Improving Job quality in Australian Aged Care: Challenges and Dilemmas

This presentation focuses on working conditions within Australian home-based and institutional aged care. It draws on a three-year collaborative action research project with three large aged care providers and the main national aged care union. This partnership underpinned the development of small-scale work practice interventions aimed at both improving worker job quality and care quality. The collaborative and research-informed process provided both a conduit for worker perspectives to be incorporated into the design and evaluation of specific work practice changes, while also highlighting significant challenges in achieving better worker job quality.