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WORKFORCE FAST FACTS

What's happening in the Home Care sector.

We will begin at 9am

11 April 2023



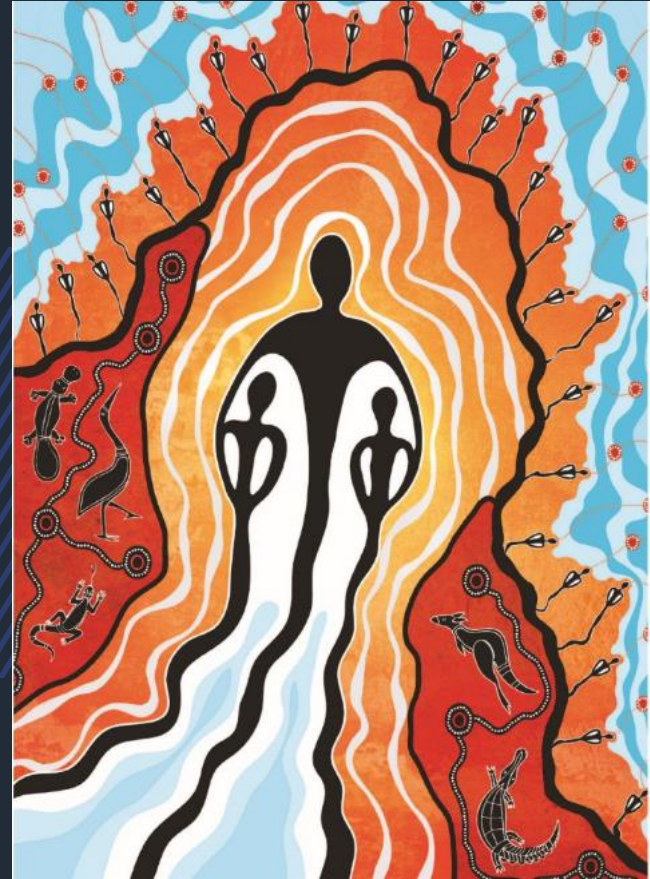
Ian Montague

Director & Chief Operating Officer
Skills Hubs

ian@skillshubs.com.au

0438 082 971

We acknowledge the traditional custodians of the lands on which we live and work and pay our respects to Elders, past and present.



This painting by David Williams represents the nurturing spirit of our Aboriginal and Torres Strait Islander Elders and the importance they hold in their communities.

Home Care Workforce Support Program Queensland

The Peak



Council on the Ageing (COTA) Queensland is the seniors peak - advancing the rights, needs, interests and futures of Queenslanders as we age.

The Not for Profit



Skills Hubs is a not-for-profit company that delivers a range of projects designed to upskill, train and support workforces of the future.

The RTO



Skills Generation is a Queensland based specialist Vocational Education and Training Organisation upskilling individuals and organisations.

House Keeping



Use the chat

- For technical support.
- To comment on what you are hearing.
- To pick up web links.



Don't worry:

- Today's PowerPoint will be forward to those registered.
- These sessions are not recorded due to the speed that information changes.



If you have questions / suggestions:

- Place any questions into the chat.
- Add your suggestions for topics into the chat.

Aim Of Workforce Fast Facts – Curation.

- To draw your attention to things that impact the home care workforce.
- To highlight and curate information and resources that can build your awareness, knowledge and resources.
- To enable evidence based, informed decision making and change.

Home Care Workforce Support Program Queensland

The program ask in Queensland:

Attract (2,400 additional), train and retain Personal Care Workers to the home care sector in Queensland.

Our consortium's approach:

- Multi channel attraction pipeline,
- Place-based engagement
- Sector development to build capability and capacity.

Home Care Workforce Support Program Queensland



Over 9,000 people have sought additional information about working in home care.



Currently working with 700 - 800 people



Over 850 people have been offered a position

Home Care Workforce Support Program Queensland



What have we have learnt?
“Speed” is of the essence.

Speed to market

Today, a key success factor in recruitment success is the speed in which an interested candidate can be employed.

Knowing your “recruitment speed” KPIs is now more critical than ever.

- Forbes Adviser – [10 Essential HR Metrics in 2023](#)
- GoHire - [19 Recruiting KPIs Your Hiring Team Needs To Track](#)
- HCMi - [Time to Fill: What It Is, Why Use It and How to Calculate It](#)
- HireVue - [8 crucial recruitment metrics you should track in 2023](#)

Regional Forums – save the date

Live Forum	Live Forum	Live Forum	Live Forum	Live Forum
				
Home Care Workforce Forum – Sunshine Coast	Home Care Workforce Forum – Fraser Coast	Home Care Workforce Forum – Cairns	Home Care Workforce Forum – Rockhampton	Home Care Workforce Forum – Townsville
Date: Tuesday 18 April 2023 Time: 9:00 am - 11:30 am Venue: Black Swan Room, Maroochy Surf Club - 34-36 Alexandra Pde, Maroochydore	Date: Thursday 20 April 2023 Time: 9:00 am - 11:30 am Venue: Beach House Hotel - 344 The Esplanade, Scarness	Date: Friday 12 May 2023 Time: 9:00 am - 11:30 am Venue: Pandanus Room, Rydges Esplanade Resort, 209-217 Abbott St, Cairns City	Date: Tuesday 9 May 2023 Time: 9:00 am - 11:30 am Venue: Kortess Resort - 984 Yaamba Rd, Parkhurst	Date: Thursday 11 May 2023 Time: 9:00 am - 11:30 am Venue: Crystal Room, Mercure Hotel - 166/194 Woolcock Street Service Rd, Currajong
LEARN MORE →	LEARN MORE →	LEARN MORE →	LEARN MORE →	LEARN MORE →

<https://skillshubs.com.au/home-care-workforce-support-program-queensland/events/>

The Department & the Commission

Department Report & Publications

The screenshot displays the Australian Government GEN (AGED CARE DATA) website. The header includes the Australian Government logo, the text 'Australian Institute of Health and Welfare', and the GEN logo. Navigation links for COVID-19, Our Sites, Help, About, Contact, News, and font size options (A-, A+) are present. A search bar is located on the right. The main navigation bar contains links for Home, Topics, Resources, My aged care region, Data improvements, and Request customised data. The breadcrumb trail shows 'Home > Resources > Reports and publications'. The main heading is 'Reports and publications'. Below this, there are controls for 'Showing 1 - 10 in 84 results', 'Per page 10', and 'Sort Most Recent'. A pagination bar shows 'View all' and page numbers 1 through 9. The first result is 'Home care packages program data report 1 October - 31 December 2022'. The description states: 'The Home Care Packages Program provides older people who want to stay at home with access to a range of ongoing personal services, support services and clinical care that help them with their day...'. Metadata includes 'Topics: Admissions into aged care, People using aged care', 'Series: Home Care Packages Report', and 'Source: GEN'. A 'Filter results' sidebar on the right contains a 'Publication search' field and a 'Topics' section with 'Spending on aged care (43)' and a 'Clear' button.

Australian Government
Australian Institute of Health and Welfare

GEN
AGED CARE DATA

COVID-19 ▾ Our Sites ▾ Help About Contact News A- A+

Search

Home Topics ▾ Resources ▾ My aged care region Data improvements Request customised data

Home > Resources > Reports and publications

Share Print

Reports and publications

Showing 1 - 10 in 84 results

Per page 10 ▾ Sort Most Recent ▾

View all

1 2 3 4 5 6 ... 9

Home care packages program data report 1 October - 31 December 2022 >

The Home Care Packages Program provides older people who want to stay at home with access to a range of ongoing personal services, support services and clinical care that help them with their day...

Topics: Admissions into aged care, People using aged care Series: Home Care Packages Report Source: GEN

Filter results

Publication search

Enter keyword

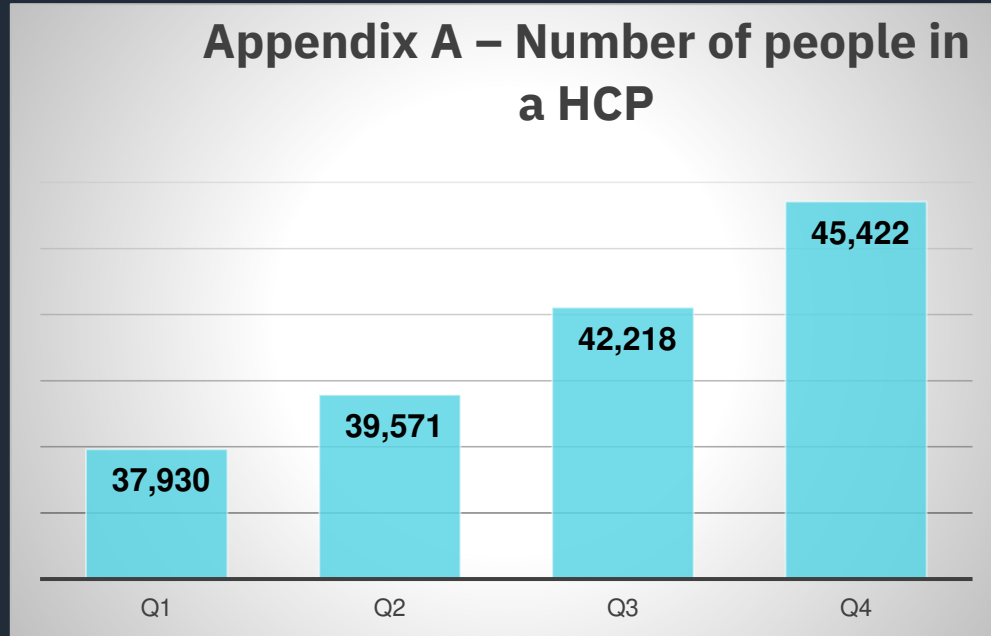
Topics

Spending on aged care (43) Clear

<https://www.health.gov.au/resources/publications/home-care-packages-program-data-reports>

Home Care Package Quarterly Reports

Queensland
2022 calendar year

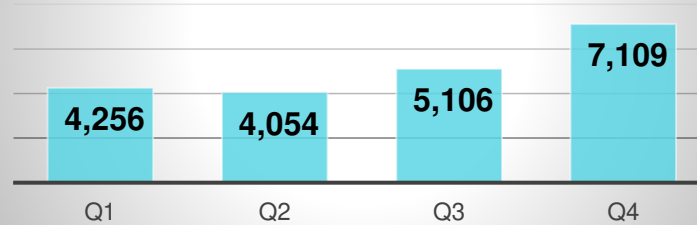


↑ +
19.8%
in 2022

Home Care Package Quarterly Reports

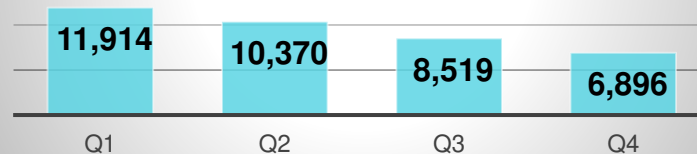
Queensland
2022 calendar year

Appendix B – Number of new entries to a HCP



↑ Q3 to Q4
+ 39.2%

Appendix E – Number of people waiting on a HCP at their approved level



↓ In 2022
- 42.1%

Code of Conduct

As an approved provider, you have responsibilities under the Act to comply with the Code and to take reasonable steps to support, equip and prepare your workers and governing persons to carry out their roles.

This includes, for example, providing training, making sure policies and procedures are easily accessible and ensuring your aged care workers and governing persons comply with the Code.

The Commission has produced online learning module 'Know your Code' which is free to all registered providers.

Code of Conduct - Visit the Commission's [resource library](#)

- [Know your Code - free learning module in our Aged Care Learning Information System \(Alis - Aged Care Learning Information Solution\)](#)
- [Code of Conduct for Aged Care – a fact sheet for aged care workers](#)
- [Code of Conduct for Aged Care – worker quick guide](#)
- [Code of Conduct for Aged Care – worker poster](#)
- [Your Code – self-assessment quiz](#)
- [Code of Conduct for Aged Care: Guidance for aged care workers and governing persons](#)
- [Case studies](#)

Providers must build into their practices the checking of Banning Orders.

Banning Orders table

In force

Banning Orders – section 74GI

Full name & DOB (where applicable)	Australian Business Number (if any)	Suburb, State/Territory and Postcode	Details of the Banning Order
Bobbie Joanne ALBERTELLA			On 31 December 2022 a banning order was made under section 74GB(1) of the <i>Aged Care Quality and Safety Commission Act 2018</i> that permanently prohibits Bobbie Joanne Albertella from being involved in the provision of any type of aged care, effective from 5-00 pm on 1 January 2023.
<i>Also known as</i>	N/A	Kelso, QLD 4815	
Bobbie Joanne WEBB			

<https://www.agedcarequality.gov.au/aged-care-performance/banning-orders-register/aged-care-register-banning-orders>

Aged Care Quality and Safety Commission – v1 Feb 2023

Home services pricing and agreements

Navigating changes the right way

What is the purpose of this guidance?

This guidance is for home service providers delivering care and service supports through the Home Care Packages (HCP) Program and Commonwealth Home Support Programme (CHSP). This guidance follows on from, and can be read as a supporting piece to, the [Quality and Safety in Home Services – 5 Key Areas of Risk](#) guidance.

It focuses on what is expected of you in setting prices for home services and making changes to home service arrangements including home care agreements.

The guidance:

- describes changes to the aged care legislation in relation to pricing requirements
- supports you to ensure any necessary changes to home service arrangements or agreements are consistent with provider obligations
- supports you to ensure that consumers remain at the centre of the care provided, you operate in partnership with them, and you continue to focus on meeting their needs, goals and preferences.

This guidance draws on the Commission's experience of engaging with home service providers and consumers regarding home care pricing, arrangements and agreements. These issues are commonly identified via enquiries, complaints and compliance issues detected through assessment and monitoring activities.

SIRS in home services

On 1 December 2022, the *Serious Incident Response Scheme* was extended from residential aged care to home care and flexible care delivered in a home or community setting.

This includes providers of Home Care Package, Short-Term Restorative Care at home, Commonwealth Home Support Programme (CHSP), National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC), Multi-Purpose Services Program and Transition Care Program services.

Continuous improvement – you must provide feedback and training to staff about preventing and managing incidents.

SIRS in home services



85 pages covering:

- Responsibilities
- Incident Management
- Types of reportable incidents
- Assessing and classifying incidents
- Notifying reportable incidents
- Common scenarios or issues
- Role of the Commission

SIRS in home services

Online learning modules

- [Alis modules on incident management systems](#)

Posters

- [Essential elements of effective incident management systems – A3 poster](#)

Videos

- [Incident management under the SIRS](#)
- [Reportable incidents under the SIRS](#)
- [Early lessons learned from SIRS in home services](#)

Webinars

- [SIRS for residential aged care: Incident management systems \(11 March 2021\)](#)
- [Introduction to the SIRS: Incident management systems \(26 September 2022\)](#)



Alis - Aged Care Learning Information Solution

Aged Care Quality and Safety Commission



The image shows the cover of the Regulatory Bulletin. At the top left is the Australian Government logo and the text 'Australian Government Aged Care Quality and Safety Commission'. At the top right is the 'Engage Empower Safeguard' logo. The main title 'Regulatory Bulletin' is in large white font on a blue background. Below it is the subtitle 'Banning orders' and the reference 'RB 2023-17'. The main text, in white on a blue background, states: 'From 1 December 2022, the Aged Care Quality and Safety Commission (the Commission) may make a banning order against an individual to prohibit or restrict them from being involved in the provision of any type of aged care or specified types of aged care, or from engaging in specified activities as an aged care worker or governing person of an approved provider.' To the right of this text, under the heading 'In this Bulletin:', there are two bullet points: 'Aged care' has the same meaning as in the Aged Care Act 1997 (Aged Care Act), being care of one or more of the following types: residential care; home care and flexible care; and 'Aged care worker' has the same meaning as in the Aged Care Quality and Safety Commission Act 2019 (Commission Act), being an individual who is employed

Regulatory Bulletin
- subscribe [here](#) .

Quality Bulletin

The *Aged Care Quality Bulletin* shares important information with aged care providers about their responsibilities, the work of the Aged Care Quality and Safety Commission as the national regulator, and changes impacting the aged care sector.

[Subscribe](#) to the newsletter to receive regular updates from the Commission.

We encourage all aged care approved providers and staff to share the *Aged Care Quality Bulletin* with their team members and colleagues.

We value feedback. If you have comments or ideas on the content of our newsletter, please send your ideas to communications@agedcarequality.gov.au.

Bulletin / Newsletter
- subscribe [here](#) .

Workshops

On this page:

- [Current workshops](#)
- [Registration](#)

The Aged Care Quality and Safety Commission runs workshops for aged care providers in home services and residential services. Our workshops include the latest information and resources available to ensure that providers have access to resources aligned with legislative changes and the regulatory focus of the Commission.

Workshops
- subscribe [here](#) .

National Conference – save the date

The Commission is hosting a national aged care conference titled *‘Working together – our journey through aged care reform and regulation’*.

At the Melbourne Convention and Exhibition Centre on the **8-9 June 2023**.

More information by subscribing to the Commission’s *“Aged Care Quality Bulletins”*

Workforce Issues

Award Related Issues

Fair Work Ombudsman - Direct care and some senior food services employees in the aged care sector will receive a 15% wage increase from 30 June 2023.

Fair Work Commission The Work value case – Aged care industry, is about applications to vary minimum wages for aged care employees in 3 awards.

Skills Hubs will be running a webinar with Craig Pollard Senior Consultant with Community Management Solutions.

Challenges Facing Aged Care



AUSTRALIAN JOBS 2022

Section 3 - Jobs by industry

Jobs by industry

JOBS BY INDUSTRY



Health Care and Social Assistance



Accounts for (%) of Australian workers



female

TOP EMPLOYING OCCUPATION

Registered Nurses **1**

Aged and Disabled Carers **2**

Receptionists **3**

Resources

The screenshot shows the SkillsHubs website with a navigation bar containing 'HOME', 'EVENTS', 'JOBSEEKER', 'HOME CARE PROVIDER', and 'STAKEHOLDER'. The main heading is 'Resources' with a sub-heading 'Home Care Providers'. Below this are three resource cards, each with an image and a 'VIEW RESOURCE' button:

- Candidate Attraction and Evaluation Training**: Image of a woman assisting an elderly man.
- Wellbeing and Engagement Training**: Image of a woman and an elderly man sitting at a table.
- Teamwork, Morale and Engagement**: Image of two men, one in a wheelchair, outdoors.

The screenshot shows a video player interface. At the top, it says 'Presented by Andrew Marty' and has a 'Download' button. Below that is the video title 'Part 1 – Outcome Based Job Definition'. The video content shows a presentation slide with the following text:

- Outcome Based Job Definition - Part 1 Candidate Attraction & Evaluation
- CANDIDATE ATTRACTION & EVALUATION
- OUTCOME BASED JOB DEFINITION

The video player includes a play button, a progress bar at 10:11, and a Vimeo logo.

9 Short videos

Parental Leave Changes from June 2023

On the 6 March, the Senate passed the *Paid Parental Leave Amendment (Improvements for Families and Gender Equality) Bill 2022* which will support women's workforce participation and help more dads and partners to take time off work to be with their children.

Ministers press release <https://ministers.dss.gov.au/media-releases/10531>

agedcareessentials
BY COMPLISPACE

have a good “What you need to know”.

Heads up: *National Strategy for the Care and Support Economy*

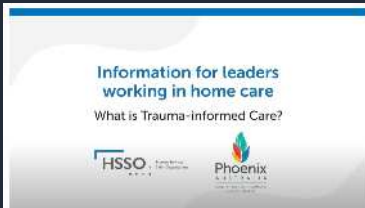
- Currently being developed the *Strategy* covers aged care, disability care/support, veterans, early childhood.
- The *Strategy* will address the goal of a sustainable and productive care and support economy that delivers quality care and decent jobs through the lenses of:
 - workforce
 - quality and safeguards
 - pricing and payments
 - digital and innovation
 - functional and operational alignment.
- The *Strategy* will be delivered to the Government by 30/6/2023.

Training, Learning and Development



HSSO have released a suite of videos and support resources which aim to raise awareness and help

- support the wellbeing of workers in the care and support sectors
- introduce key concepts of trauma-informed care.



Supervisor - What is Trauma Informed Care

▶ SUPERVISOR

WATCH NOW ▶



Supervisor - Looking After The Wellbeing of Your Workers

▶ SUPERVISOR

WATCH NOW ▶



Worker - What is Trauma Informed Care

▶ WORKERS

WATCH NOW ▶

- Videos for Workers
- Videos for Supervisors
- Fact Sheets
- Posters

<https://hssso.org.au/home-care-resources/>

Diversity Matters - Training on caring for LGBTI older people



- LGBTIQ+ Health Australia's Silver Rainbow training program can help providers create an inclusive environment for LGBTI older people.
- Training is free and customised.

It provides support to implement LGBTI inclusive practices and policies to meet the requirements for ***Specialisation Verification*** on My Aged Care.

For more information
email education@lgbtiqhealth.org.au

Diversity Matters - Podcast on caring for LGBTI older people



- Staff can also download the Ageing Fabulously podcast featuring 15-minute episodes hosted by writer and theatre maker Maeve Marsden.
- Silver Rainbow Presents: Ageing Fabulously is available on Spotify and Apple Podcast
- Each episode focuses on practical tips and workplace examples to help aged care workers provide inclusive aged care services to LGBTI older people.

Workforce Hot Topics - Sam Wakeham, TAFE Queensland

When: Apr 12, 2023, 09:00 AM

Description:

The Australian and Queensland Governments are delivering approximately 37,000 Fee Free TAFE and VET opportunities for Queenslanders in 2023. This webinar will focus on aged care.

Supports Queensland's 'Good people, Good jobs: Queensland Workforce Strategy 2022-2032'.

Workforce Hot Topics - Person-centred care is everyone's business. Dr. Andrea Petriwskjy, COTA Qld

When: Apr 19, 2023 09:00 AM

Description:

A person-centred mindset matters at every level and in every part of your organisation.

This webinar will look at what person-centredness looks like throughout a care provider organisation and why it matters to quality care.

https://us06web.zoom.us/webinar/register/WN_EEKl7mT-TfqPadCzNIpWqQ#/registration

Workforce Lunchtime Lectures Yumi Stamet, co-founder and Director of Purpose At Work

When: Wed 26 April 2023

Description:

Yumi will discuss ways in which she has supported organisations to create work environments where people are enabled to do their best work for the people they support.

Highly recommended.

Yumi will be leading an upcoming Community of Practice

https://us06web.zoom.us/webinar/register/WN_Cqqp3jKIScisUP47hkwlTw#/registration

Workforce Planning Connect and USC Workforce Planning Micro Credential



University of the
Sunshine Coast
Australia

Right people. Right skills.
Right place. Right time.

The Workforce Planning Course is proudly supported by the Queensland Department of Employment, Small Business and Training, in partnership with Jobs Queensland.

This course is designed to help business owners and managers fully understand their workforce, by developing an agile, flexible workforce plan to respond to changes in the business environment. Employing principles of workforce planning and by examining the operational, tactical and strategic focus, the plan will complement and integrate into an organisation's overall business planning.

Contact us

This course is **FREE**

If you wish to register, please complete the [registration form](#).

For general enquiries, please email the [Workforce Planning Course team](#).

[Register now](#)

Class dates

Moreton Bay

Location: UniSC Caboolture
Start Date: Friday, 28 April 2023
Time: Fridays, 9am–11am

Week 1: Friday 28 April
Week 2: Friday 5 May
Week 3: Friday 12 May
Week 4: Friday 19 May
Week 5: Friday 26 May
Week 6: Friday 2 June
Week 7: Friday 9 June

Sunshine Coast

Location: UniSC Sunshine Coast
Start Date: Friday, 23 June 2023
Time: Fridays, 9am–11am

Week 1: Friday 23 June
Week 2: Friday 30 June
Week 3: Friday 7 July
Week 4: Friday 14 July
Week 5: Friday 21 July
Week 6: Friday 28 July
Week 7: Friday 4 August.



01. GET STARTED

Understand what workforce planning is, why it is important and consider who should be involved.

[READ MORE →](#)



02. GATHER INFORMATION

Define your business goals, know your current workforce, and identify your future workforce requirements.

[READ MORE →](#)



03. IDENTIFY ISSUES AND SOLUTIONS

Identify strategies and actions to fill workforce gaps and address workforce risks.

[READ MORE →](#)



04. IMPLEMENT AND MONITOR

Develop, implement, monitor and regularly review your workforce plan.

[READ MORE →](#)

<https://www.usc.edu.au/study/courses-and-programs/business-short-courses-and-microcredentials/workforce-planning>

Free end-of-financial-year business or workforce review

- Eligible providers can apply for free, independent and confidential advice to improve their financial and business operations.
- Support is available to providers operating in regional, rural and remote locations and smaller providers.
- Approved providers are encouraged to apply if they are experiencing financial or workforce challenges and have concerns about their ability to maximise business performance.
- To receive your advice and report by 30 June 2023, please make sure you submit your application by **30 April 2023**.
- Find more information about the programs, including how to apply and key dates, on the department's [Business Advisory Service](#) or [Workforce Advisory Service](#) webpages.

<https://www.health.gov.au/our-work/business-advisory-service>
<https://www.health.gov.au/our-work/workforce-advisory-service>

Feedback - *please*

Ideas in action

At our recent *Regional Forum* on the Gold Coast, we heard from 1 provider that they had stopped doing reference checking.

Their thinking:

- Following a review, they found that they had not eliminated anyone via a reference check
- The check took 2-3 days to complete
- They still had a probation period

Workforce Fast Facts

Webinar



Workforce Fast Facts – May
Date: Tuesday 9 May 2023
Time: 9:00 am - 9:30 am
Venue: Zoom

[LEARN MORE →](#)

Webinar



Workforce Fast Facts – June
Date: Tuesday 13 June 2023
Time: 9:00 am - 9:30 am
Venue: Zoom

[LEARN MORE →](#)

If there is something you would like to know more about, please let us know.

<https://skillshubs.com.au/home-care-workforce-support-program-queensland/events/>



Thank you.

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Skills Hubs

1800 319 762

07 3520 0840



enquiries@skillshubs.com.au

<https://skillshubs.com.au/>