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## Independent Inquiry into Insecure Work in Australia

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The Australian Nursing Federation (ANF) is pleased to make a submission to the Independent Inquiry into Insecure Work on issues relating to the growing incidence of precarious and insecure work in Australian workplaces.

### **Background on the ANF**

The ANF is the national union for nurses, midwives and assistants in nursing with Branches in each state and territory of Australia. The ANF is also the largest professional nursing organisation in Australia. The ANF's core business is the industrial and professional representation of its members.

The ANF has over 215,000 members and they are employed in a wide range of enterprises in urban, rural and remote locations, in the public, private and aged care sectors including nursing homes, hospitals, health services, schools, universities, the armed forces, statutory authorities, local government, and off-shore territories and industries.

The ANF participates in the development of policy in nursing and midwifery, nursing and midwifery regulation, health, community services, veterans affairs, education, training, occupational health and safety, industrial relations, immigration and law reform.

Nurses, midwives and assistants in nursing are the backbone of service provision in health and aged care.

### **Overview**

Australian nurses are suffering as employees and members of their communities as a result of the steady expansion of insecure forms of employment.

A snapshot of nursing employment in 2011 recently highlighted in the ACTU census of Australian workers shows that nursing work is characterised to a significant extent by informal, short term and other forms of insecure employment.

Nursing employers are encouraged by the facilitative provisions now available in modern awards and current bargaining regulations to reduce labour costs by expanding insecure employment arrangements.

To support this view one needs look no further than the callous and calculated attempts by the Baillieu Coalition government to bludgeon Victorian nurses into accepting inter alia unlimited short and split shifts, effectively seeking to remove any rights to security and continuity in employment.

The ANF strongly denounces the proliferation or increase in use of casual, short term and temporary employment motivated purely as a cost containment measure and without regard to the effect on the quality of health and aged care services provided and the impact on nursing staff. The ANF opposes short sighted efforts to reduce the cost of nursing award and agreement entitlements by moving nurses to insecure working arrangements.

While almost half of all nurses work in part time or casual employment, there are some sectors of nursing employment where the percentage is closer to 90%. In the residential aged care sector a sector specific survey shows that 86% of registered and enrolled nurses are employed on a part time, casual or contract basis.<sup>1</sup>

The same survey notes that employers in the sector rely on this approach to employment to maximize flexibility and that there is significant unused capacity in the workforce with some 47% willing/desiring to work full time hours.<sup>2</sup>

In submissions to the AIRC during the award modernisation process, employers in this sector strenuously opposed clauses in the draft award providing more certainty of hours and the opportunity for casuals to convert to permanent in certain circumstances. Unfortunately the tribunal supported the employer's arguments in most instances and established modern awards that gave employees little control over their hours of work.

The ANF supports industrial regulation that facilitates access to full time work and security of employment when desired.

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<sup>1</sup> Martin B King D, Oct 2008 *"Who cares for older Australians? A picture of the Residential and Community Care Workforce 2007"*. Institute of Labour Studies, Flinders University Adelaide. p.10

<sup>2</sup> Ibid p.13

## **Working arrangements for nurses and midwives**

The latest edition of the AIHW's Nursing and Midwifery Labour Force survey shows that a total of 291,246 registered and enrolled nurses are employed or looking for work in nursing.<sup>3</sup> It also shows a large number of nurses working part time hours, and a significant number of nurses employed on a casual or contract basis.

In 1989 39.2% of nurses were employed part time, 53.6% in 1999, with the latest data showing 47.7% working part time hours in 2009.<sup>4</sup>

The 2009 AIHW data also shows that approximately 48,625 nurses were employed on a casual or fixed term/contract basis and 15,810 were employed by an agency.<sup>5</sup>

While it has to be acknowledged that working part time hours is often a decision based on choices made to better balance work and family and meet caring responsibilities, there are longstanding features of nursing work that lead to a tendency to work part time hours. For example, unreasonable workload pressures, archaic rostering practices and shift patterns, unsociable hours and inflexible work practices. In other words, the decision to work part time hours is a response to the working environment and working conditions that continue to prevail. It is an attempt by nurses and midwives to overcome insecurity and try to obtain some degree of control over their working hours and working life.

The ANF and its Branches have been forced to bargain for the introduction of nursing workload mechanisms in the enterprise agreement process. While such mechanisms have proven their worth not just in terms of the attraction and retention of nurses, but also in terms of the capacity to provide quality nursing care, this approach is not accepted by government and other employers as a positive reform. With each new round of enterprise bargaining Branches must defend the retention of such mechanisms as employers seek to undermine or remove them altogether.

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<sup>3</sup> AIHW 2011 *Nursing and Midwifery Labour Force 2009* p.2

<sup>4</sup> AIHW *Nursing and Midwifery Labour Force 1993 & 1994* p. 23; AIHW 2003 *Nursing and Midwifery Labour Force 2001*, p.31; AIHW 2011 *Nursing and Midwifery Labour Force 2009* p.1

<sup>5</sup> AIHW 2011 Table 3 employed registered and enrolled nurses: selected characteristics, states and territories 2009

The nurse/patient ratio in Victoria is once again at the centre of a protracted industrial dispute between the Victorian Branch and the State Government. Not only is the Government seeking to abolish nurse/patient ratios, it is also demanding the introduction of unlimited four-hour shifts and split shifts! It is inexplicable that such claims are on the government's agenda. Clearly, the ongoing shortage of nurses and recruitment and retention of nurses is not on their agenda.

That many nurses continue to resort to part time hours and opt for casual work in an effort to manage their workload and deal with entrenched old fashioned working arrangements is an indictment on government and other employers in the health system who not only ignore the multitude of government reports and recommendations that recommend changes to address attraction and retention issues but actively obstruct any move in that direction.

The ANF has also faced instances of members being engaged as sham contractors by nursing labour hire agencies. When some of these agencies have become insolvent, ANF members have sometimes found it difficult to recover their entitlements. The administrators of the insolvent companies sometimes advise that there are not enough assets to satisfy all debts owed to creditors, especially to unsecured creditors such as employees whose entitlement to be paid is ranked lower than secured creditors and some other unsecured creditors. Those employees who are not engaged as employees have no right to recover their entitlements through the Federal Government's General Employee Entitlements and Redundancy Scheme (GEERS), and if engaged as contractors have to prove that the arrangements were a sham.

### **ACTU Census Survey Results**

The ACTU's Working Australia Census survey conducted in 2011 also provides some useful insights into contemporary working arrangements for nurses, many of which reinforce the view that the profession of nursing is characterised to a significant extent by short term and insecure employment arrangements.

A total of 6405 responses were received from nurses whose profile is as follows:

- 90.1% female
- 79.1% 35 years and over
- 38% with dependent children
- 41.1% were the primary care giver
- 36.6% were single income households

- 51.8% were the main income earner
- 15.9% had an annual income of between \$20,000 and \$40,000; 31.6% between \$40,000 and \$60,000 and 26% between \$60,000 and \$80,000

In respect to the working life demographics the survey revealed that:

- Over 50% of nurses surveyed worked part time
- Over 15% of nurses were employed as casuals or on fixed-term, labour-hire or contracting arrangements
- Over 65% were employed as shift workers
- Most worked regularly on weekends
- Nearly 20% desired more paid hours
- 45.5% indicated a desire to better balance work and family responsibilities

An overview of nurse's responses to the ACTU Working Australia Census forms Attachment 1 to this submission. Additional comments made by nurses about their working arrangements are also included at Attachment 2.

### ***The impact of insecure and precarious employment on financial security***

Nurses on precarious employment arrangements are frequently low or poorly paid and lack certainty in their earnings.

This leads to a raft of negative consequences and increased living costs. Financial insecurity means nurses and their families are often unable to effectively plan for medium to long term goals such as the purchase of property, family essentials and the planning of regular holidays.

Nurses who lack certainty in their earnings are unable or find it more difficult to obtain finance and when they do are often required to pay a premium.

Low paid nurses do not enjoy the maximum benefits of occupational superannuation. Their accumulation of benefits is slower and smaller leading to financial insecurity and poverty in their retirement years.

### ***The impact of insecure and precarious employment on OH&S***

Nurses on insecure and precarious employment arrangements can face risks to their health and safety over and above the ample risks faced by nurses on more secure arrangements.

Nurses on casual, agency and fixed-term employment arrangements are less likely to have access to training in relation to OHS issues. They are also less likely to report OHS issues arising in the workplace due to concerns that their employment might not be continued or could be otherwise adversely affected. Nurses on insecure arrangements are less likely to be consulted around OHS issues and have less influence over eliminating and reducing OHS risks.

The link between insecure work arrangements and OHS outcomes can be seen in evidence given at a recent inquiry into violence and security arrangements in Victorian hospitals. The inquiry heard from several hospitals that the risk of harm caused by violence is reduced by employing security and nursing staff on permanent and in-house arrangements rather than on casual, agency or contractor arrangements. The increased familiarity arising from more time worked in a particular hospital's environment and with other staff helps those faced with a violent situation to respond more effectively.<sup>6</sup>

### ***The impact of insecure and precarious employment on training and skills development***

All nurses and midwives are required by the registration authority to complete a minimum amount of professional development (at least 20 hours) on an annual basis. The registration standard defines Continuing Professional Development as “the means by which members of the profession maintain, improve and broaden their knowledge, expertise and competence, and develop the personal and professional qualities required throughout their professional lives”.<sup>7</sup>

The health industry is an increasingly dynamic environment with ongoing changes in technology across all areas of clinical practice. Some professional development opportunities are provided by employers through in service training however many nurses rely on their own initiative to access relevant continuing education programs and other educational opportunities.

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<sup>6</sup> Parliament of Victoria, Drugs and Crime Prevention Committee, *Inquiry into Violence and Security Arrangements in Victorian Hospitals, and in particular, Emergency Departments*, Final Report, December 2011

<sup>7</sup> Australian Health Workforce Ministerial Council 31 March 2010

The significant costs of meeting professional registration requirements is the same for all nurses regardless of the hours or nature of employment. While the ANF negotiates paid leave and other allowances for professional development purposes, this is at best a contribution to the overall cost and applies pro rata to part-time employees.

The entitlements attached to such clauses in enterprise agreements vary greatly between employers and sectors and generally do not apply to nurses in casual or fixed term contract positions. Casual or fixed term nurses are further disadvantaged as it is less likely that they are given access to employer-provided “in service” sessions. This means that such nurses find it more difficult to pay continuing education costs thereby causing uncertainty and insecurity in relation to their careers.

### ***The impact of insecure and precarious employment on career progression and employment opportunities***

Nurses in insecure and precarious employment arrangements typically fair poorly in accessing benefits linked to classification structures and career path opportunities in awards and industrial agreements.

Opportunities for career advancement (and linked increases in remuneration) for nurses is normally based on the attainment of minimum period of hours of continuous service and/or the demonstration of satisfactorily undertaking clinical roles and related levels of responsibility.

Access to both criteria is limited when the nurse’s employment arrangements are adhoc or lack continuity or certainty, for example casual and fixed-term arrangements. In this situation nurse managers are more likely to favour improved employment opportunities and access to career progression to nurses who have permanency and certainty in their hours of work. Consequently insecure employment and current award and agreement entitlements place downward pressure on the earnings of significant numbers of nursing employees.

### **Conclusion**

Over the past decade a number of national workforce reports have been produced examining the nursing shortage. While the reports differ slightly in their findings, the signposts are all pointing to the fact that while the supply of nurses may be slowly increasing the shortage is becoming more marked.



It is evident that this is partly due to the growing demands on health services in terms of the numbers of patients and residents and their increased acuity, often without matching increases in staff.

The growth in precarious employment coupled with the heavy and unsociable nature of the work has the potential to worsen the nursing shortage by making nursing less attractive to new entrants and dissuading nurses from remaining in the system.

The nursing workforce has been described as one that regularly grapples with cyclical labour shortages produced in the main by health care systems that have grown dramatically in size and complexity. However there is general agreement that the current shortage is quantitatively and qualitatively different. It is long term and entrenched and has the potential to undermine the health care system and emerge as the dominant public health issue.

If nursing is to remain a viable and attractive profession its status must be enhanced and the welfare of nurses promoted. Despite the recent appalling attacks by a number of state governments nurses and midwives remain highly valued in the community and by their patients and residents.

It is important for nurses and it is in the public interest that the trends towards entrenching precarious and insecure employment and the related difficulties be reversed.

*Attachment 1:* Nursing data from the ACTU Working Australia census 2011

*Attachment 2:* Op Cit Additional comments by nurses on their working arrangements

# Australian Nurses Federation

## Data from the ACTU Working Australia Census 2011

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### Project Overview

The aim of the *Working Australia Census 2011* was to be one of the biggest surveys of workers in Australian history, the purpose was to engage with Australian workers and give them a chance to make their voice heard.

The project was first announced by Ged Kearney at the National Press Club in late 2010. The *Working Australia Census* was a massive undertaking and was achieved through a collaboration between the ACTU its affiliates and service providers Essential Media Communications and Your Source.

### Methodology

#### **Development**

The development of the Census questions was done through a series of consultations between the ACTU and Essential Media Communications (EMC) and the ACTU and its affiliates.

When developing the questions a particular focus was given to ensuring that where possible the data was collected to match up with existing datasets to facilitate comparisons being made in the subsequent analysis of the results.

The questions were chosen in order to collect information on how people are working, why they working and how they feel about their work and also what they see as the big issues facing them and the country. As the Census was open to all people not only those currently employed, some questions were only asked to those who indicated that they were currently employed, while other questions were posed to the entire sample regardless of employment status.

#### **Census Period**

The *Working Australia Census* was launched by ACTU President Ged Kearney on 2 May 2011 at the May Day Celebrations in Brisbane. The Census was open for completion until 1 July 2011 for all Australians of working age to complete.

The Census was primarily an online survey, with the questions being hosted on a temporary website [www.workingaustralia.org.au](http://www.workingaustralia.org.au). A paper version of the Census questions was prepared and made available to those not able to complete the survey online. A small number of paper completions were received; these were entered in to the data in the week immediately following the close of the online survey.

The promotion of the Census was focused through individual unions, with unions communicating to their members via email and also union journals and encouraging them to participate. In addition to this the ACTU also promoted the Census through its website, blogs, social media and email lists. Other organisations whose membership includes large numbers of union members also participated, through their email lists and other contact.

### **Analysis of Results**

A total of 42,085 responses were received. Following the completion of the survey and the data entry of the paper versions the data was cleaned to remove duplicates.

There were a number of respondents who appeared to have completed the Census twice, this was potentially caused by individuals receiving a number of different invitations to complete the Census from different organisations. To maintain the integrity of the data the first completed response was retained and the second was removed, a small number of respondents had completed the Census more than twice and these responses were removed completely. This resulted in the removal of approximately 500 responses and leaving a final Census sample of 41,584. This is the dataset analysed for this report.

An initial top line report was produced by EMC for the ACTU for internal purposes. A weighted dataset was also produced, correcting the skew in the industry distribution in the Census sample towards the *education and training* and *healthcare and social assistance* industries. This weighting did not have a significant impact on the overall Census results and a decision was made to not use it, and to present the unweighted results in this report to clearly communicate the experiences of those workers that took the time to complete the Census.

The Census results are intended to be a discrete study and do not constitute a random sample of either the trade union membership or the overall working population. The results have not been used in a way to claim to be a representative sample, however the results still represent a large sample of workers who are primarily union members which allows this analysis to make some observations about the working life of union members.

In order to maintain consistency all figures appear to one decimal place, in some cases this may result in percentage totals of either 99% or 101%. Where the total far exceeds 100%, the question was a multiple response (MR) question and will be labelled, if there was a single response (SR) option within that question it will also be labelled.

The online hosting and initial data cleaning were performed by research company Your Source, and consulting and top line analyses were provided by Essential Media Communications. At the ACTU Rhiannon Carter, Strategic Research Officer, had lead responsibility for the Census project and the preparation and authoring of this report.

### **Notes on the Australian Nurses Federation/New South Wales Nurse Association Data**

This headline report is intended to be for the purposes of internal union analysis and discussion and as part of other reports it has not been prepared with a standalone public release in mind.

The data presented in this report is a combination of respondents who came through the ANF and NSWNA web links that were emailed out by the union and its branches.

The ANF/NSWNA sample of 6405 is a large sample, however due to the nature of the initial survey process as well as the size of the union, it, like the Census results must be treated as a discrete sample and not as a representative sample of all ANF members or all workers in the coverage areas of the union. That said some broad conclusions can be made about the ANF sample in comparison to the overall Census results which will be of value and also methodologically sound.

If there are any questions about the methodology, caveats or the data please contact ACTU Strategic Research Officer Rhiannon Carter on [rcarter@actu.org.au](mailto:rcarter@actu.org.au) or 0409287761 or (03) 96647308.

## General Demographics

### Age, Gender and Caring Responsibilities

#### Age (%)

	Census n=41584	ANF n=6405
15-17 years	0.2	0.0
18-24 years	3.9	5.1
25-34 years	14.6	15.8
35-44 years	21.0	20.2
45-54 years	33.9	34.7
55-64 years	23.9	22.6
65+ years	2.5	1.6
Total	100	100

#### Gender (%)

	Census n=41584	ANF n=6405
Male	35.7	9.9
Female	64.3	90.1
Total	100	100

#### Dependent Children (%)

	Census n=41584	ANF n=6405
Yes	37.2	38.0
No	62.8	62.0
Total	100	100

#### Primary Caregiver

##### *I am not a primary caregiver (SR) (%)*

	Census n=41584	ANF n=6405
NO	38.3	41.1
YES	61.7	58.9
Total	100	100

### **Primary Caregiver; responsibilities for (MR) (%)**

	Census n=15932	ANF n=2631
Dependent children	75.3	77.6
Adult children	18.5	16.8
Parents	11.9	12.1
Other relatives	4.3	5.0
Friends/neighbours	1.0	1.4
Other	3.6	2.6

## Employment Situation

### Employment Status and Hours

#### **Employment Status (%)**

	Census n=41584	ANF n=6405
Employed	96.5	97.9
Unemployed / Not Working	2.0	1.7
Retired	1.5	0.3
Total	100	100

The below series of questions were inly asked to respondents who indicated they were employed. As a result the ANF total is n=6273, rather than the overall total of n=6405.

#### **Number of Jobs Currently working (%)**

	Census n=40113	ANF n=6273
1	86.8	79.5
2	11.3	17.8
3	1.4	2.1
More than 3	0.5	0.5
Total	100	100

#### **Full time or part time (%)**

	Census n=40113	ANF n=6273
Full time (working 35 or more hours per week)	72.2	49.5
Part time (working less than 35 hours per week)	27.8	50.5
Total	100	100

## Employment Arrangements

### Employment Arrangements (%)

	Census n=40113	ANF n=6273
Permanent employee	84.8	84.4
Casual employee	6.2	8.6
Fixed term contract employee	7.1	5.9
Temporary/ Labour-hire employee	0.7	0.4
Independent contractor / sub-contractor	0.5	0.4
Business owner/ self-employed	0.7	0.4
<b>Total</b>	100	100

Note the below question was asked to respondents who worked on a casual, fixed term contract or temporary/labour hire basis.

### Number of jobs worked in the previous 12 months (%)

	Census n=5797	ANF n=955
1	47.5	42.2
2-3	41.8	47.5
4-5	6.7	6.8
6-7	1.3	0.6
8 or more	2.7	2.8
<b>Total</b>	100	100

## Job Information

### Work Schedule

#### Current work schedule (%)

	Census n=40113	ANF n=6273
A regular daytime schedule	70.8	36.5
A regular afternoon/evening shift	3.0	5.2
A regular early morning shift (commencing before 6am)	0.7	0.2
A regular night shift	1.8	5.7
A 12 hour shift, fixed or rotating	2.2	3.3
A rotating shift (changes from days to evenings to nights)	9.9	34.0
Split shift (two distinct periods each day)	0.6	0.4
On call	1.2	1.1
Irregular schedule	8.4	12
Other	1.5	1.5
<b>Total</b>	100	100

### ***Regular weekend work (%)***

	<b>Census n=40113</b>	<b>ANF n=6273</b>
<b>Yes</b>	29.5	56.7
<b>No</b>	70.5	43.3
<b>Total</b>	100	100

### ***Hours of Work***

#### ***Hours paid to work per week (%)***

	<b>Census n=40113</b>	<b>ANF n=6273</b>
<b>1-5 hours</b>	0.4	0.2
<b>6-15 hours</b>	3.5	3.5
<b>16-24 hours</b>	9.3	16.9
<b>25-29 hours</b>	6.5	7.8
<b>30-34 hours</b>	7.8	16.6
<b>35-37 hours</b>	26.4	9.2
<b>38 hours</b>	27.6	23.2
<b>39 hours</b>	0.4	0.2
<b>40 hours</b>	9.1	14.4
<b>41-44 hours</b>	1.4	0.6
<b>45-49 hours</b>	1.0	0.5
<b>50 or more hours</b>	1.8	0.8
<b>None of the above – they vary every week</b>	4.8	6.1
<b>Total</b>	100	100

The below question was asked to those who identified they worked less than 35 hours per week. This figure is lower than the results for the questions on full time or part time status as of the respondents who selected part time, indicated that their hours varied every week.

### Reasons for working part time hours (%)

	Census n=10996	ANF n=2821
I prefer part-time work	24.8	33.7
I am involved in voluntary work	1.0	0.9
I go to school, college, university etc.	8.4	7.9
I want the loading attached to casual work	0.5	0.7
My welfare payments or pension may be affected by working full-time	0.7	0.3
I have an illness or disability that prevents me from working more	3.9	3.4
I have other personal or family responsibilities	12.2	15.5
Because I care for children	19.1	20.7
Because I care for disabled or elderly relatives (not children)	1.4	1.1
Because I could not find full-time work	8.5	4.4
Other	19.5	11.4
Total	100	100

### Statement about Paid Hours (%)

	Census n=40113	ANF n=6273
a lot less paid hours	3.6	3.7
a little less paid hours	20.4	21.9
the same paid hours	55.5	52.8
some more paid hours	15.3	17.7
a lot more paid hours	5.2	3.9
Total	100	100

## Working Life

### Working Additional Hours

#### Additional Hours (%)

	Census n=40113	ANF n=6273
Yes	61.3	53.1
No	38.7	46.9
Total	100	100



The below questions was only asked to respondents who indicated they worked additional hours.

### **Compensation for Additional Hours (%)**

	Census n=24577	ANF n=3330
I work additional hours but receive no overtime pay, no TOIL (Time Off in Lieu) or flex time	47.0	32.3
I normally get overtime pay	13.3	22.4
I normally get TOIL/Flex time	16.5	11.2
I normally get a combination of overtime pay and TOIL/Flex time	4.6	9.3
I get TOIL/Flex time but never/rarely get to take it because of workload	10.0	12.3
I get TOIL/Flex time but never/rarely get to take it because management won't approve it	1.3	1.8
Other	7.4	10.6
<b>Total</b>	<b>100</b>	<b>100</b>

### **Reasons for Working Additional Hours (SR) (%)**

	Census n=24577	ANF n=3330
Other/ None of the above	4.8	9.1
I would prefer not to respond	0.6	100

### **Reason for Working Additional Hours (MR) (%)**

	Census n=23248	ANF n=2998
I enjoy my work	19.6	17.6
I need the money from overtime pay	10.2	16.5
I want to maximise my performance bonus	0.9	0.6
I want to build up my flex time	4.8	1.5
So I can get all my work done	54.5	39.1
So I can get my work done to a proper standard	47.6	37.3
It s the culture that we work extra hours	28.0	15.9
It is required by management that we work extra hours	11.9	6.6
To get my RDOs/ADOs	2.5	1.6
There is a lack of staff and excess workload that I work extra hours to complete	37.7	57.9

## Industrial Issues

### Improving Conditions

#### *Two Most important Issues for improving Conditions (MR) (%)*

	Census n=40113	ANF n=6273
Higher superannuation contributions	18.4	16.5
A wage rise	47.2	44.6
Health and Safety and/or Workers compensation	10.9	13.1
Annual leave entitlements	8.4	10.6
Other leave entitlements	4.5	4.4
Insurance that provides your income if unable to work	16.5	19.3
Having the flexibility to balance work and family responsibilities	42.2	45.5
Greater certainty about your hours	6.4	7.7
A greater say about what hours you work	11.9	15.5
Greater job security	22.3	11.3
Other	11.4	11.6

# Attitudes to Work

## Job Satisfaction

### Satisfaction with Aspects of Job (%) (Census)

Census n=40113	Very satisfied	Satisfied	Not satisfied or dissatisfied	Dissatisfied	Very dissatisfied	Total
The work itself	22.9	57.6	11.7	6.1	1.6	100
Your workload	6.0	42.5	20.4	21.9	9.3	100
Your pay	7.4	42.1	21.2	21.3	8.0	100
Your conditions (such as leave entitlements, etc)	15.9	54.4	16.8	9.6	3.3	100
Ability to access holiday leave as and when you want it	16.9	45.6	18.6	12.3	6.6	100
Your supervisor	20.4	41.1	18.3	11.5	8.7	100
The senior management of your company or organisation	8.4	29.4	24.2	21.2	16.9	100
The impact on your family and private life (work/life balance)	8.1	39.7	24.7	20.1	7.4	100
Occupational Health & Safety	13.7	50.5	20.6	10.9	4.4	100
How much of a say you have in your workplace	7.5	35.4	26.4	20.8	9.9	100
The respect you get from those above you	11.0	39.0	22.0	17.3	10.7	100
The level of job security you have	20.5	45.9	16.5	10.1	7.0	100
The amount of job training and/or career development you are able to receive	11.5	40.6	22.7	16.9	8.3	100
Your opportunities for advancement	5.4	30.3	30.8	20.1	13.4	100
The provision of technology or equipment to do your job properly	9.5	42.8	22.1	17.6	8.0	100

**Satisfaction with Aspects of Job (%) (Union)**

ANF n=6273	Very satisfied	Satisfied	Not satisfied or dissatisfied	Dissatisfied	Very dissatisfied	Total
<b>The work itself</b>	25.1	59.9	9.9	4.0	1.1	100
<b>Your workload</b>	5.5	43.0	20.8	21.5	9.2	100
<b>Your pay</b>	5.7	42.1	23.0	21.7	7.5	100
<b>Your conditions (such as leave entitlements, etc)</b>	8.8	55.0	21.2	11.9	3.1	100
<b>Ability to access holiday leave as and when you want it</b>	12.3	45.6	20.4	14.5	7.2	100
<b>Your supervisor</b>	19.1	42.9	19.8	10.6	7.5	100
<b>The senior management of your company or organisation</b>	8.3	31.8	26.4	19.7	13.8	100
<b>The impact on your family and private life (work/life balance)</b>	7.1	41.6	26.2	19.2	5.9	100
<b>Occupational Health &amp; Safety</b>	12.1	54.7	19.9	9.9	3.5	100
<b>How much of a say you have in your workplace</b>	7.5	37.9	28.0	18.9	7.6	100
<b>The respect you get from those above you</b>	10.7	42.2	22.9	16.0	8.3	100
<b>The level of job security you have</b>	21.7	53.5	14.5	6.5	3.8	100
<b>The amount of job training and/or career development you are able to receive</b>	14.3	46.6	19.7	13.8	5.6	100
<b>Your opportunities for advancement</b>	7.9	38.2	32.2	14.9	6.8	100
<b>The provision of technology or equipment to do your job properly</b>	8.0	42.0	23.1	19.4	7.4	100

**Workplace Attitudes (%) (Census)**

Census n=41584	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree	Total
Employees who work extra hours are more likely to get ahead	6.9	26.4	36.4	25.7	4.7	100
I feel comfortable speaking up if I am unhappy with my conditions at work	7.2	44.5	19.1	22.4	6.8	100
Employees who speak out about issues such as safety, are frowned on in the workplace	7.1	20.1	26.2	38.2	8.4	100
Senior management takes a genuine interest in improving conditions at work	5.4	28.4	29.6	24.9	11.8	100
My supervisor(s) take a genuine interest in improving conditions at work	10.1	40.2	25.6	16.5	7.6	100
Supervisors are concerned about preventing bullying and harassment in the workplace	12.6	40.8	22.8	14.3	9.5	100
Supervisors are concerned about preventing discrimination in the workplace	13.2	43.7	24.6	11.8	6.7	100
Senior Management is competent and has a plan for the future	8.0	30.0	29.4	19.7	13.0	100
I feel comfortable taking time off to meet my caring responsibilities	8.5	38.4	27.9	18.4	6.7	100
Having access to representation in the workplace is important to me	36.9	47.2	13.6	1.6	0.7	100

**Workplace Attitudes (%) (Union)**

<b>ANF n=6273</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Neither agree or disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Total</b>
<b>Employees who work extra hours are more likely to get ahead</b>	2.9	18.2	39.5	33.9	5.5	100
<b>I feel comfortable speaking up if I am unhappy with my conditions at work</b>	6.9	48.0	19.0	20.6	5.5	100
<b>Employees who speak out about issues such as safety, are frowned on in the workplace</b>	5.8	19.4	25.4	41.0	8.4	100
<b>Senior management takes a genuine interest in improving conditions at work</b>	5.6	30.2	30.1	23.4	10.7	100
<b>My supervisor(s) take a genuine interest in improving conditions at work</b>	10.9	41.3	25.7	15.4	6.8	100
<b>Supervisors are concerned about preventing bullying and harassment in the workplace</b>	11.7	41.4	22.1	15.0	9.8	100
<b>Supervisors are concerned about preventing discrimination in the workplace</b>	11.7	45.0	25.4	11.7	6.2	100
<b>Senior Management is competent and has a plan for the future</b>	7.7	31.9	32.4	17.8	10.1	100
<b>I feel comfortable taking time off to meet my caring responsibilities</b>	7.6	38.5	27.3	19.9	6.6	100
<b>Having access to representation in the workplace is important to me</b>	29.5	52.8	15.4	1.8	0.5	100

## Financial Situation

The financial questions were asked to all respondents, the ANF total response of n=6405 is used below.

### Income

#### *Number of Incomes in Household (%)*

	Census n=41584	ANF n=6405
Single income	39.8	36.6
Two incomes	56.7	59.7
Three or more incomes	3.5	3.7
Total	100	100

#### *Main Income Earner (%)*

	Census n=41584	ANF n=6405
Yes	58.1	51.8
No	24.1	29.7
We earn about the same	17.8	18.5
Total	100	100

#### *Annual Income (%)*

	Census n=41584	ANF n=6405
Less than \$20,000	4.6	3.3
\$20,001-\$40,000	13.9	15.9
\$40,001-\$60,000	25.1	31.6
\$60,001-\$80,000	25.8	26.0
\$80,001-\$100,000	16.6	11.8
\$100,001-\$120,000	5.0	2.5
\$120,001-\$150,000	2.1	0.8
More than \$150,000	0.7	0.2
I would prefer not to respond	6.2	7.9
Total	100	100

**Annual Household Income (%)**

	Census n=41584	ANF n=6405
Less than \$20,000	1.8	1.3
\$20,001-\$40,000	6.0	5.4
\$40,001-\$60,000	12.4	14.7
\$60,001-\$80,000	15.9	16.2
\$80,001-\$100,000	16.1	15.7
\$100,001-\$120,000	12.8	12.6
\$120,001-\$150,000	12.3	10.8
\$150,001-\$200,000	8.9	6.9
More than \$200,000	2.7	2.2
I would prefer not to respond	11.0	14.2
Total	100	100

**Managing on Current Household Income (%)**

	Census n=41584	ANF n=6405
Very difficult to get by	7.5	5.8
Difficult to get by	16.1	15.3
Coping	45.0	48.4
Living comfortably	29.1	28.5
Doing really well	2.3	2.0
Total	100	100



## Issues

### Important Issues to Respondents and the Country

#### *Important Issues (MR) (%)*

	Census n=41584	ANF n=6405
<b>The quality of education, including adequate funding for public schools</b>	38.5	28.7
<b>Addressing climate change</b>	24.1	16.6
<b>Managing the economy to maintain a budget surplus</b>	6.4	8.2
<b>Managing the economy in the interests of working people</b>	19.5	17.3
<b>Funding to and the quality of healthcare</b>	37.0	57.6
<b>Funding to and quality of public infrastructure</b>	16.6	13.4
<b>Good secure jobs</b>	19.7	16.3
<b>Wages and conditions for workers</b>	30.5	33.6
<b>Investing in local industries</b>	8.3	7.7
<b>Addressing and preventing bullying, harassment and discrimination</b>	9.6	12.0
<b>Workers' rights</b>	14.2	9.6
<b>Housing affordability and cost of living</b>	41.7	46.2
<b>Superannuation and retirement incomes</b>	17.9	18.6
<b>Funding to and quality of public services</b>	12.5	10.7

**Union Campaigning (%) (Census)**

Census n=41584	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Total
The quality of education, including adequate funding for public schools	49.0	34.5	12.4	2.9	1.2	100
Addressing climate change	25.4	28.8	27.6	10.9	7.3	100
Managing the economy to maintain a budget surplus	10.9	32.1	38.2	13.9	5.0	100
Managing the economy in the interests of working people	33.9	50.1	13.1	2.0	0.8	100
Funding to and the quality of healthcare	46.8	39.0	10.8	2.5	0.9	100
Funding to and quality of public infrastructure	32.9	45.8	17.3	3.0	1.0	100
Good secure jobs	50.8	42.8	5.7	0.4	0.3	100
Wages and conditions for workers	62.3	34.3	3.0	0.2	0.2	100
Investing in local industries	29.4	44.7	21.6	3.2	1.1	100
Addressing and preventing bullying, harassment and discrimination	44.2	43.5	10.9	1.0	0.4	100
Workers' rights	56.8	38.0	4.7	0.3	0.2	100
Housing affordability and cost of living	37.5	36.7	20.0	4.5	1.3	100
Superannuation and retirement incomes	42.6	44.4	11.0	1.5	0.6	100
Funding to and quality of public services	33.8	43.9	18.3	2.9	1.0	100

### **Union Campaigning (%) (Union)**

<b>ANF n=6405</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Total</b>
<b>The quality of education, including adequate funding for public schools</b>	39.4	42.8	14.3	2.7	0.7	100
<b>Addressing climate change</b>	18.9	30.5	32.1	12.0	6.5	100
<b>Managing the economy to maintain a budget surplus</b>	12.8	39.7	36.1	9.2	2.2	100
<b>Managing the economy in the interests of working people</b>	30.1	52.8	14.5	2.0	0.6	100
<b>Funding to and the quality of healthcare</b>	60.0	32.3	5.9	1.3	0.6	100
<b>Funding to and quality of public infrastructure</b>	32.3	49.0	15.8	2.2	0.7	100
<b>Good secure jobs</b>	44.2	48.9	6.4	0.3	0.2	100
<b>Wages and conditions for workers</b>	58.3	38.2	3.2	0.2	0.2	100
<b>Investing in local industries</b>	27.8	47.1	21.5	2.8	0.8	100
<b>Addressing and preventing bullying, harassment and discrimination</b>	44.6	45.7	8.6	0.9	0.3	100
<b>Workers' rights</b>	51.2	43.0	5.2	0.3	0.2	100
<b>Housing affordability and cost of living</b>	40.4	36.9	18.2	3.6	0.9	100
<b>Superannuation and retirement incomes</b>	42.4	45.2	10.6	1.5	0.4	100
<b>Funding to and quality of public services</b>	32.8	47.4	16.7	2.4	0.7	100

### **Open Ended Comments**

See accompanying spread sheet for all the open ended comments.

### **Important Industrial Issues for Improving Conditions at Work (Other)**

***In what ways do you think your union or union members, such as yourself, could help improve the conditions of working people?***

***Do you have any other comments, thoughts, ideas, experiences you would like to share about any topics in this survey?***

**Examples of comments by nurses  
from ACTU Working Australia Census data 2011 re insecure work**

*"Many people are not able to obtain full time employment anymore but rather are forced into contracted hours that are often not the hours sort after but rather a minimum. This causes insecurity with work and finances and puts more pressure on the average wage earner. This also impacts on the ability to obtain a loan due to insecurity of working hours"*

I have only just started this job and its part time. I was doing the last 10 months working 3 jobs, all casual, and many hours because too many jobs are only casual now.

*"I have recently returned to nursing after a break of 12 years. During my absence many changes have occurred. The most important is that my nursing qualifications are out of date and where once enrolled nurses could always find work, this is not so now. Although everyone tells you there is a lot of work out there. If I had the medication endorsement, yes I would find it easier to get a regular job. The endorsement course costs \$3,000, unless sponsored by employer. It is a catch 22 situation, and therefore i am in the unsatisfactory position of having to be 'on-call' 7 days a week in order to hopefully get 3-4 day's work a week. I can't get on with a life, any sense of certainty, until i find regular work and i can't get this until i upgrade my qualifications and I probably have 11 years left in the workforce..... that's all, not angry, just frustrated at the moment."*

*"My case was taken to Fair Work, where it has stalled, but we were hopeful of improving access to study leave and education for part time nurses. It seems incredible to me that a CEO will refuse to pay 2 days of study leave for a part time employee just because the education falls on a day other than their allotted day of work. How then, is anyone working nights or weekends ever likely to keep up their skills if they have no access to paid education on a pro rata basis?"*

*"I find my ability to only work part time due to preschool children often precludes me from promotion and other advancements."*

*"I work two permanent part-time jobs, have to work weekends to get more pay, am in final year of an undergraduate degree, re-entered the workforce after 20 years out of nursing (800 hours for no pay)."*

*"As a brand new nurse I have been shocked by how difficult shift work is and the lack of work opportunities within nursing that provide socially acceptable hours for reasonable amounts of pay. I also find it amazing that at the times nurses are doing the hardest work (i.e. morning shifts) is when they are being paid the least."*

*"We should have true family friendly work environments, not just on paper. We have a "work what you need until a child's 5th birthday" policy. However, the fine print says if the managers deem it possible, rarely do they! eg. We have mums and dads that want to do night shift only whilst children are young to save on cost of childcare and pregnant mums that are too tired for night shift....very rarely does our rostering reflect family friendly. I know of multiple staff resigning because our management (who either have no children or adult children) have made it too difficult to balance work with family commitments. We lose experience and family orientated staff because we are not family friendly in practice, just on paper. I am planning for a family, my partner is also a shift worker, childcare hours do not exist for many of our shifts and is expensive for employed families, so this is a stressful consideration for starting a family, we also have all grandparents working full time so family assistance is not possible."*

*"My response to hours I work may appear strange. I work some permanent part time shifts at my main place of employment then work nurse bank shifts to get as many hours as I can do over a fortnight. With young children 14,11,6 and a single mum I work flat out. The job climate has changed in the past 5 years whereby nurses can seldom get permanent part time shifts eg. week day mornings for set days. Employers have the power to employ you for a certain no. of hours and these can vary at their discretion. This is a disadvantage for the workers and has meant I am tied to my current job where I have the previous conditions of employment ongoing for the term of my job or until legislation changes. Parents of young families deserve set shifts not to be employed where their shifts can be at management's discretion."*