



Australian  
Nursing &  
Midwifery  
Federation



NOW  
NURSES &  
MIDWIVES  
ASSOCIATION



## IT'S TIME TO ACT FOR RUBY

### Is your Aged Care Facility Understaffed?

**“IT'S JUST SO UNFAIR THAT RESIDENTS SUFFER. STAFF WANT TO CARE BUT CANNOT BECAUSE OF TIME RESTRAINTS. THEY ARE EXHAUSTED, BURNT-OUT AND SUFFERING CHRONIC STRESS MUCH OF THE TIME.”**

Aged Care Nurse

### HOW TO IDENTIFY UNDERSTAFFING IN AGED CARE FACILITIES

If you are concerned about staffing levels at your aged care facility, you're not alone. Thousands of other nurses and carers across Australia have told us the same thing.

Examples of understaffing:

- Employer is not replacing staff on sick leave or annual leave.
- Staff missing lunch and toilet breaks.
- Hours and shifts for staff being cut.
- Staff needing to stay back late to complete their work without paid overtime.
- A lack of staff on night shifts.
- No Registered Nurse on night shifts.
- Inadequate time for shift handover

**RATIOS FOR AGED CARE  
MAKE THEM LAW NOW**



Australian  
Nursing &  
Midwifery  
Federation



NSW  
NURSES &  
MIDWIVES  
ASSOCIATION

## WHAT TO DO IF YOU'RE CONCERNED ABOUT STAFFING LEVELS

1. Speak to your Facility Manager
2. If you are not satisfied with their actions, make a complaint through the Aged Care Complaints Commissioner at: [agedcarecomplaints.gov.au](http://agedcarecomplaints.gov.au)

AND

3. Seek advice from your union, the NSW Nurses and Midwives' Association (NSWNMA).

If you're not already a member, join the NSWNMA at [nswnma.asn.au](http://nswnma.asn.au)

## YOUR PRIVACY CAN BE PROTECTED

Your complaint to the Aged Care Complaints Commissioner can be confidential or anonymous.

## WE NEED RATIOS IN AGED CARE NOW!

Join the campaign to fight for legislated staffing ratios in aged care at [timeforruby.anmf.org.au](http://timeforruby.anmf.org.au)

 [www.facebook.com/agedcarenurses](https://www.facebook.com/agedcarenurses)