

# I'll take care of you: the use of supportive work practices to retain older workers

**Author/s:** Mountford, H. | **Year:** 2013 | **Publication type:** Journal article | **Peer reviewed:** | **Topic area/s:** Carers who are CALD

**Reference:**

**Key Words:**

older workers, workforce retention, aged care industry, residential aged care

**Research aim:**

To explore strategies in the retention of older workers including developing a supportive work environment; the recognition of skills and abilities; training opportunities leading to career progression; and being able to pass on knowledge to younger staff

**Results/Conclusion:**

Despite poor pay, physical work and a predominantly immigrant labour force, many of these human resource strategies are effectively utilised to retain older workers in residential aged care

**Implications:**

Most of these practices, which reduce recruitment, training and sick leave costs, could also be effective in other industries.

**Cultural Group(s):**

**Location of study:**

New South Wales

**Age group:**

**Number included in study:**

40

**Type of participants:**

20 interviews with aged care facility managers, 20 interviews with personal carers

**Research approach:**

Qualitative

**Type of data:**

Primary

**Secondary data sources used:**

**Specific scales or analytical techniques used:**

**Implications/ Recommendations:**

**Notes:**