-care packages is a national tragedy.

The findings of this report demonstrate the immediate need for mandated staffing levels and better staff training. Examples from the Bendigo electorate are clear indicators that action needs to be taken sooner rather than later.

This report also concludes that the vast majority of people who completed Lisa Chesters MP's Aged Care survey are in support of Labor's eight-point plan.

Overwhelmingly, 90 per cent of respondents agreed there should be minimum staffing levels in aged care. Comments within this report detail the heartbreaking reality of residents waiting for assistance from nurses or carers who don't have the time or capacity to appropriately attend to all residents' needs.

Day after day, the evidence mounts of serious neglect in aged care homes and every day all we see from the Morrison Government is running away, passing the buck and not accepting responsibility for its own failures.

It is recommended that Scott Morrison and the Minister for Aged Care do more to ensure older Australians are safe and receiving high quality care in aged care homes.

Despite the dire calls for action, the Morrison Government's recent budget included no significant funding and reform for residential aged care.

Scott Morrison needs to listen to the Bendigo electorate. Older Australians deserve action on aged care.

## 6.0 References

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<https://www.health.gov.au/resources/covid-19-cases-in-aged-care-services-residential-care>
- ii 2016 ABS Census Data  
[https://quickstats.censusdata.abs.gov.au/census\\_services/getproduct/census/2016/quickstat/202](https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/202)
- iii <https://www.theguardian.com/australia-news/2019/mar/06/she-was-left-for-hours-in-her-own-mess-aged-care-inquiry-hears-of-abuse-and-neglect>
- iv <https://www.bendigoadvertiser.com.au/story/5938784/elderly-people-failed-royal-commission-hears/>
- v Department of Health COVID-19 cases in aged care  
<https://www.health.gov.au/resources/covid-19-cases-in-aged-care-services-residential-care>
- vi Council of the Ageing Pre-Budget Submission 2020/21  
<https://www.docdroid.net/lnDPfxH/cota-australia-supplementary-pre-budget-submission-2020-21-pdf>
- vii <https://www.bendigoadvertiser.com.au/story/6952545/people-dying-entering-aged-care-before-home-care-packages-assigned-advocate/>

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## 7.0 Appendix – Aged Care Survey

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**Do you agree that there should be better training for ALL aged care staff?**

|   | Response | Answer         |
|---|----------|----------------|
| <b>378</b> of 390 <b>97%</b><br> | 378      | A) Yes         |
| <b>8</b> of 390 <b>2%</b><br>    | 8        | B) No          |
| <b>4</b> of 390 <b>1%</b><br>    | 4        | <i>skipped</i> |

**Do you agree that every residential aged care facility has adequate personal protective equipment?**

|   | Response | Answer         |
|---|----------|----------------|
| <b>96</b> of 399 <b>24%</b><br>  | 96       | A) Yes         |
| <b>281</b> of 399 <b>70%</b><br> | 281      | B) No          |
| <b>22</b> of 399 <b>6%</b><br>   | 22       | <i>skipped</i> |

**Do you agree that there needs to be a better surge workforce strategy?**

|   | Response | Answer         |
|---|----------|----------------|
| <b>358</b> of 390 <b>92%</b><br> | 358      | A) Yes         |
| <b>8</b> of 390 <b>2%</b><br>    | 8        | B) No          |
| <b>24</b> of 390 <b>6%</b><br>   | 24       | <i>skipped</i> |

**Do you agree that the Federal Government must reduce the home care package waiting list so more people can stay in their homes for longer?**

|                           | Response | Answer         |
|---------------------------|----------|----------------|
| <b>390 of 416 94%</b><br> | 390      | A) Yes         |
| <b>19 of 416 5%</b><br>   | 19       | B) No          |
| <b>7 of 416 2%</b><br>    | 7        | <i>skipped</i> |

**How would you rate Scott Morrison and the Federal Government's response to the COVID-19 crisis in aged care?**

|                           | Response | Answer         |
|---------------------------|----------|----------------|
| <b>7 of 388 2%</b><br>    | 7        | A) Very Good   |
| <b>25 of 388 6%</b><br>   | 25       | B) Good        |
| <b>46 of 388 12%</b><br>  | 46       | C) Average     |
| <b>85 of 388 22%</b><br>  | 85       | D) Poor        |
| <b>221 of 388 57%</b><br> | 221      | E) Very Poor   |
| <b>4 of 388 1%</b><br>    | 4        | <i>skipped</i> |

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**Do you agree that there should be minimum staffing levels in residential aged care?**

|   | Response | Answer         |
|---|----------|----------------|
| <b>415</b> of <b>90%</b><br>461<br>  | 415      | A) Yes         |
| <b>46</b> of <b>10%</b><br>461<br>   | 46       | B) No          |
| <b>0</b> of <b>461</b> <b>0%</b><br> | 0        | <i>skipped</i> |