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# WORKFORCE FAST FACTS

What's happening in the Home Care sector.

14 March 2023



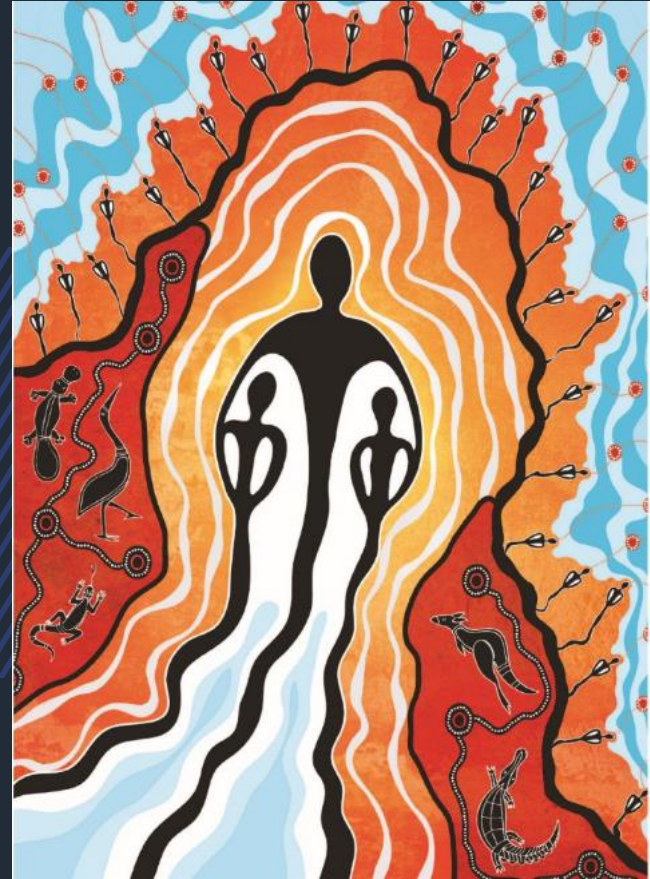
# Ian Montague

Director & Chief Operating Officer  
Skills Hubs

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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

## *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 Organization 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:

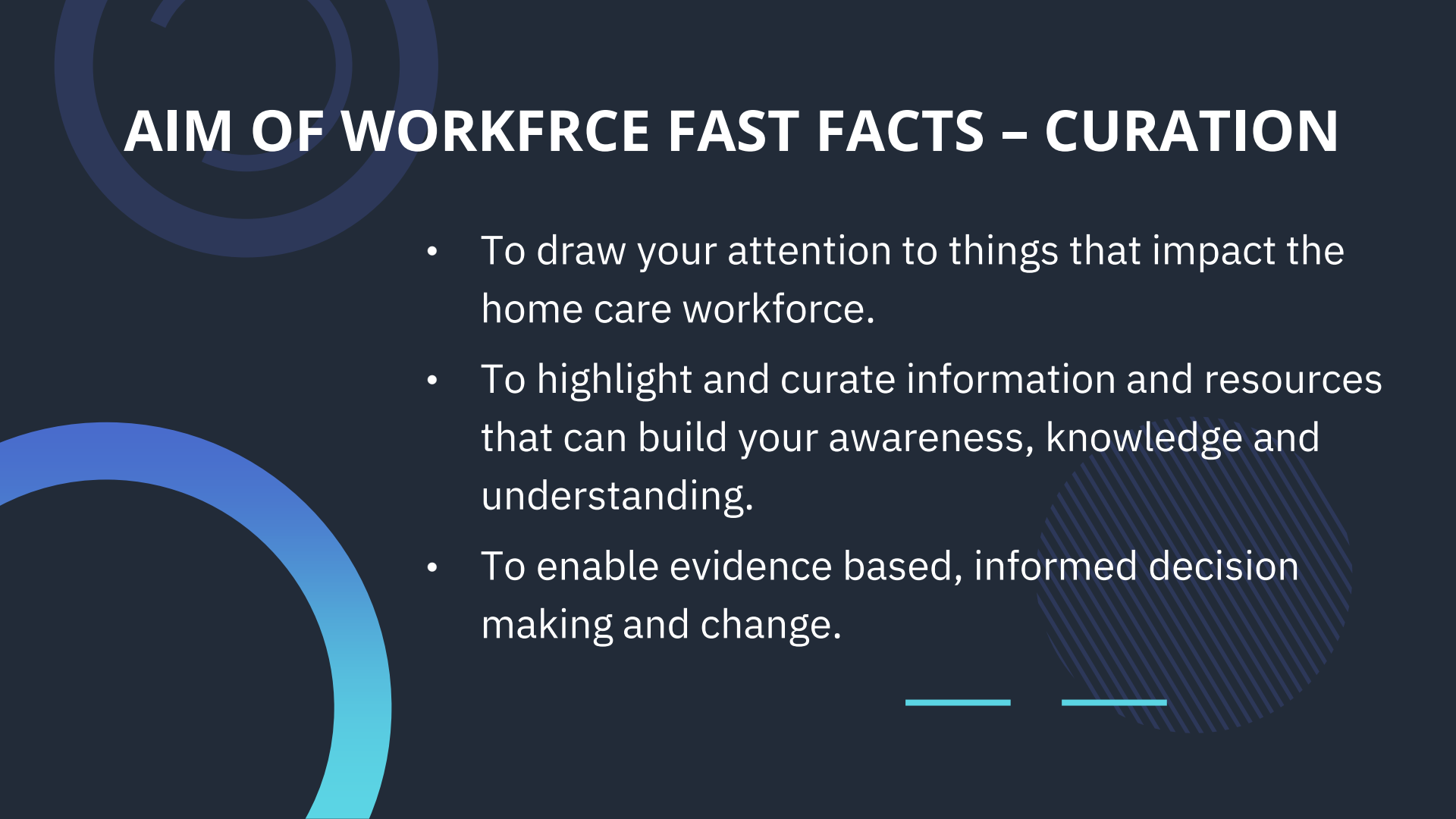
- Today's PowerPoint will be forward to those registered.
- Workforce Fast Facts will not be recorded as information is so time dependent.



## If you have questions / suggestions:

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

# AIM OF WORKFRCE 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 understanding.
  - To enable evidence based, informed decision making and change.
- 
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# CHALLENGES FACING AGED CARE

Mirus	COTA	ABC Analysis – Royal Commission	CEDA
July 2015	June 2017	March 2021	Aug 2021 / June 2022
Ongoing Policy Change	Wellness & Enablement	New rights - based Act	Workforce Shortages
Adequate Staffing	Remote Communities	Stronger Governance	
Financial Sustainability	Workforce & Training	New Funding Models	
	Governance	Improved Workforce Conditions & Capability.	

# AGE CARE MARKET

KPMG: Aged care market analysis 2022 - Analysis of Australia's top 25 home care and residential aged care providers.

## **Workforce**

It is projected that the number of Australians aged 85 years and over will increase from 515,700 in 2018–19, to more than 1.5 million by 2058, with increased frailty and co-morbidities.



# AGE CARE MARKET

## Workforce cont . . . .

As the population increases and the demand for aged care services increases, the workforce available to support the increasing demand is declining.

Across both home care and residential aged care, workforce attraction remains the biggest challenge for providers to support the delivery of safe, high-quality care and ensure they remain operationally viable.

# AGE CARE MARKET

KPMG: Aged care market analysis 2022 - Analysis of Australia's top 25 home care and residential aged care providers.

## Workforce

Across both home care and residential aged care, workforce attraction remains the biggest challenge for providers to support the delivery of safe, high-quality care and ensure they remain operationally viable.

# NATIONAL PLAYERS

The Department of Health and Aged Care.

*Develop and deliver policies and programs and advise the Australian Government on health, aged care and sport. We work with a wide range of stakeholders to ensure better health for all Australians.*

Aged Care Quality and Safety Commission.

*The national end-to-end regulator of aged care services, focused on delivering a world class sector that safeguards the welfare and rights of consumers.*

# AGE CARE MARKET

The Department of Health and Aged Care surveyed aged care providers and stakeholders between 23 September and 14 October 2022,

Called the *Aged Care Reform Pulse Survey*, the survey aimed to monitor the sector's readiness and awareness of the aged care reforms and to establish a baseline for future surveys.



Australian Government  
Department of Health and Aged Care

# AGED CARE REFORM

Stakeholder Pulse Survey, October 2022 - Awareness & Readiness

## WE HEARD FROM

2542 responses received

64%

were aged care providers

The amount of changes is overwhelming and the information is not available in a sufficient time to implement changes well.



- Aged care provider and/or aged care workforce



45%

of these provide Home Care Services

26%

of these provide Residential Care Services

15%

of these provide both home & residential Care Services

10% of respondents identified as older Australians, their family or their carer. Older Australians were not a specific target audience, given the intent to survey them separately

## KEY FINDINGS

Aged Care Providers

26%

Of home care providers were well aware of the reforms relevant to them

38%

Of residential care providers were well aware of the reforms relevant to them

71%

of residential and 72% of home care providers felt somewhat prepared for those reforms assessed as having a high impact

40%

said they were not getting the level of detail they require to plan and prepare for the reform changes

# WHAT ARE THE REFORMS

## About the Reforms

A range of changes are being made to aged care, in response to the final report of the Royal Commission into Aged Care Quality and Safety. The changes to aged care in Australia aim to achieve six key outcomes.

### Reforming aged care

Our goal is for all people in Australia to be able to access high-quality and safe aged care, where and when they need it.

### Real choice and control

Older people want real choice and control over their own care. The Australian Government is making changes to help people understand, access and navigate aged care so they can make informed choices.

# WHAT ARE THE REFORMS

## **Safe and high quality care**

Older people in Australia have a right to safe and quality aged care that supports their health and maintains their dignity and quality of life.

## **Prioritise independence through care at home**

Being able to receive high quality care and support at home contributes to an older person's quality of life, and supports their family and community connections.

## **Easy, consistent and equitable access**

We aim to make aged care easier to understand, easier to find information about, and easier and more equitable to access.

## **Appropriately skilled care**

A skilled, diverse and valued workforce is critical in providing safe and high-quality care for older people in Australia.

# CODE OF CONDUCT FOR AGED CARE

- The Code of Conduct for Aged Care (the Code) was introduced the 1 December 2022.
- The Code seeks to improve the safety, health, wellbeing and quality of life for people receiving aged care, and to boost trust in services.
- *“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.*



# CODE OF CONDUCT FOR AGED CARE

The Aged Care Quality and Safety Commission has developed a series of resources for aged care workers on the Code of Conduct for Aged Care.

The online learning module 'Know your Code' helps aged care workers to:

- identify the Code and the 8 elements
- recognise who the Code applies to and their responsibilities
- apply the Code elements to aged care scenarios
- recognise the role of the Commission in upholding the Code
- identify the consequences of failing to comply with the Code.

# BANNING ORDERS

The Commission has a range of tools and powers to deal with behaviour that is inconsistent with the Code of Conduct for Aged Care (the Code), and to respond to providers who fail to take reasonable steps to ensure their workers and governing persons comply with the Code.

A banning order may be made against an individual who is or was an aged care worker or a governing person of an approved provider or against an individual who has never been an aged care worker or a governing person.

# BANNING ORDERS

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

- Attraction and recruitment.
- Governance arrangements.

## 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
<b>Bobbie Joanne ALBERTELLA</b>			
<i>Also known as</i>	N/A	Kelso, QLD 4815	
<b>Bobbie Joanne WEBB</b>			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.

# GOVERNANCE

## Provider responsibilities relating to governance

Guidance for approved providers

## Contents

<b>Part 1.</b>			
<b>Introduction</b>	4	<b>Part 4.</b>	
Context	4	<b>Suitability of key personnel</b>	35
How do these responsibilities intersect with the Quality Standards?	6	Context	35
Purpose of this guidance	7	What are your responsibilities in relation to key personnel?	36
		Considering the suitability of key personnel	37
<b>Part 2.</b>		Obligation on certain key personnel to advise providers of suitability matters	39
<b>Membership of governing bodies</b>	12	Determinations about suitability of key personnel	40
Context	13	Record keeping	41
What are your responsibilities in relation to the membership of governing bodies?	14		
Record keeping	21	<b>Part 5.</b>	
		<b>Notifying the Commission of certain matters</b>	42
<b>Part 3.</b>		Context	42
<b>Advisory bodies</b>	22	What are your responsibilities in relation to notifications about suitability and key personnel?	43
Context	22	Notification of material changes	44
What are your responsibilities in relation to advisory bodies?	23	Notification of certain events relating to key personnel	45
Quality care advisory body	23	Record keeping	45
Consumer advisory bodies	29		
Record keeping	34		

## Contents

<b>Part 6.</b>		<b>Part 8.</b>	
<b>Staff qualifications, skills and experience</b>	46	<b>Information about providers' operations</b>	51
Context	46	Context	51
What are your responsibilities in relation to staff members?	47	What are your responsibilities in relation to reporting on provider operations?	52
Record keeping	48	What are your responsibilities in relation to the statement of compliance	53
		Record keeping	53
<b>Part 7.</b>		<b>Part 9.</b>	
<b>Provider's constitution</b>	49	<b>Role of the Commission</b>	54
Context	49	The role of the Commission	54
What are your responsibilities in relation to the organisation's constitution?	50	Commission's regulatory response and actions	55
Record keeping	50	Compliance and enforcement action	55
		<b>Glossary</b>	58

# NATIONAL CONFERENCE

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”*

# UPCOMING EVENTS AND FORUMS

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

- Upcoming round of forums in 10 locations across the state.
- *Lunchtime Lectures and Hot Topics*

**Webinar**



**Lunchtime Lectures – Understanding Dementia in Aboriginal and Torres Strait Islander People – What healthcare services need to know**

**Date:** Wednesday 29 March 2023  
**Time:** 12:00 pm - 1:00 pm  
**Venue:** Zoom

[LEARN MORE →](#)

**Webinar**




**Hot Topics – Yellow cards and police checks – Obstacles & Opportunities (Panel discussion)**

**Date:** Wednesday 22 March 2023  
**Time:** 9:00 am - 10:00 am  
**Venue:** Zoom

[LEARN MORE →](#)

**Webinar**



**Hot Topics – Workforce Advisory Services for Aged Care Providers**

**Date:** Wednesday 29 March 2023  
**Time:** 9:00 am - 10:00 am  
**Venue:** Zoom

[LEARN MORE →](#)

# COTA QUEENSLAND'S ONLINE ENGAGEMENT HUB

<https://cotaqld.engagementhub.com.au/>



1300 738 348

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## Open Engagements



### Building the Home Care Workforce - Provider and Staff Hub

In-home aged care service providers and care workers, help us to support the growth of a skilled, consumer-centred workforce for your services.

[Find out more →](#)



### Building the Home Care Workforce - Consumer Hub

Help us to support the growth of a skilled, consumer-centred home care workforce.

[Find out more →](#)



### CHSP Provider Community of Practice Hub

Community of Practice for CHSP Providers

[Visit Project →](#)



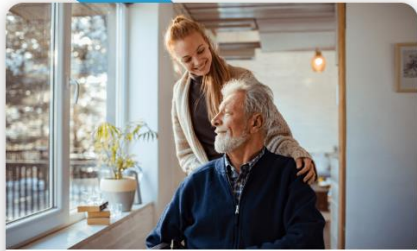
### Social Isolation and Loneliness

Have your say on social isolation and loneliness Help us to better understand how Queenslanders view and experience social isolation and loneliness to inform our August 2021 submission to the Queensla...

[Visit Project →](#)



# SKILLS HUBS RESOURCES



## Candidate Attraction and Evaluation Training

[VIEW RESOURCE →](#)



## Wellbeing and Engagement Training

[VIEW RESOURCE →](#)



## Teamwork, Morale and Engagement

[VIEW RESOURCE →](#)



## Workforce Planning for the “New Normal”

[VIEW RESOURCE →](#)



# FOR THE TRUE BELIEVERS

**How to put the human touch back into hiring care workers**

**WEBINAR**

Wednesday 15th March  
at 10:00AM

**SAVE YOUR PLACE**

[Jobtrain.co.uk/webinars](https://jobtrain.co.uk/webinars)

**Jobtrain**  
How Talent Webinars

**Ursula**  
Joint Co-Founder  
at Relish Care  
Recruitment

**Giles**  
Director of  
Strategic  
Development at  
Jobtrain

**Neil**  
Founder &  
CEO of Care  
Friends

In partnership with  **Care Friends** 

<https://jobtrain.co.uk/home/webinars-for-recruitment-and-hr/#care-webinar-2023>

15 March 2023 - 10am in the UK = 8 pm in Brisbane

# A RECOMMENDATION

WEBINAR

## ADDING VALUE TO COMPETENCY- BASED TRAINING



WEDNESDAY  
29 MAR

1<sup>30</sup><sub>PM</sub> - 2<sup>30</sup><sub>PM</sub>  
ACDT

<https://www.ncver.edu.au/news-and-events/events/webinar-series/webinar-adding-value-to-competency-based-training>

15 March 2023 - 10am in the UK = 8 pm in Brisbane

# A RECOMMENDATION



Supporting trauma-informed practice and worker wellbeing: practical strategies for the aged care and disability sectors

 Fri 31st Mar 2023, 11:00 am - 12:00 pm AEST



[https://events.humanitix.com/supporting-trauma-informed-practice-and-worker-wellbeing-practical-strategies-for-the-home-care-and-disability-sectors?\\_ga=2.54217326.796132437.1678246442-1800711349.1676344851&mc\\_cid=99d4b413b4&mc\\_eid=e0308957a1](https://events.humanitix.com/supporting-trauma-informed-practice-and-worker-wellbeing-practical-strategies-for-the-home-care-and-disability-sectors?_ga=2.54217326.796132437.1678246442-1800711349.1676344851&mc_cid=99d4b413b4&mc_eid=e0308957a1)

[Get Tickets](#)

## Event description

Supporting trauma-informed practice and worker wellbeing: Practical strategies for the aged care and disability sectors.

## Date and time

Fri 31st Mar 2023, 11:00 am - 12:00 pm AEST

[Add to calendar](#)

# QUEENSLAND CARE CONSORTIUM (QCC)

A Queensland Government initiative to support the development and delivery of industry-led, government-enabled activities that will support workforce development, attraction and retention in Health & Community Services Sector

QCC is part of Jobs Queensland's Health and Community Services Sectors Workforce Development project, a multi-year commitment to plan, develop and deliver practical workforce solutions driven by industry, for industry..

Application form <https://jobsqueensland.qld.gov.au/wp-content/uploads/2023/02/qcc-funding-application-form-editable.pdf>

Guidelines <https://jobsqueensland.qld.gov.au/wp-content/uploads/2023/02/qcc-application-guidelines.pdf>

FAQs <https://jobsqueensland.qld.gov.au/wp-content/uploads/2023/02/qcc-application-faq.pdf>

Email [QCCadmin@jobsqueensland.qld.gov.au](mailto:QCCadmin@jobsqueensland.qld.gov.au)

## ON OUR HORIZON

- Fair Work implications
- Changes to Certificate III in Individual Support
- Research by NCVET
- Improved rostering
- Improved buddying



# Thank you.

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E: [ian@skillshubs.com.au](mailto:ian@skillshubs.com.au)

W: [www.skillshubs.com.au](http://www.skillshubs.com.au)

Next webinar:  
Tuesday 11 April  
9.00AM

