

## Two hats...too hard Working Carers Pre-Evaluation Survey Results

### Workers - demographics

| <b>Gender</b>          | <b>n</b> | <b>%</b> |
|------------------------|----------|----------|
| Not stated             | 2        | 1.9      |
| Male                   | 29       | 27.4     |
| Female                 | 75       | 70.8     |
| <b>Age group</b>       |          |          |
| Not stated             | 2        | 1.9      |
| 18 to 24               | 5        | 4.7      |
| 25 to 28               | 5        | 4.7      |
| 29 to 34               | 10       | 9.4      |
| 35 to 39               | 6        | 5.7      |
| 40 to 44               | 6        | 5.7      |
| 45 to 54               | 40       | 37.7     |
| 55 to 65               | 30       | 28.3     |
| 65+                    | 2        | 1.9      |
| <b>Employment type</b> |          |          |
| Not stated             | 1        | .9       |
| Full time              | 43       | 40.6     |
| Part time              | 49       | 46.2     |
| Casual                 | 13       | 12.3     |

The majority of respondents were female and most were older than 45 years of age. Part time employment was the major employment type.

### Demographics by Gender

|                        | Male     |          | Female   |          |
|------------------------|----------|----------|----------|----------|
| <b>Age group</b>       |          |          |          |          |
|                        | <b>n</b> | <b>%</b> | <b>n</b> | <b>%</b> |
| Not stated             | 1        | 3.4      | 0        | 0        |
| 18 to 24               | 0        | 0        | 5        | 6.7      |
| 25 to 28               | 2        | 6.9      | 3        | 4.0      |
| 29 to 34               | 3        | 10.3     | 7        | 9.3      |
| 35 to 39               | 2        | 6.9      | 4        | 5.3      |
| 40 to 44               | 1        | 3.4      | 5        | 6.7      |
| 45 to 54               | 12       | 41.4     | 28       | 37.3     |
| 55 to 65               | 8        | 27.6     | 21       | 28.0     |
| 65+                    | 0        | 0        | 2        | 2.7      |
| <b>Employment type</b> |          |          |          |          |
| Full time              | 20       | 69.0     | 22       | 29.3     |
| Part time              | 7        | 24.1     | 42       | 56.0     |
| Casual                 | 2        | 6.9      | 11       | 14.7     |

Males reported more full time employment than females and the over 45 age groups were equally represented in both genders.

24 (22.6%) of the 106 worker respondents reported being a carer.

### Working Carers Demographics

| <b>Gender</b>          | <b>n</b> | <b>%</b> |
|------------------------|----------|----------|
| Not stated             | 1        | 4.2      |
| Male                   | 4        | 16.7     |
| Female                 | 19       | 79.2     |
| <b>Age group</b>       |          |          |
| Not stated             | 1        | 4.2      |
| 35 to 39               | 1        | 4.2      |
| 45 to 54               | 12       | 50.0     |
| 55 to 65               | 9        | 37.5     |
| 65+                    | 1        | 4.2      |
| <b>Employment type</b> |          |          |
| Not stated             | 1        | 4.2      |
| Full time              | 7        | 29.2     |
| Part time              | 13       | 54.2     |
| Casual                 | 3        | 12.5     |

The majority of working carers were females over the age of 45 and perhaps not unexpectedly, employed in part time positions.

### Working carers by workplace

| <b>Workplace</b> | <b>Number of working carers</b> | <b>% of working carers</b> |
|------------------|---------------------------------|----------------------------|
| ES               | 8                               | 29.6                       |
| OFS              | 6                               | 20.7                       |
| ONS              | 2                               | 6.5                        |
| RS               | 8                               | 42.1                       |

Where: RS = Resthaven staff; OFS = Onkaparinga Field Operations staff; ONS = Onkaparinga Noarlunga staff; ES = ECH staff

**Attitudes of carers in the workforce.**

| <b>Statement</b>   | <b>Employer</b> |           |            |            |
|--|-----------------|-----------|------------|------------|
|  | <b>RS</b>       | <b>ES</b> | <b>OFS</b> | <b>ONS</b> |
| I am comfortable telling others in the workplace that I am a carer | 3.3a            | 2.0ab     | 1.6ab      | 0.6b       |
| I feel supported by my team.                                       | 3.0a            | 1.8ab     | 1.4ab      | 0.5b       |
| I feel supported by my manager.                                    | 3.3a            | 1.6ab     | 1.7ab      | 0.5b       |

Results sharing the same letter within a row are not significantly different.

The scale was 1=completely disagree; 5=no opinion either way; and 9=completely agree. You can see that none of the working carers were very positive towards the statements and workers from some workplaces completely disagreed with all three of the statements. It would appear that working carers feel unsupported in the workplace and are reluctant to reveal their "other" role to co-workers/managers.

In particular, workers from ONS had responses that were significantly lower than the responses from workers at RS and seemed particularly negative about their roles as carers (although this result should be tempered by the low number of respondents from that workplace).

All respondents were asked whether they knew if any of their co-workers were carers. The responses by workplace are reported below.

| <b>Employer</b> | <b>Response</b> | <b>n</b> | <b>%</b> |
|-----------------|-----------------|----------|----------|
| ES              | Yes             | 8        | 29.6     |
|                 | No              | 9        | 33.3     |
|                 | Not sure        | 10       | 37.0     |
| OFS             | Yes             | 9        | 30.0     |
|                 | No              | 7        | 23.3     |
|                 | Not sure        | 14       | 46.7     |
| ONS             | Yes             | 10       | 33.3     |
|                 | No              | 5        | 16.7     |
|                 | Not sure        | 15       | 50.0     |
| RS              | Yes             | 11       | 57.9     |
|                 | No              | 2        | 10.5     |
|                 | Not sure        | 6        | 31.6     |

The not sure response was prominent across all workplaces. The Yes responses could be interpreted in a couple of ways. It may mean that in each workplace a number of their co-workers were aware that some of their mates had carer responsibilities or it could mean that some workers thought that their co-workers had carer responsibilities when in fact, they did not.

In response to the question: How do you rate the importance of your paid employment? the following results by workplace were reported.

|   | <b>Workplace</b> |           |            |            |
|---|------------------|-----------|------------|------------|
|   | <b>RS</b>        | <b>ES</b> | <b>OFS</b> | <b>ONS</b> |
| How do you rate the importance of your paid employment? | 8.0a             | 7.9a      | 6.9a       | 6.9a       |

Results sharing the same letter within a row are not significantly different.

Workers from all workplaces agreed or strongly agreed with this statement, which is not an unexpected result.

All respondents were asked whether their work had been impacted upon by a co-worker who was a carer. 104 valid responses were received.

| Has your work been impacted upon by a co-worker who is a carer? | n  | %    |
|---|----|------|
| Yes   | 8  | 7.7  |
| No  | 77 | 74.0 |
| Not Sure  | 19 | 19.3 |

Encouragingly, only a small percentage of respondents responded in the positive. Of those positive responses, 3 were from OFS, 2 each from ONS and ES and 1 from RS.

The final questions related to whether respondents thought that they would become carers in the next 10 years and whether they were aware of support services available to carers in their workplace and the wider environment.

Do you expect to become a carer in the next 10 years? (105 valid responses)

|        | n  | %    |
|--------|----|------|
| Yes    | 37 | 35.2 |
| No     | 30 | 28.6 |
| Unsure | 38 | 36.2 |

35.2% of respondents thought that they would be taking on carer responsibilities in the future. It would be interesting to follow up on this to see if it eventuates or not. It may be that the survey itself introduced a new level of understanding to the respondents who may have then realised what their future responsibilities might entail. Of the 24 workers who currently identify as a carer, 15 thought they would be in that role in 10 years, 1 thought that they would not be in that role and 7 were unsure. That means that an additional 22 of the respondents thought that they would take on a carer's role in the next 10 years.

OFS had the highest number of workers responding in the positive, with 41.4% stating that they would become a carer in the future. EFS had 37%, ONS 32.3% and RS 26.3% responding in the positive to this question.

103 valid responses were received in relation to the 2 questions about support services. More respondents were aware of support services available generally compared to services available within the workplace. The results are reported below.

Are you aware of support services available to carers?

|        | <b>n</b> | <b>%</b> |
|--------|----------|----------|
| Yes    | 46       | 44.7     |
| No     | 39       | 37.9     |
| Unsure | 18       | 17.4     |

Are you aware of support available for carers within your organisation?

|        | <b>n</b> | <b>%</b> |
|--------|----------|----------|
| Yes    | 31       | 30.1     |
| No     | 47       | 45.6     |
| Unsure | 25       | 24.3     |

Given the high number of No and Unsure responses, the need for further education on support services available is apparent.

Within individual workplaces, the workers in RS appear to be the best informed, with 74% stating they were aware of support services both generally available and within their workplace. Conversely, OFS reported 21% aware of general services and only 14% stated they were aware of services available within their workplace.

### Managers - demographics

| <b>Gender</b>    | <b>n</b> | <b>%</b> |
|------------------|----------|----------|
| Male             | 4        | 35.3     |
| Female           | 11       | 64.7     |
| <b>Age group</b> |          |          |
| 25 to 28         | 1        | 5.9      |
| 29 to 34         | 1        | 5.9      |
| 35 to 39         | 1        | 5.9      |
| 40 to 44         | 2        | 11.8     |
| 45 to 54         | 8        | 47.1     |
| 55 to 65         | 4        | 23.5     |

The majority of managers were females aged between 40 and 65.

### Do you identify yourself as a carer?

|     | <b>n</b> | <b>%</b> |
|-----|----------|----------|
| Yes | 4        | 23.5     |
| No  | 13       | 76.5     |

A similar percentage of managers compared to workers identified themselves as carers, but the number was small. Of the managers, 76.5% stated that they knew of carers within their team. 3 of the cares were female and all were aged between 45 and 65.



The managers were asked their opinions on a series of statements relating to the perceived impact of working carers in their teams. Their responses are outlined below.

| Statement   | Workplace |       |       |      |
|---|-----------|-------|-------|------|
|   | RM        | OFM   | ONM   | EM   |
| I have experienced difficulties in work attendance/performance from carers. | 7.0a      | 5.4ab | 4.4ab | 2.0b |
| Carers have an impact on productivity in my workplace.                      | 6.7a      | 4.2a  | 3.8a  | 3.5a |
| Should carers have a right to work?   | 9.0a      | 8.8a  | 9.0a  | 9.0a |

Where OFM = Onkaparinga Field Operations managers; ONM = Onkaparinga Noarlunga managers; EM = ECH managers; RM = Resthaven managers.  
Results sharing the same letter within a row are not significantly different.

The scale was 1=completely disagree; 5=no opinion either way; and 9=completely agree. There was quite a disparity of results in relation to difficulties experienced in the workplace. Managers from RM felt that there were difficulties, whereas managers from EM had the opposite view. Those from OFM and ONM were somewhat neutral on the issue, although the results were not significantly different between workplaces. A similar pattern was reported on the productivity issue.

Interestingly, the RM managers felt that their workplaces had experienced some difficulties because of carers yet their workers were the best informed about support services available to carers and had the highest percentage of workers identified as carers.

All managers felt very strongly that carers have the right to work.

35%, or 6, of managers expected to be a carer within the next 10 years, with the remainder unsure. Of those 6, 3 currently identify themselves as a carer and the remaining "current" carer is unsure of their future prospects. That means that 3 additional managers expect to take on a carer responsibility in the future.

17 valid responses were received from managers in relation to the 2 questions about support services. More respondents were aware of support services available within their

workplace compared to those generally available, which was the opposite response to that of the workers. The results are reported below.

Are you aware of support services available to carers?

|        | <b>n</b> | <b>%</b> |
|--------|----------|----------|
| Yes    | 8        | 47.1     |
| No     | 8        | 47.1     |
| Unsure | 1        | 5.9      |

Are you aware of support available for carers within your organisation?

|        | <b>n</b> | <b>%</b> |
|--------|----------|----------|
| Yes    | 10       | 58.8     |
| No     | 5        | 29.4     |
| Unsure | 2        | 11.8     |

It would seem that the majority of managers were aware of the support services available within their workplace, but that majority was not overwhelming. Similar arguments could be mounted for educating the managers as put forward for their workers.

RM managers were most knowledgeable about services within their organisation, with 66.7% indicating they were aware of their existence, however, they were the least knowledgeable about outside services. 75% of EM managers knew of the existence of outside services but only 50% knew of services available internally.