

Submission in response to the Productivity Commission Issues Paper on Aged Care Employment

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We appreciate the focus of the Issues paper is on indirect employment. We would argue however that casual employment and some sectors of the part time permanent workforce present equal difficulties in relation to quality of care, continuity of care, and retention and attraction of workforce. Moreover, we also argue that the nature of the work in aged care makes this sector particularly vulnerable to indirect and precarious employment conditions. To this end we draw the Attention of Commission staff to the following work that we have undertaken in recent years:

1. Published academic article: link provided below

**Kasia Bail, Diane Gibson**, Alicia Hind, Karen Strickland, Catherine Paterson, Eamon Merrick, Jo Gibson, Maria Kozlovskaja, Amy O’Dea, Bridget Smith And Bernice Redley (2022) “‘It enables the carers to see the person first’’: A qualitative study evaluating a point-of-care digital care management system in residential aged care’. *Journal of Clinical Nursing* published online 14 March 2022 <https://doi.org/10.1111/jocn.16285>

2. Submitted to academic journal for review: **CONFIDENTIAL** copy provided at attachment 1  
**Diane Gibson**, Eileen Willis, Bernice Ridley, Eamon Merrick, and **Kasia Bail** (UNDER REVIEW)  
Title removed to avoid identification in review process
3. Completed two year evaluation report on the implementation of digital technology in aged care which incorporates significant material on the nature of work in aged care. **Bail, K.**, Merrick, E., **Gibson, D.**, Strickland, K., Smith, B., Bird, A., Vann, B., Jojo, N., Paterson, C., Redley., B. (2021). *Evaluation of ACE in residential aged care: The impact of a digital point-of-care system on residents and staff*. University of Canberra. February 2021.  
[https://www.canberra.edu.au/about-uc/faculties/health/research/ageing/docs/Evaluation-of-ACE-in-Aged-Care\\_Cover\\_2F52.pdf](https://www.canberra.edu.au/about-uc/faculties/health/research/ageing/docs/Evaluation-of-ACE-in-Aged-Care_Cover_2F52.pdf)