

HOME CARE WORKFORCE SUPPORT PROGRAM
QUEENSLAND CONSORTIUM

Guaranteeing Consumer Centred Care

Assisting the home care sector to attract, train and retain
new personal care workers.

FINAL EVALUATION REPORT MARCH 2024 - APPENDIX



Actions and Inputs



Recruitment: Exploring New Partnerships

RSL Employment

For Australian Defence Force veterans and partners of current or former Defence members, RSL Employment offers tailored, free programs to guide these individuals toward meaningful employment, recognising the transformative power of the right role in their lives. HCWSP plans to explore this as an opportunity to bring new people into the sector.

Your Caring Way

Your Caring Way is committed to assisting unpaid carers in achieving their goals, offering free support and training for reentering the workforce, exploring new careers, pursuing education, or gaining volunteer experience. HCWSP plans to explore this as a new pipeline of people with lived experience for the sector.

ACU University

HCWSP has a unique opportunity to establish connections with ACU, which can open doors to a fresh pipeline of potential candidates currently pursuing studies in relevant fields. Furthermore, ACU's existing affiliations with specific providers make a partnership between ACU and HCWSP a potentially promising venture.

Silver Rainbow

The Silver Rainbow project in Australia strives to improve the aging and aged care experiences of LGBTI individuals by pioneering the National LGBTI Ageing & Aged Care Strategy and promoting inclusive practices in the sector. A partnership with Silver Rainbow may present another way to reach new audiences currently underserved.

Multicultural Australia

Multicultural Australia aids over 5,000 new arrivals in Queensland yearly, encompassing refugees, international students, asylum seekers, and migrants, in their settlement, integration, employment, education, skill development, and community inclusion. A partnership with HCWSP could offer an alternative means to reach currently underserved audiences.

Institute for Urban Indigenous Health (IUIH)

IUIH, a Community Controlled Health Service, leads health and social support for Indigenous populations in South East Queensland, promoting well-being and economic independence. It also serves as a means to reach future care workers, particularly for addressing the underserved Indigenous communities.

Recruitment: Facebook Activity

In HCWSP, Facebook advertising remains the top-performing channel, consistently delivering a higher number of leads and placements than any other platform.

Facebook's powerful targeting capabilities allow for the creation of customised messages that effectively connect with specific audiences, taking into account factors like age, gender, Cultural and Linguistic Diversity (CALD) backgrounds, geographical locations, and job categories. This tailored messaging strategy aims to boost engagement among these specific groups, ultimately resulting in improved recruitment and placement outcomes.

In terms of content, the Skills Hubs Facebook continue to create content designed to engage and interest individuals. Content creation plays a pivotal role in driving social media engagement. It serves as the driving force behind attracting, connecting with, and retaining audiences on various social platforms. Quality content has the power to captivate, inform, and inspire, thereby fostering meaningful interactions and relationships with followers. It can be leveraged to convey brand messages, showcase expertise, and address the interests and needs of the target audience. In essence, content creation is the engine that propels social media engagement, fostering a sense of community, trust, and loyalty among users.



Skills Hubs Recent Facebook Advertising

Skills Hubs LTD
Published by Jason Almine · July 5, 2022

Are you a man who loves to do a bit of gardening, cleaning, fishing or even a bit of driving?

Are you a man who loves a cuppa and a bit of a yarn?

Would you be interested in getting paid to do those things with senior people in our community?

We currently have positions available for people who genuinely want to make a difference to people who are aged but want to stay at home rather than go into aged care.

Skills Hubs currently has the task of bringing together people who would like to earn an income working in the home care aged sector and we'd love to hear from you.

There are many types of roles you can work in that will allow you to work the hours that fit in with you and your family.

The types of work that you can get paid to do are:

- ✔ Supporting people in their homes with...
 - Cleaning
 - Meal preparation
 - Shopping
 - Laundry
 - Running them to appointments
 - Gardening
 - Leisure Activities
- ✔ Personal Care Workers who provide help with
 - Showering
 - Medication assistance
 - Daily activities that help them stay independent and at home
 - Social Support

It all depends on the type of certificate you might have.

Don't have a certificate? Not a problem, there are some amazing government grants available at the moment that cover ALL the cost of your training and we can help you with that.

Some of those roles don't even need you to have a certificate to get started.

With shifts ranging from 10 hours a week to full time you can really choose how much or how little you'd like to work.

We also have partnerships with home care providers who have over 3000 hours a week of extra shifts available and are ready for you to get started with them.

What can you earn as a home care employee? Our partnerships mean you can earn anywhere between \$26.50 to \$63.00 per hour depending on the days and times you work.

Interested? Click the Learn More button, fill in the form and we will give you a call to fill you in on all the details and answer all the questions you have. No pressure, No obligation.



Interested in a Rewarding New Career?

Looking to Get Back Into Paid Work? [Learn more](#)

Skills Hubs LTD
Published by Jason Almine · November 2, 2022

★ Want to earn \$27.00 to \$63.00 per hour in a job where you get to spend time helping some of the most vulnerable people in our community? Older Australians who have looked after us and now need some help.

We have guaranteed work hours available for people who have completed some aged care or community services training.

If you haven't done any training this opportunity could also be for you as we have some funded courses that can get you straight into work.

Normally these types of courses can cost between \$900 to \$3745 but if you enquire with us at Skills Hubs there is funding available so you get to do the course for FREE, then...

Because you've commenced your course we are able to refer you as one of our VIP candidates to the agencies who are looking for more carers to employ.

Of course you'll still need to apply and go through the interview process but our team can help guide your pathway into training and work so you are able to showcase your employability skills. They'll practically be begging you to work with them.

The types of jobs available at the moment are:

- ✔ Supporting people in their homes with...
 - Cleaning
 - Meal preparation
 - Shopping
 - Laundry
 - Running them to appointments
 - Gardening
- ✔ Personal Care Workers who provide help with
 - Showering
 - Medication assistance
 - Daily activities that help them stay independent and at home
 - Social Support

Plus so much more.

If you're interested in a rewarding new career and want to start earning up to \$63 per hour helping people in a job you'll love...

Click the "Learn More" button below to have a quick chat with the team at Skills Hubs about this amazing opportunity.



Interested in a Rewarding New Career?

Looking to Get Back Into Paid Work? [Learn more](#)

Recruitment: Volunteer Mentors Program

Mentorship
Get to know if the Aged Care sector is for you by connecting with an older person.

BENEFITS

- Practice your person centred care skills, eg active listening, building rapport, learning about people from diverse backgrounds
- Discuss real life scenarios such as professional boundaries, dignity of risk, diversity and inclusion and how to bounce back from bad days
- Role Play with an older person

Contact **Kate Kleemann** at **COTA Queensland** for more information or to arrange an opportunity to connect with a volunteer mentor.

P: 0499 186 825
E: kate.kleemann@cotaqld.org.au

COTA QUEENSLAND SKILLSHUBS skills generation RTO 41208

Five diverse volunteers, aged 65+, were recruited from Queensland for the Aged Care Mentoring Program, possessing caregiving experience and an understanding of aging and ageism, with some receiving Aged Care services and capable of effective storytelling.

The program engaged local Skills Hubs, RTOs, and Aged Care providers in its scoping phase, including Mi Haven Training, Skills Generation, Steps Group Australia, and TAFE Queensland. Stakeholders were briefed on program objectives and potential benefits, especially in terms of personal care worker retention.

Four small group mentoring sessions were conducted, with some cancellations and no one-on-one sessions scheduled yet. Aged Care providers expressed reservations about existing mentoring programs and the need to engage older individuals. Some RTOs embraced the program, while others sought an online booking system due to financial concerns.

Challenges included articulating the value of student-mentor connections, tensions with a local RTO, stakeholders showing initial interest but not following through, and communication difficulties with sub-contractor Cert III trainers. Uncertain funding added complexity due to project timeframes.

High schools displayed interest in the program, with discussions held with Education Queensland and Wesley Mission School Based Traineeship Program. Students were enthusiastic about Aged Care careers but had misconceptions, which mentors addressed using personal stories and video resources.

The program evolves, addressing challenges and exploring opportunities to enhance its impact.

Mentorship
Get to know an older person with experience of the Aged Care industry.


BENEFITS

- Explore expectations of the Aged Care sector vs Reality
- Practice your person centred care skills, eg active listening, building rapport, learning about people from diverse backgrounds
- Role Play with an older person
- Discuss real life scenarios such as professional boundaries, dignity of risk, diversity and inclusion and how to bounce back from bad days

For more information contact your trainer, or Kate Kleemann at COTA Queensland:
P: 0499 186 825
E: kate.kleemann@cotaqld.org.au

COTA QUEENSLAND SKILLSHUBS skills generation RTO 41208

Recruitment: Refer a Friend Email Campaign



First Name *

Last Name *

Email *

Contact Number *

Suburb *

Postcode *

Name of Friend who referred *

Contact number of Friend who referred *

[Submit](#)

[Eligibility Criteria Applies](#)

[Terms and Conditions](#)

Referral programs offer a distinctive opportunity to tap into an existing group of individuals who might not currently be reached by ongoing recruitment efforts. They also come with the added advantage of personal referrals, as people are more inclined to recommend individuals they genuinely believe are suitable for a career in the field of caregiving, and helps in the effort of how to identify kindness.

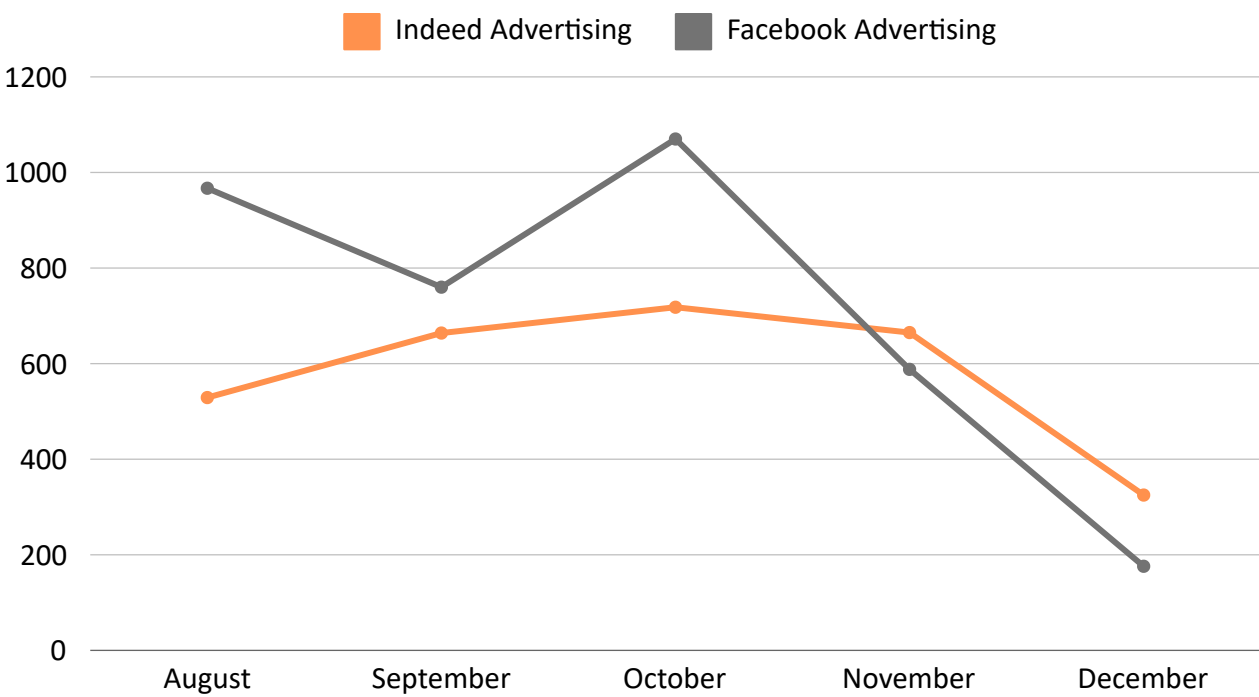
The "Refer a Friend" email campaign by Skills Hubs has recently been launched, providing the chance to win a \$100 gift voucher to those who refer a friend that subsequently registers and secures employment through Skills Hubs.

Besides contributing to an increase in placements, this initiative has the potential to enhance engagement within the Skills Hubs community, resulting in better contact post-placement. Furthermore, this could also potentially higher retention rates for both individuals as they will have a friend working in the same sector, creating a more supportive and connected environment.

Recruitment: Paid Advertising

Paid advertising proved highly successful in generating candidate leads for the program, with Facebook serving as a cornerstone and consistently delivering the highest number of leads compared to all other sources. In August 2023, Skills Hubs expanded their efforts through the job employment platform Indeed, aiming to broaden their candidate pool for the HCWSP pipeline.

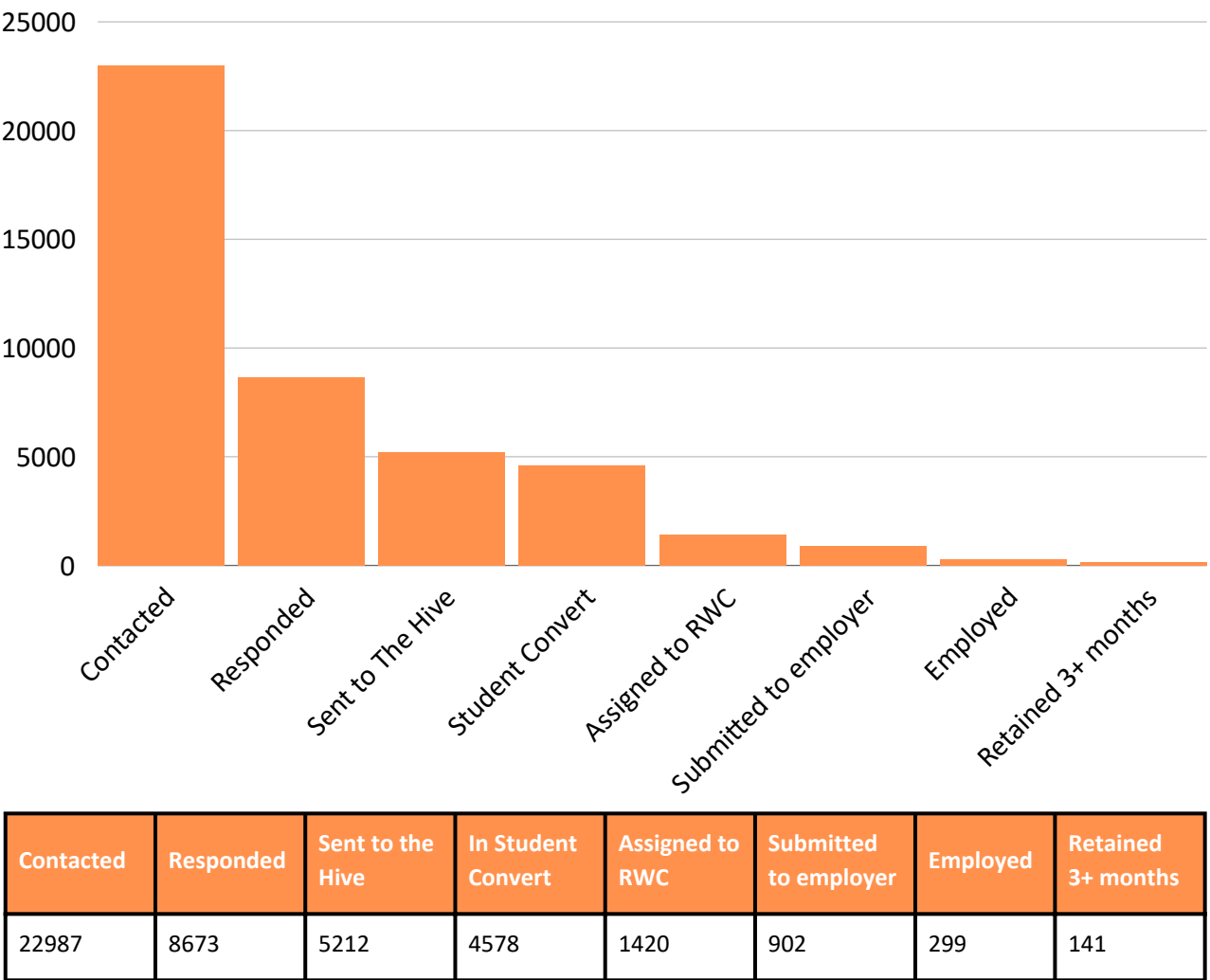
The venture on Indeed yielded promising results, generating a substantial number of leads within its inaugural month, making it the second-best performing lead source behind Facebook paid advertising. By November, Indeed paid advertising surpassed the efficacy of Facebook, affirming its effectiveness in candidate acquisition. However, Facebook retained significance in generating candidate leads.



Recruitment: Database Mining

Skills Hubs embraced an innovative approach to lead generation for new candidates, going beyond traditional reactive recruitment methods such as advertising. They achieved this by leveraging the employment website Indeed’s database. Using a thorough search and analysis of candidate profiles over multiple years, Skills Hubs identify individuals with the right skills and experience. This proactive strategy enables them to tap into a valuable pool of potential candidates with both experience and qualifications, who could be enticed back to the sector.

Of the candidates approached, it was estimated that approximately 60% are currently working in the sector, and approximately 25% of these individuals were already working to full capacity.



Recruitment and Retention:

HCWSP roadshows

During the HCWSP in Queensland, the team organised three rounds of workforce roadshows, including the program's soft launch, workforce forums, and workshops. Representatives from Skills Hubs, Skills Gen, and COTA Queensland traveled to various regional towns and cities to engage with home care service providers, registered training organisations, employment providers, government program representatives, regional and local groups, and traditional owners to discuss the Home Aged Care Services sector.

Initially, workforce forums were conducted to introduce providers and stakeholders to the program and gather their input. As the program progressed, these forums served as a platform to engage with employers and educate them on workforce shifts in recruitment practices and staff retention strategies, aiming to catalyse lasting changes beyond the program's duration.

First Round: HCWSP Launch (September - October 2022)	Second Round: Workforce Forum (March - May 2023)	Third Round: Workforce Workshops (November - December 2023)
<ul style="list-style-type: none"> • Hervey Bay • Bundaberg • Brisbane North • Brisbane South • Toowoomba • Ipswich • Cairns • North Queensland • Townsville • Rockhampton 	<ul style="list-style-type: none"> • Gold Coast • Toowoomba • Ipswich • Brisbane North • Brisbane South • Sunshine Coast • Hervey Bay • Rockhampton • Townsville • Cairns 	<ul style="list-style-type: none"> • Toowoomba • Hervey Bay • Townsville • Rockhampton

HCWSP Soft Launch

September - October 2022

Feedback was gathered during the HCWSP Soft Launch workshops, attended by various stakeholders including aged care providers, employment service providers, government agencies, RTOs, health services, advocacy groups, charities, and others. Key themes were identified for best practices in attracting and retaining care workers.

Key points from these results are listed below:

- The most consistent response for improving both attraction and retention of care workers was better money, this includes paying above industry awards, travel allowances, training and qualification reimbursements, retention and referral bonuses.
- Many emphasised the importance of enhanced training to engage and support staff better. In addition to completing certificate III and IV in aged care, they recommended additional training in areas like first aid and mental health, which could benefit care workers and clients.
- Flexibility and predictability in hours were also a common response. Many participants indicated that fairer and more considerate rostering could contribute to improving a care workers work-life balance, and as a by-product, an increased loyalty to the organisation.
- Targeted recruitment plans were also suggested to reach specific audiences such as parents returning to work, or better engaging graduates via school/university career days.
- Further contributing to work-life balance, many participants commented on the effect better benefits may have on care workers, such as gym memberships, company cars, RDOs etc.
- Recognition by employer was another common response in terms of retention of staff with many commenting on the need for employers to celebrate success with their staff. Furthermore, beyond professional success by individuals, recognising a healthy team culture with work social and team building events were highly suggested.
- Both supervisors and colleagues emphasised the need for increased support for care workers. Gradual transitions into solo work were suggested to boost confidence, while acknowledging that a lack of clarity in the role can lead to stress and challenges in client relationships due to misaligned expectations.
- Clear organisational values were suggested as methods to improve both the attraction and retention of staff. Often, when organisations have strong core values, this tends to inform multiple touch points along the way in recruitment and employment. An organisation's reputation was also highlighted as a central factor in attracting the right staff.
- Mutual respect and trust between supervisors and care workers is vital for staff retention. A supportive relationship can make care workers feel valued. Supervisors who integrate care workers' experiences into policies often gain increased emotional engagement and support.
- Expanding recruitment channels (social media, recruitment websites, career days) and incentivising staff referrals with attraction or retention bonuses were proposed.

HCWSP Workforce Forum

March - May 2023

Skills Hubs organised a second series of regional Workforce Forums from March to May 2023. A total of 10 forums were conducted, with an registration count of over 416 participants.

Most of the participants were newcomers, not having participated in the initial round. These morning sessions included information on the sector and the Home Care Workforce Support Program (HCWSP). Following the informative segment, individuals participated in table conversations, delving into employment-related issues. They were specifically tasked with identifying potential workarounds for the issues identified.

- Lack of communication - Ensure regular communication between employer and candidate, keeping them informed about procedures and providing updates on the progress. Ensure to keep the candidate engaged and interested while waiting for internal onboarding or checks.
- Money - Discuss salary expectations upfront, but also consider offering above-award pay rates, including bonuses and incentives, or cover part full cost of vocational placement.
- No car/no licence - Explore the possibility of introducing transport roles or alternative modes of transportation in specific areas. Consider options such as carpooling or providing fleet cars if the candidate possesses a valid driver's licence. Additionally, assess if other care options, like residential care (if available), might be suitable.
- No references - If a candidate appears ideal but lacks recent references, consider accepting character references or conduct thorough checks with previous employers. Utilise the probation period or buddy shifts or use checks as a reference to assess suitability.
- Speed to market - Review the onboarding processes to identify areas where efficiency can be improved. Implement practices such as rolling inductions, group assessment days, and offering conditional offers while waiting for checks. Schedule regular reviews with management to ensure paperwork is processed promptly.
- Expectations of work - Provide realistic job descriptions to set clear expectations. Conduct upfront conversations during interviews to discuss the nature of the work. Increase the number of buddy shifts, allowing candidates to request additional shifts if necessary.
- Hours - Aim for flexibility in the hours offered while maintaining consistency. Educate and negotiate with clients to help them understand the challenges of rostering.
- Candidate can't afford checks - Consider covering the cost of checks by having the organisation or Registered Training Organisations (RTOs) pay for them.
- Digital literacy - Offer application methods that don't rely solely on computer use. Provide support and assistance for candidates who may have limited digital literacy skills.
- No qualifications - Assist candidates in enrolling in and financing required training programs. Offer more entry-level positions, such as domestic assistance roles, and provide opportunities for traineeships. Consider candidates with lived experience as well.

// HCWSP QLD

EVALUATION REPORT MARCH 2024

Workforce Workshop

November - December 2023

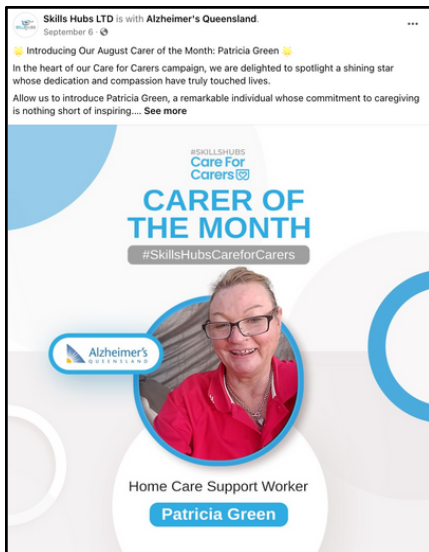
The evaluation team participated in a two day workshop delivered by Enkindle Consulting and the HCWSP team in Hervey Bay. The first day of the workshop (Planning for Success) was designed to educate and guide CHSP Providers about the forthcoming aged care reforms, with the objective of assisting them in crafting a strategic reform roadmap to get ready for the new Support at Home Program. The workshop delivered invaluable information regarding the reforms, a detailed schedule, and insights into both current and future opportunities.

Upon the workshop's conclusion, each CHSP provider departed with a tangible action plan for reform and the essential resources to effectively manage and execute the necessary changes within their respective organisations.

Following the Planning for Success workshop, a subsequent session was organised and conducted by Enkindle Consulting, COTA, and Skills Hubs personnel. In the morning segment, Enkindle Consulting shared insights into the latest recruitment attraction trends and strategies, offering valuable guidance to organisations in the aged care and disability sectors. Attendees were provided with practical recommendations and tactics to enhance their efforts in talent acquisition and attract skilled professionals to their teams.

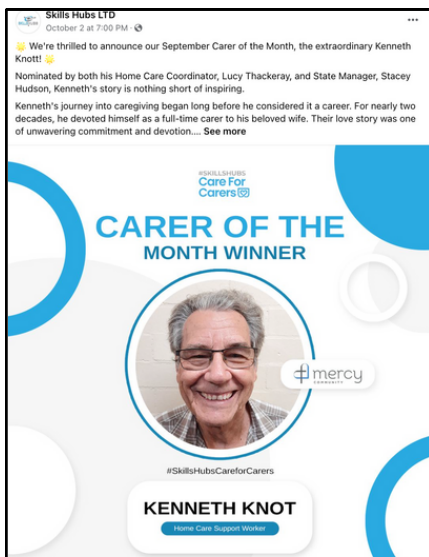
In the afternoon portion of the event, the HCWSP team took the lead, with valuable input from COTA and Skills Hubs. This part of the workshop delved into industry-specific issues, including the obstacles faced by male and CALD candidates when seeking employment and innovative strategies for establishing talent pipelines within the care sector. The session examined how individuals with diverse backgrounds, such as caregivers, retirees, defence and veteran partners, and young people, could be encouraged to join as Domestic Assistants and Support Workers. The primary focus was on how their unique life experiences, skills, and qualifications could make a positive impact on the workforce. Moreover, the session included a thorough analysis of employment statistics specific to the Hervey Bay area, accompanied by in-depth group discussions revolving around various organisational and local approaches to staff recruitment and retention.

Recruitment and Retention: Care for Carers Social Campaign



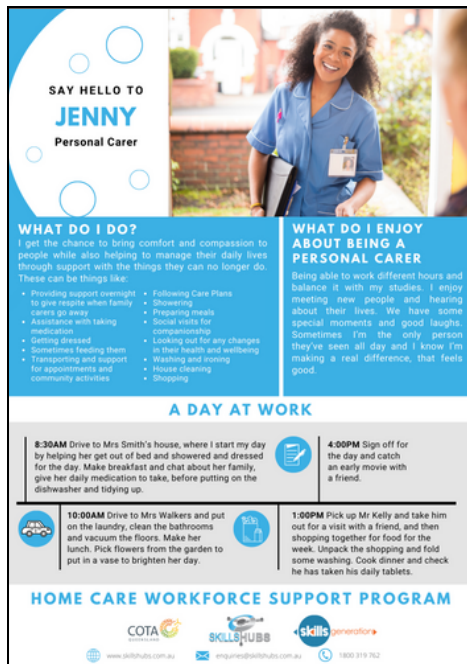
The ongoing "Carer of the Month" social media campaign on the Skills Hubs Facebook platform presents yet another avenue to enhance recruitment and retention within the caregiving sector, while also generating positive public relations through inspiring stories.

This social media initiative seeks to shed a favorable light on the caregiving field by acknowledging the hard work and dedication of carers. Its purpose is to not only showcase heartwarming stories to attract potential recruits but also to honor and highlight the commitment of these caregivers.



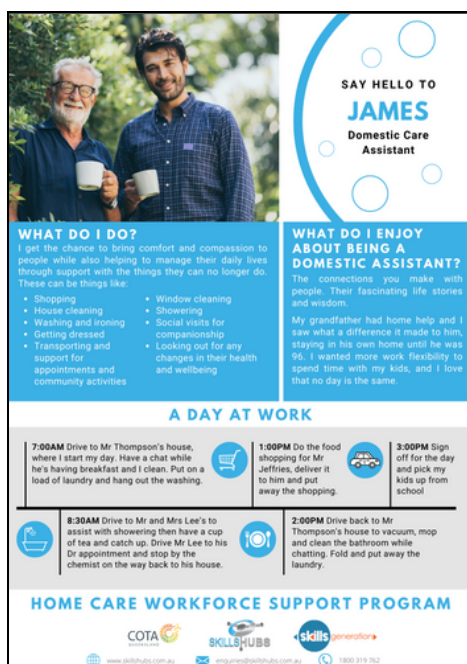
From a strategic perspective, this campaign offers a valuable opportunity to showcase the diversity of caregivers in the sector, dispelling outdated notions that caregiving is exclusively a female profession. It goes beyond gender to celebrate diversity in terms of Cultural and Linguistic Diversity (CALD) and age, providing a platform for recognising and appreciating the variety of individuals contributing to caregiving.

Recruitment and Retention: Post-Registration Email



The newly revamped post-registration email introduced by Skills Hubs exemplifies their ongoing commitment to boost candidate engagement and provide a clearer understanding of the responsibilities associated with the job. This email features case studies of two workers, breaking down their job duties, what aspects they find rewarding, and offering a glimpse into a typical day at work.

This additional information is designed to educate candidates and equip them with a better grasp of the role's demands. Furthermore, the email includes links to video content, serving as another tool to engage candidates and offer them further insights into the job.



Recruitment and Retention: Workforce Webinars

In March 2023, Skills Hubs began hosting a series of workforce webinars, including:

- Workforce Fast Facts: Monthly sessions on the second Tuesday of each month.
- Workforce Hot Topics: Weekly sessions every Wednesday.
- Workforce Lunchtime Lectures: Monthly sessions on the last Wednesday of each month.

These webinars targeted executive management of aged care and disability providers, aiming to provide information on workforce best practices and sector changes to ensure compliance.

Workforce Fast Facts covered sector-wide changes and data, while the other sessions featured guest speakers and subject matter experts on specific topics. Overall, there were 1,382 registrations from 114 providers, with a 36% attendance rate.

Recruitment and Retention: Workforce Webinars

March 2023

- Yellow Cards & Police checks - Obstacles and Opportunities
- Workforce Advisory Services for Aged Care Providers
- Understanding Dementia in ATSI people - what healthcare services need to know

April 2023

- What You Need to Know About New Fee-Free VET Funding & Places through TAFE
- Person centred Care is Everyone's Business
- Getting the Fit Right - Industry & RTO discussion panel
- Boosting retention in a competitive labour market
- Workforce Shortages - Identifying alternate training, hiring & talent pipelines

May 2023

- Wage Increases for Home Care Workers
- Nursing Recruitment for the future
- Traineeships - the key to workforce shortages
- Workplace Diversity - Attracting & managing a culturally diverse home care workforce
- How Person-centred is your workforce strategy?

June 2023

- Equip Aged Care Learning Modules
- Under-utilised Talent Pools - Are carers and retirees the key to workforce shortages?
- Unpacking the Aged Care Reform Agenda
- The Fair Work Commission's Minimum Wage Increase

July 2023

- Scheduling the Modern Home Care Workforce
- Mapping a clear career path for rural health workers
- My Smart Home - technology keeping older Australians at home longer
- Creating a voice of the employee program
- Healthy ageing: Products, services and policies for people over 65

August 2023

- Lookout Connect - a revolutionary way to hire care workers
- Hitting the Reset Button on Aged Care - Young people caring for older people in local communities
- Community Services Gateway to Industry Schools - Building talent pipelines amongst young people
- Forging an Innovative Mindset
- Connecting People, Connecting Care - Lessons for Aged Care from the Disability Sector

September 2023

- LGBTI inclusive practice support for the Qld aged care sector
- Human Rights & non-discrimination in aged care
- Stop Killing KM! An innovative approach to tracking KMs from a regional disability provider
- The Australian Home Care Study

October 2023

- Rethinking careers, role descriptions & our value proposition in aged care to influence retention

November 2023

- Rapid Recruitment of the Right People
- Insights from this year's HotTopics
- The Impacts & Opportunities that AI presents in Aged Care
- Communication in Dementia Care
- Workforce retention strategies in Aged Care

Provider Webinar Registrations

Provider Organisation			
Catholic Care CQ	Reliable Hands	IUIH	MAX Solutions
Integrated Living	Kurbingui Youth & Family Development	Wesley Mission Qld	CQU
Live Better	Living Choice	U Care Qld	Gladstone Community Linking Agency
Burdekin Community Assoc.	Kincare	Finnicare	Darling Downs Health
The Key	Springsure & District Aged Care	Carinity	Grand-App AI
Pearl Home Care Gladstone	Luxe Care	Churches of Christ	Care for Family
Greek Orthodox Community Care	Life Without Barriers	St Vincent's Care	Flexible Living
Senior Helpers	Endeavour	Envigor	The Salvation Army
Suncare	Multicultural Australia	Care Connect	Hopevale Aged Care Hostel
COMLINK	We2 Care	Hunter & King	Capricorn Adventist Retirement Village
Just Better Care	Home Instead (Gold Coast)	Prospect	Wongaburra Home Care
Footprints	Red Mop	Home Support	Palm Lake Care
Care Live Smile	Everglow	Bodewell	Continuity Care
Feros Care	At Work Australia	SB Care	Home Caring
Right at Home	Australian Pacific Training Coalition	All Aged Care	My Pathway
Sapphire Living	KNG Group (Healthcare)	Selmar	All About Living
Coast2 Coast	Dignified Movement	Anglicare	United For Care
Nhulundu	Darling Downs & West Moreton PHN	BallyCara	Simple Solution
Bolton Clarke	Salveo	Mercy Community	Dept Children's Youth Justice Multicultural Affairs
Healthcare Link	Codesign Consulting	Into Jobs	My Momentum
Prestige Staffing Solutions	Family Based Care	Centacare	GOC Care
National Jobs Link	AVWA	Job Find	Mihaven
CPL	Cabanda	Ozcare	TAFE Queensland
Lutheran Services	Nova Care	Fitzroy EF	Twin Rivers Care
United for Care	Flexi Care	Home Care Solutions	Designer Life
Avivo	Care Choice	ILSA	ARIIA
Five Bridges	Community	Crewe Sharp	BUSY at Work
Impact Community Services	Focused Healthcare	Designer Life	Angels in Aprons
Living Made Easy	My Home Care	CO.AS.IT	

Recruitment and Retention: Workforce Webinars Content

Workforce webinars have encompassed a wide array of topics related to workforce management, career development, aging in place, employee engagement, inclusivity, community-based care, innovation, staffing, and the potential of AI in aged care.

Collectively, they contribute to enhancing aged care services, supporting employees, and addressing the challenges associated with an aging population through the exploration of the following themes:

- **Workforce Management and Development:** "Scheduling the Modern Home Care Workforce" and "Lookout Connect" address the modern workforce, emphasising efficient scheduling and vetting processes. "ACU Aged Care Workforce Program" focuses on workforce development.
- **Career Paths and Innovation:** "Mapping a Clear Career Path for Rural Health Workers" and "Rethinking careers, role descriptions, and our value proposition" delve into career development and transformation in healthcare. "Forging an Innovative Mindset" explores innovation.
- **Aging in Place and Technology:** "My Smart Home" discusses technology's role in helping older Australians age in place. "The Australian Home Care Study" examines prevalence and treatment of age-related issues.
- **Employee Engagement and Inclusivity:** "Creating a Voice of the Employee Program" emphasises employee engagement, while "LGBTI Inclusive Practice Support" and "Human Rights & Non-discrimination" stress inclusivity and human rights.
- **Community-Based Care and Talent Pipelines:** "Hitting the Reset Button on Aged Care" and "Connecting People, Connecting Care" highlight community-based care, especially involving young individuals. "Community Services Gateway to Industry" explores talent pipelines among the youth.
- **Innovative Approaches to Staffing:** "Stop Killing Kilometres" presents an innovative approach to tracking and retaining staff. "Rapid recruitment of the right people" discusses the factors affecting recruitment in aged care.
- **AI in Aged Care:** "The Impacts & Opportunities that AI presents" examines the potential of artificial intelligence in the aged care sector.

Community Diversity Forum

The community diversity forum brought together various aged care providers and community members who had a keen interest in engaging with the aged care sector in the Moreton Bay region of Queensland.

The central theme of the forum revolved around the notion of shared stories and diversity. Several speakers, including representatives from advocacy groups, government bodies, aged care providers, students, and personal care workers, took the stage to share their personal narratives. Each speaker shared their unique experiences in the sector and emphasised the value it brought to their lives. Additionally, they touched upon the common challenges and issues faced within the aged care industry.

Acknowledging the reality and importance of cultural diversity within the aged care sector was the primary focus of the day. The forum discussions centred on how the provision of care can be enhanced by taking into account not only the cultural backgrounds of the clients but also those of the personal care workers. Additionally, creating a supportive and sensitive workplace environment was discussed as an essential factor in improving care outcomes.

The objectives of the event were identified as:

- **Create** a deeper understanding of what creates culturally safe, inclusive, and respectful care for diverse communities
- **Connect** with our local community, home care support workers and students
- **Explore** what home care means across cultures, to help us all live and age well at home and in our community
- **Identify** opportunities and potential solutions, resources and supports available.

Workforce Cultural Diversity

While around 30% of the home aged care workforce hail from Culturally and Linguistically Diverse (CALD) backgrounds, there exists an opportunity to bolster their representation to better meet the sector's workforce demands.

Employer insights gleaned from interviews and discussions at the Community Diversity Forum point to two primary challenges regarding the placement of CALD care workers: client-based racial discrimination and language barriers among care workers.

While proficiency in English may not directly affect their ability to perform most duties, language barriers can impede effective communication with clients, hindering rapport building and the monitoring of client health needs. Moreover, it can exacerbate issues of racial discrimination.

Employer interviews highlighted instances of racial discrimination from clients, a recurring concern for many providers employing CALD workers. The prevailing stance among most providers is swift action, removing the care worker if discrimination is reported, to ensure a comfortable work environment. However, there remains a pertinent question regarding the challenging of such prejudiced views and whose responsibility it is to address them. Few employers actively engage clients on the matter, let alone confront the discriminatory attitudes.

The firsthand experiences shared by CALD workers at the Community Diversity Forum showcased examples of overcoming initial client hesitancy, challenging viewpoints, and driving positive change. However, achieving these outcomes aren't always easy and can at times be intertwined with past traumas from both the care worker and client.

Delving into strategies for better supporting CALD workers' integration into the sector and addressing racist attitudes from clients holds the promise of accessing a rich pool of both skilled and unskilled candidates. By fostering inclusivity and challenging discriminatory beliefs, organisations can unlock the full potential of their workforce while promoting equity and diversity in the care industry.

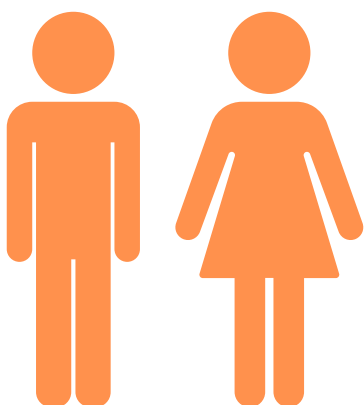
Workforce Gender Diversity

The gender dynamics within the care workforce continue to present opportunities for improvement. Initially, during the inception of HCWSP, provider organisations faced a dire need for staff, resulting in a higher placement rate for men. However, as organisations reached capacity, they became more selective in their candidate selection from the HCWSP team.

The primary obstacle cited for the reluctance to accept male candidates or the challenges in placing them revolved around client preferences. Traditional gender stereotypes still hold sway in the home care sector, with the belief that women are inherently better suited for caregiving roles and domestic tasks persisting. Employers attribute this largely to client preferences, with many organisations reporting that clients specifically request female caregivers.

While some organisations have made efforts to challenge these gender norms through dialogues with clients or by initially pairing male caregivers with female counterparts as a transitional phase, allowing clients to witness their caregiving capabilities in a comfortable environment. Others have simply adhered to the outdated belief that males are unsuitable for caregiving roles and favoured female candidates.

Addressing gender dynamics in the care workforce demands concerted efforts to challenge stereotypes and promote inclusivity. This guarantees equal opportunities for anyone interested in entering the sector, regardless of gender, and disrupts traditional notions of what defines an ideal care worker.



Workforce Age Diversity

Improving age diversity within the home care workforce is critical for addressing workforce shortages effectively. Age discrimination persists in the industry, often favouring mature female caregivers and creating barriers for younger workers that need to be dismantled.

Currently, the predominant age range of home care workers typically spans from the early to mid-40s to the mid to late 60s, comprising mainly mature individuals. While these caregivers bring valuable life experiences to their roles, they also face challenges related to their own physical health and well-being. This is particularly evident when performing physically demanding tasks such as domestic assistance, personal care, and gardening. In interviews with care workers, mature individuals emphasised the significant physical demands of their roles. They described the need to take proactive steps to reduce risks, such as incorporating pre-shift stretching and exercise routines.

Concerns have arisen about the suitability of younger generations for caregiving roles due to perceived lack of maturity and experience. Additionally, organisations advised that some clients may express reservations about the capabilities of younger caregivers, often preferring a more mature worker.

It's also crucial to address the impacts of indirect discrimination that impedes age diversity in the sector. For instance, inflexible rostering hours set by some provider organisations may dissuade parents with young and school-aged children from participating, resulting in an unsustainable and unattractive work environment for those with caring commitments. This, in turn, contributes to the sector's struggle to attract or retain workers in these age groups.

There is also a noticeable absence of home care as a viable career path for school leavers, indicating a lack of representation and opportunities for younger individuals in the sector.

Effectively tackling age diversity in the home care workforce necessitates challenging stereotypes, providing support to care workers of all ages, and promoting home care as a viable career path for individuals across various age groups. Cultivating such diversity results in a more resilient workforce, better equipped to meet the diverse needs of clients.

Retention: SNACK Podcast Series



COTA's snack podcast is launching its second series soon, with a focus on topics related to the care of Torres Strait Islander and LGBTQI+ communities, among other subjects.

The podcast remains tailored to home care professionals, trainees, and those considering a career in home care, delving into the genuine dynamics of person-centred care. Each episode offers brief, accessible insights and inspiration for individuals interested in understanding and nurturing person-centred approaches.

The podcast will continue to explore a wide range of themes, including addressing ageism and attitudes, promoting autonomy and risk management, emphasising self-care, supporting allyship, advocating for diversity and inclusion, and honing communication skills.

While the series 2 episodes and topics are yet to be entirely defined, the series 1 topics are listed below with a thematic analysis on the following page.

- Person-centred care - what's the difference?
- Building your toolkit
- No small roles
- RESPECT
- Who's the boss?
- A question of trust
- What difference do our differences make?
- It's not just what you say
- When something's not right
- One of those days

Retention: SNACK Podcast

Series 1 Content

The SNACK series 1 podcasts offer valuable guidance to care professionals and underscore the importance of recognising individual contributions and diversity within the caregiving field.

- **Understanding Person-Centred Care:** This theme emphasises the practical application of person-centred care and the need for a genuine commitment to understanding individual needs.
- **Building a Toolkit for Care Professionals:** The theme focuses on essential skills, such as active listening, empathy, and cultural competence, required by care professionals.
- **Recognising the Importance of Every Role:** Highlighting the significance of every role within the care workforce and how even small actions contribute significantly.
- **Addressing Ageism and Attitudes:** This theme deals with recognising ageism and fostering the right attitude in caregiving.
- **Navigating Difficult Situations and Risk Management:** Exploring the complexities of decision-making and risk management, especially in emotionally charged situations.
- **Building Trust and Relationships:** Emphasising the central role of trust in care relationships and navigating boundaries and individual factors.
- **Diversity and Inclusivity in Care:** Focusing on embracing diversity and inclusivity, particularly differences in ethnicity, culture, gender, and more.
- **Effective Communication:** Addressing the challenges of communication within caregiving and offering insights for improvement.
- **Advocacy and Being an Ally:** Encouraging care professionals to advocate for care recipients' well-being.
- **Self-Care for Care Professionals:** Recognising the importance of self-care to prevent emotional burden on challenging days.

The SNACK podcast emphasises the need for a holistic approach to caregiving, including skill development, bias awareness, role recognition, and effective communication. It stresses the importance of embracing diversity, advocating for care recipients, and practicing self-care, all contributing to enhanced caregiving quality. These podcasts offer valuable insights for care professionals and anyone interested in improving caregiving practices.

Recruitment and Retention: Employer and Stakeholder Engagement

Establishing strong relationships across various levels has been identified as a critical strategy for enhancing the delivery of the HCWSP. Professionals within organisations such as Skills Hubs have actively worked towards cultivating improved relationships. This objective has been achieved through several means:

- The implementation of new Sector development roles serves a twofold purpose: actively engaging with employers and providing support. Professionals in these positions focus on establishing and nurturing trusting relationships with crucial Aged Care providers. Their objective is to foster a sense of trust that facilitates smoother candidate placements by offering guidance and sharing knowledge across different providers. By cultivating positive relationships, Sector Development aims to initiate a cultural shift in HR recruitment practices, promoting collaboration and improved processes throughout the industry. Recent luncheon events with aged care provider CEOs shed light on the disparity between the recruitment activities happening at the local level and the understanding of decision makers.
- Forging strong relationships with Registered Training Organisations (RTOs) is crucial for the HCWSP's success. By actively engaging with RTOs, sharing knowledge, and addressing sector-wide challenges, the program aims to foster collaboration and improve training programs. This collaborative approach ensures the training aligns with industry needs, enhances effectiveness, and promotes workforce support and development in healthcare.
- Regional Workforce Coordinators (RWC) are actively engaged in fostering robust local connections within their immediate communities. By engaging with individuals in community groups, chambers of commerce, and other local organisations, the RWC aims to establish deeper roots in the community and build trusting relationships at the grassroots level. This approach allows the RWC to better understand and address the unique workforce needs of the local community, ultimately strengthening the effectiveness of workforce coordination efforts.
- COTA allocates specialised personnel to actively engage with the community and stakeholders associated with the HCWSP in Queensland. These staff members participate in events with the objective of understanding the perceived level of support for individuals in their home-aged care services. Additionally, the team endeavours to grasp the innovations being implemented or explored by communities and providers to enhance support for older residents.

Retention: Rural and Remote Training

Within the framework of the HCWSP, training initiatives have been extended to reach rural and remote communities that are often overlooked for such opportunities. In these regions, residents frequently face the challenge of traveling long distances to access upskilling programs.

The primary aim of these modestly sized training programs is to utilise HCWSP funding to enhance the skills of aged care personnel in communities where the need is most acute, thereby cultivating a locally skilled workforce.

These training modules encompass a range of essential topics, including Infection Control, Personal Needs, Safe Manual Handling, and Medication. The training is typically conducted face-to-face over a period of 3 to 4 days, with content delivery adapted to suit the specific requirements of the local community and the students in the class. If necessary, additional days or content can be considered.

To overcome potential barriers related to IT literacy, paper booklets are provided to the students. Despite the small class sizes, usually ranging from 7 to 14 participants, it is believed that this training has the potential to make a significant impact in these rural and remote communities.

While online training can be accessible and valuable in such settings, certain topics, particularly those concerning medication and safe hoisting techniques, are more effectively conveyed through face-to-face training.

Notably, this training program also offers a pathway for individuals to assess their interest in further education. Each completed module through the Rural and Remote training program can be credited toward a Certificate III should the individual choose to pursue it.

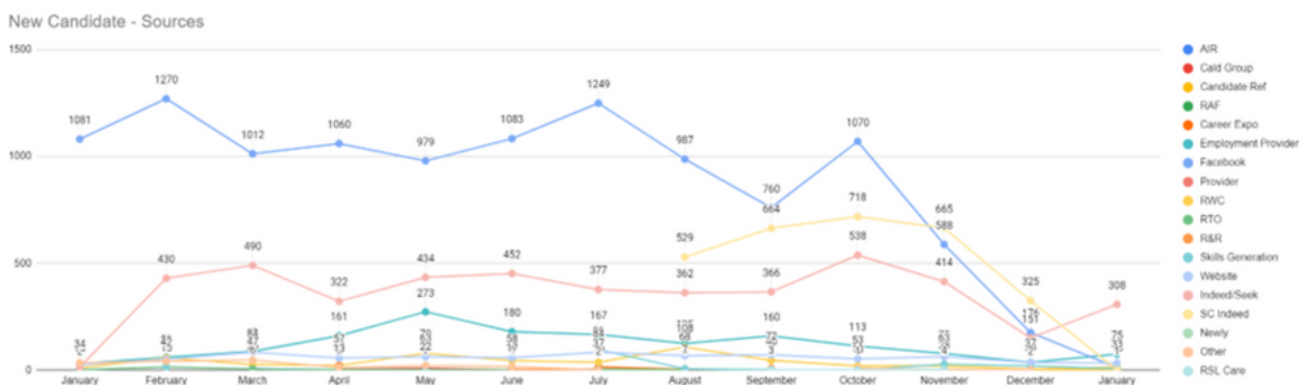
Furthermore, the program incorporates practical elements, including the use of equipment such as beds and hoists. This hands-on approach enables students to apply the knowledge they have acquired in an environment where they can receive feedback and practice, enhancing their competence.

While recognising the significance of life experience as a fundamental attribute for these workers, the training program is designed to impart skills that safeguard the well-being of both the worker and the client, ensuring a comprehensive approach to care.

Activities: from Quarterly Activity Reports

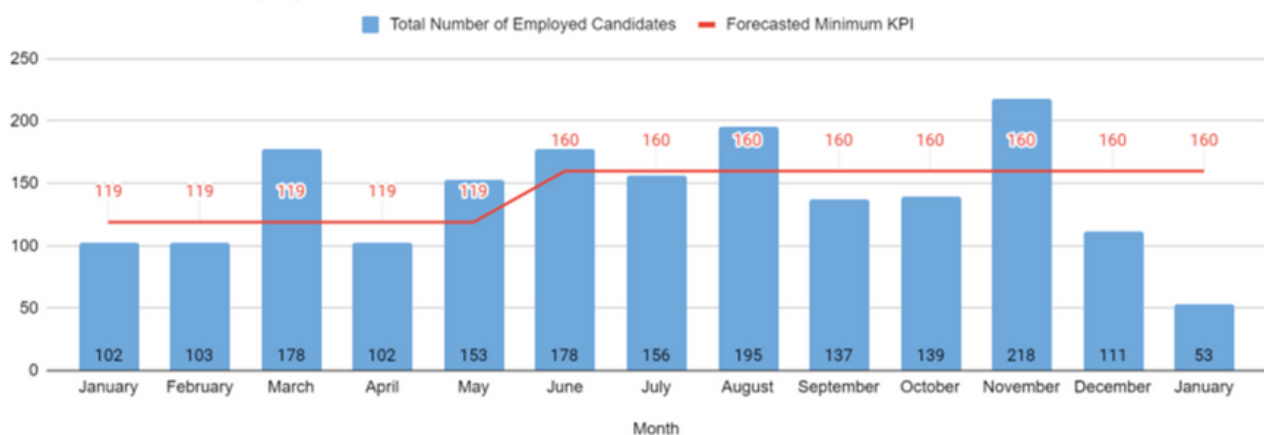
Recruitment

In November and December, Indeed Advertising surpassed Facebook as the primary source of inquiries, although Facebook still remains significant in generating leads.



The total number of candidates employed exceeded KPIs in March, May, June, August and November in 2023.

Total Number of Employed Candidates and Forecasted Minimum KPI



The number of Care Workers employed continued to increase and exceeds forecasts.

	Care Workers employed	
	Forecast	Actual (ATSI)
June 2022	95	22
July 2022	95	23 (3)
August 2022	95	33 (3)
September 2022	95	71 (4)
October 2022	95	70 (1)
November 2022	95	149 (6)
December 2022	95	145 (8)
January 2023	119	102 (5)
February 2023	119	103 (5)
March 2023	119	178 (5)
April 2023	119	102 (4)
May 2023	119	153 (4)
June 2023	160	178 (9)
July 2023	160	156 (8)
August 2023	160	196 (11)
September 2023	160	137 (5)
October 2023	160	139 (8)
November 2023	160	218 (10)
December 2023	160	111
January 2024	160	53 (2)

Employer Interview Codes

Parent Code	Child Code
Job Demands	Care Worker Expectations
	Client Expectations
	Compliance & Legislation
	Discrimination
	Emotional Burden
	Financial
	Hours
	Interpersonal & Team
	Organisations Expectations
	Physical
	Sector Reputation
	Technology
	Travel
	Under Staffed
Job Resources	Career Paths
	Client Management by Organisation
	Communication with Staff
	EAP
	Employee Benefits
	Employee Recognition
	Equipment
	Financial
	Mentoring
	Organisational Flexibility + Innovation
	Regular Team Meetings

Parent Code	Child Code
Job Resources (cont.)	Staff feedback
	Support from Colleagues
	Support from Supervisors
	Team Social Events
	Training
	Wellbeing Strategies
Care Worker Characteristics	Age
	Cultural Background
	Disposition
	Flexible
	Gender
	Interpersonal Skills
	Lived Experience
	Motivations
	Qualifications
	Understanding the Role
Care Worker Performance	Adaptability-Flexibility
	Availability
	Client Centred Approach
	Confidence
	Interpersonal Skills
	IT Literacy
	Knowledge of Medical Issues
	Monitoring of Client Health
	Professional Boundaries
	Reliability
	Resilience
Recruitment	Advertising for Staff
	Availability
	Barriers to Attraction
	Car Issue
	Checks and References
	Competitors
	Hardest Roles to Fill

Parent Code	Child Code
Recruitment (cont.)	Induction and Buddy Shifts
	Innovation
	Internal Processes
	Qualifications
	Skills Hubs RWC
	Vaccination Status
	Wait Time and Delays
Supervision and Support	Buddy shifts + mentoring
	Compliance requirements
	Critical Incidents
	care worker Influence
	care worker Performance Support
	Roster Flexibility
	Supplied Equipment
	Support with Client Issues
	Taking Leave
	Wellbeing Initiatives
	Workplace Culture
Training	Cert III
	Cert IV
	Earn and Learn
	In House Training
	Induction
	Registered Nursing
	RTOs
	Traineeships

Care Worker Interview Codes

Parent Code	Child Code
Job Demands	Car Issue
	Client Issues
	Critical Incidence
	Discrimination
	Emotional Demands
	Hours
	Money
	Personnel Issues
	Physical Demands
	Technology
	Travel
Job Resources	Client Relationships
	Organisation values and relationships
	Future Ideas
	Lived Experience
	Technology
	Wellbeing strategies
	Reasons for Attraction
Experience in the sector	Job Experience
	Future Aspirations
Supervision and Support	Client Challenges
	Flexibility
	IT Literacy
	Workplace Culture
	Knowledge of HCWSP

Parent Code	Child Code
Experience in Training and Placement	Buddy Shifts and Mentoring
	Ongoing Training
	Placement and starting
Experience in Recruitment	Interaction with HCWSP
	Knowledge of HCWSP
	Barriers
	Interview experience
	Checks and clearances

Skills Hubs Candidate Data

Final Data Book and Analysis



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MARCH 2024

// HCWSP QLD
FINAL EVALUATION REPORT MARCH 2024

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Abbreviations

AIN	Assistance in Nursing
A, H, C	Ageing, Home and Community
H, C	Home and Community
CALD	Culturally And Linguistically Diverse
Cert.	Certificate
CI	Confidence Interval
HCWSP	Home Care Workforce Support Program
HR	Hazard Ratio
MMM	Modified Monash Model (Suburb and Locality Classification)
R&R	Rural and Remote
RWC	Regional Workforce Coordinator

Part 1. Data Cleaning and Management

Candidate Data

A data extract from the Skills Hubs database was delivered on 29/01/24 and consists of four different data sets,

1. **Employment pipeline:** Contains records of all candidates that were in the employment pipeline at the time of the data extract (n=7,747).
2. **Retention pipeline:** Contains records of all candidates that were in the retention pipeline at the time of the data extract (n=2,211).
3. **Rural and Remote (R&R):** Contains candidates recruited through local remote communities that attended Micro Skills training and were employed by Mable and Tirolgy Care (n=57).
4. **Intermediaries:** Contains candidates recruited and employed by “intermediary” providers. i.e. Institute of Urban Indigenous Health, Wesley Missions (n=91).

There is some overlap of candidates between the four datasets i.e. a candidate existing in multiple pipelines/datasets. The **R&R** and **Intermediaries** dataset both have much higher levels of missing compared to the **employment** and **retention** pipeline datasets. This is especially true for the variables that record the date of specific events in the program i.e. date of RWC assignment, date of submission to employer etc.

The four datasets were combined into a single dataset containing only unique candidate records (i.e. candidates who have a record in multiple pipelines are only included once). This dataset has 9,399 records and provides the basis for the following report.

Candidate stage in program (Current vs. furthest)

The data extract contains the “Opportunity” variable which lists all pipelines the candidate is currently in and the status in that pipeline (i.e. Open, Lost, Abandoned). In the past, the employment pipeline has been of primary interest as it contains those people who have been assessed as eligible to work in the home care workforce. In this data extract there were data from several different pipelines that contained records of people who had started, or were eligible to start, working in home care (and were not in the Employment pipeline) i.e. candidates in the Employment, Retention, Intermediaries and Rural and Remote pipelines could all have started employment. Thus, it was necessary to align the stages in these pipelines into a single indicator of progress through the HCWSP. As most candidates had a record in the employment pipeline, the stage names from this pipeline were used as a basis to classify people’s stage in the program. Table 1.1 shows how the stages in the four source pipelines were classified into a hypothetical “derived stage” variable that gives a general measurement of progress through the program.

Derived Stage	Observed “Pipeline: Stage”
Assigned to RWC	<ul style="list-style-type: none">• Employment: Assigned to RWC• R&R Candidates: Initial Inquiry
Follow Up/Resume	<ul style="list-style-type: none">• Employment: Follow Up/Resume
Submitted to Employer	<ul style="list-style-type: none">• Employment: Submitted to Employer
Interview	<ul style="list-style-type: none">• Employment: Interview
Commenced Employment	<ul style="list-style-type: none">• Employment: Commenced Employment• R&R Candidates: Onboarding / Commenced Employment• Intermediaries: Commenced Employment• Retention: Commenced
Employed for 1 Month	<ul style="list-style-type: none">• Employment: Employed for 1 Month• Retention: 1 Month
Employed for 3 Months	<ul style="list-style-type: none">• Employment: Employed for 3 Months• Intermediaries: 3 Months• Retention: 3 Months
Employed for 6 Months	<ul style="list-style-type: none">• Employment: Employed for 6 Months• Intermediaries: 6 Months• Retention: 6 Months
Employed for 12 Months	<ul style="list-style-type: none">• Employment: Employed for 12 Months• Retention: 12 Months

Commenced Other Employment

- **Employment:** Commenced Other Employment

Table 1.1 Mapping of observed stage in the four pipelines to derived stage

Four of the derived stages (Assigned to RWC, Submitted to Employer, Interview, Commenced Employment) have a date variable associated with them in the data extract i.e. the date that the participant moved into that pipeline stage is recorded.

During data exploration it was observed that some candidates were classified in a derived stage but had a date recorded for entry into a later stage e.g., they were classified as being in the “Assigned to RWC” stage, however they had a date recorded for entry to the “Submitted to Employer” stage. Discussions with Skills Hubs staff and further interrogation of the data indicated that these candidates had “repeated” a stage in the employment pipeline i.e., they had entered the stage, left the stage, then been placed back in the stage.

For example:

- Candidates can be assigned to different RWC’s. In this case they would be entered into the “Assigned to RWC” stage multiple times
- A candidate may start work with a provider, then stop work and “re-enter” the program at the “Assigned to RWC” stage. In this case they would have date values for entry to most stages up to “Commenced Employment” but be categorized as currently being in the “Assigned to RWC” stage.

A key interest of the following analysis is how “far” candidates have moved through the program. In this case, the current (derived) stage that the candidate is in the pipeline may not be the same as the “furthest” stage the candidate has reached.

The furthest derived stage a candidate has reached was estimated by taking the “latest” stage out of:

1. the current derived stage and,
2. any stage a candidate has reached, indicated by having a date recorded for entry to that stage.

The table below compares the current stage a candidate is classified in and the (derived) furthest stage that a candidate has reached in the employment pipeline.

Current stage	(Derived) Furthest stage reached in employment/retention pipeline										Total
	Assigned to RWC	Follow Up/Resume	Submitted to Employer	Interview	Commenced Employment	Employed for 1 Month	Employed for 3 Months	Employed for 6 Months	Employed for 12 Months	Commenced Other Employment	
Initial Enquiry	3	0	1	0	1	0	0	0	0	0	5
Assigned to RWC	883	0	23	8	1	0	0	0	0	0	915
Follow Up/Resume	0	2762	211	128	7	0	0	0	0	0	3108
Submitted to Employer	0	0	1444	181	5	0	0	0	0	0	1630
Interview	0	0	0	970	10	0	0	0	0	0	980
Commenced Employment	0	0	0	0	99	0	0	0	0	0	99
Onboarding	0	0	0	0	4	0	0	0	0	0	4
Commenced 1 Month	0	0	0	0	478	0	0	0	0	0	478
3 Months	0	0	0	0	0	654	0	0	0	0	654
6 Months	0	0	0	0	0	0	428	0	0	0	428
12 Months	0	0	0	0	0	0	0	523	0	0	523
Commenced Other Employment	0	0	0	0	0	0	0	0	163	0	163
Other Employment	0	0	0	0	0	0	0	0	0	412	412
Total	886	2762	1679	1287	605	654	428	523	163	412	9399

Table 1.2 Comparison of current stage and the furthest stage a candidate has reached in the employment pipeline.

Table 1.2 indicates that there are some discrepancies between the current and furthest stage reached in the pipeline i.e. people have potentially reached further in the pipelines than they are currently registered as being in. It should be noted that the “furthest stage reached” categorization may underestimate how far the candidate has moved through the program, as it doesn’t consider missing date values, time spent in employment, or commencement of other employment (there is no date variable to record when this occurred).

Analysis Data Set

The data extract provides the basis for a formal analysis data set. The format of this dataset follows that of the raw data very closely with adjustments and derivations to the data being done to improve interpretability and reportability of the data. Analysis and descriptions of relevant variables are included in Part 2.

Part 2. Data descriptions and analysis

Relevant variables included in further analysis are described in the table below (Table 2).

Variable	Response Options	Notes
Candidate - Gender	<ul style="list-style-type: none">• Male• Female• Other• Missing	NA
Candidate - Age Range	<ul style="list-style-type: none">• 16-20• 21-25• 26-30• 31-35• 36-40• 41-45• 46-50• 51-55• 56-60• 61-65• 66-70• 71-75• 76-80• 81-85• Prefer not to say• missing	Response categories have been collapsed together in further analysis to aid in interoperability and model fitting
Candidate - Motor Vehicle Licence	<ul style="list-style-type: none">• No• Learners• Provisional• Open (inc. international)• missing	Due to the very small numbers, International licenses were grouped together with the Open license category.
Candidate - Vehicle for Work	<ul style="list-style-type: none">• No• Yes• Missing	NA
Candidate – Distance willing to travel for work	<ul style="list-style-type: none">• Less than 30 minutes• 30-45 minutes• 45-60 minutes• More than 1 hour• Flexible• missing	NA
Candidate – COVID-19 vaccination status	<ul style="list-style-type: none">• Received first dose• Double vaccinated• Fully vaccinated• Not vaccinated but willing to get vaccinated• Not vaccinated and not willing to get vaccinated	NA
Candidate – Indigenous status	<ul style="list-style-type: none">• No• Yes, Aboriginal• Yes, Torres Strait Islander• Prefer not to say• missing	NA
Candidate – Culturally and Linguistically Diverse (CALD) status	<ul style="list-style-type: none">• No• Yes• Prefer not to say	NA

	<ul style="list-style-type: none"> • missing 	
Qualification: Registered Nurse	<ul style="list-style-type: none"> • No • Enrolled • Completed 	<p>The qualification variable is presented as a single variable that is a list of qualifications separated by commas in the raw data extract. There is a “None” option. This single variable was broken up into a series of categorical variables for analysis, one for each of the qualification options available. If the source variable was completely blank, then the derived variable “Qualification: missing” was set to “Yes”.</p>
Qualification: Enrolled Nurse	<ul style="list-style-type: none"> • No • Enrolled • Completed 	
Qualification: Cert. IV in Ageing Support	<ul style="list-style-type: none"> • No • Enrolled • Completed 	
Qualification: Cert. IV in Allied Health Assistance	<ul style="list-style-type: none"> • No • Enrolled • Completed 	
Qualification: Cert. IV in Disability	<ul style="list-style-type: none"> • No • Enrolled • Completed 	
Qualification: Cert. III in Allied Health Assistance	<ul style="list-style-type: none"> • No • Enrolled • Completed 	
Qualification: Cert. III in Health Services Assistance (AIN)	<ul style="list-style-type: none"> • No • Enrolled • Completed 	
Qualification: Cert. III in Individual Support (Ageing), (A, H, C) or (H, C)	<ul style="list-style-type: none"> • No • Enrolled • Completed 	
Qualification: Cert. III in Individual Support (Disability)	<ul style="list-style-type: none"> • No • Enrolled • Completed 	
Qualification: Assist Clients with Medication (Skills Set)	<ul style="list-style-type: none"> • No • Enrolled • Completed 	
Qualification: Dementia Support – Service Delivery (Skill Set)	<ul style="list-style-type: none"> • No • Enrolled • Completed 	
Qualification: Entry into Care Roles (Skill Set)	<ul style="list-style-type: none"> • No • Enrolled • Completed 	
Qualification: Lead and Mentor (Skill Set)	<ul style="list-style-type: none"> • No • Enrolled • Completed 	
Qualification: Other relevant	<ul style="list-style-type: none"> • No • Yes 	
Qualification: Other, not relevant	<ul style="list-style-type: none"> • No • Yes 	
Qualification: None	<ul style="list-style-type: none"> • No • Yes 	
Qualification: Missing	<ul style="list-style-type: none"> • No • Yes 	
Highest relevant qualification (completed) (derived)	<ul style="list-style-type: none"> • Registered nurse • Enrolled nurse • Certificate IV. qualification • Certificate III. qualification • Skill set qualification • Other (relevant) • Other (not relevant) • None • Missing 	<p>This variable is derived from responses to the qualification questions. The ‘highest’ <i>completed</i> qualification is selected for each candidate.</p>

Highest relevant qualification (enrolled in OR completed) (derived)	<ul style="list-style-type: none"> • Registered nurse • Enrolled nurse • Certificate IV. qualification • Certificate III. qualification • Skill set qualification • Other (relevant) • Other (not relevant) • None • Missing 	This variable is derived from responses to the qualification questions. The 'highest' qualification that a candidate has either <i>completed</i> or <i>is enrolled in</i> is selected for each candidate.
Previous role – Wholesale Trade	<ul style="list-style-type: none"> • No • Yes 	The raw 'previous role' variable is presented as a single variable that is a list of industries separated by commas in the raw data extract. This single variable was broken up into a series of categorical variables for analysis, one for each of the industry options available. If the source variable was completely blank, then the derived variable "Previous role - missing" was set to "Yes".
Previous role – Arts and Recreation Services	<ul style="list-style-type: none"> • No • Yes 	
Previous role – Education and Training	<ul style="list-style-type: none"> • No • Yes 	
Previous role – Health Care and Social Assistance	<ul style="list-style-type: none"> • No • Yes 	
Previous role – Information Media and Telecommunications	<ul style="list-style-type: none"> • No • Yes 	
Previous role – Professional, Scientific and Technical Services	<ul style="list-style-type: none"> • No • Yes 	
Previous role – Rental, Hiring and Real Estate Services	<ul style="list-style-type: none"> • No • Yes 	
Previous role – Administrative and Support Services	<ul style="list-style-type: none"> • No • Yes 	
Previous role – Public Administration and Safety	<ul style="list-style-type: none"> • No • Yes 	
Previous role – Accommodation and Food Services	<ul style="list-style-type: none"> • No • Yes 	
Previous role – Electricity, Gas, Water and Waste Services	<ul style="list-style-type: none"> • No • Yes 	
Previous role – Construction	<ul style="list-style-type: none"> • No • Yes 	
Previous role – Financial and Insurance Services	<ul style="list-style-type: none"> • No • Yes 	
Previous role – Agriculture, Forestry and Fishing	<ul style="list-style-type: none"> • No • Yes 	
Previous role – Transport, Postal and Warehousing	<ul style="list-style-type: none"> • No • Yes 	
Previous role – Retail Trade	<ul style="list-style-type: none"> • No • Yes 	
Previous role – Manufacturing	<ul style="list-style-type: none"> • No • Yes 	
Previous role – Mining	<ul style="list-style-type: none"> • No • Yes 	
Previous role – Retirement	<ul style="list-style-type: none"> • No • Yes 	
Previous role – University Student	<ul style="list-style-type: none"> • No • Yes 	
Previous role – Unpaid Family Carer	<ul style="list-style-type: none"> • No • Yes 	
Previous role – Other	<ul style="list-style-type: none"> • No • Yes 	
Previous role – missing	<ul style="list-style-type: none"> • No • Yes 	
Work role preference – Casual	<ul style="list-style-type: none"> • No • Yes 	The raw work role preference variable is presented as a single variable that is a list of
Work role preference – Part time	<ul style="list-style-type: none"> • No 	

	<ul style="list-style-type: none"> • Yes 	employment roles separated by commas in the raw data extract. This single variable was broken up into a series of categorical variables for analysis, one for each of the employment roles available. If the source variable was completely blank, then the derived variable "Work role preference - missing" was set to "Yes".
Work role preference – Full time	<ul style="list-style-type: none"> • No • Yes 	
Work role preference - missing	<ul style="list-style-type: none"> • No • Yes 	
Candidate home care role preference – Allied health assistant	<ul style="list-style-type: none"> • No • Yes 	The raw candidate home care role preference variable is presented as a single variable that is a list of home care roles that the candidate would prefer, separated by commas. This single variable was broken up into a series of categorical variables for analysis, one for each of the preference roles available. If the source variable was completely blank, then the derived variable "Candidate home care role preference – Missing" was set to "Yes".
Candidate home care role preference – Allied health professional	<ul style="list-style-type: none"> • No • Yes 	
Candidate home care role preference – Domestic assistance	<ul style="list-style-type: none"> • No • Yes 	
Candidate home care role preference – Enrolled Nurse	<ul style="list-style-type: none"> • No • Yes 	
Candidate home care role preference – Gardening and maintenance	<ul style="list-style-type: none"> • No • Yes 	
Candidate home care role preference – Personal Care Work	<ul style="list-style-type: none"> • No • Yes 	
Candidate home care role preference – Registered Nurse	<ul style="list-style-type: none"> • No • Yes 	
Candidate home care role preference – Transport and Community	<ul style="list-style-type: none"> • No • Yes 	
Candidate home care role preference – Other	<ul style="list-style-type: none"> • No • Yes 	
Candidate home care role preference – Missing	<ul style="list-style-type: none"> • No • Yes 	
Candidate – Preference work hours per week	<ul style="list-style-type: none"> • Up to 15 hours • Up to 30 hours • More than 30 hours • Flexible • Missing 	NA
Candidate – When ready to commence employment?	<ul style="list-style-type: none"> • Immediately • 1 week • 2 weeks • 3 weeks • 4 weeks • More than 4 weeks • missing 	NA
Record created – date	Continuous date value	Date stamped on record creation
RWC assigned – date	Continuous date value	Date stamped when candidate is moved into the "RWC assigned" stage
Submitted to employer – date	Continuous date value	Date stamped when candidate is moved into the "Submitted to employer" stage
Interview with employer – date	Continuous date value	Date stamped when candidate is moved into the "Interview with employer" stage
Commenced employment – date	Continuous date value	Date stamped when candidate is moved into the "Commenced employment" stage

Start employment – date	Continuous date value	Date when candidate begins working. Can differ from commenced employment date
Candidate – Lead source (derived)	<ul style="list-style-type: none"> • Employment Agency • Employment Website • Facebook Ad • Live Event • Personal Referral • Pre-employment program • Regional Workforce Coordinator • Registered Training Organisation • Workforce Australia • Other 	The lead source variable in the raw data extract is an open text field describing how the candidate was introduced to the program. This raw information was categorized into similar lead sources for analysis. See appendix table 1 for categorization information.
Area of residence – Modified Monash Model	<ul style="list-style-type: none"> • MMM 1-2 • MMM 3-5 • MMM 6-7 • MMM Unknown • missing 	NA

Table 2.1. Relevant variables and response options extracted from the candidate data.

2.1 Candidate data frequencies

The following section presents frequencies and percentages for the relevant variables that were listed in table 2.1. The percentages are presented twice, once with the missing data included in the denominator, and again without the missing data included in the denominator (where applicable).

Candidate – Furthest stage reached

Candidate - Current stage	n	%
<i>Assigned to RWC</i>	886	9.43
<i>Follow Up/Resume</i>	2762	29.39
<i>Submitted to Employer</i>	1679	17.86
<i>Interview</i>	1287	13.69
<i>Commenced Employment</i>	605	6.44
<i>Employed for 1 Month</i>	654	6.96
<i>Employed for 3 Months</i>	428	4.55
<i>Employed for 6 Months</i>	523	5.56
<i>Employed for 12 Months</i>	163	1.73
<i>Commenced Other Employment</i>	412	4.38

Table 2.1.1. Frequency of Candidate – Furthest stage reached

Candidate – Current Status

Candidate - Current Status	n	%	%*
<i>missing</i>	3	0.03	
<i>OPEN</i>	2407	25.61	25.62
<i>LOST</i>	1655	17.61	17.61
<i>ABANDONED</i>	5334	56.75	56.77

Table 2.1.2. Frequency of Candidate – Current Status

*Missing values not included in percentage denominator

Candidate – Current Status by Furthest Stage

		STATUS			
Current stage		<i>missing</i>	<i>OPEN</i>	<i>LOST</i>	<i>ABANDONED</i>
<i>Assigned to RWC</i>	n	0	48	153	685
	row%	0	5.42	17.27	77.31
	col%	0	2.16	9.9	12.16
<i>Follow Up/Resume</i>	n	0	155	442	2165
	row%	0	5.61	16	78.39
	col%	0	6.98	28.59	38.45
<i>Submitted to Employer</i>	n	0	225	288	1166
	row%	0	13.4	17.15	69.45
	col%	0	10.13	18.63	20.71
<i>Interview</i>	n	1	199	193	894
	row%	0.08	15.46	15	69.46
	col%	100	8.96	12.48	15.88
<i>Commenced Employment</i>	n	0	191	112	302
	row%	0	31.57	18.51	49.92
	col%	0	8.6	7.24	5.36
<i>Employed for 1 Month</i>	n	0	224	206	224
	row%	0	34.25	31.5	34.25
	col%	0	10.09	13.32	3.98
<i>Employed for 3 Months</i>	n	0	246	77	105
	row%	0	57.48	17.99	24.53

<i>Employed for 6 Months</i>	col%	0	11.08	4.98	1.86
	n	0	414	39	70
	row%	0	79.16	7.46	13.38
<i>Employed for 12 Months</i>	col%	0	18.64	2.52	1.24
	n	0	158	5	0
	row%	0	96.93	3.07	0
<i>Commenced Other Employment</i>	col%	0	7.11	0.32	0
	n	0	361	31	20
	row%	0	87.62	7.52	4.85
	col%	0	16.25	2.01	0.36

Table 2.1.3. Frequency of Candidate – Current Stage by Status

Candidate – gender

Candidate - gender	n	%	%*
<i>missing</i>	95	1.01	
<i>Male</i>	2720	28.94	29.23
<i>Female</i>	6562	69.82	70.53
<i>Other</i>	22	0.23	0.24

Table 2.1.4. Frequency of Candidate – Gender

*Missing values not included in percentage denominator

Candidate – Age Range

Candidate - Age Range	n	%	%*
<i>missing</i>	913	9.71	
<i>16-20</i>	352	3.75	4.15
<i>21-25</i>	568	6.04	6.69
<i>26-30</i>	724	7.7	8.53
<i>31-35</i>	659	7.01	7.77
<i>36-40</i>	677	7.2	7.98
<i>41-45</i>	704	7.49	8.3
<i>46-50</i>	791	8.42	9.32
<i>51-55</i>	1032	10.98	12.16
<i>56-60</i>	1034	11	12.18
<i>61-65</i>	815	8.67	9.6
<i>66-70</i>	319	3.39	3.76
<i>71-75</i>	157	1.67	1.85
<i>76-80</i>	34	0.36	0.4
<i>81-85</i>	13	0.14	0.15
<i>Prefer not to say</i>	607	6.46	7.15

Table 2.1.5. Frequency of Candidate – Age Range

*Missing values not included in percentage denominator

Candidate – Motor Vehicle Licence

Candidate - Motor Vehicle Licence	n	%	%*
<i>missing</i>	318	3.38	
<i>No</i>	94	1	1.04
<i>Learners</i>	90	0.96	0.99
<i>Provisional</i>	285	3.03	3.14
<i>Open (incl. international)</i>	8612	91.63	94.84

Table 2.1.6. Frequency of Candidate – Motor Vehicle Licence

*Missing values not included in percentage denominator

Candidate – Vehicle for Work

Candidate - Vehicle for Work	n	%	%*
<i>missing</i>	382	4.06	
<i>No</i>	253	2.69	2.81
<i>Yes</i>	8764	93.24	97.19

Table 2.1.7. Frequency of Candidate – Vehicle for Work

*Missing values not included in percentage denominator

Candidate – Distance willing to travel for work

Candidate – Distance willing to travel for work	n	%	%*
<i>missing</i>	1307	13.91	
<i>Less than 30 minutes</i>	3853	40.99	47.61
<i>30-45 minutes</i>	3147	33.48	38.89
<i>45-60 minutes</i>	790	8.41	9.76
<i>More than 1 hour</i>	153	1.63	1.89
<i>Flexible</i>	149	1.59	1.84

Table 2.1.8. Frequency of Candidate – Distance willing to travel for work

*Missing values not included in percentage denominator

Candidate – COVID-19 vaccination status

Candidate – COVID-19 vaccination status	n	%	%*
<i>missing</i>	342	3.64	
<i>Received first dose</i>	86	0.91	0.95
<i>Double vaccinated</i>	1716	18.26	18.95
<i>Fully vaccinated</i>	6429	68.4	70.98
<i>Not vaccinated but willing to get vaccinated</i>	98	1.04	1.08
<i>Not vaccinated and not willing to get vaccinated</i>	728	7.75	8.04

Table 2.1.9. Frequency of Candidate – COVID-19 vaccination status

*Missing values not included in percentage denominator

Candidate – Indigenous status

Candidate – Indigenous status	n	%	%*
<i>missing</i>	228	2.43	
<i>No</i>	8481	90.23	92.48
<i>Yes, Aboriginal</i>	400	4.26	4.36
<i>Yes, Torres Strait Islander</i>	50	0.53	0.55
<i>Prefer not to say</i>	240	2.55	2.62

Table 2.1.10. Frequency of Candidate – Indigenous status

*Missing values not included in percentage denominator

Candidate – Culturally and Linguistically Diverse (CALD) status

Candidate – Culturally and Linguistically Diverse (CALD) status	n	%	%*
<i>missing</i>	637	6.78	
<i>No</i>	5701	60.66	65.07
<i>Yes</i>	2853	30.35	32.56
<i>Prefer not to say</i>	208	2.21	2.37

Table 2.1.11. Frequency of Candidate – CALD status

*Missing values not included in percentage denominator

Candidate - Previous Qualifications

	n	%	n*	%*
Qualification: Registered Nurse				
<i>No</i>	9129	97.13	9016	97.09
<i>Enrolled</i>	79	0.84	79	0.85

	<i>Completed</i>	191	2.03	191	2.06
Qualification: Enrolled Nurse					
	<i>No</i>	9125	97.08	9012	97.05
	<i>Enrolled</i>	52	0.55	52	0.56
	<i>Completed</i>	222	2.36	222	2.39
Qualification: Cert. IV in Ageing Support					
	<i>No</i>	9131	97.15	9018	97.11
	<i>Enrolled</i>	17	0.18	17	0.18
	<i>Completed</i>	251	2.67	251	2.7
Qualification: Cert. IV in Allied Health Assistance					
	<i>No</i>	9376	99.76	9263	99.75
	<i>Enrolled</i>	2	0.02	2	0.02
	<i>Completed</i>	21	0.22	21	0.23
Qualification: Cert. IV in Disability					
	<i>No</i>	9188	97.76	9075	97.73
	<i>Enrolled</i>	16	0.17	16	0.17
	<i>Completed</i>	195	2.07	195	2.1
Qualification: Cert. III in Allied Health Assistance					
	<i>No</i>	9372	99.71	9259	99.71
	<i>Enrolled</i>	0	0	0	0
	<i>Completed</i>	27	0.29	27	0.29
Qualification: Cert. III in Health Services Assistance (AIN)					
	<i>No</i>	9229	98.19	9116	98.17
	<i>Enrolled</i>	9	0.1	9	0.1
	<i>Completed</i>	161	1.71	161	1.73
Qualification: Cert. III in Individual Support (Ageing), (A,H,C) or (H,C)					
	<i>No</i>	7048	74.99	6935	74.68
	<i>Enrolled</i>	355	3.78	355	3.82
	<i>Completed</i>	1996	21.24	1996	21.49
Qualification: Cert. III in Individual Support (Disability)					
	<i>No</i>	8878	94.46	8765	94.39
	<i>Enrolled</i>	95	1.01	95	1.02
	<i>Completed</i>	426	4.53	426	4.59
Qualification: Assist Clients with Medication (Skill Set)					
	<i>No</i>	9361	99.6	9248	99.59
	<i>Enrolled</i>	1	0.01	1	0.01
	<i>Completed</i>	37	0.39	37	0.4
Qualification: Dementia Support - Service Delivery (Skill Set)					
	<i>No</i>	9384	99.84	9271	99.84
	<i>Enrolled</i>	1	0.01	1	0.01
	<i>Completed</i>	14	0.15	14	0.15
Qualification: Entry into Care Roles (Skill Set)					
	<i>No</i>	9392	99.93	9279	99.92
	<i>Enrolled</i>	0	0		
	<i>Completed</i>	7	0.07	7	0.08
Qualification: Lead and Mentor (Skill Set)					

	<i>No</i>	9397	99.98	9284	99.98
	<i>Enrolled</i>	0	0		
	<i>Completed</i>	2	0.02	2	0.02
Qualification: Other relevant					
	<i>No</i>	8639	91.91	8526	91.82
	<i>Yes</i>	760	8.09	760	8.18
Qualification: Other not relevant					
	<i>No</i>	9011	95.87	8898	95.82
	<i>Yes</i>	388	4.13	388	4.18
Qualification: None					
	<i>No</i>	4611	49.06	4498	48.44
	<i>Yes</i>	4788	50.94	4788	51.56
Qualification: Missing					
	<i>No</i>	9286	98.8		
	<i>Yes</i>	113	1.2		

Table 2.1.12. Frequency of Candidate – Previous Qualifications?

*Candidates with 'Qualification: Missing' = 'Yes' are excluded from these values

Candidate – Highest completed qualification

Highest relevant qualification (completed)	n	%	%*
<i>missing</i>	113	1.2	
<i>Registered Nurse</i>	191	2.03	2.06
<i>Enrolled Nurse</i>	209	2.22	2.25
<i>Cert IV.</i>	438	4.66	4.72
<i>Cert III.</i>	2230	23.73	24.01
<i>Skill Set</i>	14	0.15	0.15
<i>Other (relevant)</i>	571	6.08	6.15
<i>Other (not relevant)</i>	354	3.77	3.81
<i>None</i>	5279	56.17	56.85

Table 2.1.13. Frequency of Highest relevant qualification (completed)

*Missing values not included in percentage denominator

Candidate – Highest completed or enrolled qualification

Highest relevant qualification (completed OR enrolled)	n	%	%*
<i>missing</i>	113	1.2	
<i>Registered Nurse</i>	270	2.87	2.91
<i>Enrolled Nurse</i>	255	2.71	2.75
<i>Cert IV.</i>	463	4.93	4.99
<i>Cert III.</i>	2620	27.88	28.21
<i>Skill Set</i>	14	0.15	0.15
<i>Other (relevant)</i>	552	5.87	5.94
<i>Other (not relevant)</i>	353	3.76	3.8
<i>None</i>	4759	50.63	51.25

Table 2.1.14. Frequency of Highest relevant qualification (completed or enrolled)

*Missing values not included in percentage denominator

Candidate - Previous Role

	n	%	n*	%*
Previous role - Wholesale Trade				
<i>No</i>	9360	99.59	7589	99.49
<i>Yes</i>	39	0.41	39	0.51
Previous role - Arts and Recreation Services				

	No	9347	99.45	7576	99.32
	Yes	52	0.55	52	0.68
Previous role - Education and Training					
	No	9018	95.95	7247	95.01
	Yes	381	4.05	381	4.99
Previous role - Health Care and Social Assistance					
	No	5513	58.66	3742	49.06
	Yes	3886	41.34	3886	50.94
Previous role - Information Media and Telecommunications					
	No	9359	99.57	7588	99.48
	Yes	40	0.43	40	0.52
Previous role - Professional, Scientific and Technical Services					
	No	9359	99.57	7588	99.48
	Yes	40	0.43	40	0.52
Previous role - Rental, Hiring and Real Estate Services					
	No	9353	99.51	7582	99.4
	Yes	46	0.49	46	0.6
Previous role - Administrative and Support Services					
	No	8911	94.81	7140	93.6
	Yes	488	5.19	488	6.4
Previous role - Public Administration and Safety					
	No	9326	99.22	7555	99.04
	Yes	73	0.78	73	0.96
Previous role - Accommodation and Food Services					
	No	8708	92.65	6937	90.94
	Yes	691	7.35	691	9.06
Previous role - Electricity, Gas, Water and Waste Services					
	No	9371	99.7	7600	99.63
	Yes	28	0.3	28	0.37
Previous role - Construction					
	No	9204	97.93	7433	97.44
	Yes	195	2.07	195	2.56
Previous role - Financial and Insurance Services					
	No	9308	99.03	7537	98.81
	Yes	91	0.97	91	1.19
Previous role - Agriculture, Forestry and Fishing					
	No	9314	99.1	7543	98.89
	Yes	85	0.9	85	1.11
Previous role - Transport, Postal and Warehousing					
	No	9212	98.01	7441	97.55
	Yes	187	1.99	187	2.45
Previous role - Retail Trade					
	No	8791	93.53	7020	92.03
	Yes	608	6.47	608	7.97
Previous role - Manufacturing					
	No	9303	98.98	7532	98.74
	Yes	96	1.02	96	1.26
Previous role - Mining					
	No	9349	99.47	7578	99.34

	Yes	50	0.53	50	0.66
Previous role - Retirement	No	9351	99.49	7580	99.37
	Yes	48	0.51	48	0.63
Previous role - University Student	No	9389	99.89	7618	99.87
	Yes	10	0.11	10	0.13
Previous role - Unpaid Family Carer	No	9251	98.43	7480	98.06
	Yes	148	1.57	148	1.94
Previous role - Other	No	7368	78.39	5597	73.37
	Yes	2031	21.61	2031	26.63
Previous role - missing	No	7628	81.16		
	Yes	1771	18.84		

Table 2.1.15. Frequency of Candidate – Previous Role?

*Candidates with 'Previous role - missing' = 'Yes' are excluded from these values

Candidate – Work Role Preference

Work role preference: Casual		n	%	n*	%*
	No	3248	34.56	2391	27.99
	Yes	6151	65.44	6151	72.01
Work role preference: Part time	No	3815	40.59	2958	34.63
	Yes	5584	59.41	5584	65.37
Work role preference: Full time	No	6430	68.41	5573	65.24
	Yes	2969	31.59	2969	34.76
Work role preference: missing	No	8542	90.88		
	Yes	857	9.12		

Table 2.1.16. Frequency of Candidate – Work Role Preference?

*Candidates with 'Work role preference: missing' = 'Yes' are excluded from these values

Candidate – Preference Work Hours Per Week

Candidate preference work hours per week	n	%	%*
missing	1405	14.95	
Up to 15 hours	1032	10.98	12.91
Up to 30 hours	4060	43.2	50.79
More than 30 hours	2819	29.99	35.26
Flexible	83	0.88	1.04

Table 2.1.17. Frequency of Candidate – Preference Work Hours per Week?

*Missing values not included in percentage denominator

Candidate – Home care role preference

		n	%	n	%
Home care role preference - Allied health assistant?					
	No	9272	98.65	8352	98.5
	Yes	127	1.35	127	1.5
Home care role preference - Allied health professional?					
	No	9389	99.89	8469	99.88

	Yes	10	0.11	10	0.12
Home care role preference - Domestic Assistance?					
	No	2690	28.62	1770	20.88
	Yes	6709	71.38	6709	79.12
Home care role preference - Enrolled Nurse?					
	No	9237	98.28	8317	98.09
	Yes	162	1.72	162	1.91
Home care role preference - Gardening and Maintenance?					
	No	7234	76.97	6314	74.47
	Yes	2165	23.03	2165	25.53
Home care role preference - Personal Care Work?					
	No	5263	56	4343	51.22
	Yes	4136	44	4136	48.78
Home care role preference - Registered Nurse?					
	No	9240	98.31	8320	98.12
	Yes	159	1.69	159	1.88
Home care role preference - Transport and Community?					
	No	4620	49.15	3700	43.64
	Yes	4779	50.85	4779	56.36
Home care role preference - Other?					
	No	9154	97.39	8234	97.11
	Yes	245	2.61	245	2.89
Home care role preference - Missing?					
	No	8479	90.21		
	Yes	920	9.79		

Table 2.1.18. Frequency of Candidate – Home care role preference?

*Candidates with 'Home care role preference – missing?' = 'Yes' are excluded from these values

Candidate – When ready to commence employment

Candidate - when ready to commence employment	n	%	%*
missing	1694	18.02	
Immediately	5462	58.11	70.89
1 week	718	7.64	9.32
2 weeks	957	10.18	12.42
3 weeks	265	2.82	3.44
4 weeks	218	2.32	2.83
More than 4 weeks	85	0.9	1.1

Table 2.1.19. Frequency of Candidate – When ready to commence employment?

*Missing values not included in percentage denominator

Candidate – Area of residence – Modified Monash Model (MMM)

Model location classification	n	%	%*
missing	21	0.22	
MMM 1-2	8164	86.86	87.05
MMM 3-5	1015	10.8	10.82
MMM 6-7	69	0.73	0.74

Table 2.1.20. Frequency of Candidate area of residence – Modified Monash Model?

*Missing values not included in percentage denominator

Date record created

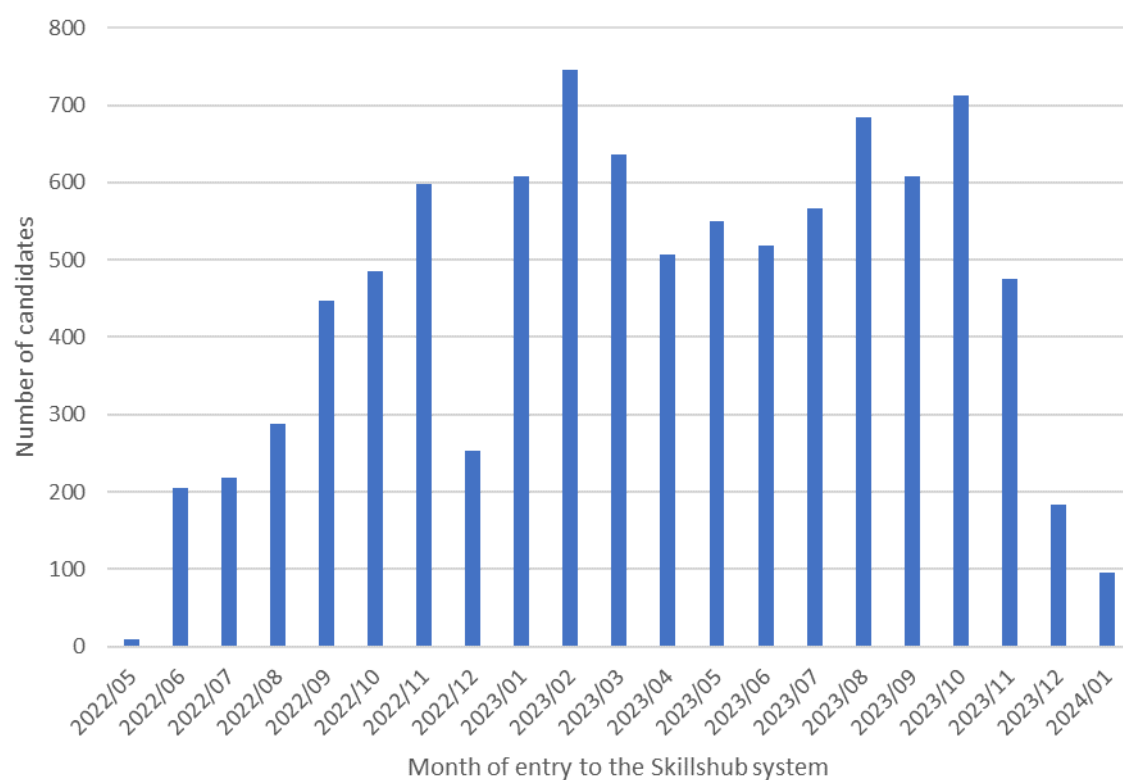


Figure 2.1.1 Monthly frequency – Date record created.

Candidate – Lead Source (derived)

Candidate - Lead source (derived)	n	%	%*
missing	15	0.16	
Employment Agency	208	2.21	2.22
Employment Website	3033	32.27	32.32
Facebook Ad	4637	49.34	49.41
Live Event	40	0.43	0.43
Personal Referral	24	0.26	0.26
Pre-employment program	76	0.81	0.81
Regional Workforce Coordinator	475	5.05	5.06
Registered Training Organisation	274	2.92	2.92
Workforce Australia	507	5.39	5.4
Other	110	1.17	1.17

Table 2.1.21. Frequency of Candidate – Lead Source (derived)?

*Missing values not included in percentage denominator

2.2 Candidate Characteristics and Preferences by Furthest Stage Reached in the Employment Pipeline

The following sections presents tables and figures comparing variables in the candidate data to the furthest stage the candidate has reached in the employment pipeline. For each comparison, both a table of counts and percentages and a graph showing the percentage distribution of the candidate variable within each stage are presented. To aid in interpretation, the following adjustments were made:

- All Stage levels representing employment (Commenced Employment, Employed 1 Month, Employed 3 Months, Employed 6 Months, Employed 12 Months) were collapsed into a single level.
- Only non-missing data is presented.
- Candidate age range was collapsed to 10-year blocks.
- Candidate qualifications were collapsed into a “Highest Qualification” categorization (Nursing, Relevant Cert. 4, Relevant Cert. 3, Skills set, Other or None).

Candidate – gender

	Furthest stage reached (collapsed levels)										Row total	
	Assigned to RWC		Follow Up/Resume		Submitted to Employer		Interview		Employed		Commenced Other Employment	
Candidate - gender	n	%	n	%	n	%	n	%	n	%	n	%
Male	344	39.31	982	36.06	561	33.75	282	21.95	451	19.15	100	24.75
Female	531	60.69	1732	63.61	1094	65.82	1001	77.9	1904	80.85	300	74.26
Other	0	0	9	0.33	7	0.42	2	0.16	0	0	4	0.99
Column Total	875	100	2723	100	1662	100	1285	100	2355	100	9304	100

Table 2.2.1. Frequency of Furthest Stage Reached by Candidate - Gender?

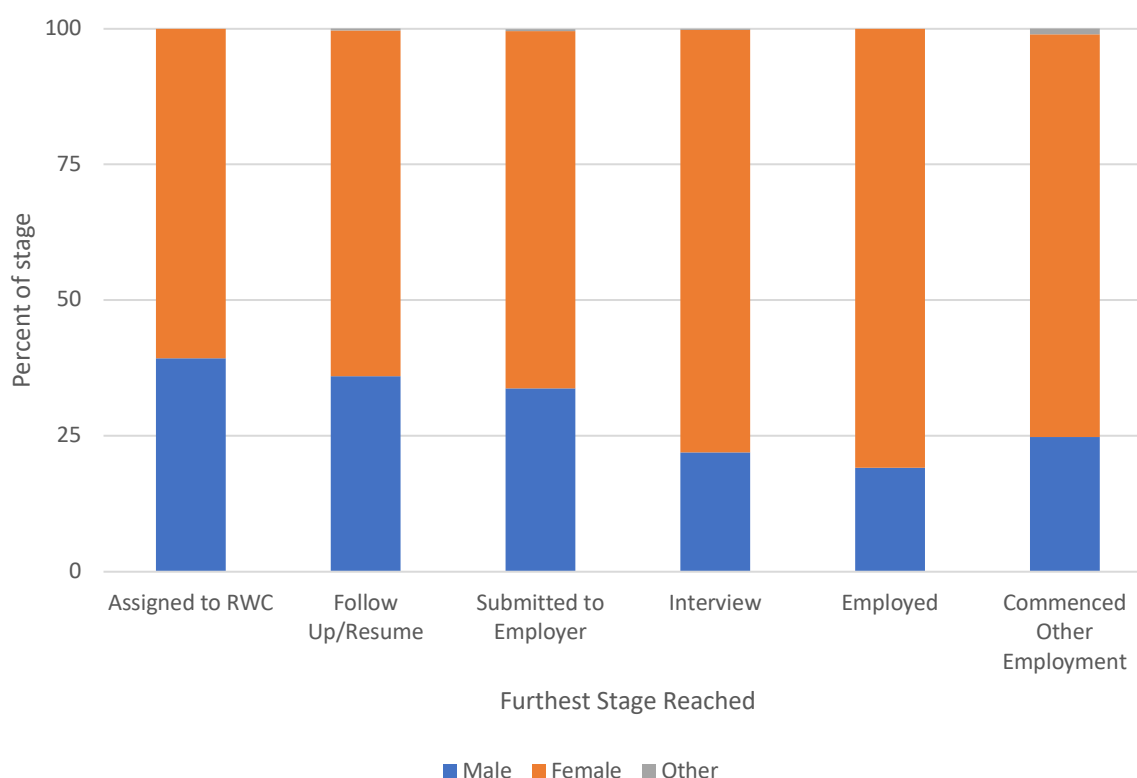


Figure 2.2.1 Proportion of Candidate – Gender per Furthest Stage Reached

Candidate – Age Range

	Furthest stage reached (collapsed levels)												Row total	
	Assigned to RWC		Follow Up/Resume		Submitted to Employer		Interview		Employed		Commenced Other Employment			
Candidate age (10-year blocks)	n	%	n	%	n	%	n	%	n	%	n	%	n	%
16-25	92	11.23	255	10.85	163	11.05	171	13.41	212	9.58	27	7.63	920	10.84
26-35	145	17.7	355	15.1	242	16.41	249	19.53	349	15.78	43	12.15	1383	16.3
36-45	141	17.22	352	14.97	218	14.78	212	16.63	396	17.9	62	17.51	1381	16.27
46-55	173	21.12	487	20.71	270	18.31	271	21.25	532	24.05	90	25.42	1823	21.48
56-65	176	21.49	512	21.78	315	21.36	271	21.25	514	23.24	61	17.23	1849	21.79
66-75	56	6.84	151	6.42	77	5.22	76	5.96	106	4.79	10	2.82	476	5.61
76-85	7	0.85	24	1.02	9	0.61	3	0.24	4	0.18	0	0	47	0.55
Prefer not to say	29	3.54	215	9.15	181	12.27	22	1.73	99	4.48	61	17.23	607	7.15
Column Total	819	100	2351	100	1475	100	1275	100	2212	100	354	100	8486	100

Table 2.2.2. Frequency of Furthest Stage Reached by Candidate – Age Range

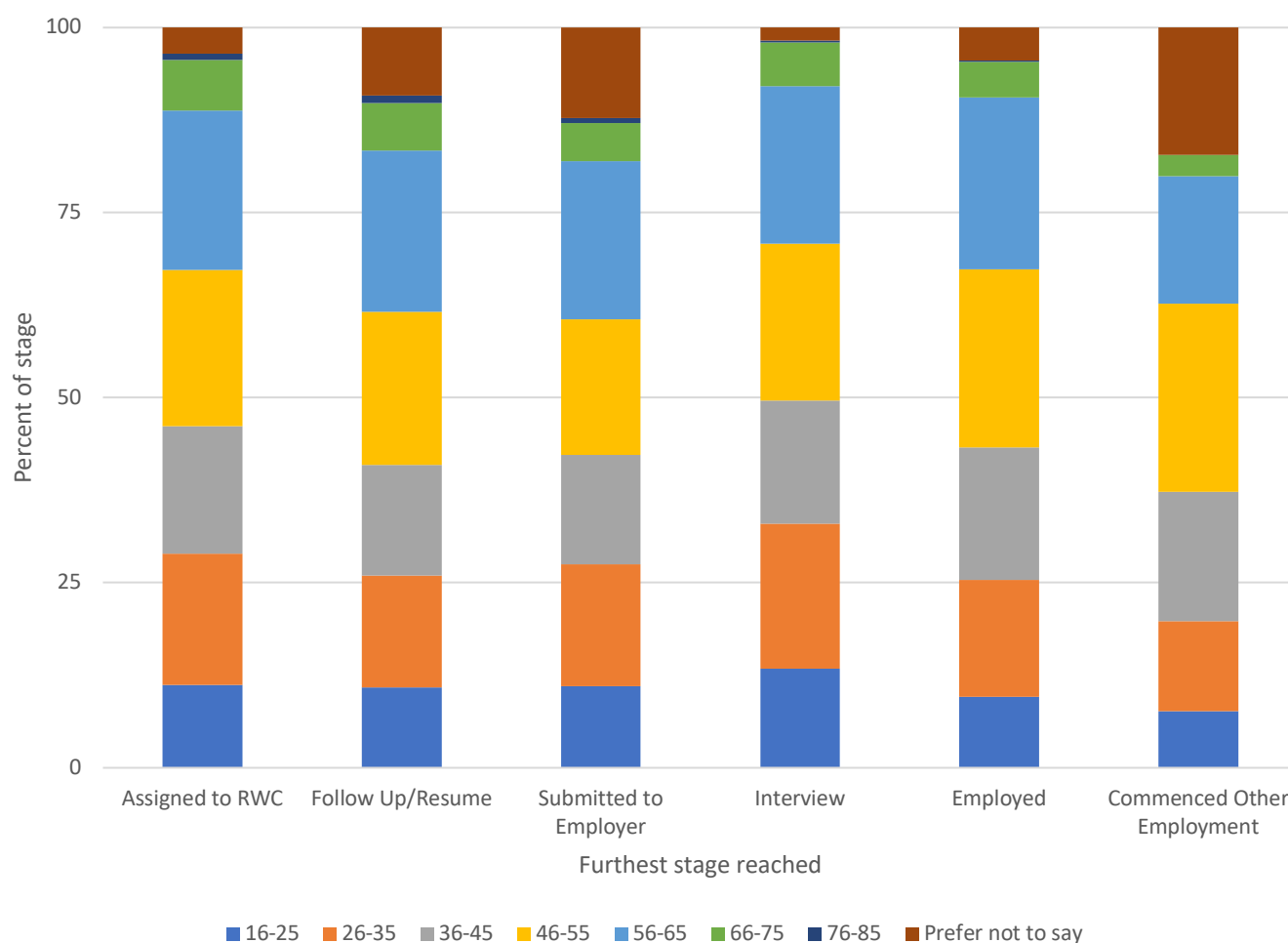


Figure 2.2.2 Proportion of Candidate – Age Range per Furthest Stage Reached

Candidate – Motor Vehicle Licence

	Furthest stage reached (collapsed levels)										Row total			
	Assigned to RWC		Follow Up/Resume		Submitted to Employer		Interview		Employed				Commenced Other Employment	
Candidate - Motor Vehicle Licence	n	%	n	%	n	%	n	%	n	%	n	%	n	%
No	11	1.27	38	1.41	25	1.53	9	0.7	5	0.23	6	1.53	94	1.04
Learners	4	0.46	34	1.26	23	1.41	5	0.39	15	0.68	9	2.3	90	0.99
Provisional	30	3.46	70	2.59	48	2.94	46	3.58	82	3.72	9	2.3	285	3.14
Open (inc. International)	821	94.8	2560	94.74	1537	94.12	1225	95.33	2101	95.37	368	93.88	8612	94.84
Column Total	866	100	2702	100	1633	100	1285	100	2203	100	392	100	9081	100

Table 2.2.3. Frequency of Furthest Stage Reached by Candidate – Motor Vehicle Licence?

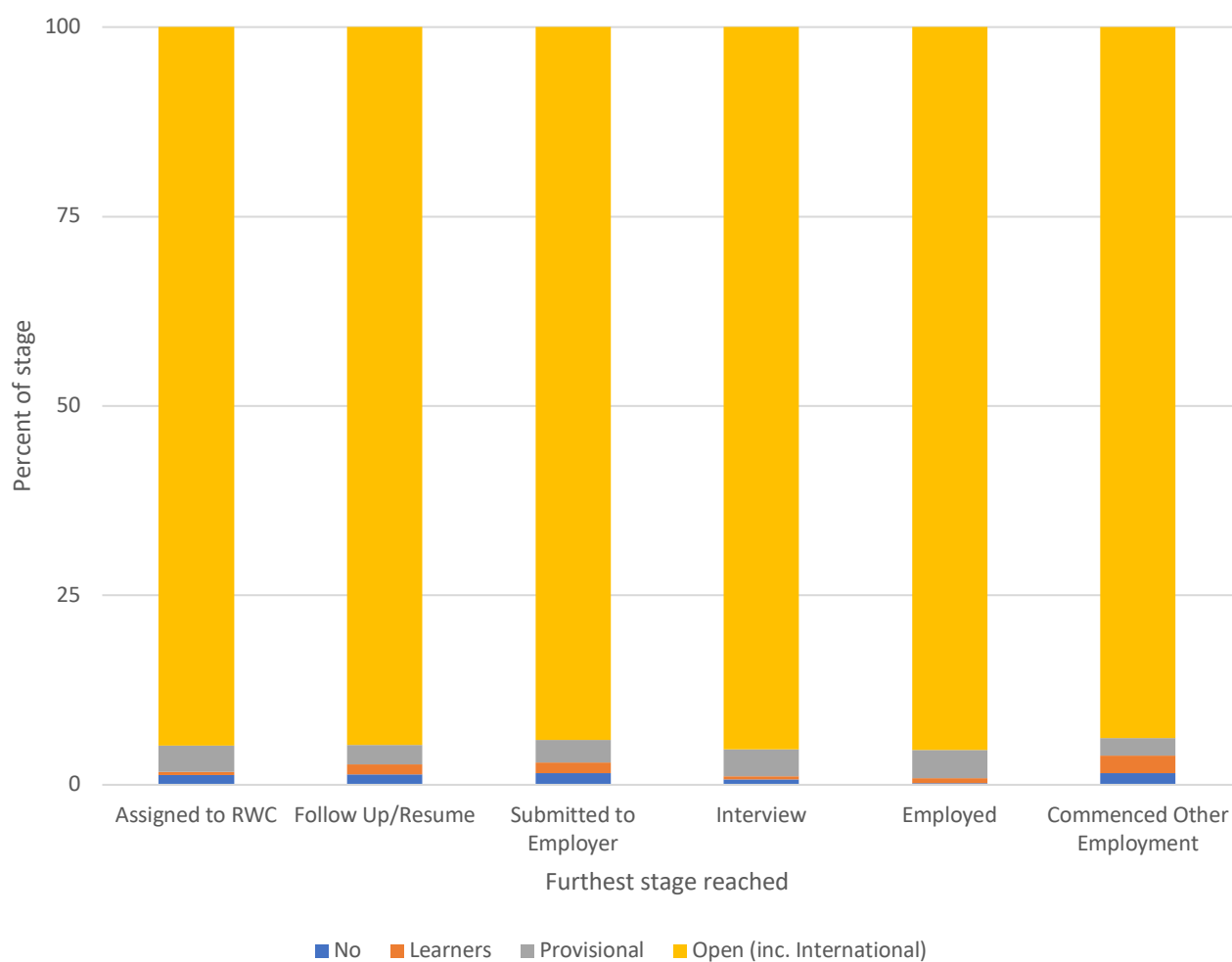


Figure 2.2.3 Proportion of Candidate – Motor Vehicle Licence per Furthest Stage Reached

Candidate – Vehicle for Work

	Furthest stage reached (collapsed levels)												Row total	
	Assigned to RWC		Follow Up/Resume		Submitted to Employer		Interview		Employed		Commenced Other Employment			
Candidate - Vehicle for Work	n	%	n	%	n	%	n	%	n	%	n	%	n	%
No	27	3.11	108	4.03	56	3.46	17	1.32	30	1.37	15	3.88	253	2.81
Yes	840	96.9	2569	95.97	1562	96.54	1268	98.7	2153	98.6	372	96.12	8764	97.19
Column Total	867	100	2677	100	1618	100	1285	100	2183	100	387	100	9017	100

Table 2.2.4. Frequency of Furthest Stage Reached by Candidate – Vehicle for Work?

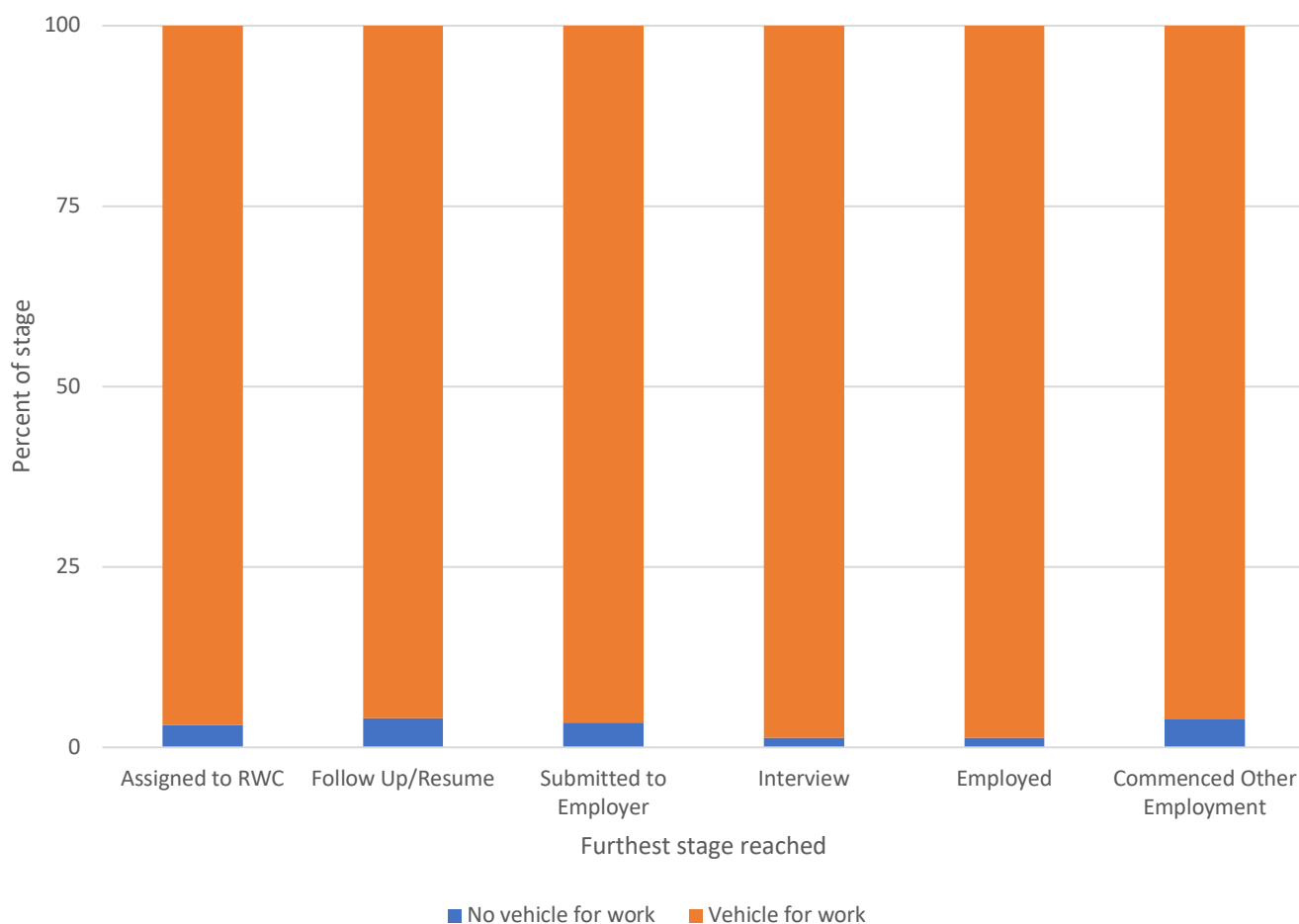


Figure 2.2.4 Proportion of Candidate – Vehicle for Work per Furthest Stage Reached

Candidate – Distance willing to travel for work

	Furthest stage reached (collapsed levels)												Row total	
	Assigned to RWC		Follow Up/Resume		Submitted to Employer		Interview		Employed		Commenced Other Employment			
Candidate – Distance willing to travel for work	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Less than 30 minutes	423	52.88	1122	49.84	728	50.56	590	46.24	818	41.61	172	47.91	3853	47.61
30-45 minutes	282	35.25	840	37.32	527	36.6	496	38.87	865	44	137	38.16	3147	38.89
45-60 minutes	67	8.38	215	9.55	144	10	148	11.6	184	9.36	32	8.91	790	9.76
More than 1 hour	22	2.75	45	2	23	1.6	33	2.59	27	1.37	3	0.84	153	1.89
Flexible	6	0.75	29	1.29	18	1.25	9	0.71	72	3.66	15	4.18	149	1.84
Column Total	800	100	2251	100	1440	100	1276	100	1966	100	359	100	8092	100

Table 2.2.5. Frequency of Furthest Stage Reached by Candidate – Distance willing to travel for work?

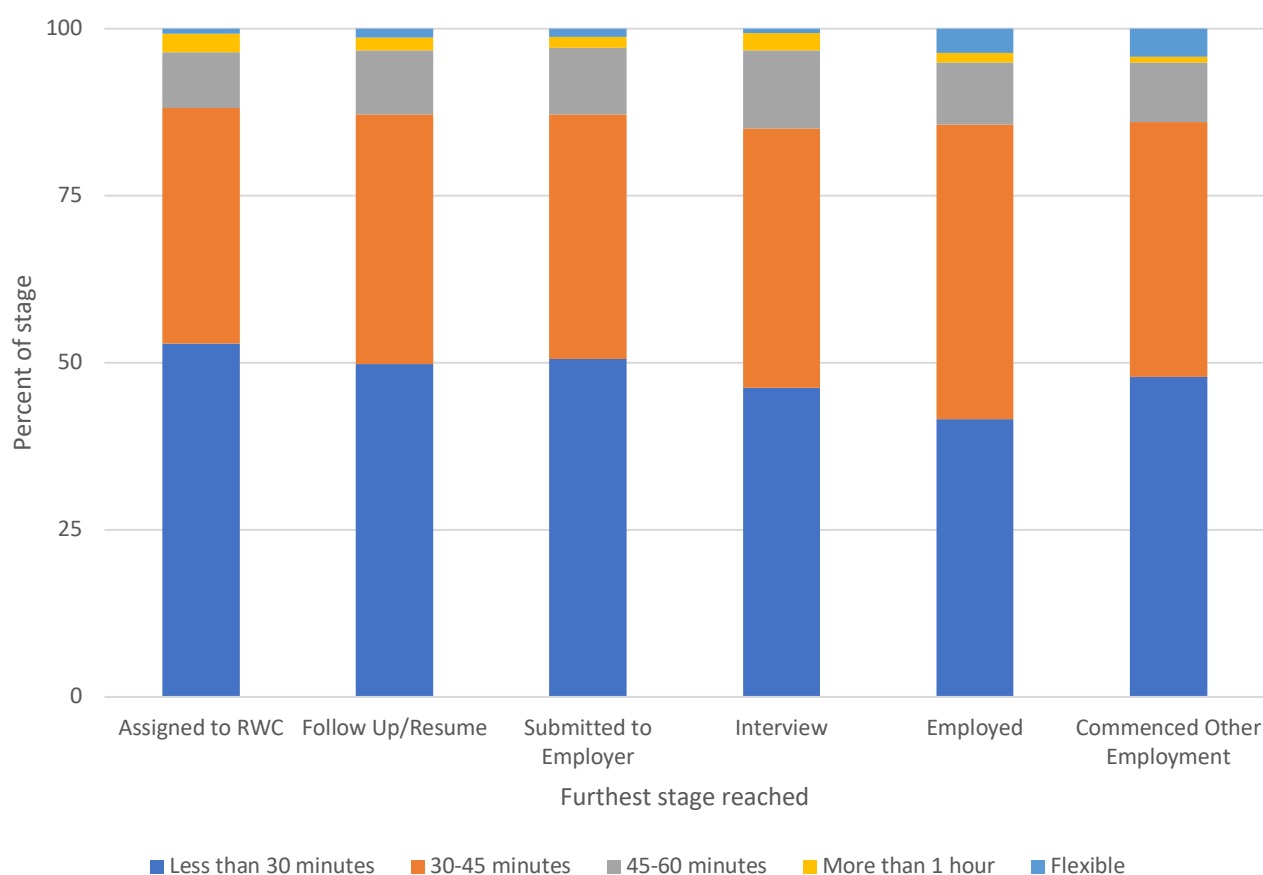


Figure 2.2.5 Proportion of Candidate – Distance willing to travel for work per Furthest Stage Reached

Candidate – COVID-19 vaccination status

	Furthest stage reached (collapsed levels)										Row total	
	Assigned to RWC		Follow Up/Resume		Submitted to Employer		Interview		Employed		Commenced Other Employment	
Candidate – COVID-19 vaccination status	n	%	n	%	n	%	n	%	n	%	n	%
Received first dose	15	1.73	30	1.12	7	0.43	12	0.93	20	0.91	2	0.51
Double vaccinated	168	19.4	502	18.68	314	19.28	265	20.6	403	18.3	64	16.41
Fully vaccinated	601	69.4	1899	70.67	1143	70.17	885	68.8	1605	73	296	75.9
Not vaccinated but willing to get vaccinated	8	0.92	42	1.56	24	1.47	4	0.31	16	0.73	4	1.03
Not vaccinated and not willing to get vaccinated	74	8.55	214	7.96	141	8.66	120	9.33	155	7.05	24	6.15
Column Total	866	100	2687	100	1629	100	1286	100	2199	100	390	100

Table 2.2.6. Frequency of Furthest Stage Reached by Candidate – COVID-19 Vaccination Status?

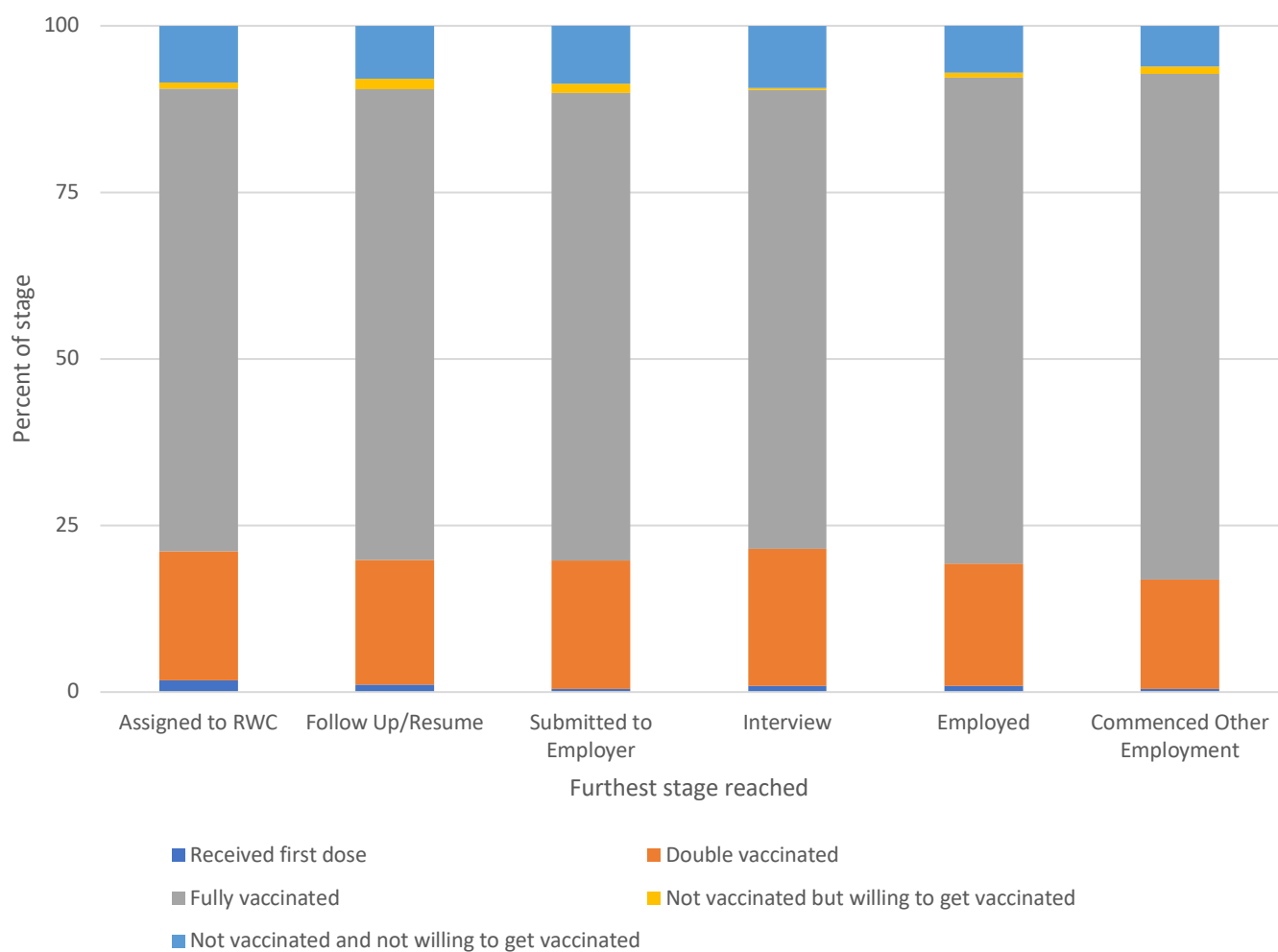


Figure 2.2.6 Proportion of Candidate – COVID-19 vaccination status per Furthest Stage Reached

Candidate – Indigenous status

	Furthest stage reached (collapsed levels)										Row total	
	Assigned to RWC		Follow Up/Resume		Submitted to Employer		Interview		Employed		Commenced Other Employment	
Candidate – Indigenous status	n	%	n	%	n	%	n	%	n	%	n	%
No	828	95.6	2474	92.35	1519	92.96	1208	94	2110	91.1	342	87.24
Yes, Aboriginal	26	3	105	3.92	68	4.16	59	4.59	124	5.36	18	4.59
Yes, Torres Strait Islander	0	0	19	0.71	6	0.37	8	0.62	12	0.52	5	1.28
Prefer not to say	12	1.39	81	3.02	41	2.51	10	0.78	69	2.98	27	6.89
Column Total	866	100	2679	100	1634	100	1285	100	2315	100	392	100

Table 2.2.7. Frequency of Furthest Stage Reached by Candidate – Indigenous status?

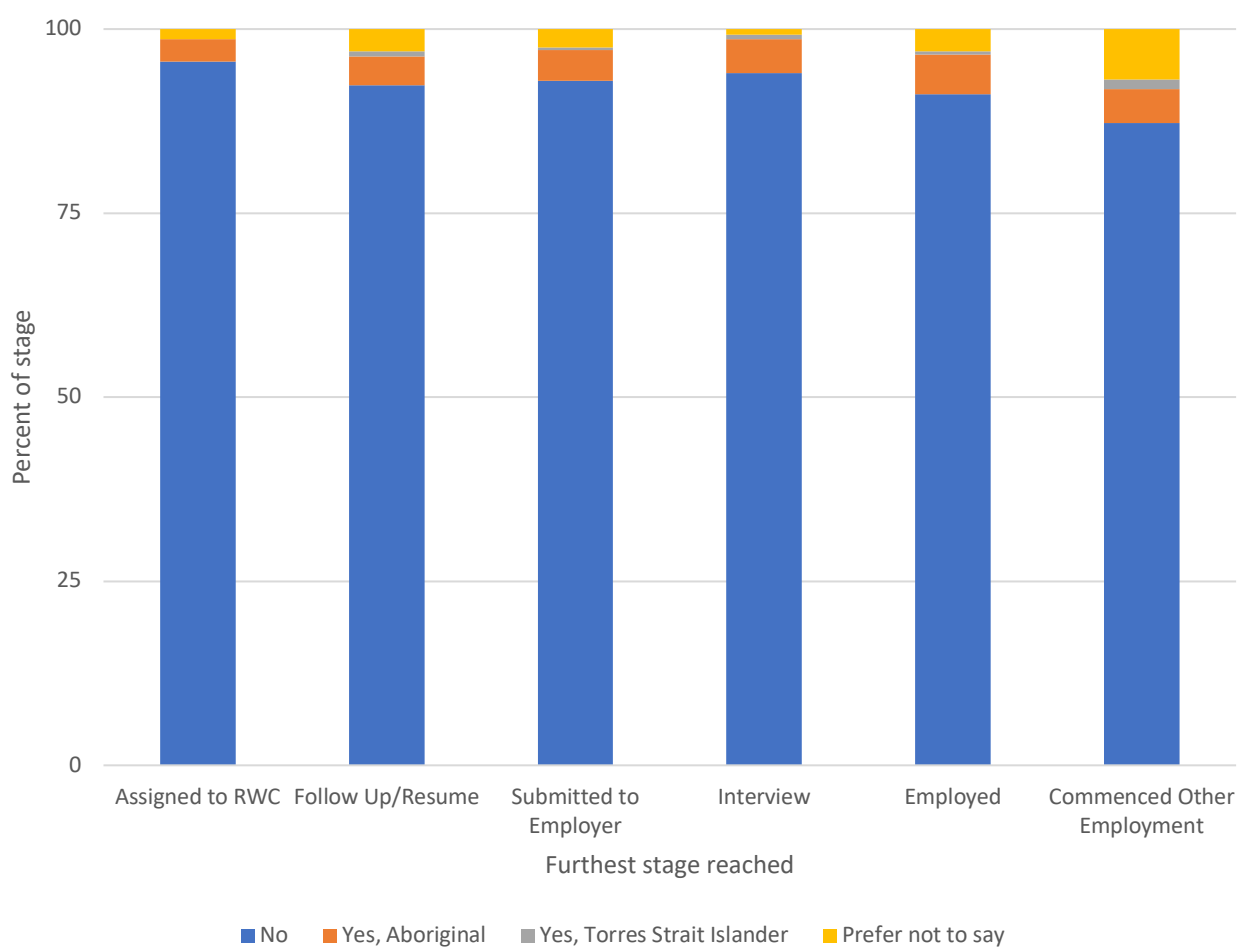


Figure 2.2.7 Proportion of Candidate – Indigenous Status per Furthest Stage Reached

Candidate – Culturally and Linguistically Diverse (CALD) status

Candidate – Culturally and Linguistically Diverse (CALD) status	Furthest stage reached (collapsed levels)										Row total	
	Assigned to RWC		Follow Up/Resume		Submitted to Employer		Interview		Employed		Commenced Other Employment	
	n	%	n	%	n	%	n	%	n	%	n	%
No	519	62.16	1598	63.31	1012	65.25	795	62.01	1529	69.41	248	67.57
Yes	306	36.65	868	34.39	494	31.85	478	37.29	617	28.01	90	24.52
Prefer not to say	10	1.2	58	2.3	45	2.9	9	0.7	57	2.59	29	7.9
Column Total	835	100	2524	100	1551	100	1282	100	2203	100	367	100

Table 2.2.8. Frequency of Furthest Stage Reached by Candidate – Culturally and Linguistically Diverse (CALD) status?

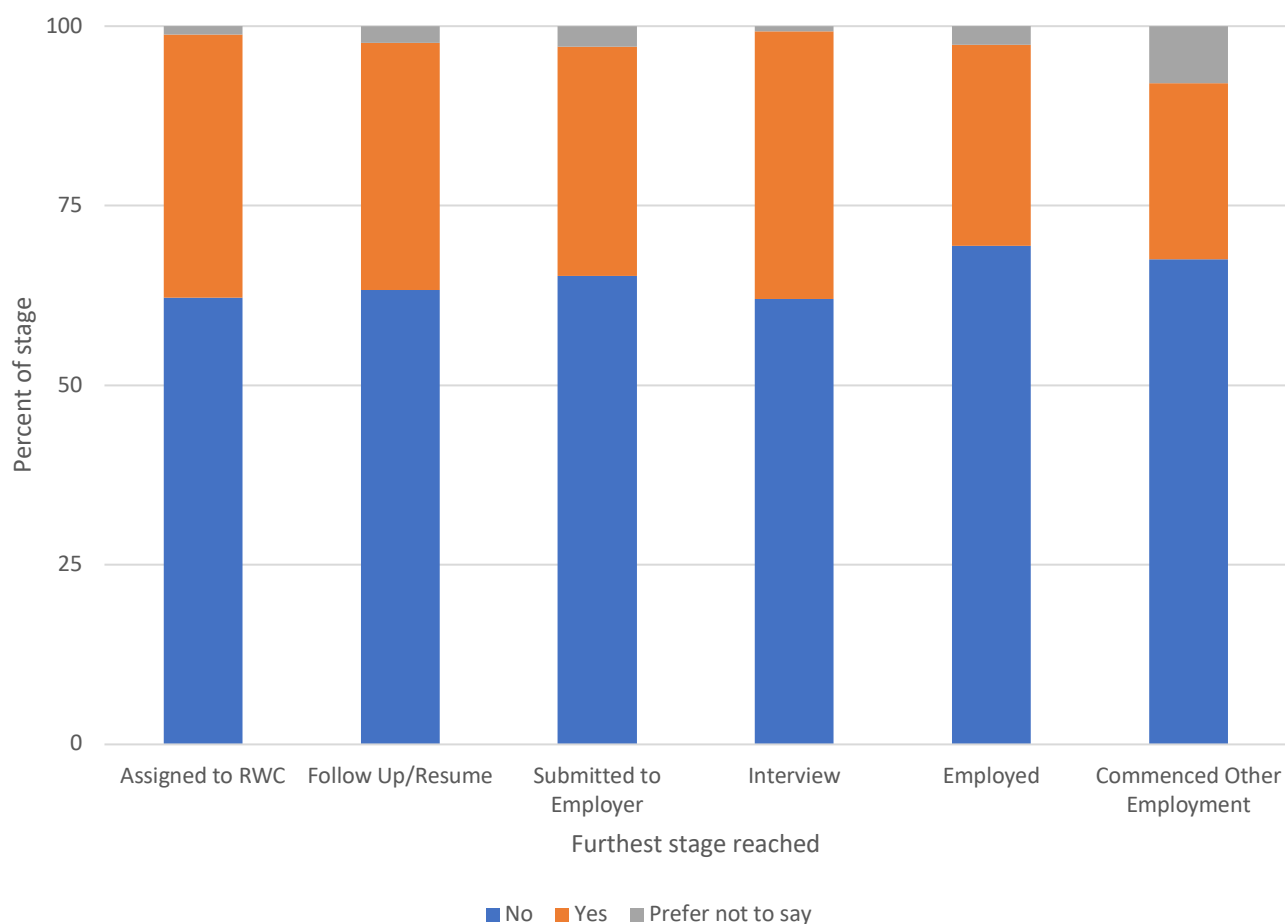


Figure 2.2.8 Proportion of Candidate – Culturally and Linguistically Diverse (CALD) status per Furthest Stage Reached

Candidate – Area of residence (MMM)

	Furthest stage reached (collapsed levels)												Row total			
	Assigned to RWC				Follow Up/Resume				Submitted to Employer						Commenced Other Employment	
	<i>n</i>	<i>%</i>	<i>n</i>	<i>%</i>	<i>n</i>	<i>%</i>	<i>n</i>	<i>%</i>	<i>n</i>	<i>%</i>	<i>n</i>	<i>%</i>	<i>n</i>	<i>%</i>	<i>n</i>	<i>%</i>
Modified Monash Model location classification																
MMM 1-2	804	90.7	2429	88.01	1417	84.45	1147	89.1	2025	85.9	342	83.41	8164	87.05		
MMM 3-5	56	6.32	267	9.67	217	12.93	125	9.71	301	12.8	49	11.95	1015	10.82		
MMM 6-7	1	0.11	19	0.69	13	0.77	10	0.78	26	1.1	0	0	69	0.74		
MMM Unknown	25	2.82	45	1.63	31	1.85	5	0.39	5	0.21	19	4.63	130	1.39		
Column Total	886	100	2760	100	1678	100	1287	100	2357	100	410	100	9378	100		

Table 2.2.9. Frequency of Furthest Stage Reached by Candidate – Area of residence (MMM)

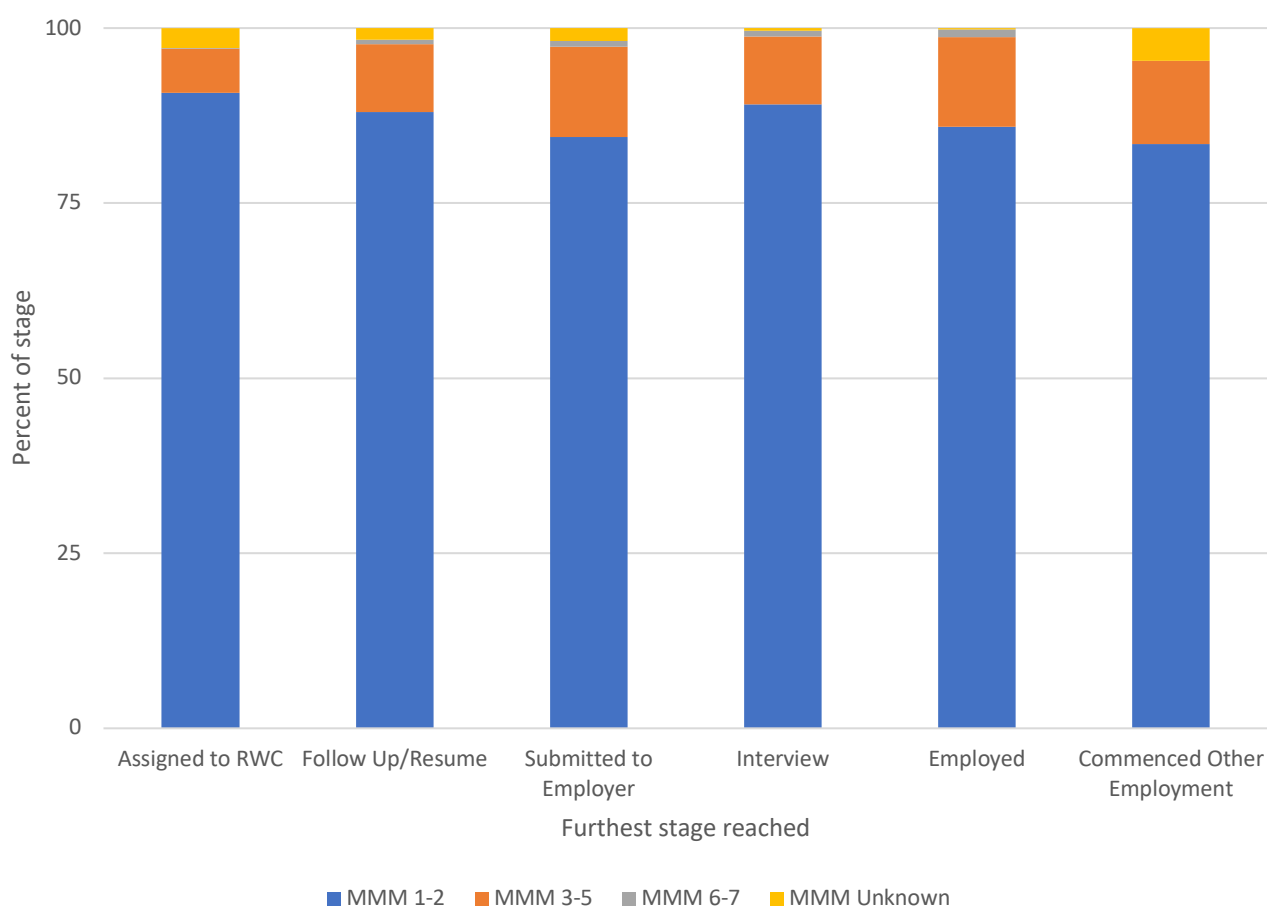


Figure 2.2.9 Proportion of Candidate – Area of residence (MMM) per Furthest Stage Reached

Candidate – Highest Qualification (completed)

	Furthest stage reached (collapsed levels)											Row total		
	Assigned to RWC		Follow Up/Resume		Submitted to Employer		Interview		Employed		Commenced Other Employment			
Highest relevant qualification (completed)	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Registered Nurse	13	1.49	54	1.96	47	2.8	25	1.94	42	1.84	10	2.43	191	2.06
Enrolled Nurse	13	1.49	46	1.67	44	2.62	33	2.57	65	2.85	8	1.94	209	2.25
Cert IV.	25	2.86	100	3.63	79	4.71	88	6.84	130	5.7	16	3.88	438	4.72
Cert III.	139	15.9	484	17.57	347	20.68	410	31.9	704	30.9	146	35.44	2230	24.01
Skill Set	1	0.11	4	0.15	2	0.12	2	0.16	4	0.18	1	0.24	14	0.15
Other (relevant)	54	6.17	138	5.01	113	6.73	78	6.07	168	7.37	20	4.85	571	6.15
Other (not relevant)	31	3.54	117	4.25	74	4.41	33	2.57	85	3.73	14	3.4	354	3.81
None	599	68.5	1811	65.76	972	57.93	617	48	1083	47.5	197	47.82	5279	56.85
Column Total	875	100	2754	100	1678	100	1286	100	2281	100	412	100	9286	100

Table 2.2.10. Frequency of Furthest Stage Reached by Candidate – Highest Qualification (collapsed)?

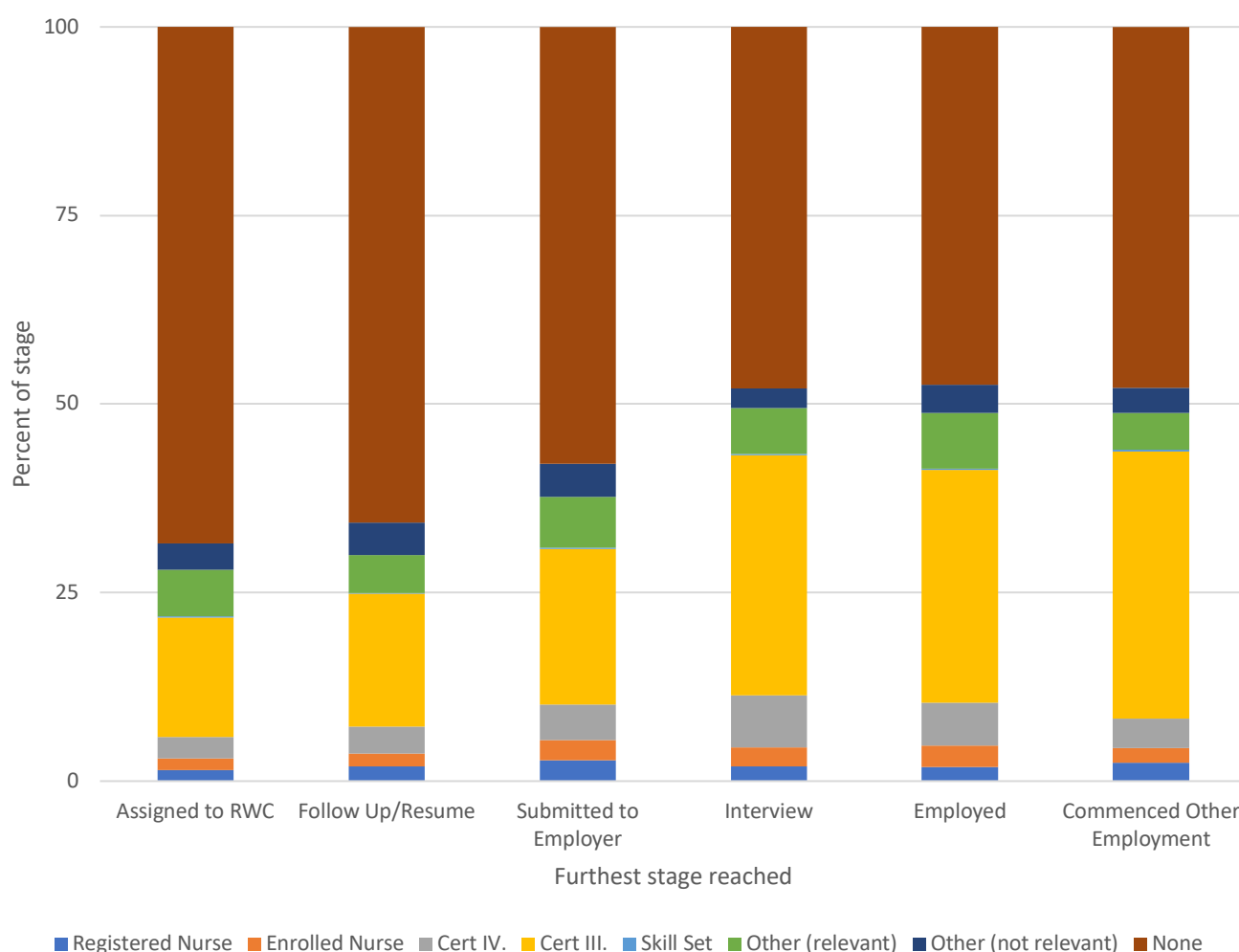


Figure 2.2.10 Proportion of Candidate – Highest Qualification (collapsed) per Furthest Stage Reached

Candidate – Work Role Preference

	Furthest stage reached (collapsed levels)										Row total			
	Assigned to RWC		Follow Up/Resume		Submitted to Employer		Interview		Employed				Commenced Other Employment	
Work role preference: Casual	n	%	n	%	n	%	n	%	n	%	n	%	n	%
No	234	28.3	684	27.9	421	27.92	343	26.8	586	27.9	123	33.15	2391	27.99
Yes	592	71.7	1768	72.1	1087	72.08	939	73.2	1517	72.1	248	66.85	6151	72.01
Work role preference: Part time														
No	323	39.1	965	39.36	490	32.49	442	34.5	626	29.8	112	30.19	2958	34.63
Yes	503	60.9	1487	60.64	1018	67.51	840	65.5	1477	70.2	259	69.81	5584	65.37
Work role preference: Full time														
No	569	68.9	1629	66.44	938	62.2	837	65.3	1376	65.4	224	60.38	5573	65.24
Yes	257	31.1	823	33.56	570	37.8	445	34.7	727	34.6	147	39.62	2969	34.76
Column Total	826	100	2452	100	1508	100	1282	100	2103	100	371	100	8542	100

Table 2.2.11. Frequency of Furthest Stage Reached by Candidate – Work role preference(s)

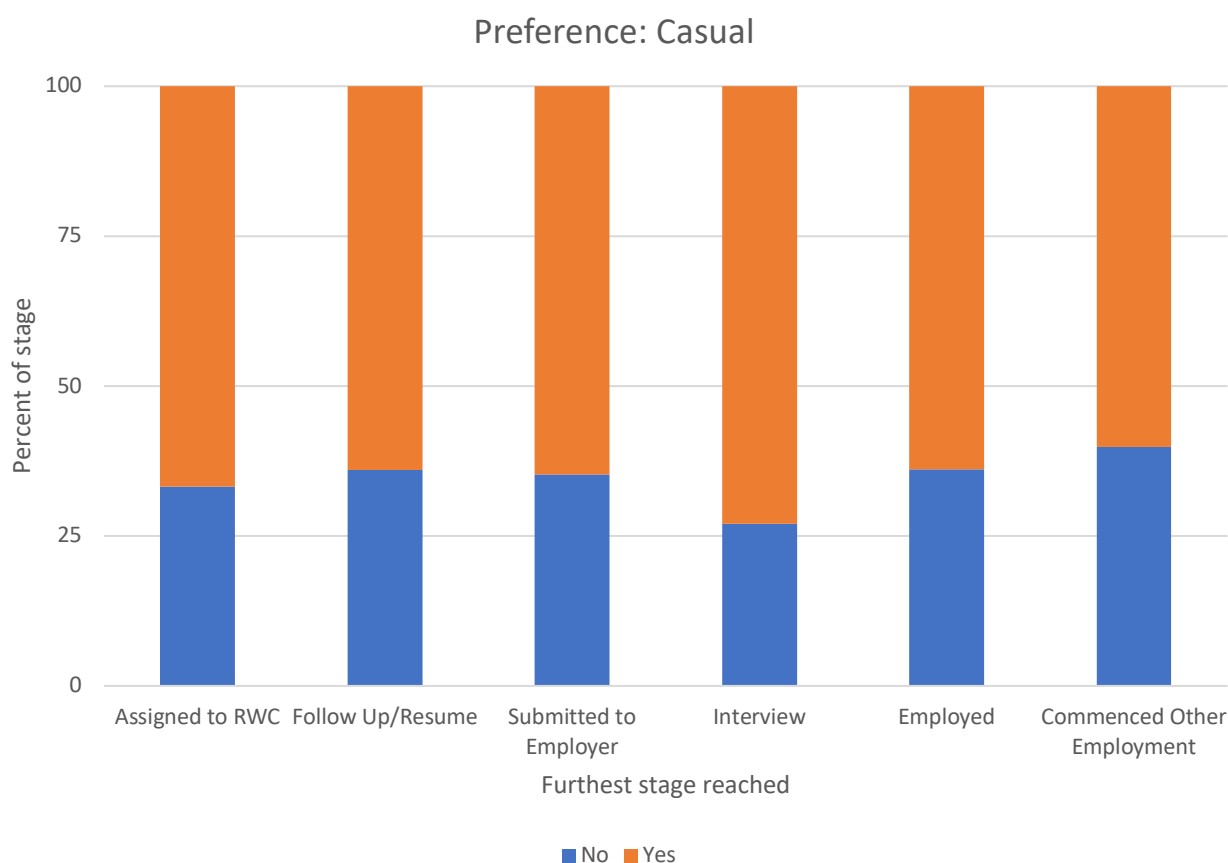


Figure 2.2.11 Proportion of Candidate – Work role preference: Casual per Furthest Stage Reached

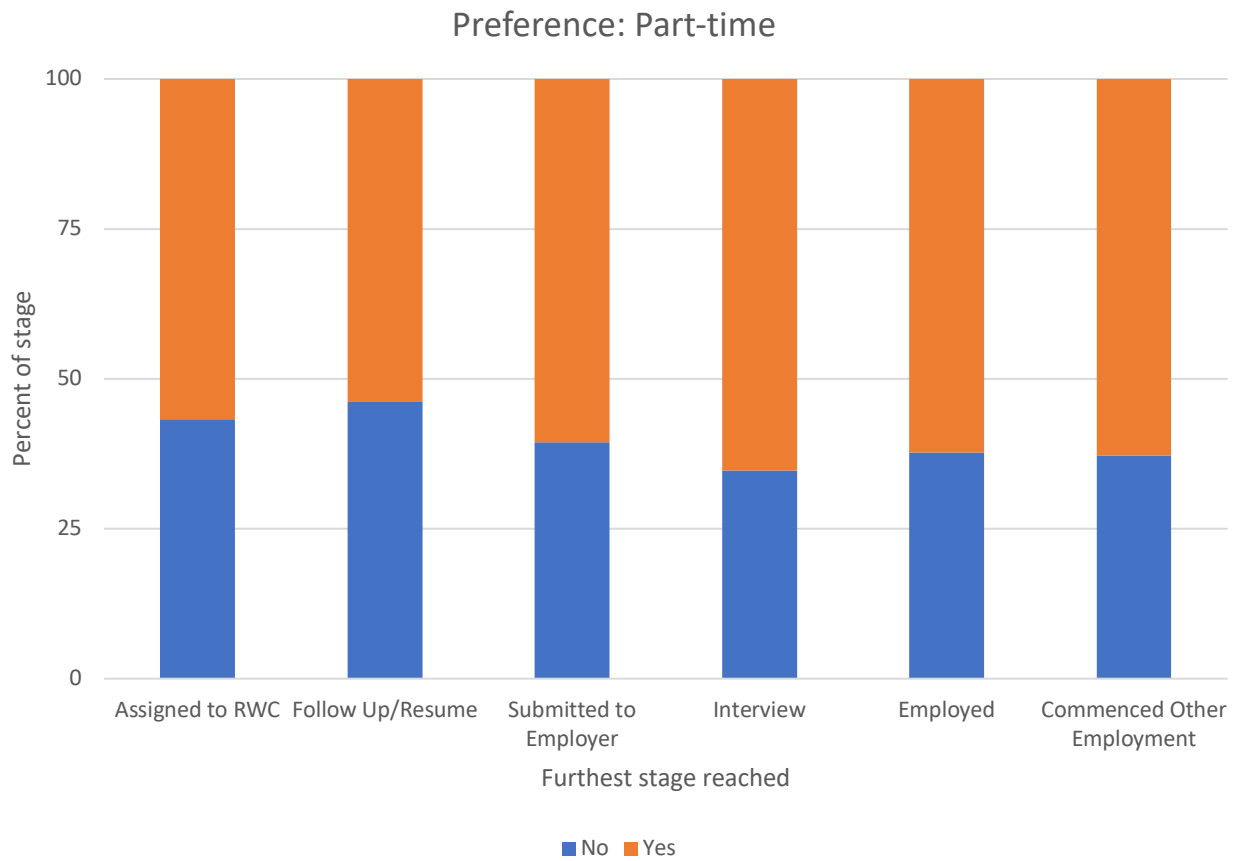


Figure 2.2.12 Proportion of Candidate – Work role preference: Casual per Furthest Stage Reached

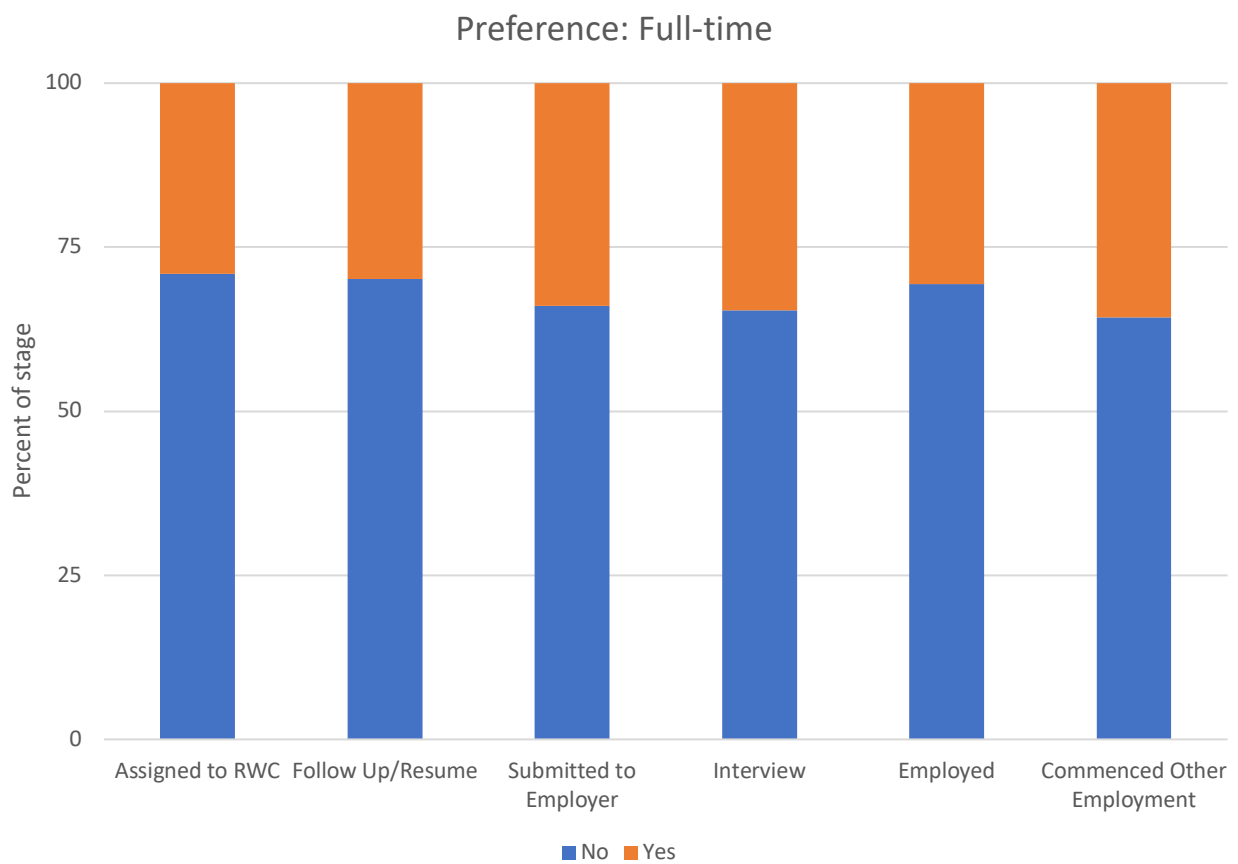


Figure 2.2.13 Proportion of Candidate – Work role preference: Casual per Furthest Stage Reached

Candidate – Preference Work Hours Per Week

	Furthest stage reached (collapsed levels)										Row total			
	Assigned to RWC		Follow Up/Resume		Submitted to Employer		Interview		Employed				Commenced Other Employment	
Candidate preference work hours per week	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Up to 15 hours	123	15.4	324	14.39	167	11.61	147	11.6	236	12.5	35	10.26	1032	12.91
Up to 30 hours	419	52.4	1133	50.33	697	48.44	674	53	973	51.4	164	48.09	4060	50.79
More than 30 hours	251	31.4	766	34.03	558	38.78	442	34.8	663	35	139	40.76	2819	35.26
Flexible	7	0.88	28	1.24	17	1.18	8	0.63	20	1.06	3	0.88	83	1.04
Column Total	800	100	2251	100	1439	100	1271	100	1892	100	341	100	7994	100

Table 2.2.12. Frequency of Furthest Stage Reached by Candidate preference work hours per week

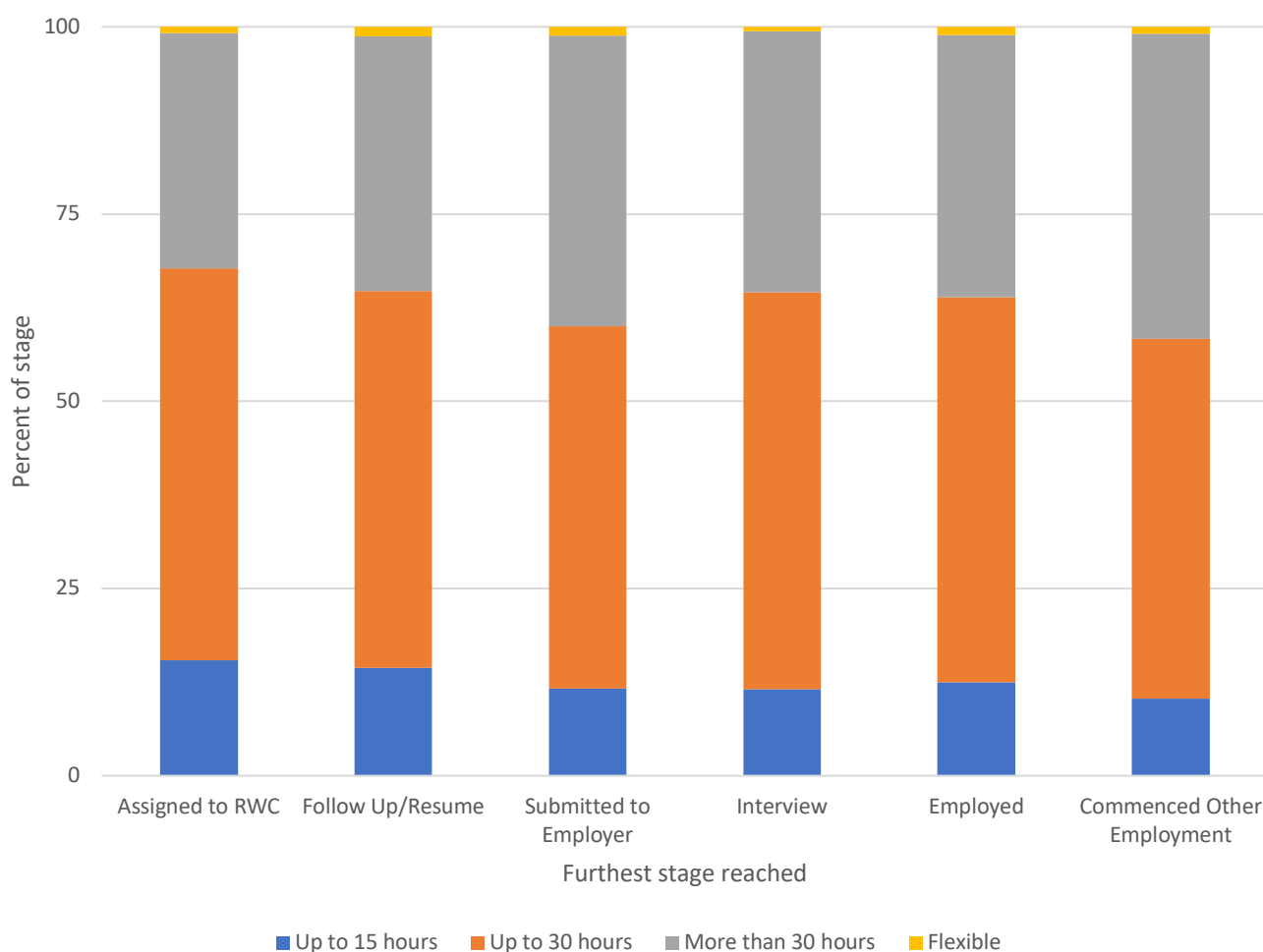


Figure 2.2.14 Proportion of Candidate preference work hours per week per Furthest Stage Reached

Candidate – When ready to commence employment

	Furthest stage reached (collapsed levels)												Row total	
	Assigned to RWC		Follow Up/Resume		Submitted to Employer		Interview		Employed		Commenced Other Employment			
Candidate - when ready to commence employment	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Immediately	511	65.4	1538	70.62	1059	75.32	908	73.1	1214	68.7	232	70.52	5462	70.89
1 week	67	8.58	196	9	106	7.54	114	9.17	197	11.1	38	11.55	718	9.32
2 weeks	111	14.2	247	11.34	149	10.6	151	12.2	259	14.7	40	12.16	957	12.42
3 weeks	36	4.61	85	3.9	44	3.13	36	2.9	57	3.22	7	2.13	265	3.44
4 weeks	35	4.48	83	3.81	35	2.49	26	2.09	27	1.53	12	3.65	218	2.83
More than 4 weeks	21	2.69	29	1.33	13	0.92	8	0.64	14	0.79	0	0	85	1.1
Column Total	781	100	2178	100	1406	100	1243	100	1768	100	329	100	7705	100

Table 2.2.13. Frequency of Furthest Stage Reached by Candidate – when ready to commence employment

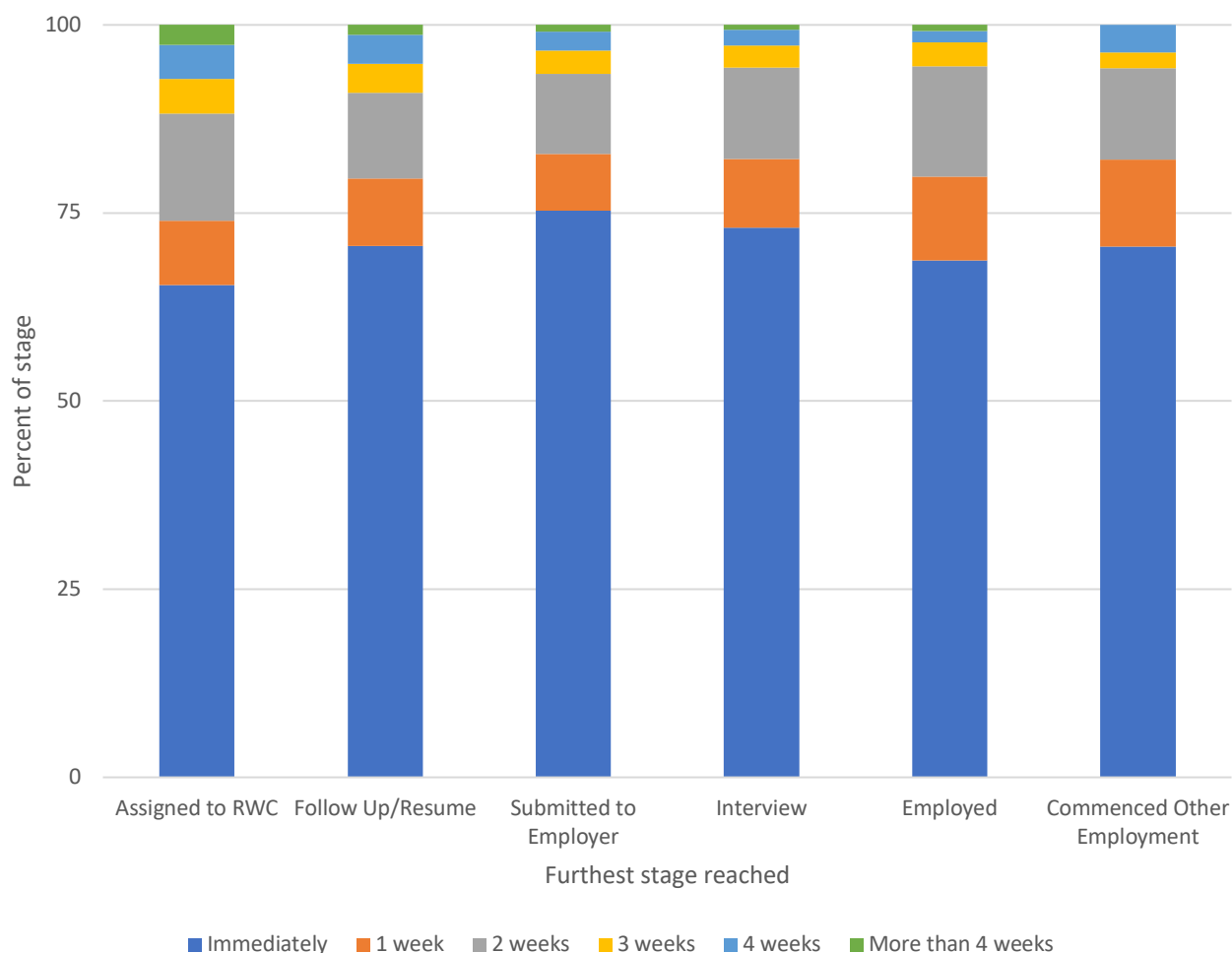


Figure 2.2.15 Proportion of Candidate preference work hours per week per Furthest Stage Reached

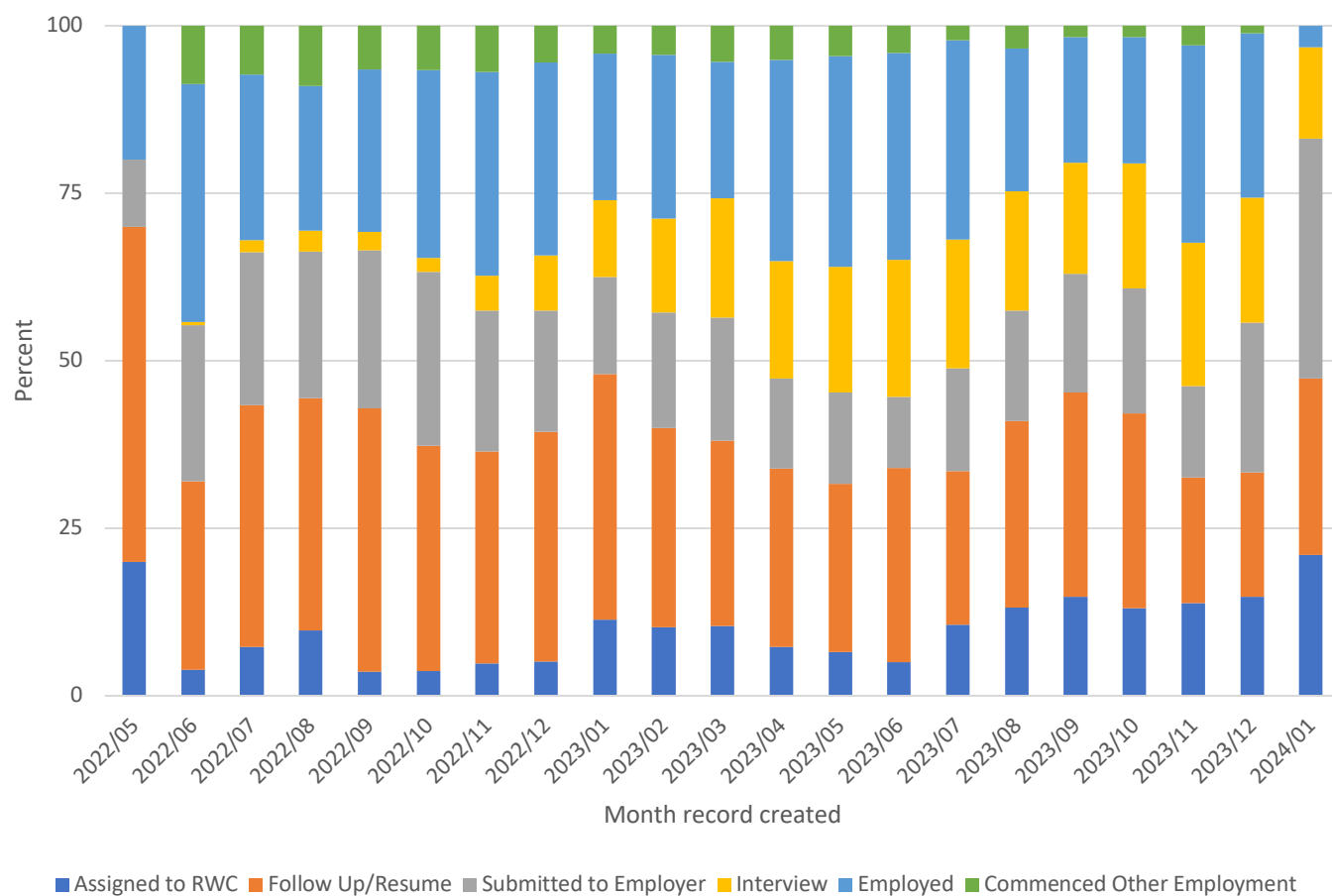


Figure 2.2.16 Proportion of candidates Furthest Stage Reached by their month of record creation in the Skills Hubs system

Candidate – Lead Source (derived)

	Furthest stage reached (collapsed levels)										Row total	
	Assigned to RWC		Follow Up/Resume		Submitted to Employer		Interview		Employed		Commenced Other Employment	
Candidate - Lead source (derived)	n	%	n	%	n	%	n	%	n	%	n	%
Employment Agency	3	0.34	12	0.43	30	1.79	16	1.25	118	4.99	29	7.06
Employment Website	318	35.9	787	28.5	585	34.93	556	43.3	680	28.7	107	26.03
Facebook Ad	470	53.1	1675	60.67	789	47.1	529	41.2	989	41.8	185	45.01
Live Event	3	0.34	14	0.51	9	0.54	4	0.31	7	0.3	3	0.73
Personal Referral	0	0	2	0.07	7	0.42	1	0.08	14	0.59	0	0
Pre-employment program	9	1.02	17	0.62	11	0.66	6	0.47	29	1.23	4	0.97
Regional Workforce Coordinator	26	2.93	79	2.86	100	5.97	67	5.22	175	7.39	28	6.81
Registered Training Organisation	12	1.35	73	2.64	50	2.99	15	1.17	96	4.06	28	6.81
Workforce Australia	43	4.85	96	3.48	90	5.37	90	7.01	161	6.8	27	6.57
Other	2	0.23	6	0.22	4	0.24	0	0	98	4.14	0	0
Column Total	886	100	2761	100	1675	100	1284	100	2367	100	411	100

Table 2.2.14. Frequency of Furthest Stage Reached by Candidate – lead source (derived)

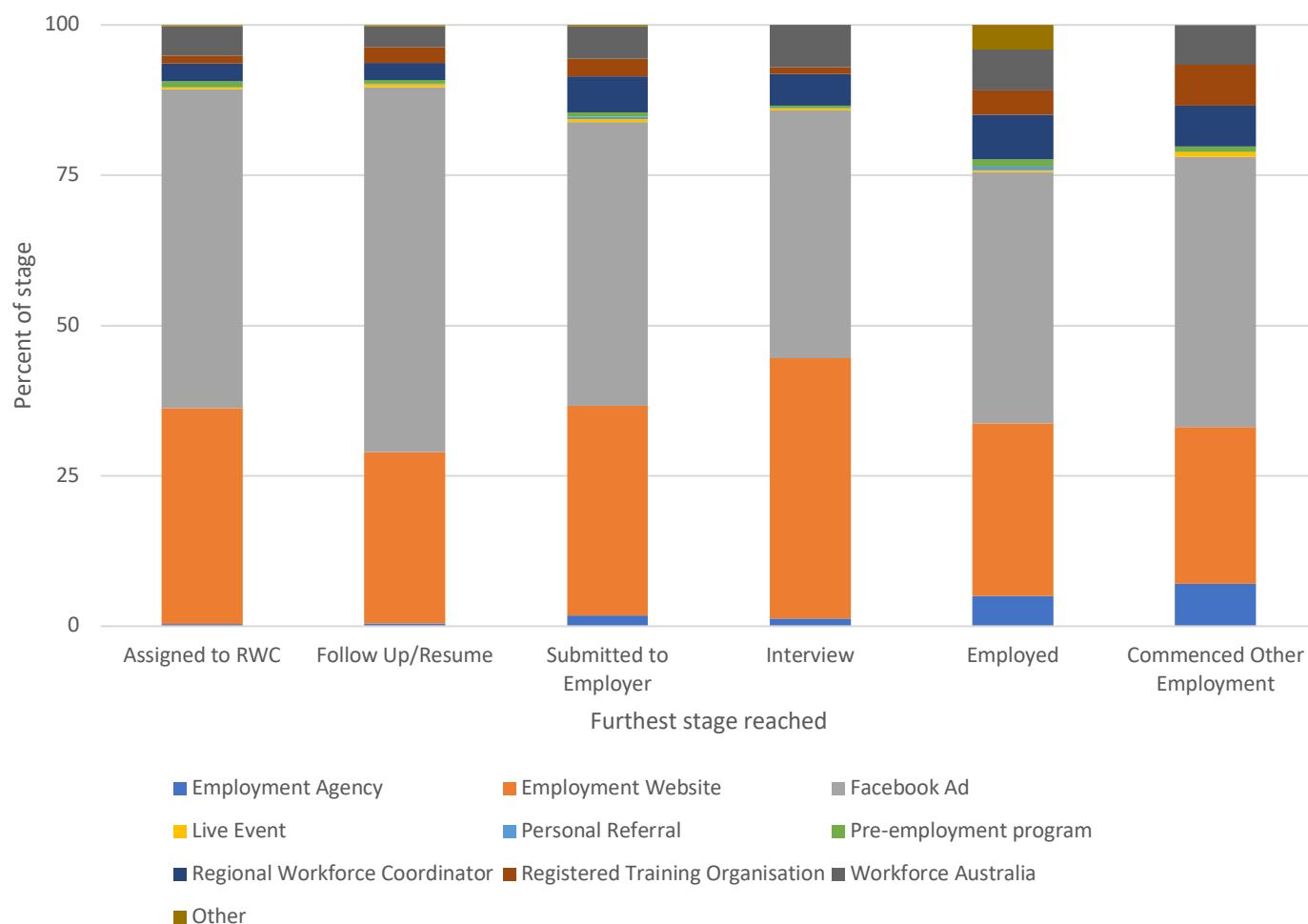


Figure 2.2.17 Proportion of lead source per Furthest Stage Reached

2.3 Time between employment pipeline stages

The time taken for candidates to move through two distinct sections of the employment pipeline was analysed. The two sections were defined as:

- Section 1: Time between record creation (start-date) and submission to employer (end-date).
- Section 2: Time between submission to employer (start-date) and employment commencement/start (end-date).

Completion of each section was defined as reaching the end of the section (i.e. having a date recorded for the end-date event). The following sections present both a univariate, descriptive analysis of these event times, and then a more in-depth, model-based analysis.

A note on the appropriateness of the Skills Hubs data for survival analysis

Examination of time between stages in the program relies on the fact that candidates are eligible to reach the next stage ("At risk" in survival analysis parlance). This is only absolutely true for candidates who are classified as "Open" in the Skills Hubs data. "Lost" or "Abandoned" candidates are not eligible to reach the next section of the program as they have either removed themselves from the program, or Skills Hubs cannot contact them. If the time at which candidates had been made "Lost" or "Abandoned" was available, then candidates could be included in the analysis up until this point at which time they would be removed from the analysis as they are no longer eligible ("at-risk") to reach the next stage (this would be handled using "censoring" in survival analysis). Without this piece of information (date of becoming "Lost" or "Abandoned"), the data is much less useful in the survival analysis context and results from this should be interpreted with care.

Descriptive analysis

Only candidates who completed the respective section(s) were included in the descriptive analysis. Candidates were excluded if the recorded end-date occurred before the start-date (i.e. negative time). This could indicate either a data entry error, or that the candidate has previously reached the endpoint of the section and has then moved back through the pipeline from the beginning, with their previously recorded start-date being overwritten by a newer one.

Section	Number completing* section in a non-negative time	Median number of days (25 th , 75 th percentile) from start to end of section
1. Record Creation to Submission to Employer	4753	8 (3, 22)
2. Submission to Employer to Employment Start	1977	28 (14, 45)

Table 2.3.1. Median time to completion of section 1 and 2 of the employment pipeline.

*Note: As described above, completion of the section in this sense requires non-missing start and end dates. There are numerous people who have entered (and progressed past) the submission to employer stage but have a missing start or end date.

	Section 1: Record Creation to Submission to Employer		Section 2: Submission to Employer to Commenced Employment	
Time to completion of section	<i>n</i>	%	<i>n</i>	%
Less than 1 week	1980	41.66	175	8.85
1-2 weeks	1003	21.10	269	13.61
2-3 weeks	512	10.77	292	14.77
3-4 weeks	283	5.95	251	12.70
More than 4 weeks	975	20.51	990	50.08

Table 2.3.2. Weeks taken for candidates to complete employment pipeline section.

Half of eligible candidates had been submitted to an employer 8-days after entering the Skills Hubs system (table 2.3.1). Approximately 20% of candidates took more than 4 weeks to be submitted to an employer (table 2.3.2). It took 4-weeks (28-days) for 50% of candidates to enter employment after they had been submitted to the employer.

Model-based analysis

To further investigate the effect of candidate characteristics on the time taken to complete each section, a time to event analysis approach was undertaken. This analysis had a more rigorous list of inclusion criteria for the candidates. This was done to try and reduce the effect of the candidates who:

- were LOST/ABANDONED before reaching the end-point of the section (resulting in a start date but potentially no end date and not active follow-up) and/or,
- had moved through the employment pipeline multiple times (resulting in negative and/or very long time between sections).

The following criteria were set for selection of candidates to include in the analysis:

- 1) Candidate status in the employment/retention/Intermediaries/R&R pipeline is OPEN. This guarantees candidates are currently participating in the Skills Hubs program and actively interested in working in Home Care. While candidates who are marked as “Lost” or “Abandoned” may have reached the “Submitted to Employer” or “Employment” stage, there is no indication in the data as to when Skills Hubs lost contact with them, meaning those who did not experience the event cannot be censored appropriately (in the survival analysis sense) and including them in the analysis would bias the estimates of the time between stages.
- 2) For Analysis 1, candidates must have
 - a) A non-missing date of record creation and
 - b) Either a non-missing date of submission to employer or have not reached the Submitted to Employer stage yet.
 - c) Must not have a date of interview with employer, date of start employment or date of end employment *BEFORE* the date of submission to employer.
- 3) For Analysis 2, candidates must have
 - a) A non-missing date of submission to employer and
 - b) Either a non-missing date of commenced employment/start employment or have not reached the Employment stage
 - c) Must not have a date of interview with employer *BEFORE* the submission to employer date, or a date of end of employment *BEFORE* the start employment date.

Candidates with a non-missing end-date were considered to have experienced the event (submitted to employer/start employment), otherwise their follow up time was censored on 29/01/2024 (the date of data extract). Candidate characteristics that were analysed for associations with time to complete stages were gender, age, CALD status, qualification, preference for work hours, area of residence (MMM) and Source. Survival graphs were created for time to completion of each section for all eligible candidates. Unadjusted hazard ratios and 95% confidence intervals were then computed for each of the candidate characteristics estimated above.

A note on hazard ratios

Hazard ratios (HRs) indicate the probability of candidates with some level of characteristic completing the stage at each time point relative to some reference level for that same characteristic, given that the candidate has not already completed the stage. i.e. hazard ratios greater than 1 indicate candidates belonging to that level of the characteristic are more likely to complete the stage compared to the reference group (“ref”), whereas a hazard ratio less than 1 indicates the opposite (less likely to complete the stage compared to the reference group). 95% confidence intervals were estimated along with the hazard ratios to indicate the degree of uncertainty around the estimate. Based on a 5% significance level, it is assumed that a 95% confidence interval that does not include 1 indicates a statistically significant effect of the characteristic on the time to stage completion.

Section 1: Record Creation to Submission to Employer

There were 1,744 candidates who were eligible for analysis of Section 1. Of these, 1,651 (94.67%) had been submitted to an employer by the time of the data extract (i.e. “completed” the section). The median time from record creation to submitted to employer for these candidates was 9 days. A survival graph of candidate’s time to complete section 1 is shown below (Figure 2.3.1). Note the very sharp initial drop, but long tail. This indicates that most candidates were submitted to an employer reasonably quickly, however there are a handful where this took much longer. This is similar to what was observed in the previous, descriptive analysis.

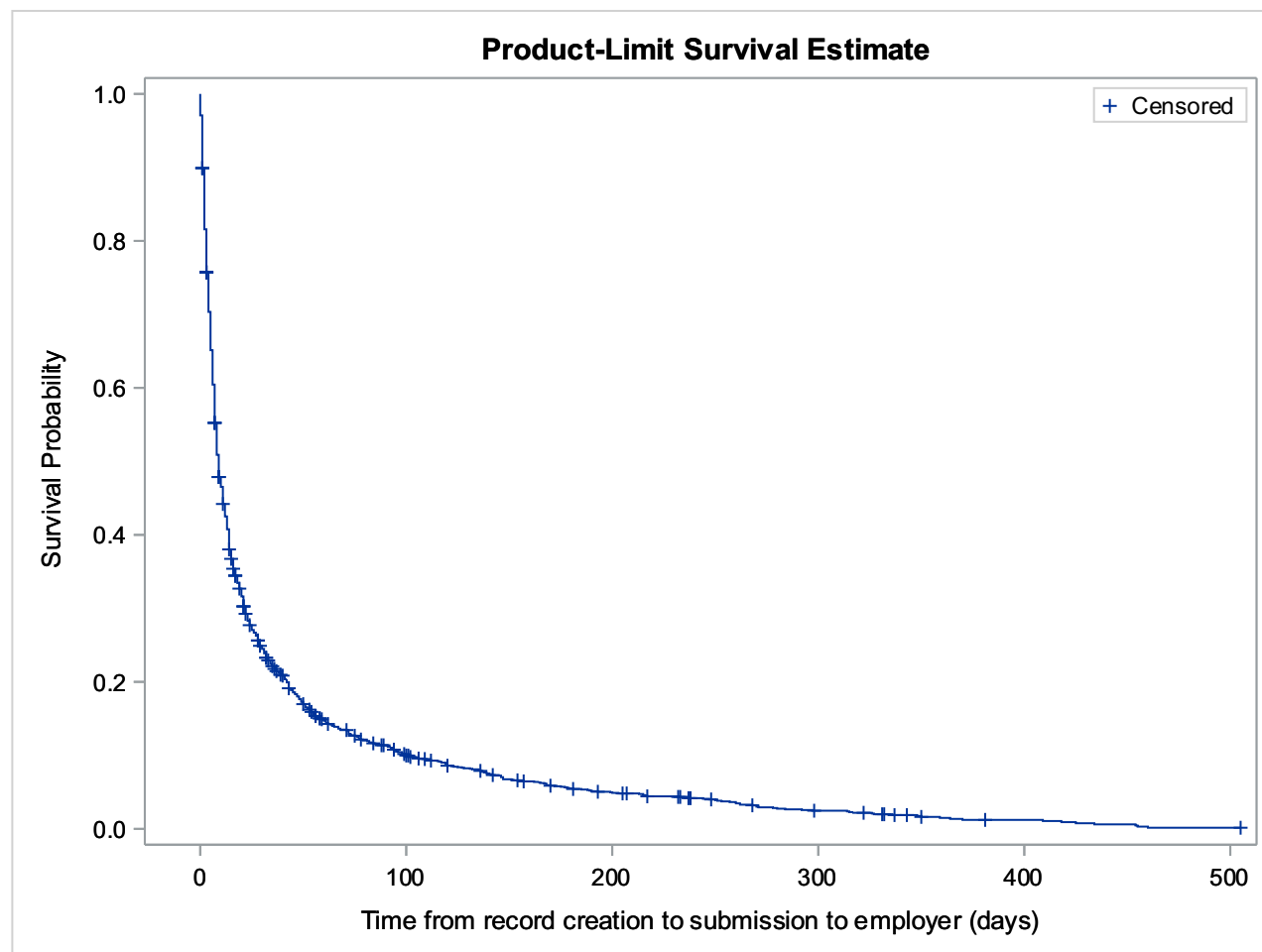


Figure 2.3.1 Survival curve of time between record creation and submission to employer.

The effect of the seven key candidate characteristics on time from record creation to submission to employer was analysed. Hazard ratios and 95% confidence intervals were computed (table 2.3.3).

Variable	Level*	n	%	HR	Lower CI	Upper CI
Gender	Male	334	19.21	ref		
	Female	1401	80.56	1.062	0.938	1.201
	missing	4	0.23	NA		
Age	16-40	598	34.29	ref		
	41-65	630	53.33	0.856	0.769	0.952
	65+	77	4.42	0.694	0.541	0.892
	missing	139	7.97	NA		
CALD**	No	1114	65.18	ref		
	Yes	535	31.30	0.999	0.898	1.112
	missing	60	3.51	NA		
Qualification	None	653	37.44	ref		
	Skills set or other	164	9.4	1.135	0.952	1.354
	Nursing, Cert III or Cert IV qualification	926	53.1	1.177	1.061	1.305
	missing	1	0.06	NA		
Work hours preference	Up to 15 hours	175	10.03	ref		
	Up to 30 hours	845	48.45	1.135	0.957	1.345
	More than 30 hours	597	34.23	1.161	0.973	1.384
	Flexible	11	0.63	1.192	0.647	2.196

	<i>missing</i>	116	6.65	NA		
MMM	MMM 1-2	1439	82.51	ref		
	MMM 3-5	267	15.31	0.998	0.872	1.142
	MMM 6-7	21	1.2	1.291	0.821	2.030
	MMM Unknown	15	0.86	1.138	0.684	1.8983
	Missing	2	0.11	NA		
Source	Facebook Ad	689	39.51	ref		
	Employment website	669	38.36	1.408	1.260	1.573
	Regional Workforce Coordinator	108	6.19	1.555	1.266	1.911
	Workforce Australia	129	7.40	1.454	1.200	1.761
	Other	140	8.03	1.181	0.981	1.421
	missing	9	0.52	NA		

Table 2.3.3 Characteristics hazard ratios based on unadjusted models of time to stage completion.

*Missing values are reported for each variable. Only candidates with non-missing values are included in the models.

**Candidates who indicated they preferred not to answer the CALD question were not included in the hazard ratio estimate.

Age, qualification, and source were found to have a significant effect on event time for time between entry into the Skills Hubs system and submission to an employer. Older candidates were less likely to be submitted to an employer. People with a nursing or certificate III/IV qualification were more likely to be submitted to an employer compared to those without a qualification. Candidates recruited through all sources (except “Other”) were more likely to be submitted to an employer compared to those recruited through Facebook Ads.

Section 2: Submission to Employer to Employment Start

There were 1,118 candidates who were eligible for analysis of section 2. Of these, 1,045 (93.47%) had started employment (i.e. “completed” the section) by the time of the data extract. The median time from submission to employer to start employment was 33 days for these candidates. A survival graph of time to complete section 2 is shown below (figure 2.3.2). Similar to figure 2.3.1, this curve shows a sharp initial drop before flattening out.

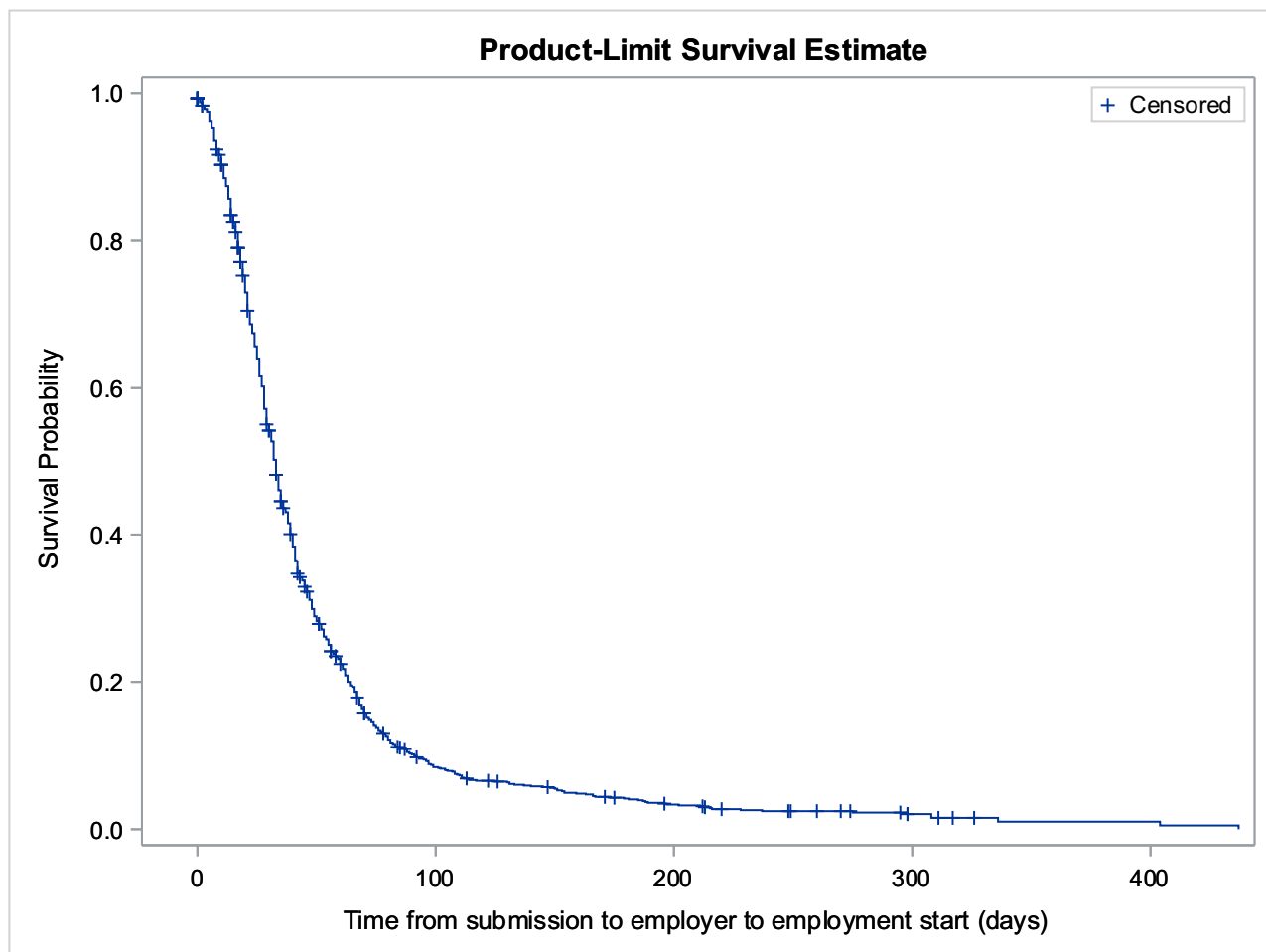


Figure 1.3.2 Survival curve of time between submission to employer and employment start.

The effect of the seven key candidate characteristics on time from record creation to submission to employer was analysed. Hazard ratios and 95% confidence intervals were computed (table 2.3.4).

Variable	Level*	n	%	HR	Lower CI	Upper CI
Gender	Male	187	16.73	ref		
	Female	930	83.18	1.031	0.877	1.212
	Other**	1	0.09	NA		
	missing	0	0	NA		
Age	16-40	365	32.65	ref		
	41-65	629	56.26	1.054	0.921	1.206
	65+	52	4.65	0.850	0.629	1.148
	missing	72	6.44	NA		
CALD***	No	750	68.31	ref		
	Yes	313	28.51	0.845	0.735	0.970
	missing	35	3.19	NA		
Qualification	None	411	36.76	ref		
	Skills set or other	104	9.30	1.044	0.836	1.304
	Nursing, Cert III or Cert IV qualification	603	53.94	1.043	0.916	1.188
	missing	0	0	NA		
Work hours preference	Up to 15 hours	120	10.73	ref		
	Up to 30 hours	544	48.66	1.108	0.905	1.355
	More than 30 hours	369	33.01	1.064	0.862	1.312
	Flexible	9	0.81	1.306	0.637	2.678
	missing	76	6.80	NA		
MMM	MMM 1-2	928	83.01	ref		
	MMM 3-5	174	15.56	0.817	0.690	0.968
	MMM 6-7	14	1.25	0.801	0.441	1.455
	MMM Unknown	2	0.18	0.414	0.101	1.690
	missing	0	0	NA		
Source	Facebook Ad	467	41.77	ref		
	Employment website	390	34.88	1.118	0.971	1.287
	Regional Workforce Coordinator	79	7.07	1.162	0.912	1.480
	Workforce Australia	86	7.69	1.128	0.891	1.429
	Other	92	8.23	1.034	0.822	1.301
	missing	4	0.36	NA		

Table 2.3.4 Characteristics hazard ratios based on unadjusted models of time to stage completion.

*Missing values are reported for each variable. Only candidates with non-missing values are included in the models.

**Candidates recording their gender as "Other" were not included in the HR computation due to low n-size (1)

***Candidates who indicated they preferred not to answer the CALD question were not included in the hazard ratio estimate.

Candidates identifying as CALD, compared to those not identifying as CALD, were less likely to start employment after being submitted to an employer. Candidates living in remote or very remote areas (MMM 3-5) were less likely to start employment after being submitted to an employer compared to those from major cities and regions (MMM 1-2). Generally there were few significant differences identified in these data based on these characteristics for time between submission to employers and starting employment.

2.4 Time between stages for specific candidate groups of interest

Three key candidate demographic groups (Males, people from Culturally and Linguistically Diverse backgrounds and people identifying as Aboriginal or Torres Strait Islander) were chosen for closer analysis of their time between entry into the Skills Hubs system and submission to employer, and time between submission to employer and employment start.

Sample selection for each section was done in the same way as described in section 2.3. Missing data and categories with very low numbers were excluded from this analysis. Both non-parametric (Kaplan-Meier) and semi-parametric (maximum likelihood through the Cox-model) estimates of the survival time (time to submission to employer/employment start) were estimated for each of the analysis periods by candidate gender. Kaplan-Meier curves were estimated per analysis period and stratified by the demographic of interest.

2.4.1 Male candidates

Analysis Period	Gender	n	%	Kaplan Meier Survival Estimates			Maximum likelihood estimates		
				Percentile	Point Estimate	95% Confidence Interval		HR	95% Confidence Interval
						Lower	Upper		
Record Creation -> Submission to Employer	Male	334	19.25	75	32	23	45	REF	
				50	9	7	12		
				25	4	3	5		
	Female	1401	80.75	75	29	25	33	1.062	0.938 1.201
				50	9	8	10		
				25	4	3	4		
Submission to Employer -> Employment Start	Male	187	16.74	75	61	53	70	REF	
				50	34	28	38		
				25	20	18	23		
	Female	930	83.26	75	55	49	60	1.031	0.877 1.212
				50	33	31	34		
				25	20	18	21		

Table 2.4.1.1. Time to event estimates by candidate gender.

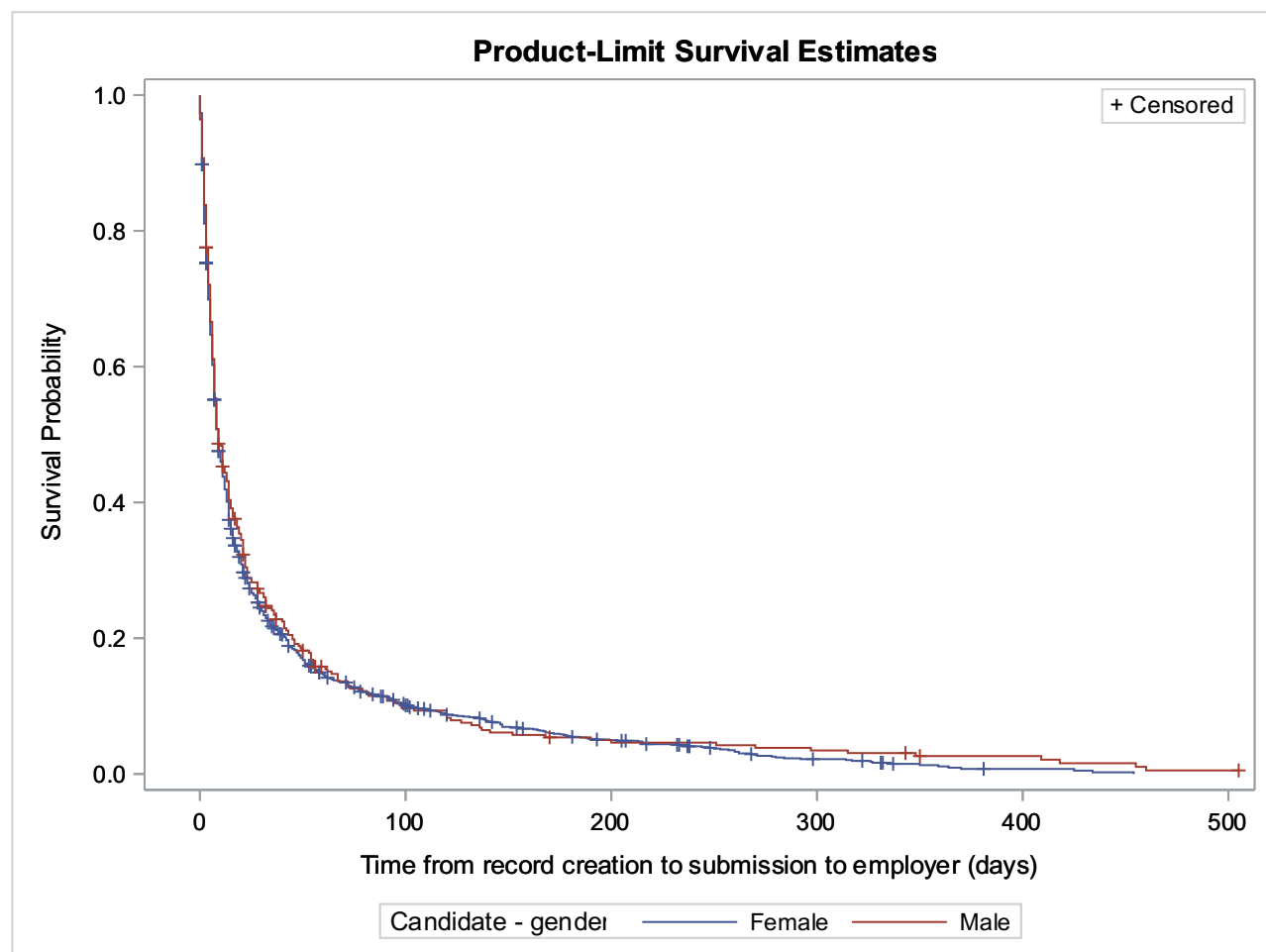


Figure 2.4.1.1. Kaplan-Meier survival curve of time from record creation to submission to employer, stratified by candidate gender.

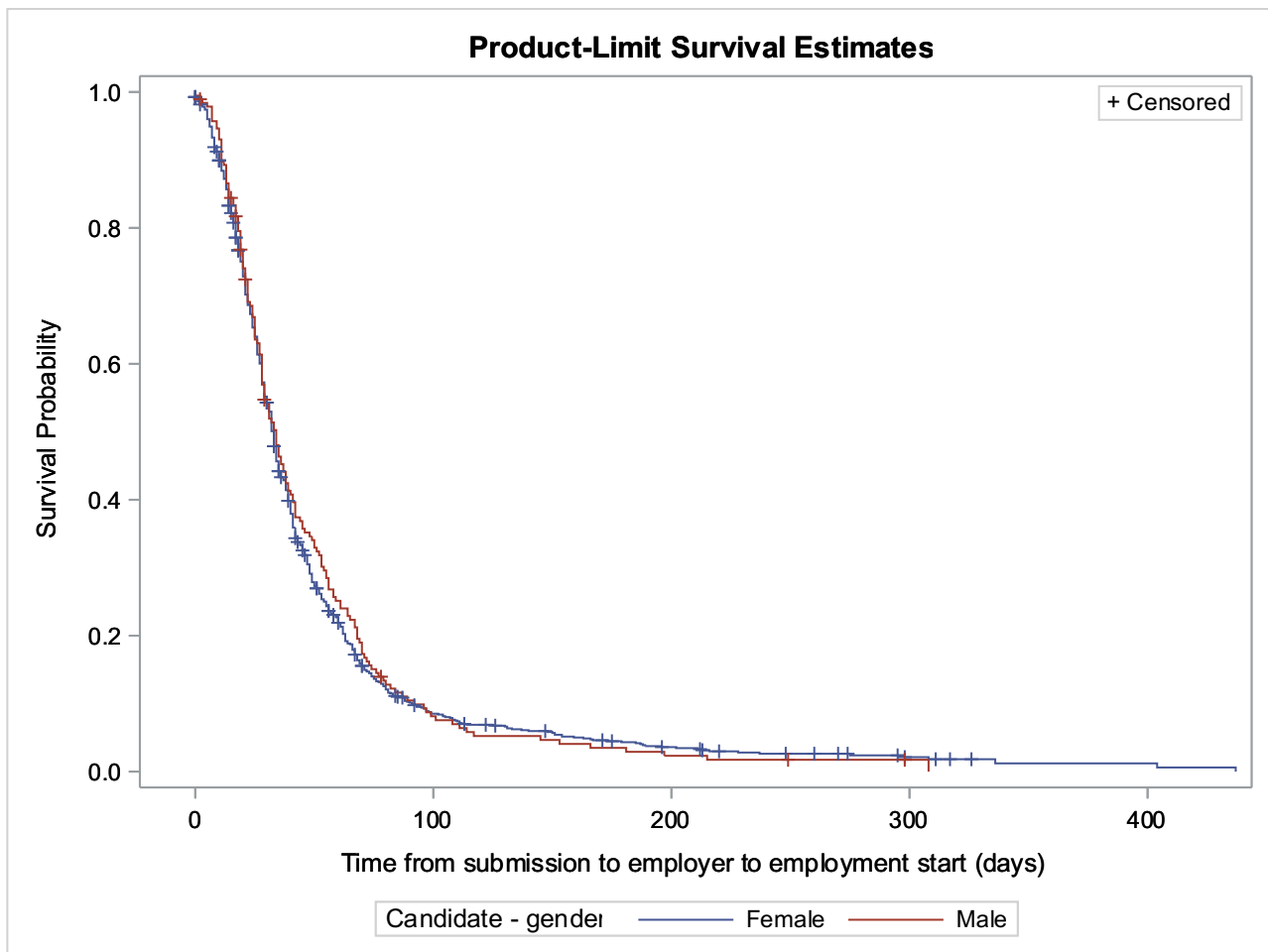


Figure 2.4.1.2. Kaplan-Meier survival curve of time from submission to employer to employment start, stratified by candidate gender.

There was little evidence to suggest differences in the time to completion of either stage between male and female candidates. This was evidenced by very similar median event times in the non-parametric analysis, and non-significant hazard ratios in the semi-parametric analysis.

2.4.2 Culturally and Linguistically Diverse (CALD) candidates

Analysis Period	CALD?	n	%	Kaplan Meier Survival Estimates				Maximum likelihood estimates		
				Percentile	Point Estimate	95% Confidence Interval		HR	95% Confidence Interval	
						Lower	Upper		Lower	Upper
Record Creation -> Submission to Employer	No	1114	67.56	75	30	23	35	REF		
				50	8	8	9			
				25	4	3	4			
	Yes	535	32.44	75	30	25	40	0.999	0.898	1.112
				50	11	8	13			
				25	4	3	5			
Submission to Employer -> Employment Start	No	750	70.56	75	52	48	56	REF		
				50	31	29	33			
				25	19	18	20			
	Yes	313	29.44	75	62	53	70	0.845	0.735	0.970
				50	36	33	41			
				25	21	18	24			

Table 2.4.2.1. Time to event estimates by candidate CALD status

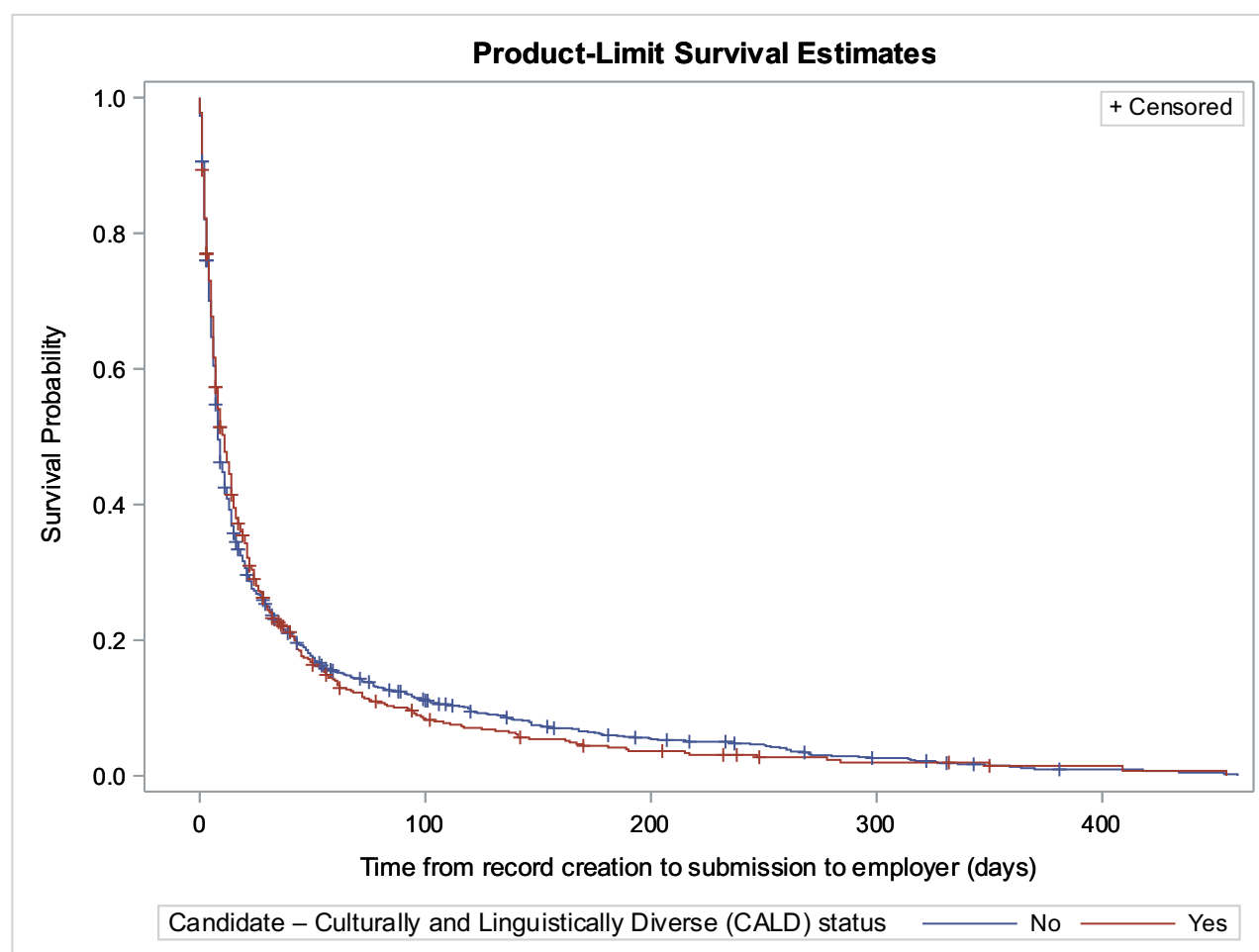


Figure 2.4.2.1. Kaplan-Meier survival curve of time from record creation to submission to employer, stratified by candidate CALD status.

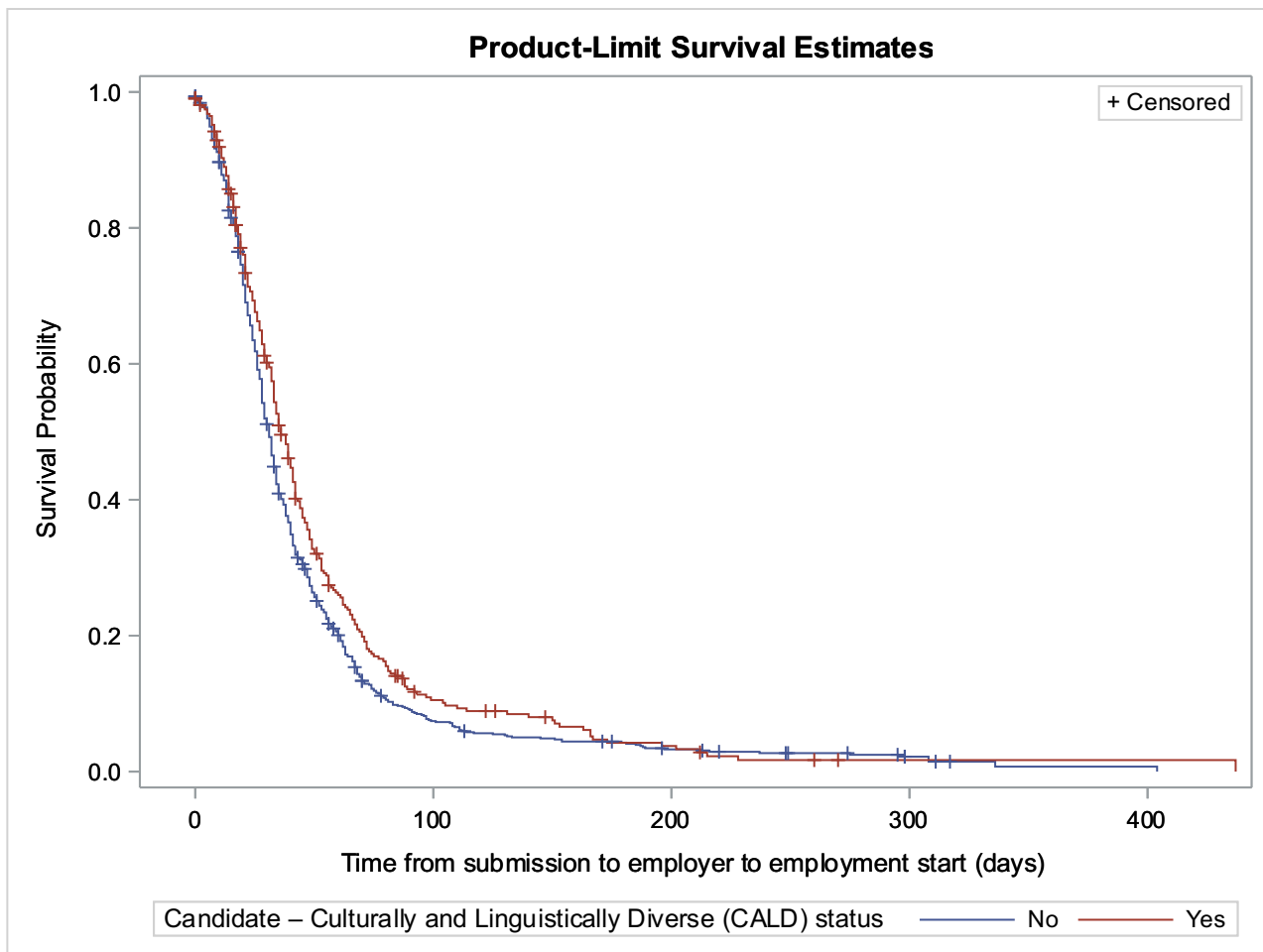


Figure 2.4.2.2. Kaplan-Meier survival curve of time from submission to employer to employment start, stratified by candidate CALD status.

In the second analysis period (time from submission to employer to employment start) CALD candidates were less likely to reach the end of the stage. CALD candidates had roughly 15% less “risk” of starting employment (after being submitted to an employer). This was a statistically significant estimate. There was no significant difference between candidates based on their CALD status for time from submission to an employer after entering the Skills Hubs system.

2.4.3 Aboriginal and Torres Strait Islander candidates

Analysis Period	Candidate - Aboriginal or Torres Strait Islander?	n	%	Kaplan Meier Survival Estimates			Maximum likelihood estimates	
				Percentile	Point Estimate	95% Confidence Interval	HR	95% Confidence Interval
						Lower Upper		Lower Upper
Record Creation -> Submission to Employer	No	1589	94.41	75	29	25 32	REF	
				50	9	8 9		
				25	4	3 4		
	Yes	94	5.59	75	54	22 106	0.886	0.715 1.097
				50	10	7 14		
				25	3	2 5		
Submission to Employer -> Employment Start	No	1025	94.73	75	55	51 61	REF	
				50	32	31 34		
				25	20	18 21		
	Yes	57	5.27	75	55	40 74	0.993	0.751 1.313
				50	34	26 40		
				25	21	14 26		

Table 2.4.3.1 Time to event estimates by candidate Aboriginal or Torres Strait Islander background.

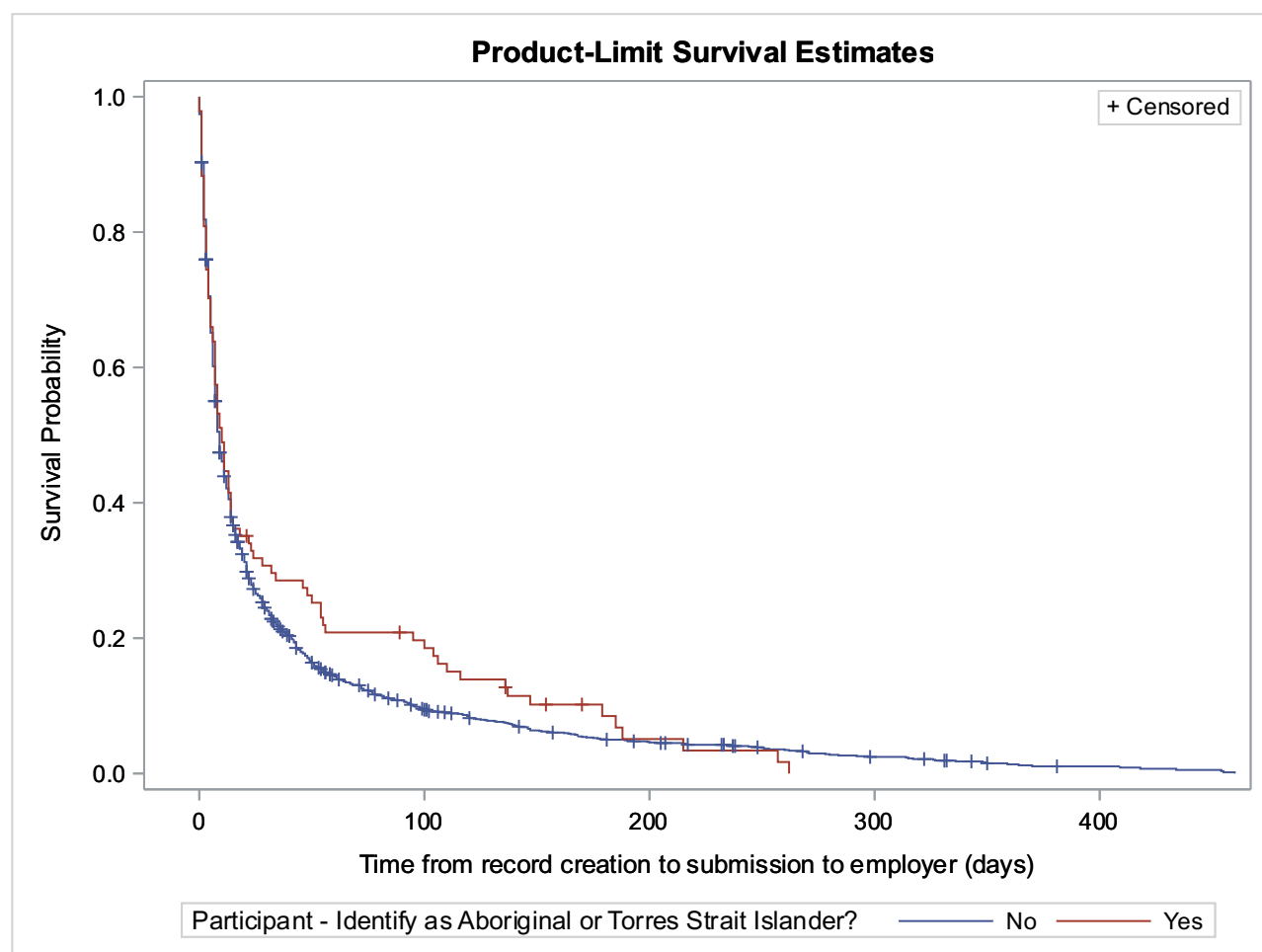


Figure 2.4.3.1. Kaplan-Meier survival curve of time from record creation to submission to employer, stratified by candidate Aboriginal or Torres Strait Islander background.

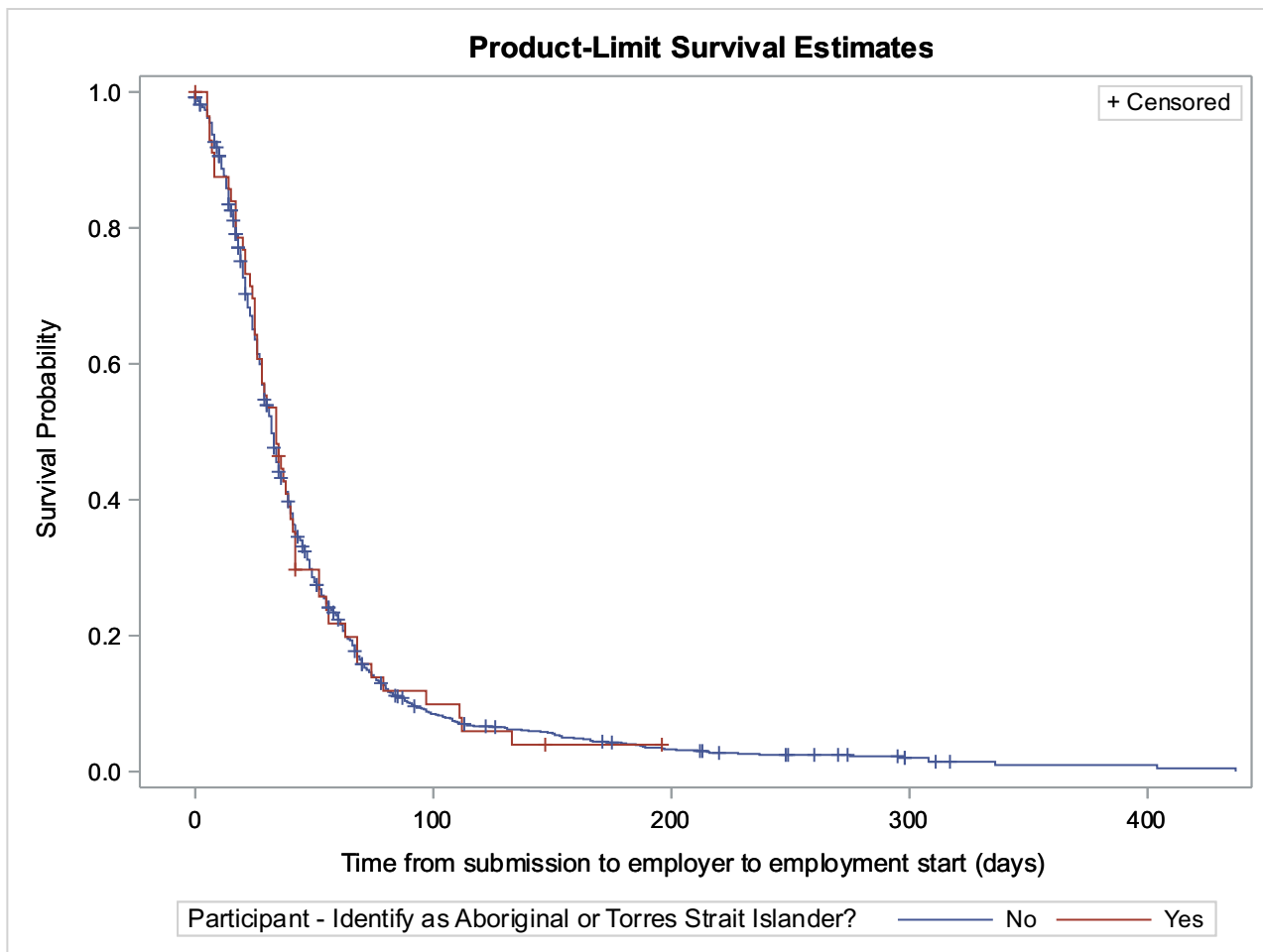


Figure 2.4.3.2. Kaplan-Meier survival curve of time from submission to employer to employment start, stratified by candidate Aboriginal or Torres Strait Islander background..

In both analysis periods there was no significant difference in risk of reaching the end of the stage between candidates with and without Aboriginal or Torres Strait Islander backgrounds. In both periods, there are less than 100 candidates identifying as Aboriginal or Torres Strait Islander. The low n-size means the statistical tests are probably underpowered and detecting any differences between the groups is difficult.

2.5 Characteristics of candidates and time between stages by recency of entry to the Skills Hubs program

Due to the evolving recruitment strategies and demands of the HCWSP over its operational lifespan, candidates who entered the program at different points may have experienced an accelerated (or decelerated) movement through the program. Three time periods were defined to consider differences in entry to the program:

- Before April 2023,
- Between April and September 2023 or
- After September 2023.

Candidate characteristics of Age, Sex and CALD status were tabulated per the above three groups based on the candidate's date of creation in the Skills Hubs system. All candidates are included in this tabulation. Note the variable amounts of missing. Some of these characteristics were collected only sporadically at the beginning of the program leading to much higher amounts of missing for those candidates that entered in the early stages of the program. Percentages represent the percentage of non-missing values.

	Entry to Skills Hubs:					
	Before April 2023		April - September 2023		After September 2023	
Candidate age	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
16-25	171	4.73	427	12.53	322	21.99
26-35	341	9.43	723	21.22	319	21.79
36-45	547	15.13	554	16.26	280	19.13
46-55	806	22.3	764	22.42	253	17.28
56-65	913	25.26	715	20.99	221	15.1
66-75	248	6.86	173	5.08	55	3.76
76-85	30	0.83	11	0.32	6	0.41
Prefer not to say	559	15.46	40	1.17	8	0.55
Total (non-missing)	3615	100	3407	100	1464	100
Missing	883		28		2	

Figure 2.5.1 Candidate age by date of entry to the Skills Hubs program.

	Entry to Skills Hubs:					
	Before April 2023		April - September 2023		After September 2023	
Candidate gender	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
Male	1604	36.27	744	21.77	372	25.41
Female	2798	63.27	2673	78.2	1091	74.52
Other	20	0.45	1	0.03	1	0.07
Total (non-missing)	4422	100	3418	100	1464	100
Missing	76		17		2	

Figure 2.5.2 Candidate gender by date of entry to the Skills Hubs program.

	Entry to Skills Hubs:					
	Before April 2023		April - September 2023		After September 2023	
Candidate CALD?	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
No	2695	69.28	2082	61.06	924	63.2
Yes	1010	25.96	1306	38.3	537	36.73
Prefer not to say	185	4.76	22	0.65	1	0.07
Total (non-missing)	3890	100	3410	100	1462	100
Missing	608		25		4	

Figure 2.5.3 Candidate CALD status by date of entry to the Skills Hubs program.

Candidates recruited more recently tended to be younger and more likely female and CALD compared to those recruited earlier in the program.

The time between program entry and submission to employer, and the time between submission to employer and employment start was examined based on entry to the Skills Hubs program. All candidates who reached the end of each stage (submission to employer / start employment) were included in the analysis (for the stage/s they completed), irrelevant of their current status in the candidate data, given that they had a non-negative time to stage completion. Note that for the time to event analysis this inclusion criteria excludes all censored observations and will bias the estimate of time to stage completion downwards. Non-parametric and semi-parametric estimates for event times were calculated and survival curves were created for each stage stratified by time of entry to the Skills Hubs program.

				Kaplan Meier Survival Estimates				Maximum likelihood estimates		
				Percentile	Point Estimate	95% Confidence Interval		HR	95% Confidence Interval	
						Lower	Upper		Lower	Upper
Analysis Period	Entry to Skills Hubs program	n	%							
Record Creation -> Submission to Employer	Before April 2023	213 7	44.96	75	28	26	31	REF		
				50	10	9	10			
				25	3	3	4			
	April – September 2023	187 3	39.41	75	20	20	22	1.240	1.164	1.321
				50	9	8	10			
				25	4	3	4			
	After September 2023	743	15.63	75	12	11	14	1.644	1.509	1.791
				50	7	6	7			
				25	3	3	4			
Submission to Employer -> Employment Start	Before April 2023	911	46.08	75	49	45	53	REF		
				50	28	26	31			
				25	15	14	17			
	April – September 2023	836	42.29	75	42	40	46	1.185	1.078	1.303
				50	27	25	28			
				25	14	12	15			
	After September 2023	230	11.63	75	42	40	48	1.255	1.084	1.453
				50	28	23	30			
				25	16	13	18			

Table 2.5.1 Time to stage completion by recency of entry to the Skills Hubs program.

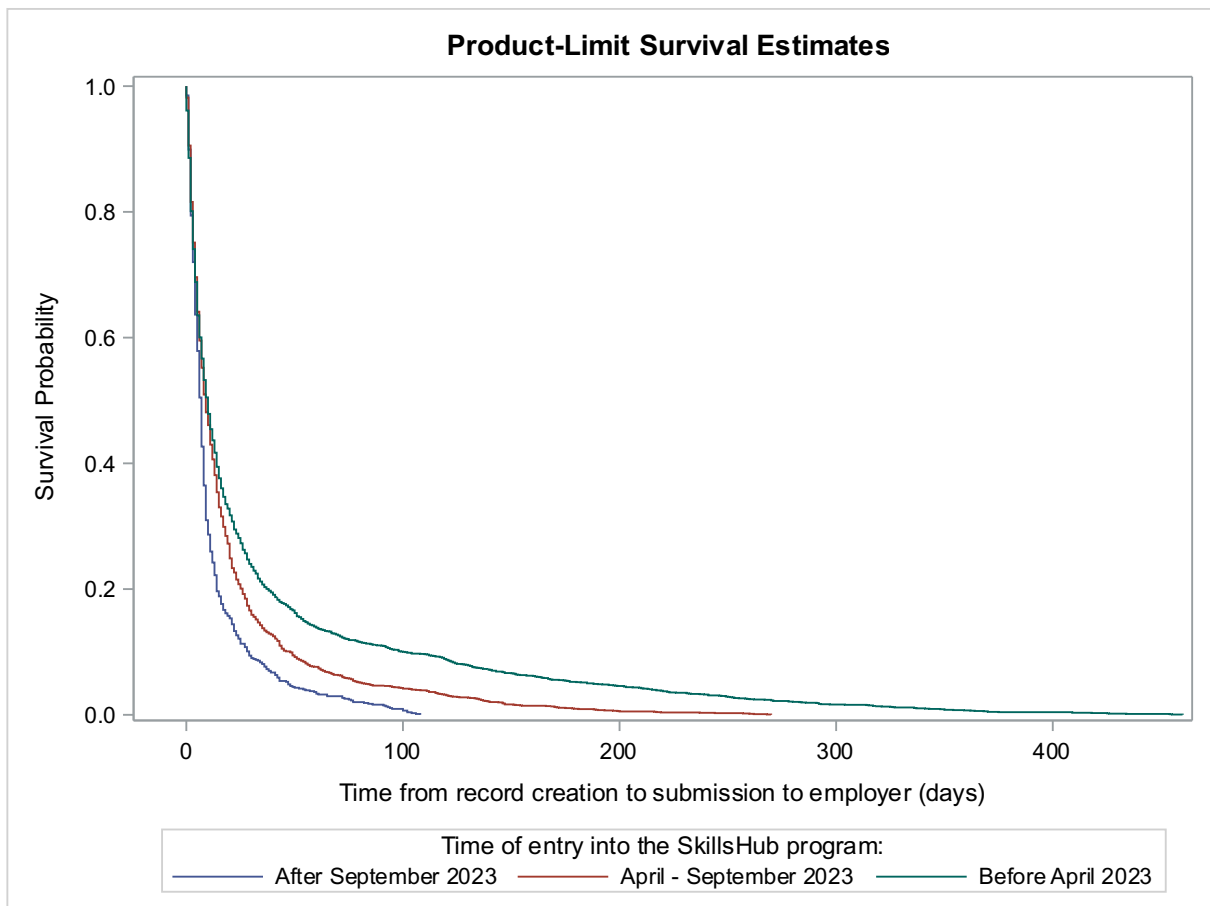


Figure 3.5.1. Survival curve for time from record creation to submission to employer by time of entry to the Skills Hubs program.

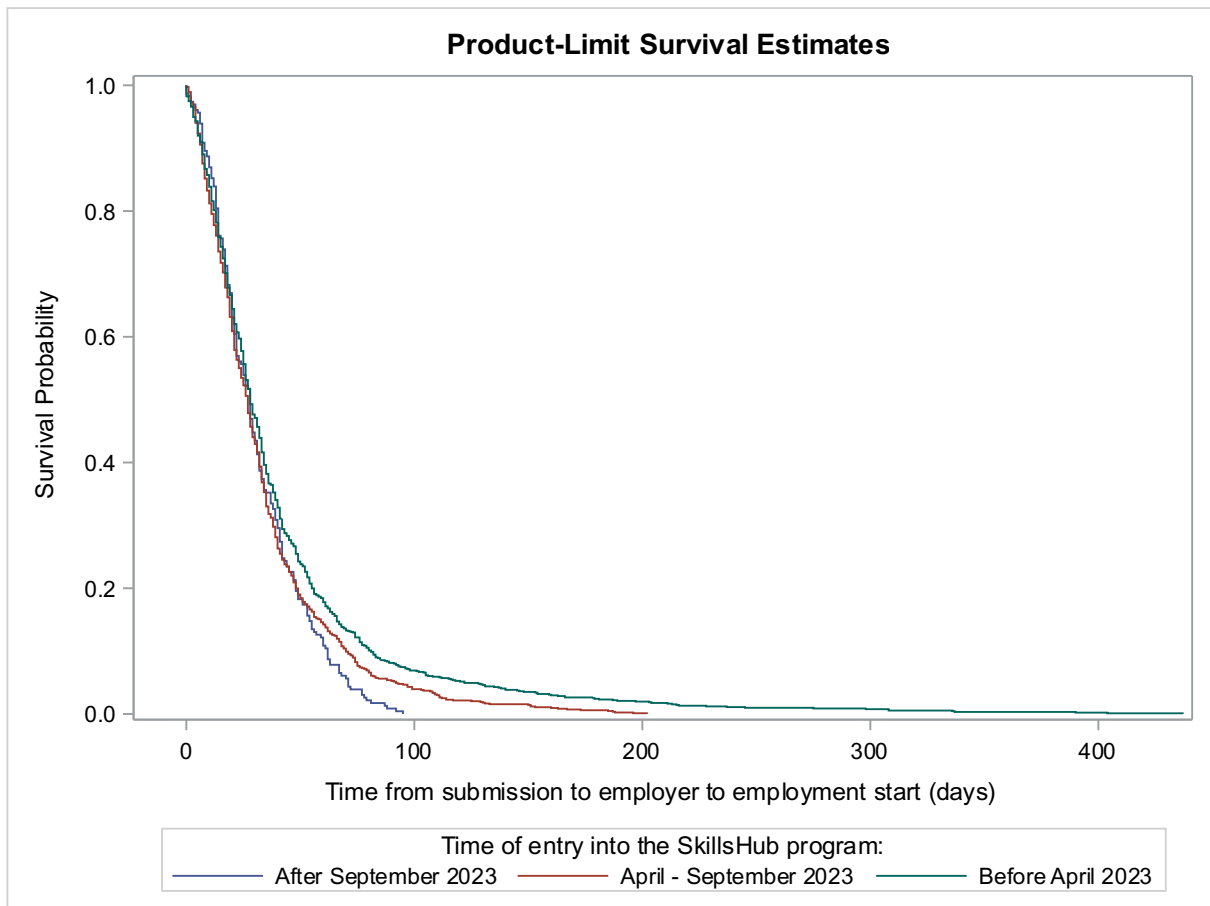


Figure 2.5.2 Survival curve for time from submission to employer to employment start by time of entry to the Skills Hubs program.

Candidates who entered the Skills Hubs program more recently were generally submitted to an employer more quickly than those who entered the Skills Hubs longer ago, given that they had been submitted to an employer.

Candidates who entered Skills Hubs after September 2023 were submitted to an employer roughly 70% quicker than those who entered the program before April 2023 (given they completed that program stage).

Candidates who entered the Skills Hubs program more recently generally entered employment quicker than those who entered the program longer ago, given they had been submitted to an employer and started employment. This difference was smaller in magnitude than in the previous stage. Candidates who were submitted to an employer after September 2023 started work roughly 20% quicker than those who entered the program before April 2023 (given they were submitted to an employer and had started employment).

2.6 Latent Class Analysis (LCA): classifying similar candidates into groups based on observed demographics

2.6.1. Class derivation

A Latent Class Analysis (LCA) approach was taken to cluster similar candidates together. LCA is a statistical procedure that aims to identify unique subgroups within populations who share similar measured characteristics i.e. demographics, preferences etc. (Hagenaars & McCutcheon, 2002). The general idea is to identify key observed characteristics in the data and group candidates together based on them having similar characteristics per group.

A handful of the variables collected through the Skills Hubs database were selected for entry into the LCA model. Generally, these variables were categorised into binary classes to make interpretation of the model easier:

- Home care role preferences for Allied Health assistant, Allied Health professional, Enrolled Nurse, registered nurse and other were combined into a single variable: “Home care role preference: Medical”
- Candidate age was collapsed into a binary variable indicating if the candidate was over 45 years of age.
- All qualification variables were collapsed to a single variable indicating if the candidate had a relevant home care qualification or not.
- Preference for work hours collapsed into a single variable indicating if the candidate had a preference for working 30 hours a week or more or not.
- Area of residence was categorised as MMM 3 or more (i.e. more remote)
- Time of entry to the Skills Hubs system was classified as “July-December 2022”, “January-June 2023” or “July 2023 or later”.

The following table shows the categorisation of these variables and their frequencies. Note that all Open, Lost and Abandoned candidates who had no missing values for any of the variables included in the clustering were included in the analysis (n=7,332).

		n	%
Home care role preference: Medical	No	6760	92.2
	Yes	572	7.8
Home care role preference: Domestic Assistance	No	1556	21.22
	Yes	5776	78.78
Home care role preference: Gardening / Maintenance	No	5651	77.07
	Yes	1681	22.93
Home care role preference: Personal Care Work	No	3794	51.75
	Yes	3538	48.25
Home care role preference: Transport and community	No	3405	46.44
	Yes	3927	53.56
Over 45 years of age	No	3441	46.93
	Yes	3891	53.07
Relevant qualification	No	3705	50.53
	Yes	3627	49.47
Work hours: 30 or more	No	4775	65.13
	Yes	2557	34.87
MMM 3 or more	No	6466	88.19

	Yes	866	11.81
Culturally and Linguistically Diverse (CALD)	No	4774	65.11
	Yes	2558	34.89
Female	No	1963	26.77
	Yes	5369	73.23
Time of entry to Skills Hubs			
	July-December 2022	714	9.74
	January-June 2023	3438	46.89
	July 2023 or later	3180	43.37

Table 2.6.1.1 Candidate characteristics and frequencies entered into the LCA model.

LCA models with 2 to 9 classes were fitted. Fit statistics (Log Likelihood, G-Squared, AIC, BIC, CAICABIC, Entropy and Minimum estimated class size) were produced for each model and examined to identify which had the best parsimony. See Appendix 1 for a table and graphs of the fit statistics across models with increasing class size. Based on the fit statistics, and preferring fewer classes to aid in interpretability, a 4-class solution was chosen.

The estimated proportion of each variable entered into the model was graphed across classes. All variables are dichotomous except the “Skills Hubs entry:” period variables. To aid interpretation, only a single level of each dichotomous variable is graphed (as the other is the remaining proportion),

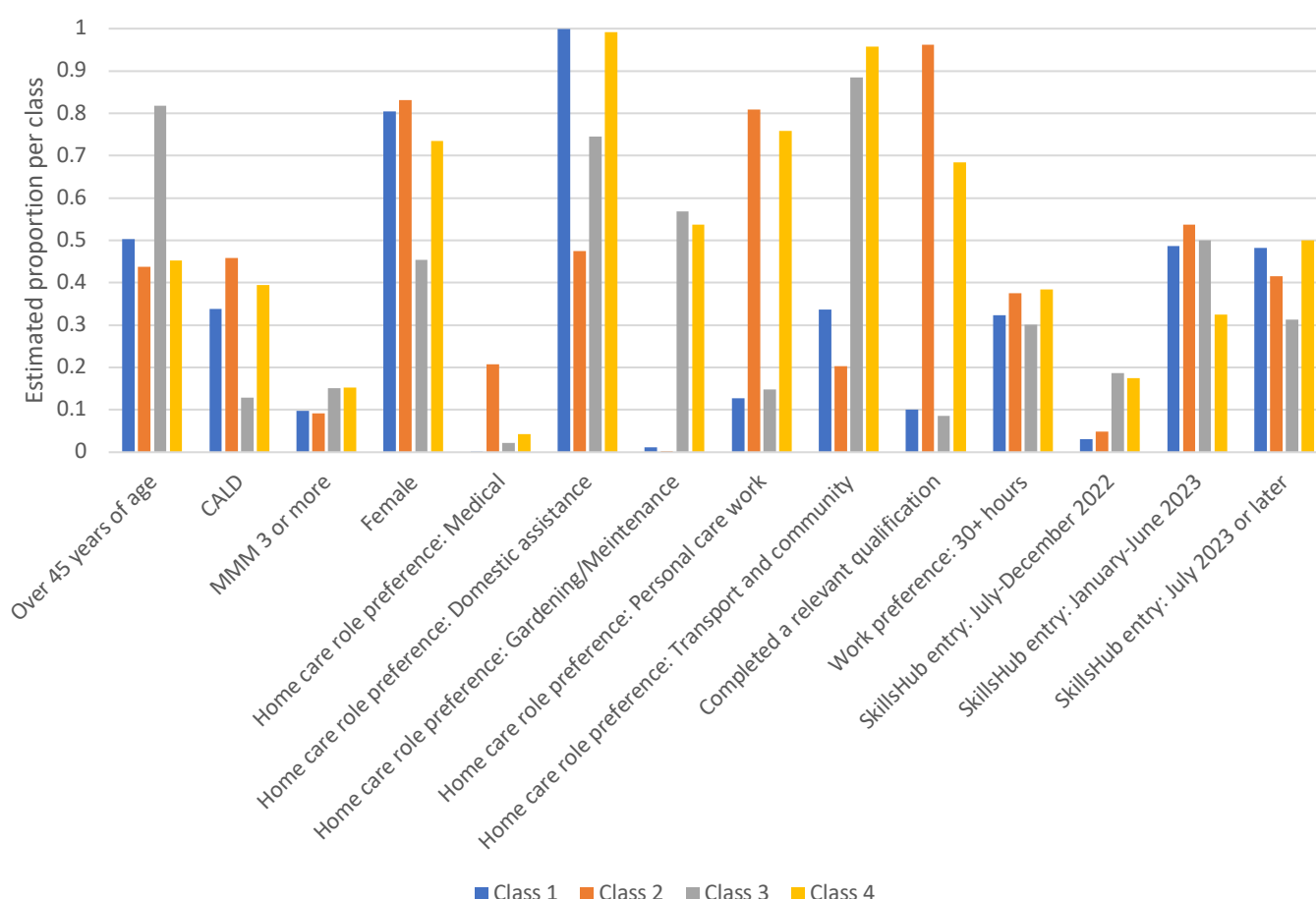


Figure 2.6.1.1. Estimated proportion of candidate characteristics by class

Of the 7,322 candidates without missing data who were entered to the LCA model:

- 2,200 (30.01%) were classified to Class 1,
- 2,122 (28.94%) were classified to Class 2,
- 1,175 (16.03%) were classified to Class 3 and
- 1,835 (25.03%) were classified to Class 4.

2.6.2. Time to event per LCA derived class

Time to event graphs were run for the two time to event periods described previously. Each curve was created twice, once with all records, and again with only the currently OPEN records included. Note that these curves are highly influenced by how recent a record has been created in the Skills Hubs system – this information is included in the LCA model, so some classes will naturally be more likely to have reached the end point as they have spent longer in the system. Only candidates with non-negative time between the two time points are included in each graph.

Time from record creation to submission to employer

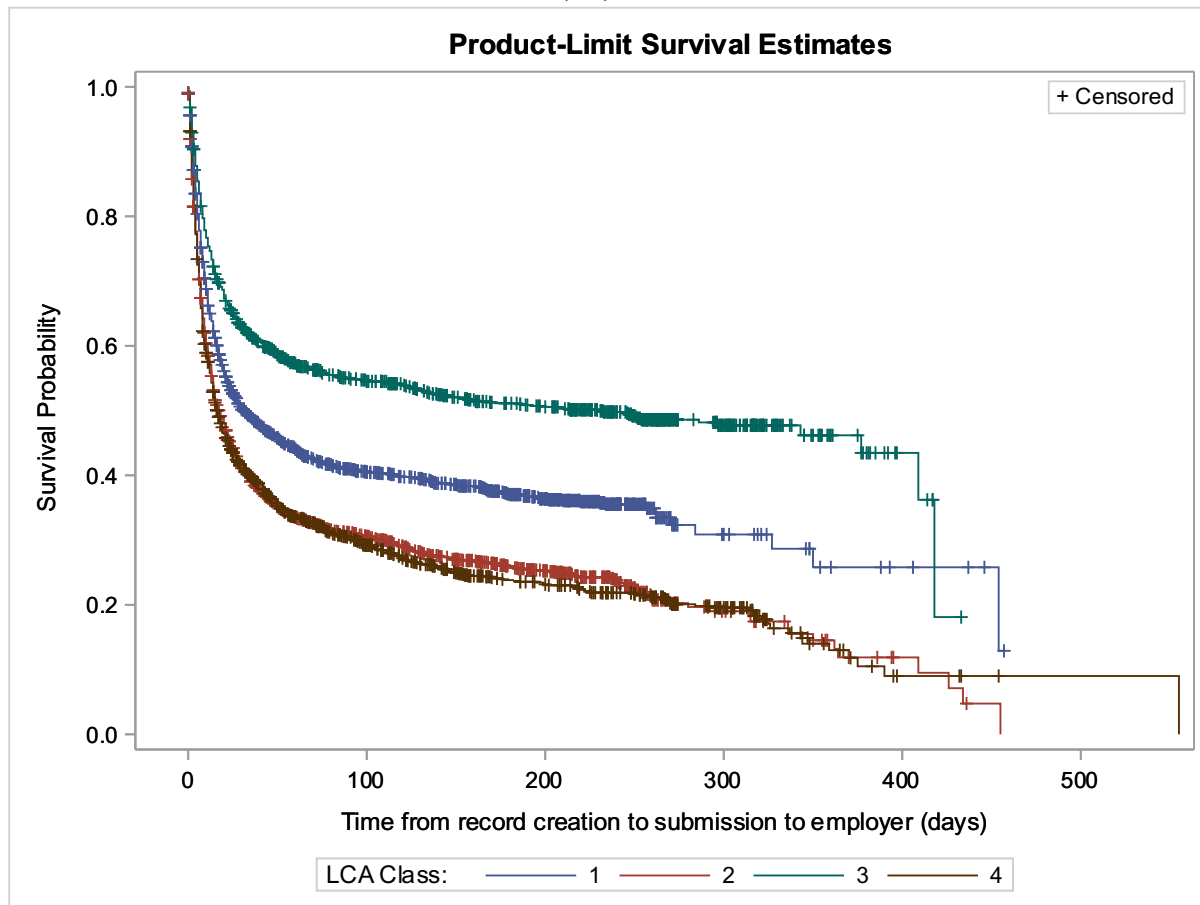


Figure 2.6.2.1. Time from record creation to submission to employer by LCA derived Class.

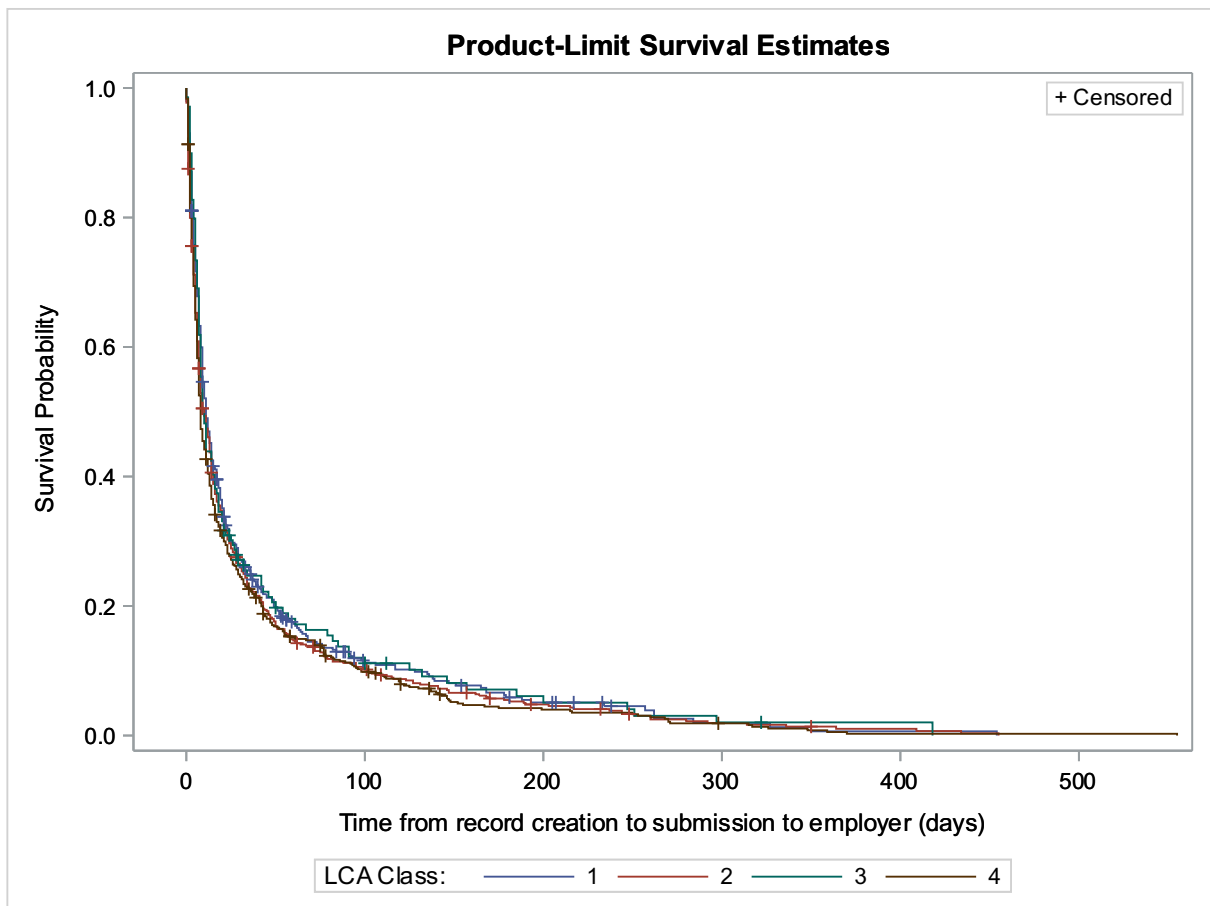


Figure 2.6.2.2. Time from record creation to submission to employer by LCA derived Class, for only “Open” candidates

When examining all candidates per class, classes 2 and 4 were much more likely to be submitted to an employer than classes 1 and 3 (figure 2.6.2.1). However, this trend was not observed when restricting the analysis to only “Open” candidates, where all classes of candidates had very similar time from record creation to submission to employer (figure 2.6.2.2). This implies that the distribution of “Open” candidates is not uniform amongst derived classes, with those classes having more “Open” candidates exhibiting quicker stage completion due to less drop out of candidates from the program (i.e. becoming Lost/Abandoned).

Time from submission to employer to employment start

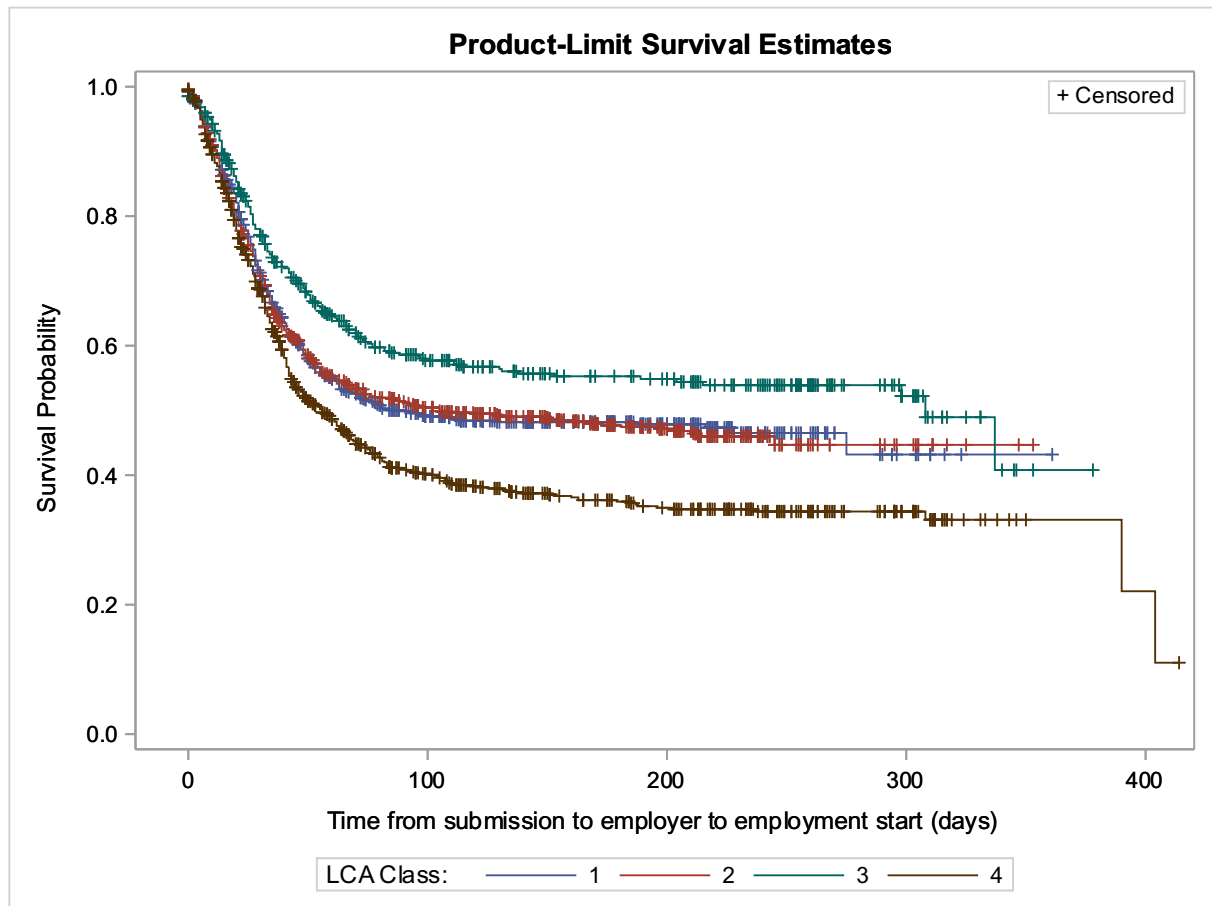


Figure 2.6.2.3. Time from record submission to employer to employment start by LCA derived Class.

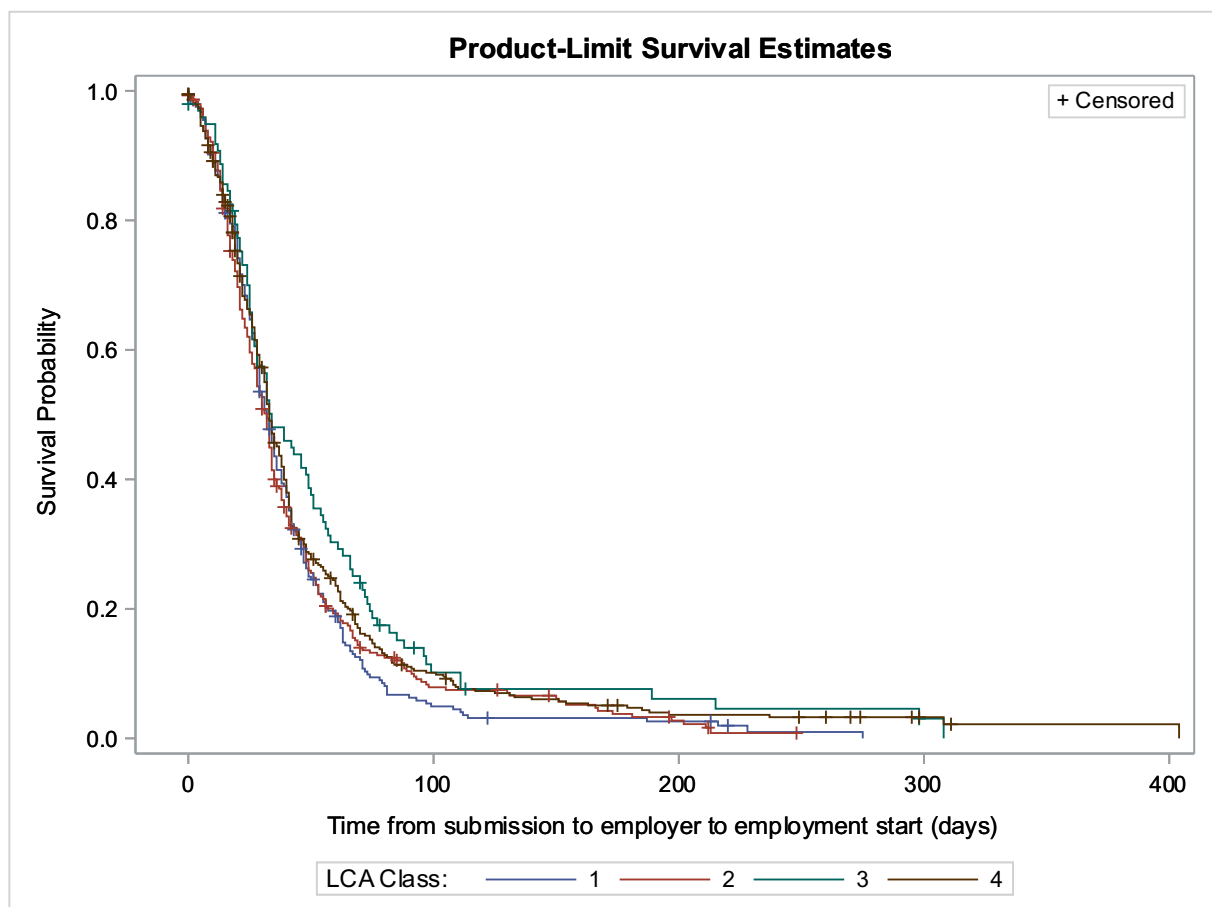


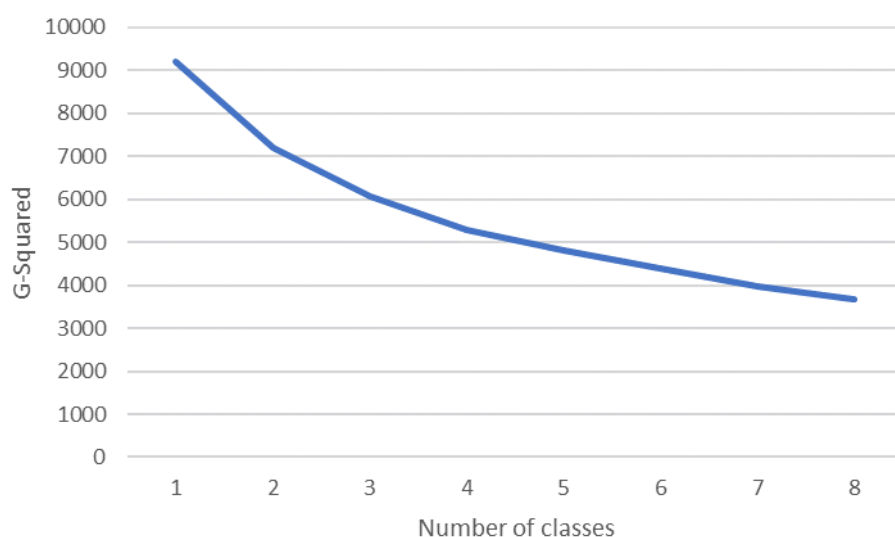
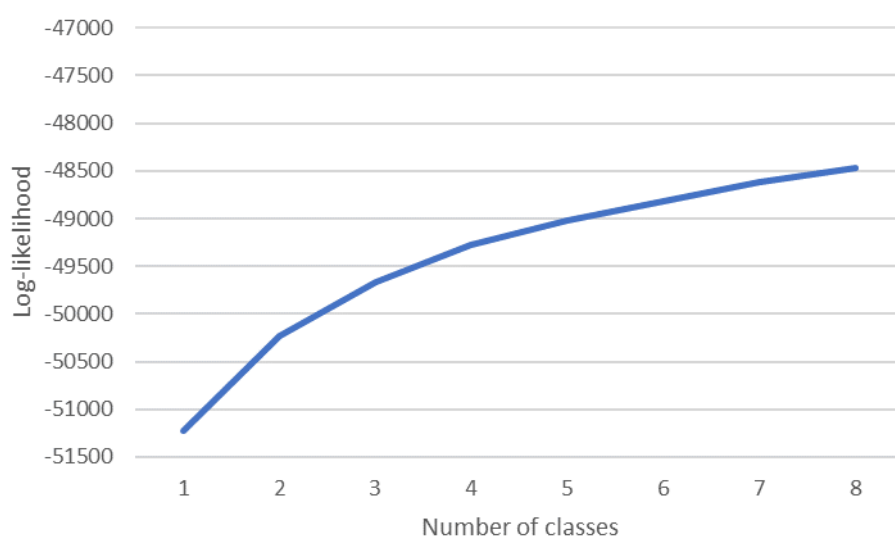
Figure 2.6.2.4. Time from record submission to employer to employment start by LCA derived Class, for only "Open" candidates

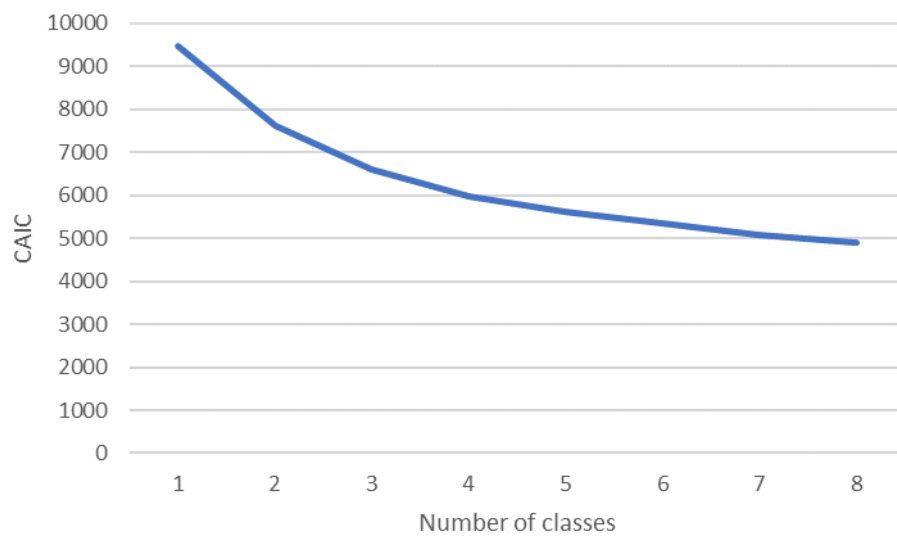
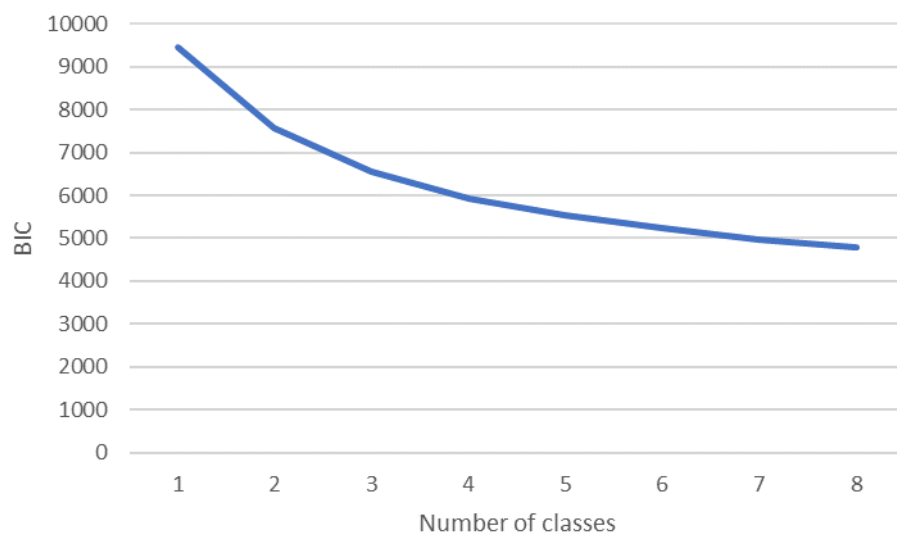
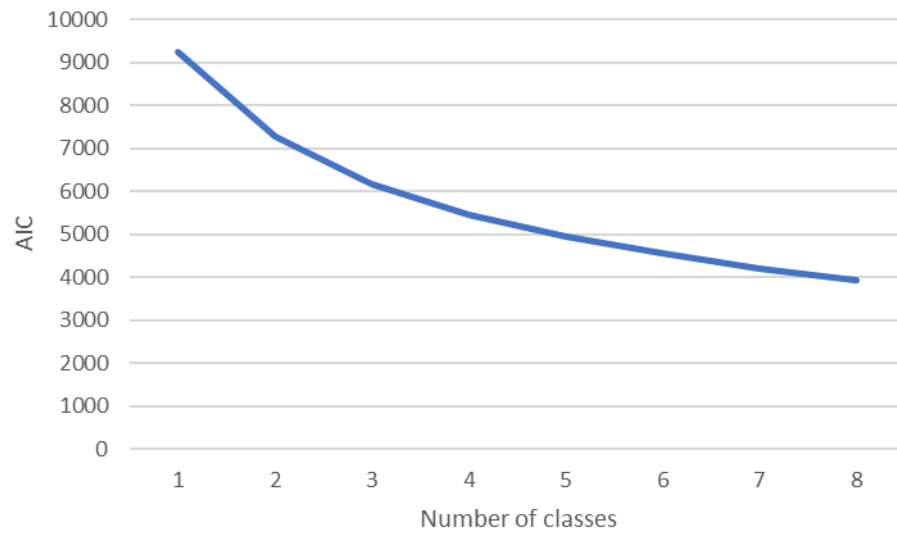
When examining all candidates per class, candidates in class 4 were much more likely to start employment compared to candidates in the other classes. Similar to the previous section, this effect seemed to be largely (almost completely) attenuated when only considering “Open” candidates.

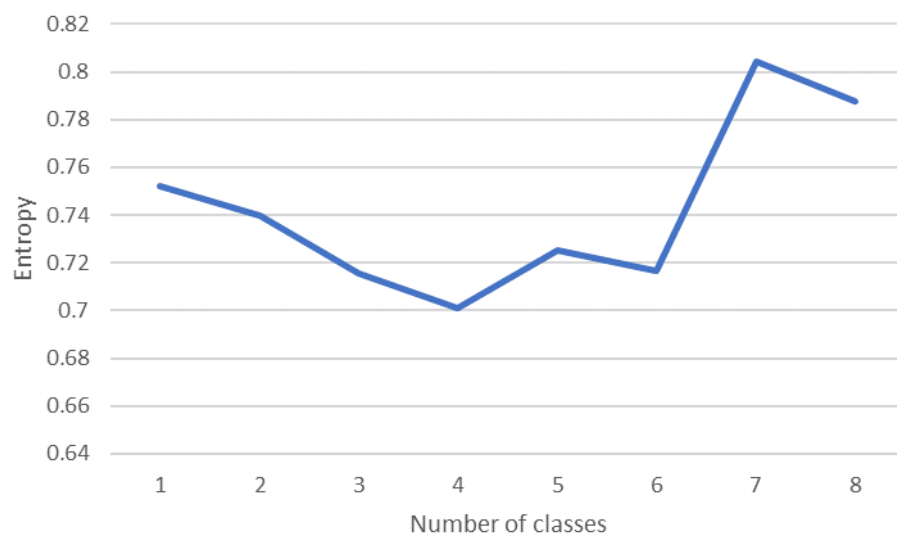
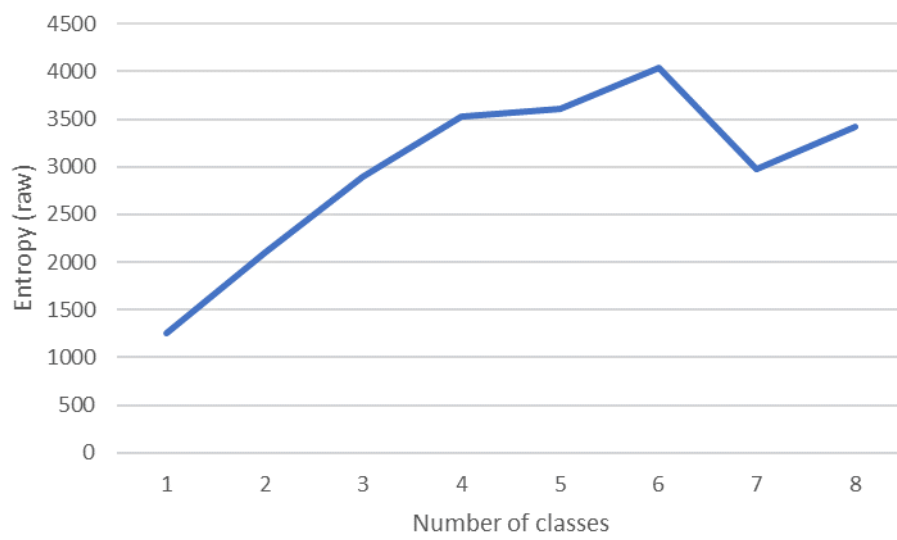
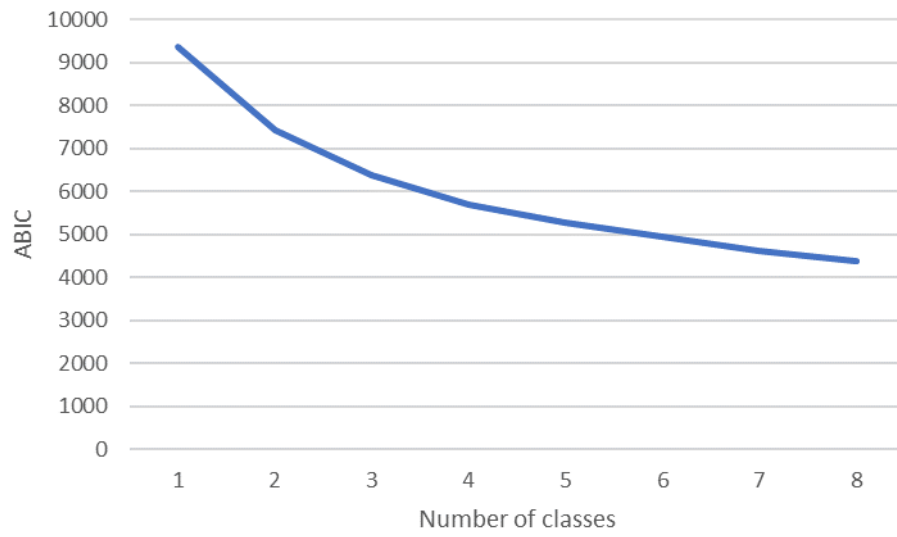
Appendix 1.

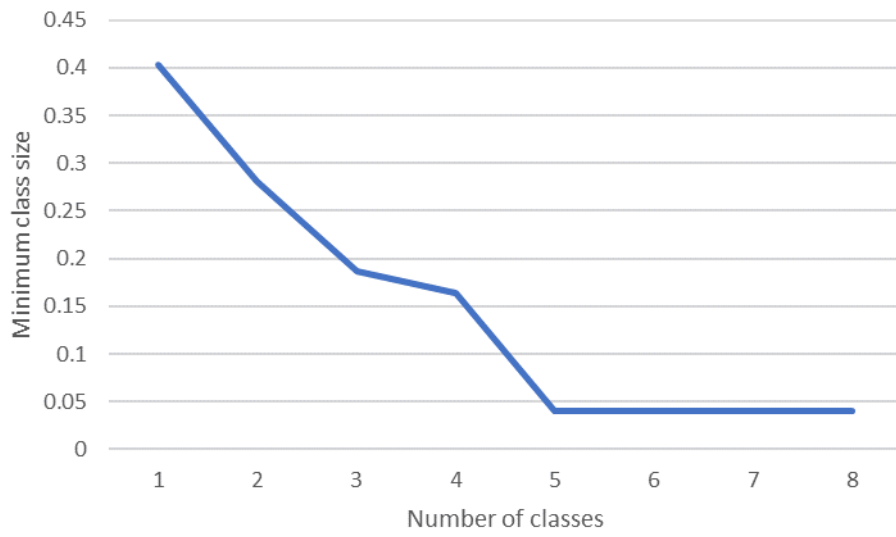
LCA fit statistics across class sizes.

Number of Classes	2	3	4	5	6	7	8	9
<i>Degrees of freedom</i>	6116	6102	6088	6074	6060	6046	6032	6018
<i>Log likelihood</i>	-51231.2	-50228.1	-49662.9	-49279.1	-49025.8	-48817.5	-48613.9	-48463.2
<i>G-Squared</i>	9207.831	7201.618	6071.32	5303.597	4797.005	4380.395	3973.287	3671.87
<i>AIC</i>	9261.831	7283.618	6181.32	5441.597	4963.005	4574.395	4195.287	3921.87
<i>BIC</i>	9448.131	7566.518	6560.82	5917.697	5535.705	5243.695	4961.188	4784.37
<i>CAIC</i>	9475.131	7607.518	6615.82	5986.697	5618.705	5340.695	5072.188	4909.37
<i>ABIC</i>	9362.331	7436.229	6386.042	5698.43	5271.95	4935.45	4608.454	4387.148
<i>Entropy (raw)</i>	1258.874	2095.653	2892.291	3527.108	3609.081	4043.734	2980.579	3417.004
<i>Entropy</i>	0.752295	0.739833	0.715446	0.701103	0.725277	0.716576	0.804507	0.787896
<i>Minimum class size</i>	0.40376	0.280559	0.1863	0.163507	0.04016	0.039553	0.040127	0.04034









Care Worker Survey Data



Home care workforce Support Program Evaluation

Personal Care Worker Survey Databook

Survey	Time frame of survey	Table	n	Table contents
Survey 1 and 2:	Start of Employment	Table 1.1	84 / 39	<i>These questions are about your feelings and intentions regarding your work</i>
		Table 1.2	84	<i>These questions are about your opinions regarding your work</i>
		Table 1.3	84	<i>These questions are about your work environment and conditions</i>
		Table 1.4	153	<i>These questions are about your health</i>
		Table 1.5	153	<i>Is English your first language?</i>
		Table 1.6	153	<i>These questions are about coping and resilience</i>
		Table 1.7	153 / 84	<i>These questions are about your motivations for your work</i>
Survey 3:	Three months after starting employment	Table 2.1	41	<i>These questions are about your intentions regarding your work</i>
		Table 2.2	41	<i>These questions are about your opinions regarding your work</i>
		Table 2.3	41	<i>These questions are about the demands and long-term prospects of your work</i>
		Table 2.4	41	<i>To what extent would you say your immediate supervisor...</i>
		Table 2.5	41	<i>Regarding your work in general, how pleased are you with...</i>
		Table 2.6	41	<i>Have you listened to any of the Council on the Ageing (COTA) Queensland's lived experience content - i.e., podcasts and/or videos?</i>
		Table 2.7	41	<i>Have you experienced any of the following incidents during a home care visit...</i>
Survey 4:	Six months after starting employment	Table 2.8	41	<i>Have you ever had to report a serious incident?</i>
		Table 3.1	31	<i>These questions are about your intentions regarding your work</i>
		Table 3.2	31	<i>These questions are about your opinions regarding your work</i>
		Table 3.3	31	<i>These questions are about the demands and long-term prospects of your work</i>
		Table 3.4	31	<i>To what extent would you say your immediate supervisor...</i>
		Table 3.5	31	<i>Regarding your work in general, how pleased are you with...</i>
		Table 3.6	31	<i>Have you listened to any of the Council on the Ageing (COTA) Queensland's lived experience content - i.e., podcasts and/or videos?</i>
		Table 3.7	31	<i>Have you experienced any of the following incidents during a home care visit...</i>
		Table 3.8	31	<i>Have you ever had to report a serious incident?</i>

Description

Home care workforce candidates in the SkillsHub employment pipeline were invited to complete surveys about their personal demographics, experiences, and desires regarding working in the home care sector. Four different surveys were initially planned. Each survey asked about different aspects of candidate experiences, and were designed to be completed:

- Upon candidate assignment to a Regional Workforce Coordinator (Survey 1)
- One month after starting work in a home care role (Survey 2)
- Three months after starting work in a home care role (Survey 3)
- Six months after starting work in a home care role (Survey 4)

Due to logistical issues, surveys 1 and 2 were combined into a single survey in late September 2023. The key questions of interest from the original survey 1 and survey 2 were combined to form this new survey, with candidates who had only completed the original survey 1 by this stage, or new candidates who had recently started employment were invited to complete this combined survey. Note that surveys 3 and 4 are identical in their question content, but are administered at different times after beginning employment.

Candidate gender, age, qualification level and CALD status were linked to survey responses through linkage of the survey data and SkillsHub candidate database.

This data book presents tabulated frequencies of responses for all items from all surveys. The tables are presented by survey in order of question appearance:

- Table 1.1 - Table 1.7 present frequencies of items from the combined survey 1, 2.
- Table 2.1 - Table 2.8 present frequencies of items from survey 3.
- Table 3.1 - Table 3.8 present frequencies of items from survey 4.

In each table, overall count and percentage of responses are presented per item. Percentage of responses are also presented by dicotomised versions of candidate gender, age, qualification and CALD status. To aid in table interpretation, a column for missing data is not included for each of the candidate demographics in the table. Data presented in this document are based on all survey responses received up until 11/03/2024 for participants who completed the relevant survey and consented to inclusion in the analysis.

Table 1.1 These questions are about your feelings and intentions regarding your work			Gender? ^a		Over 45 years of age? ^b		Relevant qualification? ^c		Culturally or Linguistically Diverse? ^d	
	<i>n</i>	%	Male (n=26) %	Female (n=57) %	No (n=24) %	Yes (n=53) %	No (n=29) %	Yes (n=53) %	No (n=53) %	Yes (n=24) %
I feel I am making a difference in older people's lives										
<i>missing</i>	2	2.4	3.9	1.8	4.2	1.9	3.5	1.9	1.9	4.2
<i>Strongly disagree</i>	3	3.6	3.9	3.5	0.0	5.7	6.9	1.9	5.7	0.0
<i>Disagree</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<i>Somewhat disagree</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<i>Somewhat agree</i>	4	4.8	7.7	3.5	0.0	7.6	0.0	7.6	7.6	0.0
<i>Agree</i>	22	26.2	26.9	26.3	41.7	17.0	31.0	24.5	24.5	29.2
<i>Strongly agree</i>	53	63.1	57.7	64.9	54.2	67.9	58.6	64.2	60.4	66.7
I feel appreciated by the older people I look after										
<i>missing</i>	3	3.6	3.9	3.5	4.2	3.8	3.5	3.8	3.8	4.2
<i>Strongly disagree</i>	4	4.8	7.7	3.5	0.0	7.6	6.9	3.8	7.6	0.0
<i>Disagree</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<i>Somewhat disagree</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<i>Somewhat agree</i>	6	7.1	3.9	8.8	8.3	5.7	10.3	5.7	5.7	4.2
<i>Agree</i>	27	32.1	38.5	29.8	41.7	26.4	24.1	37.7	35.9	33.3
<i>Strongly agree</i>	44	52.4	46.2	54.4	45.8	56.6	55.2	49.1	47.2	58.3
I feel appreciated by my employer										
<i>missing</i>	2	2.4	3.9	1.8	4.2	1.9	3.5	1.9	1.9	4.2
<i>Strongly disagree</i>	3	3.6	3.9	3.5	0.0	5.7	6.9	1.9	5.7	0.0
<i>Disagree</i>	5	6.0	0.0	8.8	4.2	7.6	6.9	5.7	7.6	4.2
<i>Somewhat disagree</i>	5	6.0	3.9	7.0	8.3	3.8	6.9	5.7	5.7	4.2
<i>Somewhat agree</i>	11	13.1	19.2	10.5	8.3	15.1	13.8	13.2	13.2	12.5
<i>Agree</i>	20	23.8	15.4	28.1	29.2	22.6	24.1	24.5	26.4	20.8
<i>Strongly agree</i>	38	45.2	53.9	40.4	45.8	43.4	37.9	47.2	39.6	54.2
I have received adequate training to undertake my role										
<i>missing</i>	3	3.6	3.9	3.5	4.2	3.8	3.5	3.8	1.9	8.3
<i>Strongly disagree</i>	3	3.6	3.9	3.5	0.0	5.7	6.9	1.9	5.7	0.0
<i>Disagree</i>	2	2.4	3.9	1.8	4.2	0.0	0.0	1.9	0.0	0.0
<i>Somewhat disagree</i>	3	3.6	3.9	3.5	4.2	3.8	3.5	3.8	1.9	8.3
<i>Somewhat agree</i>	11	13.1	11.5	14.0	16.7	13.2	13.8	13.2	15.1	12.5
<i>Agree</i>	30	35.7	26.9	38.6	33.3	32.1	44.8	30.2	43.4	16.7
<i>Strongly agree</i>	32	38.1	46.2	35.1	37.5	41.5	27.6	45.3	32.1	54.2
I feel confident in my abilities to perform the tasks required as a PCW										
<i>missing</i>	2	2.4	3.9	1.8	4.2	1.9	3.5	1.9	1.9	4.2
<i>Strongly disagree</i>	2	2.4	0.0	3.5	0.0	3.8	3.5	1.9	3.8	0.0
<i>Disagree</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<i>Somewhat disagree</i>	1	1.2	0.0	1.8	4.2	0.0	0.0	0.0	0.0	0.0
<i>Somewhat agree</i>	8	9.5	3.9	12.3	12.5	9.4	20.7	3.8	11.3	8.3
<i>Agree</i>	29	34.5	42.3	31.6	29.2	34.0	37.9	34.0	39.6	20.8
<i>Strongly agree</i>	42	50.0	50.0	49.1	50.0	50.9	34.5	58.5	43.4	66.7
I feel frustrated that I can't care for all my clients' needs										

	<i>missing</i>	2	2.4	3.9	1.8	4.2	1.9	3.5	1.9	1.9	4.2
	<i>Strongly disagree</i>	12	14.3	19.2	12.3	20.8	9.4	6.9	18.9	9.4	29.2
	<i>Disagree</i>	14	16.7	7.7	19.3	12.5	18.9	17.2	13.2	13.2	12.5
	<i>Somewhat disagree</i>	9	10.7	11.5	10.5	12.5	9.4	17.2	7.6	11.3	8.3
	<i>Somewhat agree</i>	23	27.4	26.9	28.1	25.0	30.2	31.0	26.4	32.1	25.0
	<i>Agree</i>	14	16.7	15.4	17.5	12.5	18.9	10.3	20.8	20.8	8.3
	<i>Strongly agree</i>	10	11.9	15.4	10.5	12.5	11.3	13.8	11.3	11.3	12.5
I have enough notice of my roster to plan my life											
	<i>missing</i>	3	3.6	3.9	3.5	4.2	3.8	3.5	3.8	3.8	4.2
	<i>Strongly disagree</i>	11	13.1	15.4	12.3	12.5	13.2	10.3	13.2	13.2	8.3
	<i>Disagree</i>	4	4.8	0.0	7.0	0.0	7.6	10.3	1.9	7.6	0.0
	<i>Somewhat disagree</i>	4	4.8	3.9	5.3	4.2	5.7	0.0	7.6	3.8	4.2
	<i>Somewhat agree</i>	19	22.6	19.2	24.6	33.3	18.9	31.0	18.9	26.4	20.8
	<i>Agree</i>	25	29.8	30.8	29.8	25.0	30.2	27.6	32.1	30.2	29.2
	<i>Strongly agree</i>	18	21.4	26.9	17.5	20.8	20.8	17.2	22.6	15.1	33.3
Considering all my efforts and achievements, my salary/income is adequate											
	<i>missing</i>	2	2.4	3.9	1.8	4.2	1.9	3.5	1.9	1.9	4.2
	<i>Strongly disagree</i>	7	8.3	11.5	7.0	4.2	9.4	10.3	7.6	9.4	8.3
	<i>Disagree</i>	9	10.7	7.7	12.3	8.3	11.3	10.3	9.4	11.3	0.0
	<i>Somewhat disagree</i>	13	15.5	7.7	19.3	16.7	13.2	17.2	15.1	17.0	16.7
	<i>Somewhat agree</i>	23	27.4	34.6	24.6	29.2	30.2	20.7	32.1	22.6	45.8
	<i>Agree</i>	19	22.6	19.2	24.6	20.8	24.5	27.6	20.8	26.4	12.5
	<i>Strongly agree</i>	11	13.1	15.4	10.5	16.7	9.4	10.3	13.2	11.3	12.5
				(n=14)	(n=24)	(n=10)	(n=25)	(n=13)	(n=24)	(n=27)	(n=7)
Are you happy with the number of hours of paid work you do?*											
	<i>missing</i>	2	5.1	7.1	4.2	10.0	4.0	7.7	4.2	3.7	14.3
	<i>No, would like to do LESS</i>	1	2.6	7.1	0.0	0.0	0.0	0.0	4.2	0.0	0.0
	<i>Yes, happy as is</i>	20	51.3	42.9	54.2	30.0	56.0	76.9	37.5	55.6	28.6
	<i>No, would like to do MORE</i>	16	41.0	42.9	41.7	60.0	40.0	15.4	54.2	40.7	57.1
Are you happy with the amount of travel you do for work?*											
	<i>missing</i>	2	5.1	7.1	4.2	10.0	4.0	7.7	4.2	3.7	14.3
	<i>No, would like to do LESS</i>	5	12.8	14.3	12.5	10.0	12.0	0.0	20.8	14.8	0.0
	<i>Yes, happy as is</i>	28	71.8	64.3	75.0	70.0	72.0	92.3	58.3	74.1	57.1
	<i>No, would like to do MORE</i>	4	10.3	14.3	8.3	10.0	12.0	0.0	16.7	7.4	28.6

^aGender missing=1^bAge missing=7^cQualification missing=2^dCALD missing=7

*NOTE: These questions were only presented in the original survey 2, so the denominator is different from the rest of the items in the table. Gender missing=1, Age missing=4, Qualification missing=2, CALD missing =5.

Table 1.2 These questions are about your opinions regarding your work			Gender? ^a		Over 45 years of age? ^b		Relevant qualification? ^c		Culturally or Linguistically Diverse? ^d	
	<i>n</i>	%	Male (n=26) %	Female (n=57) %	No (n=24) %	Yes (n=53) %	No (n=29) %	Yes (n=53) %	No (n=53) %	Yes (n=24) %
Is your work meaningful?										
<i>missing</i>	2	2.4	3.9	1.8	4.2	1.9	3.5	1.9	1.9	4.2
<i>To a very small extent</i>	3	3.6	3.9	3.5	0.0	5.7	0.0	5.7	3.8	4.2
<i>To a small extent</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<i>Somewhat</i>	8	9.5	11.5	8.8	4.2	13.2	13.8	7.6	9.4	12.5
<i>To a large extent</i>	27	32.1	30.8	31.6	33.3	30.2	37.9	28.3	32.1	33.3
<i>To a very large extent</i>	44	52.4	50.0	54.4	58.3	49.1	44.8	56.6	52.8	45.8
Is your work emotionally demanding?										
<i>missing</i>	2	2.4	3.9	1.8	4.2	1.9	3.5	1.9	1.9	4.2
<i>To a very small extent</i>	6	7.1	11.5	5.3	0.0	9.4	6.9	7.6	5.7	8.3
<i>To a small extent</i>	15	17.9	11.5	21.1	20.8	17.0	20.7	15.1	15.1	20.8
<i>Somewhat</i>	32	38.1	38.5	38.6	45.8	35.9	37.9	39.6	39.6	37.5
<i>To a large extent</i>	20	23.8	15.4	26.3	16.7	26.4	20.7	24.5	24.5	20.8
<i>To a very large extent</i>	9	10.7	19.2	7.0	12.5	9.4	10.3	11.3	13.2	8.3
Does your work have clear objectives?										
<i>missing</i>	2	2.4	3.9	1.8	4.2	1.9	3.5	1.9	1.9	4.2
<i>To a very small extent</i>	2	2.4	3.9	1.8	0.0	3.8	3.5	1.9	3.8	0.0
<i>To a small extent</i>	5	6.0	11.5	3.5	8.3	5.7	0.0	9.4	5.7	8.3
<i>Somewhat</i>	17	20.2	15.4	22.8	4.2	30.2	20.7	20.8	22.6	16.7
<i>To a large extent</i>	28	33.3	30.8	33.3	50.0	24.5	31.0	34.0	30.2	41.7
<i>To a very large extent</i>	30	35.7	34.6	36.8	33.3	34.0	41.4	32.1	35.9	29.2
Do you have to work very fast?										
<i>missing</i>	2	2.4	3.9	1.8	4.2	1.9	3.5	1.9	1.9	4.2
<i>Never/hardly ever</i>	2	2.4	0.0	3.5	0.0	3.8	3.5	1.9	3.8	0.0
<i>Seldom</i>	12	14.3	19.2	12.3	20.8	13.2	10.3	17.0	15.1	16.7
<i>Sometimes</i>	39	46.4	50.0	43.9	45.8	43.4	48.3	43.4	47.2	33.3
<i>Often</i>	19	22.6	19.2	24.6	16.7	26.4	24.1	22.6	18.9	37.5
<i>Always</i>	10	11.9	7.7	14.0	12.5	11.3	10.3	13.2	13.2	8.3
Do you get behind with your work?										
<i>missing</i>	4	4.8	7.7	3.5	4.2	5.7	6.9	3.8	3.8	8.3
<i>Never/hardly ever</i>	28	33.3	42.3	29.8	50.0	26.4	31.0	34.0	24.5	50.0
<i>Seldom</i>	28	33.3	26.9	35.1	25.0	35.9	37.9	30.2	35.9	20.8
<i>Sometimes</i>	20	23.8	19.2	26.3	20.8	24.5	20.7	26.4	30.2	16.7
<i>Often</i>	3	3.6	3.9	3.5	0.0	5.7	3.5	3.8	3.8	4.2
<i>Always</i>	1	1.2	0.0	1.8	0.0	1.9	0.0	1.9	1.9	0.0
How often do you not have time to complete all your work tasks?										
<i>missing</i>	3	3.6	3.9	3.5	4.2	3.8	3.5	3.8	3.8	4.2
<i>Never/hardly ever</i>	28	33.3	42.3	28.1	29.2	34.0	27.6	35.9	26.4	45.8
<i>Seldom</i>	22	26.2	19.2	29.8	20.8	26.4	24.1	26.4	28.3	16.7
<i>Sometimes</i>	22	26.2	26.9	26.3	33.3	26.4	31.0	24.5	30.2	20.8
<i>Often</i>	7	8.3	3.9	10.5	4.2	9.4	13.8	5.7	9.4	8.3
<i>Always</i>	2	2.4	3.9	1.8	8.3	0.0	0.0	3.8	1.9	4.2

Do you have a large degree of influence on the decisions concerning your work?											
	<i>missing</i>	3	3.6	3.9	3.5	4.2	3.8	3.5	3.8	3.8	4.2
	<i>Never/hardly ever</i>	16	19.1	15.4	21.1	16.7	20.8	10.3	22.6	17.0	16.7
	<i>Seldom</i>	14	16.7	15.4	17.5	16.7	17.0	17.2	17.0	17.0	16.7
	<i>Sometimes</i>	35	41.7	38.5	43.9	37.5	43.4	55.2	35.9	41.5	45.8
	<i>Often</i>	10	11.9	7.7	14.0	16.7	9.4	10.3	13.2	15.1	8.3
	<i>Always</i>	6	7.1	19.2	0.0	8.3	5.7	3.5	7.6	5.7	8.3

^aGender missing=1

^bAge missing=7

^cQualification missing=2

^dCALD missing=7

Table 1.3 These questions are about your work environment and conditions			Gender? ^a		Over 45 years of age? ^b		Relevant qualification? ^c		Culturally or Linguistically Diverse? ^d	
			Male (n=26)	Female (n=57)	No (n=24)	Yes (n=53)	No (n=29)	Yes (n=53)	No (n=53)	Yes (n=24)
	n	%	%	%	%	%	%	%	%	%
How often do you get help and support from your immediate supervisor, if needed?										
<i>missing</i>	2	2.4	3.9	1.8	4.2	1.9	3.5	1.9	1.9	4.2
<i>I don't have a supervisor</i>	3	3.6	0.0	3.5	0.0	3.8	3.5	1.9	3.8	0.0
<i>Never/hardly ever</i>	5	6.0	7.7	5.3	4.2	7.6	3.5	7.6	9.4	0.0
<i>Seldom</i>	9	10.7	11.5	10.5	12.5	7.6	10.3	11.3	7.6	12.5
<i>Sometimes</i>	14	16.7	26.9	12.3	12.5	20.8	13.8	18.9	18.9	16.7
<i>Often</i>	18	21.4	11.5	26.3	25.0	18.9	27.6	18.9	22.6	16.7
<i>Always</i>	33	39.3	38.5	40.4	41.7	39.6	37.9	39.6	35.9	50.0
How often do you get help and support from your colleagues, if needed?										
<i>missing</i>	2	2.4	3.9	1.8	4.2	1.9	3.5	1.9	1.9	4.2
<i>I don't have colleagues</i>	10	11.9	7.7	12.3	4.2	15.1	10.3	11.3	13.2	4.2
<i>Never/hardly ever</i>	7	8.3	15.4	5.3	4.2	9.4	6.9	9.4	7.6	4.2
<i>Seldom</i>	10	11.9	3.9	15.8	16.7	11.3	17.2	9.4	13.2	12.5
<i>Sometimes</i>	13	15.5	19.2	14.0	25.0	11.3	6.9	20.8	13.2	25.0
<i>Often</i>	10	11.9	19.2	8.8	12.5	11.3	17.2	9.4	13.2	8.3
<i>Always</i>	32	38.1	30.8	42.1	33.3	39.6	37.9	37.7	37.7	41.7
Is there a good atmosphere between you and your colleagues?										
<i>missing</i>	2	2.4	3.9	1.8	4.2	1.9	3.5	1.9	1.9	4.2
<i>I don't have colleagues</i>	11	13.1	7.7	14.0	4.2	17.0	13.8	11.3	15.1	4.2
<i>Never/hardly ever</i>	6	7.1	15.4	3.5	4.2	7.6	6.9	7.6	7.6	0.0
<i>Seldom</i>	3	3.6	0.0	5.3	0.0	5.7	0.0	5.7	3.8	4.2
<i>Sometimes</i>	9	10.7	7.7	12.3	16.7	7.6	10.3	11.3	9.4	16.7
<i>Often</i>	17	20.2	26.9	17.5	37.5	13.2	24.1	18.9	20.8	25.0
<i>Always</i>	36	42.9	38.5	45.6	33.3	47.2	41.4	43.4	41.5	45.8
Your job as a whole, everything taken into consideration?										
<i>missing</i>	2	2.4	3.9	1.8	4.2	1.9	3.5	1.9	1.9	4.2
<i>Very unsatisfied</i>	4	4.8	7.7	3.5	0.0	7.6	0.0	7.6	5.7	4.2
<i>Unsatisfied</i>	5	6.0	7.7	5.3	8.3	3.8	6.9	5.7	5.7	4.2
<i>Neither Satisfied/Nor Unsatisfied</i>	15	17.9	11.5	21.1	16.7	18.9	20.7	17.0	20.8	16.7
<i>Satisfied</i>	23	27.4	23.1	29.8	37.5	26.4	31.0	26.4	28.3	29.2
<i>Very satisfied</i>	35	41.7	46.2	38.6	33.3	41.5	37.9	41.5	37.7	41.7
Do you find the cost of fuel for your work to be a significant ongoing stress?										
<i>missing</i>	2	2.4	3.9	1.8	4.2	1.9	3.5	1.9	1.9	4.2
<i>No, I think it is just part of the job</i>	6	7.1	11.5	5.3	4.2	9.4	10.3	5.7	7.6	8.3
<i>Not really, I can manage</i>	18	21.4	19.2	21.1	20.8	20.8	17.2	22.6	20.8	16.7
<i>Yes, but only a little</i>	25	29.8	42.3	24.6	33.3	26.4	27.6	32.1	30.2	33.3
<i>Yes, very stressful</i>	33	39.3	23.1	47.4	37.5	41.5	41.4	37.7	39.6	37.5

^aGender missing=1

^bAge missing=7

^cQualification missing=2

^dCALD missing=7

Table 1.4 These questions are about your health			Gender? ^a		Over 45 years of age? ^b		Relevant qualification? ^c		Culturally or Linguistically Diverse? ^d	
			Male (n=52)	Female (n=99)	No (n=46)	Yes (n=93)	No (n=69)	Yes (n=82)	No (n=98)	Yes (n=45)
		n %	%	%	%	%	%	%	%	%
In general, would you say your health is...										
	<i>missing</i>	1 0.7	1.9	0.0	0.0	1.1	0.0	1.2	0.0	2.2
	<i>Poor</i>	3 2.0	3.9	1.0	0.0	3.2	2.9	1.2	2.0	2.2
	<i>Fair</i>	10 6.5	9.6	5.1	0.0	9.7	8.7	4.9	7.1	6.7
	<i>Good</i>	46 30.1	26.9	32.3	32.6	31.2	33.3	26.8	34.7	20.0
	<i>Very good</i>	51 33.3	28.9	35.4	26.1	34.4	33.3	34.2	37.8	24.4
	<i>Excellent</i>	42 27.5	28.9	26.3	41.3	20.4	21.7	31.7	18.4	44.4
Current work ability compared to highest work ability ever (Assume that your work ability at its best has a value of 10 points. How many points would you give your current work ability?)										
	<i>missing</i>	4 2.6	3.9	2.0	2.2	3.2	2.9	2.4	2.0	4.4
	<i>You currently cannot work at all (0)</i>	4 2.6	1.9	3.0	0.0	3.2	2.9	2.4	4.1	0.0
	<i>1</i>	1 0.7	1.9	0.0	0.0	1.1	1.5	0.0	0.0	0.0
	<i>3</i>	1 0.7	1.9	0.0	0.0	1.1	0.0	1.2	0.0	2.2
	<i>4</i>	2 1.3	3.9	0.0	0.0	2.2	2.9	0.0	1.0	2.2
	<i>5</i>	1 0.7	1.9	0.0	0.0	0.0	1.5	0.0	1.0	0.0
	<i>6</i>	5 3.3	3.9	3.0	0.0	4.3	5.8	1.2	4.1	0.0
	<i>7</i>	16 10.5	15.4	7.1	8.7	9.7	13.0	8.5	10.2	11.1
	<i>8</i>	30 19.6	11.5	24.2	19.6	21.5	20.3	19.5	20.4	20.0
	<i>9</i>	30 19.6	21.2	19.2	21.7	18.3	15.9	23.2	19.4	20.0
	<i>Work ability at its best (10)</i>	59 38.6	32.7	41.4	47.8	35.5	33.3	41.5	37.8	40.0
How much bodily pain have you had during the PAST 4 WEEKS?										
	<i>missing</i>	1 0.7	0.0	1.0	2.2	0.0	1.5	0.0	1.0	0.0
	<i>None</i>	56 36.6	44.2	33.3	56.5	29.0	23.2	48.8	30.6	53.3
	<i>Very mild</i>	42 27.5	19.2	31.3	28.3	28.0	26.1	26.8	28.6	20.0
	<i>Mild</i>	24 15.7	11.5	17.2	13.0	16.1	21.7	11.0	15.3	17.8
	<i>Moderate</i>	23 15.0	19.2	13.1	0.0	21.5	23.2	8.5	20.4	4.4
	<i>Severe</i>	4 2.6	3.9	2.0	0.0	3.2	2.9	2.4	2.0	2.2
	<i>Very severe</i>	3 2.0	1.9	2.0	0.0	2.2	1.5	2.4	2.0	2.2
During the PAST 4 WEEKS, how much did pain interfere with your normal work (including both work outside the home and housework)?*										
	<i>missing</i>	57 37.3	44.2	34.3	58.7	29.0	24.6	48.8	31.6	53.3
	<i>Not at all</i>	46 30.1	23.1	33.3	21.7	33.3	29.0	29.3	32.7	20.0
	<i>A little bit</i>	26 17.0	13.5	19.2	13.0	20.4	27.5	8.5	22.5	6.7
	<i>Moderately</i>	16 10.5	13.5	8.1	6.5	9.7	11.6	9.8	8.2	15.6
	<i>Quite a bit</i>	4 2.6	1.9	3.0	0.0	4.3	4.4	1.2	3.1	0.0
	<i>Extremely</i>	4 2.6	3.9	2.0	0.0	3.2	2.9	2.4	2.0	4.4

^aGender missing=2

^bAge missing=14

^cQualification missing=2

^dCALD missing=10

*NOTE: This question only presented to participants who did not mark "None" for the previous question

Table 1.5		Gender? ^a		Over 45 years of age? ^b		Relevant qualification? ^c		Culturally or Linguistically Diverse? ^d	
		Male (n=52) %	Female (n=99) %	No (n=46) %	Yes (n=93) %	No (n=69) %	Yes (n=82) %	No (n=98) %	Yes (n=45) %
	<i>n</i> %								
Is English your first language?									
missing	4 2.6	1.9	2.0	0.0	3.2	0.0	3.7	3.1	0.0
No	40 26.1	30.8	23.2	56.5	14.0	20.3	31.7	3.1	82.2
Yes	109 71.2	67.3	74.8	43.5	82.8	79.7	64.6	93.9	17.8

^aGender missing=2

^bAge missing=14

^cQualification missing=2

^dCALD missing=10

Table 1.6 These questions are about coping and resilience			Gender? ^a		Over 45 years of age? ^b		Relevant qualification? ^c		Culturally or Linguistically Diverse? ^d	
	<i>n</i>	%	Male (n=52) %	Female (n=99) %	No (n=46) %	Yes (n=93) %	No (n=69) %	Yes (n=82) %	No (n=98) %	Yes (n=45) %
I am able to adapt when changes occur	<i>missing</i>	1	0.7	0.0	1.0	0.0	1.1	1.5	0.0	0.0
	<i>Not true at all</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Rarely true</i>	1	0.7	1.9	0.0	0.0	1.1	0.0	1.2	0.0
	<i>Sometimes true</i>	9	5.9	9.6	3.0	6.5	5.4	5.8	6.1	8.9
	<i>Often true</i>	55	36.0	50.0	28.3	43.5	30.1	39.1	32.9	42.2
	<i>True nearly all the time</i>	87	56.9	38.5	67.7	50.0	62.4	53.6	59.8	61.2
I can deal with whatever comes my way	<i>missing</i>	2	1.3	1.9	1.0	2.2	1.1	1.5	1.2	0.0
	<i>Not true at all</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Rarely true</i>	1	0.7	1.9	0.0	0.0	1.1	0.0	1.2	0.0
	<i>Sometimes true</i>	12	7.8	15.4	4.0	4.4	8.6	7.3	8.5	2.2
	<i>Often true</i>	68	44.4	46.2	43.4	47.8	41.9	44.9	45.1	55.6
	<i>True nearly all the time</i>	70	45.8	34.6	51.5	45.7	47.3	46.4	43.9	45.9
I try to see the humorous side of things when I am faced with problems	<i>missing</i>	1	0.7	0.0	1.0	0.0	1.1	1.5	0.0	0.0
	<i>Not true at all</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Rarely true</i>	2	1.3	1.9	1.0	4.4	0.0	1.5	1.2	4.4
	<i>Sometimes true</i>	17	11.1	15.4	8.1	13.0	9.7	7.3	14.6	15.6
	<i>Often true</i>	59	38.6	42.3	37.4	39.1	37.6	36.2	41.5	42.2
	<i>True nearly all the time</i>	74	48.4	40.4	52.5	43.5	51.6	53.6	42.7	52.0
Having to cope with stress can make me stronger	<i>missing</i>	2	1.3	0.0	2.0	0.0	2.2	2.9	0.0	0.0
	<i>Not true at all</i>	1	0.7	0.0	1.0	0.0	1.1	0.0	1.2	0.0
	<i>Rarely true</i>	4	2.6	7.7	0.0	2.2	3.2	1.5	3.7	2.2
	<i>Sometimes true</i>	40	26.1	36.5	20.2	28.3	24.7	27.5	25.6	31.1
	<i>Often true</i>	61	39.9	30.8	45.5	34.8	43.0	39.1	40.2	43.9
	<i>True nearly all the time</i>	45	29.4	25.0	31.3	34.8	25.8	29.0	29.3	26.5
I tend to bounce back after illness, injury or other hardships	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Not true at all</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Rarely true</i>	5	3.3	3.9	3.0	2.2	3.2	1.5	4.9	4.4
	<i>Sometimes true</i>	24	15.7	21.2	12.1	17.4	15.1	17.4	14.6	13.3
	<i>Often true</i>	65	42.5	48.1	40.4	34.8	46.2	46.4	40.2	48.0
	<i>True nearly all the time</i>	59	38.6	26.9	44.4	45.7	35.5	34.8	40.2	36.7
I believe I can achieve my goals, even if there are obstacles	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Not true at all</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Rarely true</i>	1	0.7	1.9	0.0	0.0	1.1	0.0	1.2	0.0
	<i>Sometimes true</i>	19	12.4	19.2	8.1	13.0	10.8	8.7	15.9	10.2
	<i>Often true</i>	67	43.8	44.2	44.4	28.3	51.6	50.7	39.0	49.0
	<i>True nearly all the time</i>	66	43.1	34.6	47.5	58.7	36.6	40.6	43.9	39.8
Under pressure, I stay focused and think clearly										

	<i>missing</i>	1	0.7	0.0	1.0	0.0	1.1	0.0	1.2	1.0	0.0
	<i>Not true at all</i>	1	0.7	0.0	1.0	2.2	0.0	0.0	1.2	0.0	2.2
	<i>Rarely true</i>	1	0.7	1.9	0.0	0.0	1.1	0.0	1.2	1.0	0.0
	<i>Sometimes true</i>	21	13.7	17.3	11.1	13.0	11.8	13.0	14.6	12.2	15.6
	<i>Often true</i>	69	45.1	48.1	43.4	34.8	51.6	47.8	42.7	51.0	33.3
	<i>True nearly all the time</i>	60	39.2	32.7	43.4	50.0	34.4	39.1	39.0	34.7	48.9
I am not easily discouraged by failure											
	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Not true at all</i>	2	1.3	1.9	1.0	0.0	2.2	0.0	2.4	1.0	2.2
	<i>Rarely true</i>	3	2.0	3.9	1.0	2.2	1.1	0.0	3.7	1.0	2.2
	<i>Sometimes true</i>	34	22.2	25.0	20.2	21.7	23.7	26.1	19.5	24.5	20.0
	<i>Often true</i>	61	39.9	36.5	42.4	32.6	41.9	36.2	42.7	44.9	28.9
	<i>True nearly all the time</i>	53	34.6	32.7	35.4	43.5	31.2	37.7	31.7	28.6	46.7
I think of myself as a strong person when dealing with life's challenges and difficulties											
	<i>missing</i>	1	0.7	0.0	1.0	0.0	1.1	0.0	1.2	1.0	0.0
	<i>Not true at all</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Rarely true</i>	3	2.0	1.9	2.0	0.0	3.2	0.0	3.7	2.0	0.0
	<i>Sometimes true</i>	18	11.8	17.3	9.1	10.9	12.9	13.0	11.0	11.2	15.6
	<i>Often true</i>	55	36.0	40.4	33.3	26.1	38.7	34.8	37.8	41.8	26.7
	<i>True nearly all the time</i>	76	49.7	40.4	54.6	63.0	44.1	52.2	46.3	43.9	57.8
I am able to handle unpleasant or painful feelings like sadness, fear, and anger											
	<i>missing</i>	2	1.3	1.9	1.0	0.0	2.2	0.0	2.4	2.0	0.0
	<i>Not true at all</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Rarely true</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Sometimes true</i>	35	22.9	26.9	21.2	19.6	22.6	24.6	22.0	23.5	15.6
	<i>Often true</i>	66	43.1	40.4	44.4	43.5	45.2	42.0	45.1	44.9	46.7
	<i>True nearly all the time</i>	50	32.7	30.8	33.3	37.0	30.1	33.3	30.5	29.6	37.8

^aGender missing=2

^bAge missing=14

^cQualification missing=2

^dCALD missing=10

Table 1.7 These questions are about your motivations for your work			Gender? ^a		Over 45 years of age? ^b		Relevant qualification? ^c		Culturally or Linguistically Diverse? ^d	
	<i>n</i>	%	Male (n=52) %	Female (n=99) %	No (n=46) %	Yes (n=93) %	No (n=69) %	Yes (n=82) %	No (n=98) %	Yes (n=45) %
I want an opportunity to develop skills and learn new things										
<i>missing</i>	3	2.0	3.9	1.0	2.2	2.2	0.0	3.7	1.0	2.2
<i>Strongly disagree</i>	1	0.7	1.9	0.0	0.0	1.1	1.5	0.0	1.0	0.0
<i>Disagree</i>	1	0.7	1.9	0.0	0.0	1.1	0.0	1.2	1.0	0.0
<i>Somewhat disagree</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<i>Somewhat agree</i>	15	9.8	7.7	11.1	2.2	15.1	13.0	7.3	10.2	11.1
<i>Agree</i>	42	27.5	38.5	20.2	17.4	31.2	27.5	26.8	29.6	24.4
<i>Strongly agree</i>	91	59.5	46.2	67.7	78.3	49.5	58.0	61.0	57.1	62.2
I hope working in aged care will lead to career advancement										
<i>missing</i>	1	0.7	0.0	1.0	0.0	1.1	0.0	1.2	1.0	0.0
<i>Strongly disagree</i>	2	1.3	1.9	1.0	0.0	2.2	0.0	2.4	1.0	0.0
<i>Disagree</i>	6	3.9	7.7	2.0	0.0	5.4	5.8	2.4	5.1	2.2
<i>Somewhat disagree</i>	18	11.8	11.5	12.1	6.5	15.1	11.6	12.2	14.3	6.7
<i>Somewhat agree</i>	33	21.6	32.7	15.2	8.7	28.0	29.0	14.6	22.5	17.8
<i>Agree</i>	38	24.8	25.0	24.2	28.3	19.4	21.7	28.1	22.5	33.3
<i>Strongly agree</i>	55	36.0	21.2	44.4	56.5	29.0	31.9	39.0	33.7	40.0
			(n=26)	(n=57)	(n=24)	(n=53)	(n=29)	(n=53)	(n=53)	(n=24)
I intend to stay working in community aged care for the next 6 months*										
<i>missing</i>	2	2.4	3.9	1.8	4.2	1.9	3.5	1.9	1.9	4.2
<i>Strongly disagree</i>	6	7.1	7.7	7.0	4.2	7.6	3.5	9.4	7.6	4.2
<i>Disagree</i>	3	3.6	7.7	1.8	4.2	3.8	0.0	5.7	5.7	0.0
<i>Somewhat disagree</i>	1	1.2	0.0	1.8	0.0	1.9	0.0	1.9	1.9	0.0
<i>Somewhat agree</i>	8	9.5	7.7	10.5	8.3	9.4	17.2	5.7	11.3	8.3
<i>Agree</i>	22	26.2	23.1	28.1	29.2	26.4	27.6	26.4	24.5	33.3
<i>Strongly agree</i>	42	50.0	50.0	49.1	50.0	49.1	48.3	49.1	47.2	50.0

^aGender missing=2

^bAge missing=14

^cQualification missing=2

^dCALD missing=10

*NOTE: This question was presented in the original survey 2 and combined survey 1/2, so the denominator is different from the rest of the items in the table. Gender missing=1, Age missing=7, Qualification missing=2, CALD missing = 7.

Table 2.1 These questions are about your intentions regarding your work:			Gender? ^a		Over 45 years of age? ^b		Relevant qualification? ^c		Culturally or Linguistically Diverse? ^d	
			Male (n=12)	Female (n=28)	No (n=6)	Yes (n=32)	No (n=13)	Yes (n=27)	No (n=30)	Yes (n=8)
	<i>n</i>	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>
I would like to undertake further training in aged care										
	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Strongly disagree</i>	2	4.9	0.0	7.1	0.0	6.3	15.4	0.0	6.7
	<i>Disagree</i>	7	17.1	8.3	21.4	16.7	18.8	0.0	25.9	20.0
	<i>Somewhat disagree</i>	3	7.3	8.3	7.1	0.0	9.4	7.7	7.4	10.0
	<i>Somewhat agree</i>	8	19.5	33.3	10.7	0.0	21.9	30.8	11.1	20.0
	<i>Agree</i>	8	19.5	0.0	28.6	33.3	15.6	7.7	25.9	16.7
	<i>Strongly agree</i>	13	31.7	50.0	25.0	50.0	28.1	38.5	29.6	26.7
I would like to advance my career in aged care										
	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Strongly disagree</i>	2	4.9	0.0	7.1	0.0	6.3	15.4	0.0	6.7
	<i>Disagree</i>	8	19.5	16.7	21.4	16.7	21.9	7.7	25.9	23.3
	<i>Somewhat disagree</i>	3	7.3	0.0	10.7	0.0	9.4	7.7	7.4	10.0
	<i>Somewhat agree</i>	8	19.5	33.3	10.7	0.0	21.9	23.1	14.8	20.0
	<i>Agree</i>	11	26.8	16.7	32.1	33.3	21.9	23.1	29.6	23.3
	<i>Strongly agree</i>	9	22.0	33.3	17.9	50.0	18.8	23.1	22.2	16.7
I would like to move into a different field, but still working with older people										
	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Strongly disagree</i>	4	9.8	8.3	10.7	0.0	12.5	7.7	11.1	10.0
	<i>Disagree</i>	10	24.4	33.3	21.4	16.7	28.1	30.8	22.2	26.7
	<i>Somewhat disagree</i>	7	17.1	16.7	14.3	33.3	12.5	15.4	14.8	6.7
	<i>Somewhat agree</i>	14	34.2	25.0	39.3	16.7	34.4	30.8	37.0	40.0
	<i>Agree</i>	5	12.2	8.3	14.3	16.7	12.5	15.4	11.1	13.3
	<i>Strongly agree</i>	1	2.4	8.3	0.0	16.7	0.0	0.0	3.7	3.3
I don't want to be working in aged care for much longer										
	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Strongly disagree</i>	16	39.0	33.3	42.9	16.7	40.6	46.2	37.0	40.0
	<i>Disagree</i>	11	26.8	25.0	28.6	33.3	28.1	23.1	29.6	30.0
	<i>Somewhat disagree</i>	5	12.2	8.3	10.7	16.7	9.4	7.7	11.1	6.7
	<i>Somewhat agree</i>	1	2.4	0.0	3.6	0.0	3.1	7.7	0.0	3.3
	<i>Agree</i>	3	7.3	16.7	3.6	16.7	6.3	7.7	7.4	10.0
	<i>Strongly agree</i>	5	12.2	16.7	10.7	16.7	12.5	7.7	14.8	10.0
Would you like to stay at your current place of work for the rest of your working life?										
	<i>missing</i>	2	4.9	0.0	7.1	0.0	3.1	0.0	7.4	6.7
	<i>No</i>	13	31.7	33.3	32.1	33.3	34.4	38.5	29.6	33.3
	<i>Yes</i>	12	29.3	25.0	28.6	0.0	31.3	30.8	25.9	26.7
	<i>Unsure</i>	14	34.2	41.7	32.1	66.7	31.3	30.8	37.0	33.3

^aGender missing=1

^bAge missing=3

^cQualification missing=1

^dCALD missing=3

Table 2.2 These questions are about your opinions regarding your work:			Gender? ^a		Over 45 years of age? ^a		Relevant qualification? ^c		Culturally or Linguistically Diverse? ^d	
			Male (n=12) %	Female (n=28) %	No (n=6) %	Yes (n=32) %	No (n=13) %	Yes (n=27) %	No (n=30) %	Yes (n=8) %
	<i>n</i>	<i>%</i>								
Is your work meaningful?	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very small extent</i>	1	2.4	8.3	0.0	16.7	0.0	0.0	3.3	0.0
	<i>To a small extent</i>	1	2.4	8.3	0.0	0.0	3.1	7.7	3.3	0.0
	<i>Somewhat</i>	9	22.0	16.7	25.0	33.3	21.9	23.1	26.7	12.5
	<i>To a large extent</i>	13	31.7	33.3	32.1	33.3	31.3	38.5	23.3	62.5
	<i>To a very large extent</i>	17	41.5	33.3	42.9	16.7	43.8	30.8	43.3	25.0
Do you sometimes have to do things which ought to have been done a different way?	<i>missing</i>	3	7.3	0.0	10.7	16.7	6.3	7.7	10.0	0.0
	<i>To a very small extent</i>	6	14.6	25.0	10.7	16.7	15.6	15.4	16.7	12.5
	<i>To a small extent</i>	9	22.0	16.7	21.4	0.0	21.9	23.1	16.7	37.5
	<i>Somewhat</i>	14	34.2	41.7	32.1	50.0	31.3	38.5	33.3	25.0
	<i>To a large extent</i>	8	19.5	16.7	21.4	0.0	25.0	7.7	23.3	12.5
	<i>To a very large extent</i>	1	2.4	0.0	3.6	16.7	0.0	7.7	0.0	12.5
Do you work at a high pace throughout the day?	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very small extent</i>	3	7.3	8.3	7.1	0.0	9.4	0.0	6.7	12.5
	<i>To a small extent</i>	10	24.4	41.7	14.3	50.0	18.8	23.1	23.3	25.0
	<i>Somewhat</i>	11	26.8	33.3	25.0	33.3	28.1	30.8	33.3	12.5
	<i>To a large extent</i>	14	34.2	16.7	42.9	16.7	37.5	46.2	26.7	50.0
	<i>To a very large extent</i>	3	7.3	0.0	10.7	0.0	6.3	0.0	10.0	0.0
Can you use your skills and expertise in your work?	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very small extent</i>	3	7.3	16.7	3.6	16.7	6.3	7.7	6.7	12.5
	<i>To a small extent</i>	7	17.1	16.7	17.9	0.0	18.8	23.1	20.0	12.5
	<i>Somewhat</i>	6	14.6	8.3	17.9	16.7	15.6	7.7	16.7	0.0
	<i>To a large extent</i>	15	36.6	16.7	46.4	33.3	37.5	53.9	43.3	12.5
	<i>To a very large extent</i>	10	24.4	41.7	14.3	33.3	21.9	7.7	13.3	62.5
Do you have the possibility of learning new things through your work?	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very small extent</i>	4	9.8	16.7	7.1	16.7	9.4	0.0	10.0	12.5
	<i>To a small extent</i>	9	22.0	8.3	25.0	16.7	21.9	30.8	23.3	12.5
	<i>Somewhat</i>	8	19.5	8.3	25.0	16.7	21.9	7.7	16.7	25.0
	<i>To a large extent</i>	11	26.8	41.7	21.4	16.7	28.1	38.5	30.0	12.5
	<i>To a very large extent</i>	9	22.0	25.0	21.4	33.3	18.8	23.1	20.0	37.5
Do you feel that your work drains so much of your energy that it has a negative effect on your private life?	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very small extent</i>	11	26.8	25.0	25.0	16.7	28.1	38.5	26.7	25.0
	<i>To a small extent</i>	16	39.0	41.7	39.3	33.3	37.5	23.1	36.7	50.0
	<i>Somewhat</i>	7	17.1	16.7	17.9	50.0	12.5	15.4	20.0	12.5
	<i>To a large extent</i>	4	9.8	0.0	14.3	0.0	12.5	7.7	10.0	0.0
	<i>To a very large extent</i>	3	7.3	16.7	3.6	0.0	9.4	15.4	6.7	12.5
Do you feel that your work takes so much of your time that it has a negative effect on your private life?	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very small extent</i>	17	41.5	41.7	42.9	33.3	46.9	46.2	40.0	62.5
	<i>To a small extent</i>	16	39.0	41.7	35.7	66.7	28.1	38.5	40.0	25.0
	<i>Somewhat</i>	6	14.6	8.3	17.9	0.0	18.8	15.4	16.7	0.0
	<i>To a large extent</i>	1	2.4	0.0	3.6	0.0	3.1	0.0	3.3	0.0
	<i>To a very large extent</i>	1	2.4	8.3	0.0	0.0	3.1	0.0	0.0	12.5

^aGender missing=1

^bAge missing=3
^cQualification missing=1
^dCALD missing=3

Table 2.3 These questions are about the demands and long-term prospects of your work:			Gender? ^a		Over 45 years of age? ^b		Relevant qualification? ^c		Culturally or Linguistically Diverse? ^d	
			Male (n=12) %	Female (n=28) %	No (n=6) %	Yes (n=32) %	No (n=13) %	Yes (n=27) %	No (n=30) %	Yes (n=8) %
	<i>n</i>	<i>%</i>								
At your place of work, are you informed well in advance concerning for example important decisions, changes or plans for the future?	<i>missing</i>	1 2.4	0.0	3.6	16.7	0.0	0.0	3.7	0.0	12.5
	<i>To a very small extent</i>	10 24.4	16.7	28.6	16.7	25.0	30.8	22.2	23.3	37.5
	<i>To a small extent</i>	6 14.6	8.3	14.3	16.7	12.5	0.0	18.5	16.7	0.0
	<i>Somewhat</i>	12 29.3	41.7	25.0	33.3	31.3	30.8	29.6	33.3	12.5
	<i>To a large extent</i>	6 14.6	16.7	14.3	0.0	18.8	23.1	11.1	10.0	25.0
	<i>To a very large extent</i>	6 14.6	16.7	14.3	16.7	12.5	15.4	14.8	16.7	12.5
Do you receive all the information you need in order to do your work well?	<i>missing</i>	0 0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very small extent</i>	4 9.8	16.7	7.1	16.7	9.4	0.0	14.8	10.0	12.5
	<i>To a small extent</i>	6 14.6	16.7	10.7	16.7	12.5	15.4	11.1	16.7	0.0
	<i>Somewhat</i>	11 26.8	16.7	32.1	16.7	28.1	30.8	25.9	26.7	25.0
	<i>To a large extent</i>	13 31.7	33.3	32.1	33.3	34.4	38.5	29.6	26.7	50.0
	<i>To a very large extent</i>	7 17.1	16.7	17.9	16.7	15.6	15.4	18.5	20.0	12.5
Does the management trust the employees to do their work well?	<i>missing</i>	1 2.4	0.0	3.6	16.7	0.0	0.0	3.7	0.0	12.5
	<i>To a very small extent</i>	3 7.3	8.3	7.1	16.7	6.3	0.0	11.1	10.0	0.0
	<i>To a small extent</i>	2 4.9	16.7	0.0	16.7	3.1	7.7	3.7	6.7	0.0
	<i>Somewhat</i>	7 17.1	16.7	17.9	0.0	18.8	15.4	18.5	13.3	25.0
	<i>To a large extent</i>	15 36.6	33.3	35.7	16.7	40.6	38.5	33.3	33.3	37.5
	<i>To a very large extent</i>	13 31.7	25.0	35.7	33.3	31.3	38.5	29.6	36.7	25.0
Can the employees trust the information that comes from the management?	<i>missing</i>	0 0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very small extent</i>	2 4.9	0.0	7.1	0.0	6.3	0.0	7.4	6.7	0.0
	<i>To a small extent</i>	3 7.3	16.7	3.6	16.7	6.3	7.7	7.4	10.0	0.0
	<i>Somewhat</i>	11 26.8	25.0	25.0	33.3	21.9	23.1	25.9	20.0	37.5
	<i>To a large extent</i>	15 36.6	33.3	39.3	33.3	40.6	46.2	33.3	33.3	50.0
	<i>To a very large extent</i>	10 24.4	25.0	25.0	16.7	25.0	23.1	25.9	30.0	12.5
Is the work distributed fairly?	<i>missing</i>	1 2.4	0.0	3.6	0.0	3.1	0.0	3.7	0.0	12.5
	<i>To a very small extent</i>	3 7.3	8.3	7.1	16.7	6.3	0.0	11.1	3.3	25.0
	<i>To a small extent</i>	3 7.3	16.7	3.6	0.0	9.4	7.7	7.4	6.7	0.0
	<i>Somewhat</i>	15 36.6	25.0	42.9	50.0	34.4	46.2	33.3	43.3	12.5
	<i>To a large extent</i>	11 26.8	33.3	21.4	33.3	25.0	23.1	25.9	23.3	37.5
	<i>To a very large extent</i>	8 19.5	16.7	21.4	0.0	21.9	23.1	18.5	23.3	12.5
Are contradictory demands placed on you at work?	<i>missing</i>	0 0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very small extent</i>	15 36.6	41.7	35.7	50.0	34.4	46.2	33.3	36.7	50.0
	<i>To a small extent</i>	9 22.0	25.0	17.9	16.7	21.9	7.7	25.9	20.0	25.0
	<i>Somewhat</i>	12 29.3	16.7	35.7	33.3	28.1	38.5	25.9	33.3	12.5
	<i>To a large extent</i>	3 7.3	0.0	10.7	0.0	9.4	0.0	11.1	6.7	0.0
	<i>To a very large extent</i>	2 4.9	16.7	0.0	0.0	6.3	7.7	3.7	3.3	12.5
Are conflicts resolved in a fair way?	<i>missing</i>	1 2.4	0.0	3.6	16.7	0.0	0.0	3.7	3.3	0.0
	<i>To a very small extent</i>	4 9.8	0.0	14.3	16.7	9.4	7.7	11.1	10.0	12.5
	<i>To a small extent</i>	4 9.8	16.7	7.1	16.7	6.3	15.4	7.4	10.0	12.5
	<i>Somewhat</i>	13 31.7	41.7	28.6	33.3	34.4	23.1	37.0	33.3	25.0
	<i>To a large extent</i>	9 22.0	16.7	25.0	16.7	25.0	30.8	18.5	20.0	25.0
	<i>To a very large extent</i>	10 24.4	25.0	21.4	0.0	25.0	23.1	22.2	23.3	25.0
Do you have to deal with other people's personal problems as part of your work?	<i>missing</i>	0 0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very small extent</i>	15 36.6	25.0	42.9	33.3	37.5	30.8	40.7	36.7	50.0
	<i>To a small extent</i>	6 14.6	16.7	10.7	0.0	15.6	7.7	14.8	13.3	0.0
	<i>Somewhat</i>	11 26.8	50.0	17.9	50.0	25.0	23.1	29.6	23.3	50.0
	<i>To a large extent</i>	7 17.1	0.0	25.0	16.7	15.6	23.1	14.8	20.0	0.0
	<i>To a very large extent</i>	2 4.9	8.3	3.6	0.0	6.3	15.4	0.0	6.7	0.0
Is your work recognised and appreciated by the management?										

	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very small extent</i>	4	9.8	8.3	10.7	33.3	6.3	7.7	11.1	10.0	12.5
	<i>To a small extent</i>	6	14.6	25.0	10.7	16.7	15.6	7.7	18.5	10.0	25.0
	<i>Somewhat</i>	9	22.0	8.3	28.6	33.3	18.8	23.1	22.2	20.0	25.0
	<i>To a large extent</i>	10	24.4	25.0	25.0	0.0	31.3	46.2	14.8	33.3	0.0
	<i>To a very large extent</i>	12	29.3	33.3	25.0	16.7	28.1	15.4	33.3	26.7	37.5
Are you worried about becoming unemployed?											
	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very small extent</i>	23	56.1	50.0	57.1	50.0	56.3	76.9	44.4	60.0	50.0
	<i>To a small extent</i>	4	9.8	16.7	7.1	16.7	9.4	15.4	7.4	10.0	0.0
	<i>Somewhat</i>	7	17.1	16.7	17.9	33.3	15.6	0.0	25.9	16.7	25.0
	<i>To a large extent</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very large extent</i>	7	17.1	16.7	17.9	0.0	18.8	7.7	22.2	13.3	25.0
Are you worried about it being difficult for you to find another job if you became unemployed?											
	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very small extent</i>	17	41.5	41.7	39.3	16.7	43.8	38.5	40.7	50.0	12.5
	<i>To a small extent</i>	7	17.1	16.7	17.9	33.3	15.6	23.1	14.8	16.7	12.5
	<i>Somewhat</i>	5	12.2	25.0	7.1	16.7	9.4	23.1	7.4	10.0	25.0
	<i>To a large extent</i>	3	7.3	0.0	10.7	16.7	6.3	7.7	7.4	10.0	0.0
	<i>To a very large extent</i>	9	22.0	16.7	25.0	16.7	25.0	7.7	29.6	13.3	50.0
Are you worried about being transferred to another job against your will?											
	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very small extent</i>	27	65.9	58.3	67.9	33.3	71.9	69.2	63.0	66.7	62.5
	<i>To a small extent</i>	5	12.2	16.7	10.7	16.7	9.4	23.1	7.4	16.7	0.0
	<i>Somewhat</i>	6	14.6	16.7	14.3	50.0	9.4	7.7	18.5	13.3	25.0
	<i>To a large extent</i>	1	2.4	0.0	3.6	0.0	3.1	0.0	3.7	0.0	0.0
	<i>To a very large extent</i>	2	4.9	8.3	3.6	0.0	6.3	0.0	7.4	3.3	12.5
Do you have to work very fast?											
	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Never/hardly ever</i>	7	17.1	8.3	21.4	0.0	21.9	7.7	22.2	16.7	25.0
	<i>Seldom</i>	7	17.1	16.7	14.3	33.3	12.5	30.8	7.4	16.7	12.5
	<i>Sometimes</i>	14	34.2	58.3	25.0	50.0	34.4	30.8	37.0	33.3	37.5
	<i>Often</i>	11	26.8	16.7	32.1	16.7	25.0	23.1	29.6	30.0	25.0
	<i>Always</i>	2	4.9	0.0	7.1	0.0	6.3	7.7	3.7	3.3	0.0
How often do you NOT have time to complete all your work tasks?											
	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Never/hardly ever</i>	16	39.0	41.7	35.7	50.0	37.5	30.8	40.7	40.0	37.5
	<i>Seldom</i>	11	26.8	33.3	25.0	16.7	28.1	46.2	18.5	26.7	37.5
	<i>Sometimes</i>	11	26.8	16.7	32.1	16.7	28.1	23.1	29.6	26.7	12.5
	<i>Often</i>	3	7.3	8.3	7.1	16.7	6.3	0.0	11.1	6.7	12.5
	<i>Always</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

^aGender missing=1

^bAge missing=3

^cQualification missing=1

^dCALD missing=3

Table 2.4 To what extent would you say your immediate supervisor:			Gender? ^a		Over 45 years of age? ^b		Relevant qualification? ^c		Culturally or Linguistically Diverse? ^d	
	<i>n</i>	%	Male (n=12) %	Female (n=28) %	No (n=6) %	Yes (n=32) %	No (n=13) %	Yes (n=27) %	No (n=30) %	Yes (n=8) %
Is good at work planning?										
<i>missing</i>	1	2.4	0.0	3.6	16.7	0.0	0.0	3.7	3.3	0.0
<i>I don't have a supervisor</i>	2	4.9	0.0	7.1	16.7	3.1	0.0	7.4	3.3	12.5
<i>To a very small extent</i>	7	17.1	16.7	17.9	16.7	18.8	15.4	18.5	20.0	0.0
<i>To a small extent</i>	3	7.3	8.3	7.1	33.3	3.1	7.7	7.4	6.7	12.5
<i>Somewhat</i>	8	19.5	25.0	17.9	0.0	25.0	23.1	18.5	23.3	12.5
<i>To a large extent</i>	11	26.8	16.7	32.1	16.7	25.0	30.8	25.9	26.7	25.0
<i>To a very large extent</i>	9	22.0	33.3	14.3	0.0	25.0	23.1	18.5	16.7	37.5
Is good at solving conflicts?										
<i>missing</i>	1	2.4	0.0	3.6	16.7	0.0	0.0	3.7	3.3	0.0
<i>I don't have a supervisor</i>	2	4.9	0.0	7.1	16.7	3.1	0.0	7.4	3.3	12.5
<i>To a very small extent</i>	5	12.2	16.7	10.7	16.7	12.5	15.4	11.1	16.7	0.0
<i>To a small extent</i>	3	7.3	8.3	7.1	16.7	6.3	0.0	11.1	10.0	0.0
<i>Somewhat</i>	13	31.7	33.3	32.1	16.7	34.4	38.5	29.6	30.0	25.0
<i>To a large extent</i>	11	26.8	25.0	28.6	16.7	28.1	30.8	25.9	26.7	37.5
<i>To a very large extent</i>	6	14.6	16.7	10.7	0.0	15.6	15.4	11.1	10.0	25.0

^aGender missing=1

^bAge missing=3

^cQualification missing=1

^dCALD missing=3

Table 2.5 Regarding your work in general, how pleased are you with:			Gender? ^a		Over 45 years of age? ^b		Relevant qualification? ^c		Culturally or Linguistically Diverse? ^d	
	<i>n</i>	%	Male (n=12) %	Female (n=28) %	No (n=6) %	Yes (n=32) %	No (n=13) %	Yes (n=27) %	No (n=30) %	Yes (n=8) %
Your work prospects?										
<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<i>Very unsatisfied</i>	3	7.3	8.3	7.1	0.0	9.4	0.0	11.1	6.7	12.5
<i>Unsatisfied</i>	7	17.1	16.7	17.9	16.7	15.6	23.1	14.8	20.0	0.0
<i>Neither Satisfied/Nor Unsatisfied</i>	5	12.2	0.0	17.9	16.7	12.5	15.4	11.1	10.0	25.0
<i>Satisfied</i>	18	43.9	50.0	39.3	50.0	43.8	38.5	44.4	40.0	50.0
<i>Very satisfied</i>	8	19.5	25.0	17.9	16.7	18.8	23.1	18.5	23.3	12.5
The physical working conditions?										
<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<i>Very unsatisfied</i>	3	7.3	16.7	3.6	16.7	6.3	0.0	11.1	6.7	12.5
<i>Unsatisfied</i>	5	12.2	0.0	17.9	0.0	15.6	7.7	14.8	13.3	0.0
<i>Neither Satisfied/Nor Unsatisfied</i>	8	19.5	25.0	17.9	16.7	21.9	30.8	14.8	20.0	12.5
<i>Satisfied</i>	19	46.3	41.7	46.4	33.3	43.8	38.5	48.2	46.7	50.0
<i>Very satisfied</i>	6	14.6	16.7	14.3	33.3	12.5	23.1	11.1	13.3	25.0
The way your abilities are used?										
<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<i>Very unsatisfied</i>	3	7.3	16.7	3.6	16.7	6.3	0.0	11.1	6.7	12.5
<i>Unsatisfied</i>	7	17.1	0.0	25.0	0.0	18.8	15.4	18.5	20.0	0.0
<i>Neither Satisfied/Nor Unsatisfied</i>	5	12.2	16.7	10.7	16.7	12.5	7.7	14.8	16.7	0.0
<i>Satisfied</i>	15	36.6	41.7	35.7	66.7	34.4	53.9	29.6	33.3	50.0
<i>Very satisfied</i>	11	26.8	25.0	25.0	0.0	28.1	23.1	25.9	23.3	37.5
Your job as a whole, everything taken into consideration?										
<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<i>Very unsatisfied</i>	3	7.3	16.7	3.6	16.7	6.3	0.0	11.1	6.7	12.5
<i>Unsatisfied</i>	4	9.8	0.0	14.3	0.0	12.5	7.7	11.1	10.0	0.0
<i>Neither Satisfied/Nor Unsatisfied</i>	8	19.5	16.7	21.4	16.7	21.9	15.4	22.2	23.3	12.5
<i>Satisfied</i>	16	39.0	33.3	42.9	66.7	34.4	46.2	37.0	33.3	62.5
<i>Very satisfied</i>	10	24.4	33.3	17.9	0.0	25.0	30.8	18.5	26.7	12.5

^aGender missing=1

^bAge missing=3

^cQualification missing=1

^dCALD missing=3

Table 2.6			Gender? ^a		Over 45 years of age? ^b		Relevant qualification? ^c		Culturally or Linguistically Diverse? ^d	
			Male (n=12) %	Female (n=28) %	No (n=6) %	Yes (n=32) %	No (n=13) %	Yes (n=27) %	No (n=30) %	Yes (n=8) %
Have you listened to any of the Council on the Ageing (COTA) Queensland's lived experience content - i.e., podcasts and/or videos?										
	<i>missing</i>	1 2.4	0.0	3.6	0.0	3.1	0.0	3.7	3.3	0.0
	<i>No</i>	12 29.3	25.0	28.6	33.3	25.0	15.4	33.3	23.3	50.0
	<i>Yes</i>	8 19.5	16.7	21.4	16.7	18.8	15.4	22.2	23.3	0.0
	<i>Didn't know about them</i>	20 48.8	58.3	46.4	50.0	53.1	69.2	40.7	50.0	50.0

^aGender missing=1

^bAge missing=3

^cQualification missing=1

^dCALD missing=3

Table 2.7 Have you experienced any of the following incidents during a home care visit:			Gender? ^a		Over 45 years of age? ^b		Relevant qualification? ^c		Culturally or Linguistically Diverse? ^d	
			Male (n=12) %	Female (n=28) %	No (n=6) %	Yes (n=32) %	No (n=13) %	Yes (n=27) %	No (n=30) %	Yes (n=8) %
		n %								
The client missing when you visited?	No	26 63.4	58.3	64.3	50.0	68.8	61.5	63.0	66.7	62.5
	Yes	15 36.6	41.7	35.7	50.0	31.3	38.5	37.0	33.3	37.5
Finding a client on the floor?	No	34 82.9	91.7	82.1	83.3	87.5	92.3	81.5	86.7	87.5
	Yes	7 17.1	8.3	17.9	16.7	12.5	7.7	18.5	13.3	12.5
Needing to call an ambulance for the client?	No	33 80.5	100.0	75.0	100.0	84.4	76.9	85.2	83.3	100.0
	Yes	8 19.5	0.0	25.0	0.0	15.6	23.1	14.8	16.7	0.0
An aggressive client or carer?	No	27 65.9	66.7	67.9	33.3	78.1	69.2	66.7	66.7	75.0
	Yes	14 34.2	33.3	32.1	66.7	21.9	30.8	33.3	33.3	25.0
Problems with animals?	No	31 75.6	91.7	67.9	83.3	78.1	76.9	74.1	76.7	75.0
	Yes	10 24.4	8.3	32.1	16.7	21.9	23.1	25.9	23.3	25.0
Problems with hoarding, clutter, or grime?	No	25 61.0	75.0	53.6	100.0	56.3	53.9	63.0	56.7	87.5
	Yes	16 39.0	25.0	46.4	0.0	43.8	46.2	37.0	43.3	12.5
Concerns about a clients wellbeing?	No	18 43.9	50.0	39.3	50.0	43.8	38.5	44.4	40.0	62.5
	Yes	23 56.1	50.0	60.7	50.0	56.3	61.5	55.6	60.0	37.5
Other?	No	38 92.7	91.7	92.9	100.0	93.8	100.0	88.9	93.3	87.5
	Yes	3 7.3	8.3	7.1	0.0	6.3	0.0	11.1	6.7	12.5
None of the above?	No	32 78.1	75.0	78.6	100.0	71.9	84.6	74.1	80.0	62.5
	Yes	9 22.0	25.0	21.4	0.0	28.1	15.4	25.9	20.0	37.5

^aGender missing=1

^bAge missing=3

^cQualification missing=1

^dCALD missing=3

Table 2.8 Have you ever had to report a serious incident?			Gender? ^a		Over 45 years of age? ^b		Relevant qualification? ^c		Culturally or Linguistically Diverse? ^d	
			Male (n=12) %	Female (n=28) %	No (n=6) %	Yes (n=32) %	No (n=13) %	Yes (n=27) %	No (n=30) %	Yes (n=8) %
		<i>n</i> %								
Unreasonable use of force?	No	40 97.6	100.0	96.4	100.0	96.9	100.0	96.3	96.7	100.0
	Yes	1 2.4	0.0	3.6	0.0	3.1	0.0	3.7	3.3	0.0
Unlawful sexual contact or inappropriate sexual conduct?	No	40 97.6	100.0	96.4	100.0	96.9	100.0	96.3	96.7	100.0
	Yes	1 2.4	0.0	3.6	0.0	3.1	0.0	3.7	3.3	0.0
Psychological or emotional abuse?	No	38 92.7	91.7	92.9	83.3	93.8	92.3	92.6	90.0	100.0
	Yes	3 7.3	8.3	7.1	16.7	6.3	7.7	7.4	10.0	0.0
Unexpected death?	No	40 97.6	100.0	96.4	100.0	96.9	92.3	100.0	96.7	100.0
	Yes	1 2.4	0.0	3.6	0.0	3.1	7.7	0.0	3.3	0.0
Stealing from, or financial coercion of, a consumer by a staff member?	No	39 95.1	100.0	92.9	100.0	93.8	100.0	92.6	93.3	100.0
	Yes	2 4.9	0.0	7.1	0.0	6.3	0.0	7.4	6.7	0.0
Neglect?	No	37 90.2	91.7	89.3	83.3	90.6	100.0	85.2	90.0	87.5
	Yes	4 9.8	8.3	10.7	16.7	9.4	0.0	14.8	10.0	12.5
Inappropriate use of restrictive practices?	No	39 95.1	100.0	92.9	100.0	93.8	92.3	96.3	93.3	100.0
	Yes	2 4.9	0.0	7.1	0.0	6.3	7.7	3.7	6.7	0.0
Other	No	40 97.6	91.7	100.0	100.0	96.9	100.0	96.3	100.0	87.5
	Yes	1 2.4	8.3	0.0	0.0	3.1	0.0	3.7	0.0	12.5
None of the above	No	11 26.8	25.0	28.6	33.3	28.1	15.4	33.3	30.0	25.0
	Yes	30 73.2	75.0	71.4	66.7	71.9	84.6	66.7	70.0	75.0

^aGender missing=1

^bAge missing=3

^cQualification missing=1

^dCALD missing=3

Table 3.1 These questions are about your intentions regarding your work:			Gender? ^a		Over 45 years of age? ^b		Relevant qualification? ^c		Culturally or Linguistically Diverse? ^d	
			Male (n=9) %	Female (n=11) %	No (n=4) %	Yes (n=24) %	No (n=9) %	Yes (n=21) %	No (n=23) %	Yes (n=5) %
	<i>n</i>	<i>%</i>								
I would like to undertake further training in aged care										
	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Strongly disagree</i>	1	3.2	11.1	0.0	4.2	0.0	4.8	4.4	0.0
	<i>Disagree</i>	3	9.7	0.0	14.3	0.0	12.5	11.1	8.7	20.0
	<i>Somewhat disagree</i>	3	9.7	11.1	9.5	0.0	12.5	11.1	13.0	0.0
	<i>Somewhat agree</i>	8	25.8	44.4	19.1	50.0	25.0	22.2	26.1	20.0
	<i>Agree</i>	9	29.0	11.1	33.3	25.0	20.8	33.3	34.8	0.0
	<i>Strongly agree</i>	7	22.6	22.2	23.8	25.0	25.0	22.2	13.0	60.0
I would like to advance my career in aged care										
	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Strongly disagree</i>	1	3.2	11.1	0.0	4.2	0.0	4.8	4.4	0.0
	<i>Disagree</i>	4	12.9	11.1	14.3	0.0	16.7	22.2	13.0	20.0
	<i>Somewhat disagree</i>	2	6.5	11.1	4.8	0.0	8.3	0.0	8.7	0.0
	<i>Somewhat agree</i>	6	19.4	33.3	14.3	25.0	20.8	22.2	21.7	0.0
	<i>Agree</i>	11	35.5	11.1	42.9	50.0	25.0	33.3	39.1	20.0
	<i>Strongly agree</i>	7	22.6	22.2	23.8	25.0	25.0	22.2	13.0	60.0
I would like to move into a different field, but still working with older people										
	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Strongly disagree</i>	2	6.5	0.0	9.5	0.0	8.3	11.1	8.7	0.0
	<i>Disagree</i>	4	12.9	11.1	14.3	0.0	16.7	22.2	13.0	20.0
	<i>Somewhat disagree</i>	5	16.1	11.1	14.3	25.0	12.5	22.2	8.7	20.0
	<i>Somewhat agree</i>	10	32.3	44.4	28.6	50.0	29.2	33.3	39.1	20.0
	<i>Agree</i>	7	22.6	0.0	33.3	25.0	20.8	11.1	21.7	20.0
	<i>Strongly agree</i>	3	9.7	33.3	0.0	0.0	12.5	0.0	8.7	20.0
I don't want to be working in aged care for much longer										
	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Strongly disagree</i>	13	41.9	33.3	42.9	0.0	41.7	66.7	43.5	20.0
	<i>Disagree</i>	6	19.4	22.2	19.1	50.0	16.7	11.1	21.7	20.0
	<i>Somewhat disagree</i>	4	12.9	0.0	19.1	25.0	12.5	11.1	13.0	20.0
	<i>Somewhat agree</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Agree</i>	5	16.1	22.2	14.3	25.0	16.7	11.1	13.0	20.0
	<i>Strongly agree</i>	3	9.7	22.2	4.8	0.0	12.5	0.0	8.7	20.0
Would you like to stay at your current place of work for the rest of your working life?										
	<i>missing</i>	2	6.5	0.0	4.8	0.0	4.2	0.0	4.4	0.0
	<i>No</i>	11	35.5	55.6	28.6	50.0	37.5	22.2	30.4	40.0
	<i>Yes</i>	7	22.6	11.1	28.6	0.0	25.0	55.6	30.4	0.0
	<i>Unsure</i>	11	35.5	33.3	38.1	50.0	33.3	22.2	34.8	60.0

^aGender missing=1

^bAge missing=3

^cQualification missing=1

^dCALD missing=1

Table 3.2 These questions are about your opinions regarding your work:			Gender? ^a		Over 45 years of age? ^b		Relevant qualification? ^c		Culturally or Linguistically Diverse? ^d		
			Male (n=9)	Female (n=11)	No (n=4)	Yes (n=24)	No (n=9)	Yes (n=21)	No (n=23)	Yes (n=5)	
		<i>n</i> <i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>	
Is your work meaningful?	<i>missing</i>	1	3.2	11.1	0.0	0.0	4.2	0.0	4.8	4.4	0.0
	<i>To a very small extent</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a small extent</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Somewhat</i>	6	19.4	33.3	14.3	25.0	20.8	22.2	19.1	21.7	20.0
	<i>To a large extent</i>	11	35.5	22.2	42.9	75.0	33.3	33.3	38.1	39.1	20.0
	<i>To a very large extent</i>	13	41.9	33.3	42.9	0.0	41.7	44.4	38.1	34.8	60.0
Do you sometimes have to do things which ought to have been done a different way?	<i>missing</i>	1	3.2	11.1	0.0	0.0	4.2	0.0	4.8	4.4	0.0
	<i>To a very small extent</i>	8	25.8	11.1	28.6	25.0	20.8	22.2	23.8	26.1	20.0
	<i>To a small extent</i>	5	16.1	22.2	14.3	0.0	20.8	22.2	14.3	21.7	0.0
	<i>Somewhat</i>	13	41.9	44.4	42.9	75.0	37.5	55.6	38.1	34.8	80.0
	<i>To a large extent</i>	3	9.7	0.0	14.3	0.0	12.5	0.0	14.3	8.7	0.0
	<i>To a very large extent</i>	1	3.2	11.1	0.0	0.0	4.2	0.0	4.8	4.4	0.0
Do you work at a high pace throughout the day?	<i>missing</i>	1	3.2	11.1	0.0	0.0	4.2	0.0	4.8	4.4	0.0
	<i>To a very small extent</i>	5	16.1	11.1	14.3	25.0	12.5	0.0	19.1	13.0	20.0
	<i>To a small extent</i>	5	16.1	22.2	14.3	25.0	16.7	44.4	4.8	17.4	20.0
	<i>Somewhat</i>	8	25.8	33.3	23.8	50.0	25.0	22.2	28.6	30.4	20.0
	<i>To a large extent</i>	9	29.0	11.1	38.1	0.0	29.2	22.2	33.3	26.1	40.0
	<i>To a very large extent</i>	3	9.7	11.1	9.5	0.0	12.5	11.1	9.5	8.7	0.0
Can you use your skills and expertise in your work?	<i>missing</i>	1	3.2	11.1	0.0	0.0	4.2	0.0	4.8	4.4	0.0
	<i>To a very small extent</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a small extent</i>	2	6.5	0.0	9.5	0.0	4.2	11.1	4.8	8.7	0.0
	<i>Somewhat</i>	10	32.3	33.3	33.3	50.0	33.3	33.3	33.3	34.8	20.0
	<i>To a large extent</i>	7	22.6	22.2	23.8	50.0	20.8	33.3	19.1	26.1	20.0
	<i>To a very large extent</i>	11	35.5	33.3	33.3	0.0	37.5	22.2	38.1	26.1	60.0
Do you have the possibility of learning new things through your work?	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very small extent</i>	1	3.2	11.1	0.0	0.0	4.2	0.0	4.8	4.4	0.0
	<i>To a small extent</i>	6	19.4	22.2	19.1	25.0	20.8	33.3	14.3	17.4	40.0
	<i>Somewhat</i>	12	38.7	33.3	38.1	25.0	37.5	33.3	38.1	34.8	40.0
	<i>To a large extent</i>	6	19.4	11.1	23.8	25.0	16.7	33.3	14.3	21.7	0.0
	<i>To a very large extent</i>	6	19.4	22.2	19.1	25.0	20.8	0.0	28.6	21.7	20.0
Do you feel that your work drains so much of your energy that it has a negative effect on your private life?	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very small extent</i>	7	22.6	22.2	19.1	0.0	25.0	44.4	9.5	21.7	20.0
	<i>To a small extent</i>	9	29.0	22.2	33.3	25.0	25.0	22.2	33.3	34.8	20.0
	<i>Somewhat</i>	10	32.3	33.3	33.3	50.0	33.3	33.3	33.3	26.1	60.0
	<i>To a large extent</i>	4	12.9	11.1	14.3	25.0	12.5	0.0	19.1	13.0	0.0
	<i>To a very large extent</i>	1	3.2	11.1	0.0	0.0	4.2	0.0	4.8	4.4	0.0
Do you feel that your work takes so much of your time that it has a negative effect on your private life?	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very small extent</i>	12	38.7	33.3	38.1	0.0	41.7	33.3	38.1	39.1	40.0
	<i>To a small extent</i>	9	29.0	33.3	28.6	75.0	20.8	22.2	33.3	34.8	20.0
	<i>Somewhat</i>	6	19.4	11.1	23.8	0.0	25.0	33.3	14.3	21.7	0.0
	<i>To a large extent</i>	3	9.7	11.1	9.5	25.0	8.3	11.1	9.5	0.0	40.0
	<i>To a very large extent</i>	1	3.2	11.1	0.0	0.0	4.2	0.0	4.8	4.4	0.0

^aGender missing=1

^bAge missing=3

^cQualification missing=1

^dCALD missing=1

Table 3.3 These questions are about the demands and long-term prospects of your work:			Gender? ^a		Over 45 years of age? ^b		Relevant qualification? ^c		Culturally or Linguistically Diverse? ^d	
			Male (n=9) %	Female (n=11) %	No (n=4) %	Yes (n=24) %	No (n=9) %	Yes (n=21) %	No (n=23) %	Yes (n=5) %
	<i>n</i>	<i>%</i>								
At your place of work, are you informed well in advance concerning for example important decisions, changes or plans for the future?	<i>missing</i>	1 3.2	11.1	0.0	0.0	4.2	0.0	4.8	4.4	0.0
	<i>To a very small extent</i>	7 22.6	33.3	19.1	50.0	20.8	11.1	28.6	21.7	40.0
	<i>To a small extent</i>	4 12.9	11.1	14.3	0.0	12.5	22.2	9.5	17.4	0.0
	<i>Somewhat</i>	10 32.3	22.2	38.1	0.0	41.7	44.4	28.6	26.1	40.0
	<i>To a large extent</i>	8 25.8	22.2	23.8	50.0	16.7	11.1	28.6	26.1	20.0
	<i>To a very large extent</i>	1 3.2	0.0	4.8	0.0	4.2	11.1	0.0	4.4	0.0
Do you receive all the information you need in order to do your work well?	<i>missing</i>	1 3.2	11.1	0.0	0.0	4.2	0.0	4.8	4.4	0.0
	<i>To a very small extent</i>	2 6.5	11.1	4.8	0.0	8.3	0.0	9.5	8.7	0.0
	<i>To a small extent</i>	4 12.9	33.3	4.8	50.0	8.3	22.2	9.5	8.7	40.0
	<i>Somewhat</i>	8 25.8	11.1	33.3	0.0	29.2	22.2	28.6	26.1	20.0
	<i>To a large extent</i>	14 45.2	33.3	47.6	50.0	41.7	44.4	42.9	43.5	40.0
	<i>To a very large extent</i>	2 6.5	0.0	9.5	0.0	8.3	11.1	4.8	8.7	0.0
Does the management trust the employees to do their work well?	<i>missing</i>	1 3.2	11.1	0.0	0.0	4.2	0.0	4.8	4.4	0.0
	<i>To a very small extent</i>	2 6.5	11.1	4.8	0.0	8.3	0.0	9.5	8.7	0.0
	<i>To a small extent</i>	2 6.5	11.1	4.8	0.0	8.3	11.1	4.8	4.4	0.0
	<i>Somewhat</i>	5 16.1	22.2	14.3	25.0	16.7	0.0	23.8	17.4	20.0
	<i>To a large extent</i>	15 48.4	22.2	61.9	75.0	41.7	55.6	47.6	43.5	80.0
	<i>To a very large extent</i>	6 19.4	22.2	14.3	0.0	20.8	33.3	9.5	21.7	0.0
Can the employees trust the information that comes from the management?	<i>missing</i>	0 0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very small extent</i>	1 3.2	0.0	4.8	0.0	4.2	0.0	4.8	4.4	0.0
	<i>To a small extent</i>	3 9.7	11.1	9.5	0.0	12.5	11.1	9.5	8.7	0.0
	<i>Somewhat</i>	11 35.5	44.4	33.3	75.0	29.2	33.3	38.1	26.1	80.0
	<i>To a large extent</i>	10 32.3	11.1	42.9	25.0	33.3	44.4	28.6	43.5	0.0
	<i>To a very large extent</i>	6 19.4	33.3	9.5	0.0	20.8	11.1	19.1	17.4	20.0
Is the work distributed fairly?	<i>missing</i>	0 0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very small extent</i>	2 6.5	11.1	4.8	0.0	8.3	0.0	9.5	4.4	20.0
	<i>To a small extent</i>	5 16.1	22.2	14.3	25.0	16.7	11.1	19.1	13.0	0.0
	<i>Somewhat</i>	12 38.7	22.2	47.6	50.0	37.5	33.3	42.9	43.5	40.0
	<i>To a large extent</i>	7 22.6	11.1	28.6	25.0	20.8	44.4	14.3	26.1	20.0
	<i>To a very large extent</i>	5 16.1	33.3	4.8	0.0	16.7	11.1	14.3	13.0	20.0
Are contradictory demands placed on you at work?	<i>missing</i>	0 0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very small extent</i>	12 38.7	44.4	33.3	25.0	37.5	33.3	38.1	39.1	40.0
	<i>To a small extent</i>	4 12.9	22.2	9.5	25.0	12.5	22.2	9.5	17.4	0.0
	<i>Somewhat</i>	8 25.8	11.1	33.3	25.0	25.0	33.3	23.8	26.1	20.0
	<i>To a large extent</i>	4 12.9	11.1	14.3	25.0	12.5	0.0	19.1	4.4	40.0
	<i>To a very large extent</i>	3 9.7	11.1	9.5	0.0	12.5	11.1	9.5	13.0	0.0
Are conflicts resolved in a fair way?	<i>missing</i>	0 0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very small extent</i>	4 12.9	11.1	14.3	0.0	16.7	0.0	19.1	17.4	0.0
	<i>To a small extent</i>	3 9.7	22.2	4.8	25.0	8.3	0.0	14.3	8.7	20.0
	<i>Somewhat</i>	9 29.0	33.3	28.6	50.0	25.0	33.3	28.6	26.1	40.0
	<i>To a large extent</i>	11 35.5	22.2	42.9	25.0	41.7	66.7	23.8	39.1	20.0
	<i>To a very large extent</i>	4 12.9	11.1	9.5	0.0	8.3	0.0	14.3	8.7	20.0
Do you have to deal with other people's personal problems as part of your work?	<i>missing</i>	1 3.2	0.0	4.8	25.0	0.0	0.0	4.8	4.4	0.0
	<i>To a very small extent</i>	9 29.0	0.0	38.1	25.0	25.0	33.3	23.8	21.7	60.0
	<i>To a small extent</i>	5 16.1	22.2	14.3	0.0	20.8	11.1	19.1	13.0	20.0
	<i>Somewhat</i>	9 29.0	55.6	19.1	0.0	33.3	33.3	28.6	34.8	20.0
	<i>To a large extent</i>	3 9.7	11.1	9.5	50.0	4.2	0.0	14.3	13.0	0.0
	<i>To a very large extent</i>	4 12.9	11.1	14.3	0.0	16.7	22.2	9.5	13.0	0.0
Is your work recognised and appreciated by the management?										

	<i>missing</i>	1	3.2	0.0	4.8	0.0	4.2	0.0	4.8	0.0	0.0
	<i>To a very small extent</i>	4	12.9	11.1	14.3	25.0	12.5	11.1	14.3	8.7	40.0
	<i>To a small extent</i>	3	9.7	22.2	4.8	25.0	8.3	11.1	9.5	13.0	0.0
	<i>Somewhat</i>	8	25.8	22.2	28.6	50.0	20.8	33.3	23.8	30.4	20.0
	<i>To a large extent</i>	8	25.8	22.2	28.6	0.0	33.3	33.3	23.8	26.1	20.0
	<i>To a very large extent</i>	7	22.6	22.2	19.1	0.0	20.8	11.1	23.8	21.7	20.0
Are you worried about becoming unemployed?											
	<i>missing</i>	1	3.2	0.0	4.8	0.0	4.2	0.0	4.8	0.0	0.0
	<i>To a very small extent</i>	13	41.9	55.6	33.3	0.0	45.8	44.4	38.1	47.8	20.0
	<i>To a small extent</i>	6	19.4	22.2	19.1	50.0	12.5	44.4	9.5	17.4	40.0
	<i>Somewhat</i>	4	12.9	11.1	14.3	25.0	12.5	11.1	14.3	13.0	0.0
	<i>To a large extent</i>	2	6.5	0.0	9.5	25.0	4.2	0.0	9.5	8.7	0.0
	<i>To a very large extent</i>	5	16.1	11.1	19.1	0.0	20.8	0.0	23.8	13.0	40.0
Are you worried about it being difficult for you to find another job if you became unemployed?											
	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very small extent</i>	13	41.9	55.6	33.3	0.0	45.8	44.4	38.1	43.5	40.0
	<i>To a small extent</i>	3	9.7	11.1	9.5	50.0	4.2	22.2	4.8	8.7	20.0
	<i>Somewhat</i>	7	22.6	22.2	23.8	50.0	16.7	22.2	23.8	30.4	0.0
	<i>To a large extent</i>	4	12.9	11.1	14.3	0.0	16.7	11.1	14.3	4.4	20.0
	<i>To a very large extent</i>	4	12.9	0.0	19.1	0.0	16.7	0.0	19.1	13.0	20.0
Are you worried about being transferred to another job against your will?											
	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very small extent</i>	16	51.6	55.6	47.6	50.0	45.8	55.6	47.6	56.5	40.0
	<i>To a small extent</i>	7	22.6	22.2	23.8	25.0	25.0	22.2	23.8	17.4	40.0
	<i>Somewhat</i>	4	12.9	11.1	14.3	25.0	12.5	22.2	9.5	8.7	20.0
	<i>To a large extent</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>To a very large extent</i>	4	12.9	11.1	14.3	0.0	16.7	0.0	19.1	17.4	0.0
Do you have to work very fast?											
	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Never/hardly ever</i>	3	9.7	0.0	9.5	25.0	4.2	0.0	9.5	4.4	20.0
	<i>Seldom</i>	6	19.4	22.2	19.1	25.0	20.8	22.2	19.1	21.7	20.0
	<i>Sometimes</i>	11	35.5	44.4	33.3	25.0	41.7	55.6	28.6	43.5	20.0
	<i>Often</i>	6	19.4	11.1	23.8	25.0	12.5	11.1	23.8	21.7	0.0
	<i>Always</i>	5	16.1	22.2	14.3	0.0	20.8	11.1	19.1	8.7	40.0
How often do you NOT have time to complete all your work tasks?											
	<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	<i>Never/hardly ever</i>	8	25.8	22.2	23.8	50.0	20.8	33.3	19.1	26.1	20.0
	<i>Seldom</i>	10	32.3	33.3	33.3	50.0	33.3	44.4	28.6	34.8	40.0
	<i>Sometimes</i>	9	29.0	33.3	28.6	0.0	29.2	11.1	38.1	30.4	20.0
	<i>Often</i>	4	12.9	11.1	14.3	0.0	16.7	11.1	14.3	8.7	20.0
	<i>Always</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

^aGender missing=1

^bAge missing=3

^cQualification missing=1

^dCALD missing=1

Table 3.4 To what extent would you say your immediate supervisor...			Gender? ^a		Over 45 years of age? ^b		Relevant qualification? ^c		Culturally or Linguistically	
	<i>n</i>	%	Male (n=9) %	Female (n=11) %	No (n=4) %	Yes (n=24) %	No (n=9) %	Yes (n=21) %	No (n=23) %	Yes (n=5) %
Is good at work planning?										
<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<i>I don't have a supervisor</i>	1	3.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<i>To a very small extent</i>	2	6.5	22.2	0.0	0.0	8.3	0.0	9.5	4.4	20.0
<i>To a small extent</i>	2	6.5	11.1	4.8	25.0	4.2	0.0	9.5	8.7	0.0
<i>Somewhat</i>	8	25.8	33.3	23.8	25.0	29.2	22.2	28.6	21.7	40.0
<i>To a large extent</i>	11	35.5	0.0	52.4	50.0	33.3	55.6	28.6	43.5	0.0
<i>To a very large extent</i>	7	22.6	33.3	19.1	0.0	25.0	22.2	23.8	21.7	40.0
Is good at solving conflicts?										
<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<i>I don't have a supervisor</i>	2	6.5	0.0	4.8	0.0	4.2	0.0	4.8	4.4	0.0
<i>To a very small extent</i>	3	9.7	22.2	4.8	0.0	12.5	0.0	14.3	8.7	20.0
<i>To a small extent</i>	2	6.5	11.1	4.8	50.0	0.0	11.1	4.8	4.4	20.0
<i>Somewhat</i>	6	19.4	22.2	19.1	0.0	25.0	11.1	23.8	17.4	20.0
<i>To a large extent</i>	12	38.7	33.3	42.9	25.0	41.7	66.7	28.6	43.5	20.0
<i>To a very large extent</i>	6	19.4	11.1	23.8	25.0	16.7	11.1	23.8	21.7	20.0

^aGender missing=1

^bAge missing=3

^cQualification missing=1

^dCALD missing=1

Table 3.5 Regarding your work in general, how pleased are you with:			Gender? ^a		Over 45 years of age? ^b		Relevant qualification? ^c		Culturally or Linguistically Diverse? ^d	
	<i>n</i>	%	Male (n=9) %	Female (n=11) %	No (n=4) %	Yes (n=24) %	No (n=9) %	Yes (n=21) %	No (n=23) %	Yes (n=5) %
Your work prospects?										
<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<i>Very unsatisfied</i>	2	6.5	11.1	4.8	0.0	8.3	0.0	9.5	8.7	0.0
<i>Unsatisfied</i>	1	3.2	11.1	0.0	0.0	4.2	0.0	4.8	0.0	20.0
<i>Neither Satisfied/Nor Unsatisfied</i>	7	22.6	22.2	23.8	50.0	20.8	0.0	33.3	26.1	0.0
<i>Satisfied</i>	16	51.6	44.4	57.1	50.0	54.2	88.9	38.1	56.5	40.0
<i>Very satisfied</i>	5	16.1	11.1	14.3	0.0	12.5	11.1	14.3	8.7	40.0
The physical working conditions?										
<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<i>Very unsatisfied</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<i>Unsatisfied</i>	3	9.7	0.0	14.3	0.0	12.5	11.1	9.5	8.7	0.0
<i>Neither Satisfied/Nor Unsatisfied</i>	7	22.6	44.4	14.3	25.0	25.0	11.1	28.6	21.7	20.0
<i>Satisfied</i>	19	61.3	55.6	61.9	75.0	58.3	66.7	57.1	60.9	80.0
<i>Very satisfied</i>	2	6.5	0.0	9.5	0.0	4.2	11.1	4.8	8.7	0.0
The way your abilities are used?										
<i>missing</i>	1	3.2	0.0	4.8	0.0	4.2	0.0	4.8	0.0	20.0
<i>Very unsatisfied</i>	2	6.5	11.1	4.8	0.0	4.2	11.1	4.8	8.7	0.0
<i>Unsatisfied</i>	3	9.7	0.0	14.3	0.0	12.5	0.0	14.3	13.0	0.0
<i>Neither Satisfied/Nor Unsatisfied</i>	5	16.1	22.2	14.3	25.0	16.7	22.2	14.3	13.0	0.0
<i>Satisfied</i>	15	48.4	44.4	52.4	75.0	50.0	55.6	47.6	52.2	60.0
<i>Very satisfied</i>	5	16.1	22.2	9.5	0.0	12.5	11.1	14.3	13.0	20.0
Your job as a whole, everything taken into consideration?										
<i>missing</i>	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<i>Very unsatisfied</i>	1	3.2	11.1	0.0	0.0	4.2	0.0	4.8	4.4	0.0
<i>Unsatisfied</i>	1	3.2	0.0	4.8	0.0	4.2	0.0	4.8	4.4	0.0
<i>Neither Satisfied/Nor Unsatisfied</i>	7	22.6	33.3	19.1	75.0	16.7	11.1	28.6	17.4	40.0
<i>Satisfied</i>	15	48.4	22.2	61.9	25.0	54.2	66.7	42.9	52.2	40.0
<i>Very satisfied</i>	7	22.6	33.3	14.3	0.0	20.8	22.2	19.1	21.7	20.0

^aGender missing=1

^bAge missing=3

^cQualification missing=1

^dCALD missing=1

Table 3.6			Gender? ^a		Over 45 years of age? ^b		Relevant qualification? ^c		Culturally or Linguistically Diverse? ^d	
	<i>n</i>	%	Male (n=9) %	Female (n=11) %	No (n=4) %	Yes (n=24) %	No (n=9) %	Yes (n=21) %	No (n=23) %	Yes (n=5) %
Have you listened to any of the Council on the Ageing (COTA) Queensland's lived experience content - i.e., podcasts and/or videos?										
<i>No</i>	10	32.3	22.2	33.3	0.0	29.2	44.4	23.8	30.4	40.0
<i>Yes</i>	4	12.9	22.2	9.5	0.0	16.7	0.0	19.1	13.0	0.0
<i>Didnt know about them</i>	17	54.8	55.6	57.1	100.0	54.2	55.6	57.1	56.5	60.0

^aGender missing=1

^bAge missing=3

^cQualification missing=1

^dCALD missing=1

Table 3.7 Have you experienced any of the following incidents during a home care visit:			Gender? ^a		Over 45 years of age? ^b		Relevant qualification? ^c		Culturally or Linguistically Diverse? ^d	
			Male (n=9) %	Female (n=11) %	No (n=4) %	Yes (n=24) %	No (n=9) %	Yes (n=21) %	No (n=23) %	Yes (n=5) %
		<i>n</i> %								
The client missing when you visited?	No	16 51.6	66.7	42.9	50.0	54.2	44.4	52.4	47.8	80.0
	Yes	15 48.4	33.3	57.1	50.0	45.8	55.6	47.6	52.2	20.0
Finding a client on the floor?	No	25 80.7	100.0	71.4	100.0	79.2	77.8	81.0	78.3	100.0
	Yes	6 19.4	0.0	28.6	0.0	20.8	22.2	19.1	21.7	0.0
Needing to call an ambulance for the client?	No	21 67.7	88.9	61.9	75.0	75.0	66.7	71.4	73.9	80.0
	Yes	10 32.3	11.1	38.1	25.0	25.0	33.3	28.6	26.1	20.0
An aggressive client or carer?	No	15 48.4	55.6	47.6	0.0	62.5	66.7	42.9	47.8	60.0
	Yes	16 51.6	44.4	52.4	100.0	37.5	33.3	57.1	52.2	40.0
Problems with animals?	No	23 74.2	88.9	66.7	100.0	75.0	88.9	66.7	73.9	80.0
	Yes	8 25.8	11.1	33.3	0.0	25.0	11.1	33.3	26.1	20.0
Problems with hoarding, clutter, or grime?	No	14 45.2	66.7	33.3	75.0	41.7	44.4	42.9	43.5	60.0
	Yes	17 54.8	33.3	66.7	25.0	58.3	55.6	57.1	56.5	40.0
Concerns about a clients wellbeing?	No	9 29.0	11.1	33.3	0.0	33.3	33.3	23.8	30.4	20.0
	Yes	22 71.0	88.9	66.7	100.0	66.7	66.7	76.2	69.6	80.0
Other?	No	30 96.8	100.0	95.2	100.0	95.8	88.9	100.0	95.7	100.0
	Yes	1 3.2	0.0	4.8	0.0	4.2	11.1	0.0	4.4	0.0
None of the above?	No	29 93.6	100.0	90.5	100.0	91.7	100.0	90.5	91.3	100.0
	Yes	2 6.5	0.0	9.5	0.0	8.3	0.0	9.5	8.7	0.0

^aGender missing=1

^bAge missing=3

^cQualification missing=1

^dCALD missing=1

Table 3.8 Have you ever had to report a serious incident?			Gender? ^a		Over 45 years of age? ^b		Relevant qualification? ^c		Culturally or Linguistically Diverse? ^d		
			Male (n=9) %	Female (n=11) %	No (n=4) %	Yes (n=24) %	No (n=9) %	Yes (n=21) %	No (n=23) %	Yes (n=5) %	
		<i>n</i>	%								
Unreasonable use of force?	No	30	96.8	88.9	100.0	100.0	95.8	100.0	95.2	95.7	100.0
	Yes	1	3.2	11.1	0.0	0.0	4.2	0.0	4.8	4.4	0.0
Unlawful sexual contact or inappropriate sexual conduct?	No	28	90.3	88.9	90.5	75.0	95.8	88.9	90.5	87.0	100.0
	Yes	3	9.7	11.1	9.5	25.0	4.2	11.1	9.5	13.0	0.0
Psychological or emotional abuse?	No	27	87.1	88.9	85.7	50.0	91.7	77.8	90.5	91.3	80.0
	Yes	4	12.9	11.1	14.3	50.0	8.3	22.2	9.5	8.7	20.0
Unexpected death?	No	30	96.8	100.0	95.2	100.0	95.8	100.0	95.2	95.7	100.0
	Yes	1	3.2	0.0	4.8	0.0	4.2	0.0	4.8	4.4	0.0
Stealing from, or financial coercion of, a consumer by a staff member?	No	29	93.6	88.9	95.2	75.0	95.8	100.0	90.5	91.3	100.0
	Yes	2	6.5	11.1	4.8	25.0	4.2	0.0	9.5	8.7	0.0
Neglect?	No	27	87.1	88.9	85.7	100.0	87.5	88.9	85.7	87.0	100.0
	Yes	4	12.9	11.1	14.3	0.0	12.5	11.1	14.3	13.0	0.0
Inappropriate use of restrictive practices?	No	30	96.8	100.0	95.2	100.0	95.8	100.0	95.2	95.7	100.0
	Yes	1	3.2	0.0	4.8	0.0	4.2	0.0	4.8	4.4	0.0
Other	No	31	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	Yes	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
None of the above	No	10	32.3	33.3	33.3	50.0	25.0	33.3	33.3	30.4	40.0
	Yes	21	67.7	66.7	66.7	50.0	75.0	66.7	66.7	69.6	60.0

^aGender missing=1

^bAge missing=3

^cQualification missing=1

^dCALD missing=1