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WORKFORCE FAST FACTS

What's happening in the Home Care sector

We will begin at 9.00AM

11 July 2023



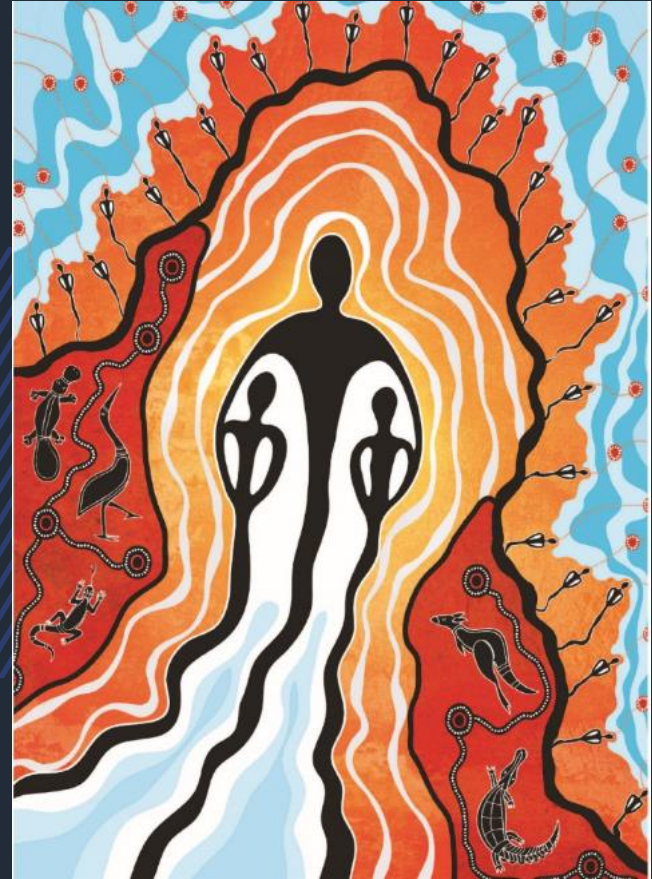
Ian Montague

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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.

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 forwarded to those registered.
- These sessions are not recorded due to the speed that information changes.
- PowerPoint also on Skills Hubs' website



If you have questions / suggestions:

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

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.

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

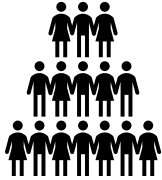
New changes to the Home Care Workforce Support Program

Based on feedback from the sector, the program has recently been expanded. From 1 June 2023, these new changes include providing:

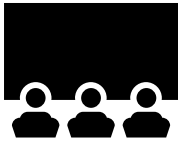
- additional support to providers of other care types i.e. residential aged care in rural and regional areas (MMM 3-7)
- support for Commonwealth Home Support Program (CHSP) providers
- payments to students who complete unpaid work placements and for staff to complete exit surveys.

More information about the [Home Care Workforce Support Program](#) is available on the Department's website.

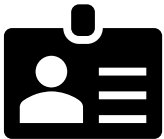
Home Care Workforce Support Program Queensland



Over 15,000 people have sought additional information



Currently actively working with 700+ people



Almost 1,350 people have secured work

As of 3 July 2023.

Home Care Workforce Support Program Queensland



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

2023 - 2024 Federal Budget

- Firstly, an apology from last month
 - Boosting the Local Care Workforce program – continuing to December 2023
- The Hon Anika Wells MP Minister for Aged Care Minister for Sport - National Press Club - 7 June 2023. [Transcript](#)

Fair Work Commission.

- Interim 15% payable from 30 June 2023
- *The Commission's ruling covers*
 - *Aged Care Award 2010*
 - *Nurses Award 2020*
 - *Social, Community, Home Care and Disability Services Industry Award 2010.*
- *5.75% minimum wage increase from 1 July*



Aged care worker wage rise – Home Care Packages Program

Provider fact sheet

Home Care Packages Program Providers

1. If I pay above the award, do I need to increase my staff's wages?

- The investment in wages must be passed on for the full benefit of workers.
- Higher wages for aged care workers mean providers can attract and retain staff to relieve workforce pressures.
- For providers who pay above award through Enterprise Agreements or individual contracts, they will continue to be required to pay their workers according to these arrangements.
- For further information on [safety net contractual arrangements](#), visit the Fair Work Ombudsman's website.

Supporting CHSP providers – Fair Work Commission grant opportunity

We will be opening a new grant opportunity for Commonwealth Home Support Programme (CHSP) providers to apply for funding to meet the costs associated with increases in the Fair Work Commission award wage.

Budget response

- Budget talked about the new grant opportunity will be open early in the 2023-24 financial year to enable providers to cover the increase wage costs
- To the best of my knowledge, no new information has become available regarding the grant.
- CHSP providers will receive a one-off early grant payment that covers 6 months from July to December 2023. This will ensure eligible aged care workers can start to receive increases to award wages from 30 June 2023.

Commonwealth Home Support Programme Program Manual 2023-2024

Wellness and Reablement Training program

Online training modules help CHSP support workers, allied health professionals and team leaders to embed wellness and reablement into everyday service delivery approaches.

Three (3) e-Learning modules:

- Foundations in wellness and reablement
- Wellness and reablement in practice
- Reablement planning and strategy development

Modules are available on the My Aged Care Learning Environment (MACLE),

<https://mymacle.citsolutions.edu.au/site/login>



Commonwealth Home Support Programme Program Manual 2023-2024

Police Checks

- Service providers must ensure that staff involved in service delivery, including sub-contractor staff meets the CHSP Police Certificate requirements at Appendix D of this program manual.
- Where urgent immediate staff or volunteer recruitment is necessary, CHSP providers may allow essential workers who have applied for, but not yet received, a police check to make a statutory declaration before commencing duties.

First Aid

- all CHSP service providers are responsible for ensuring staff and volunteers in direct care roles receive accredited first aid training and certification as soon as practicable.



- Continuation of the *Business Advisory Services Program with PwC.*
Provides free, professional business advice to residential aged care and home care service providers to improve their operations and viability.
- Continuation of the *Workforce Advisory Services Program with PwC.*
Aims to support aged care providers to improve the capability and capacity of their workforces and human resource management practices
- Boost Local Care Workforce Program – finishing 30 June 2023

- The Health and Aged Care Department Secretary, Prof Brendan Murphy, told an estimates hearing this month that the government was having “very frank discussions” with PwC after the misuse of confidential tax policy information.
- Those discussions did not satisfy the government, which has now suspended, until further notice, PwC’s “audit of a workforce grant program” in the aged care sector.

COVID-19

Val Fell OAM and Prof Michael Kidd COVID-19 aged care update



The information below is correct at the time of posting – 28 June 2023.

The screenshot shows the OPAN website interface. At the top, there is a navigation bar with links for Support, Information, Education, About us, and Contact us. A search bar is also present. Below the navigation bar, there is a section for COVID-19 information. The main heading is "COVID-19 information". The text below the heading states: "As an older person receiving aged care services, family member, or carer you may have questions and concerns about the implications of COVID-19. The information below is correct at the time of posting – 28 June 2023." It then provides contact information: "You can contact our friendly and experienced advocates 8am to 8pm Monday to Friday or 10am to 4pm on Saturdays for support with your Australian Government-funded aged care services by calling [1800 700 600](tel:1800700600) or via our [Contact us](#) page." The website also features a logo for OPAN (Older Persons Advocacy Network) and a contact number 1800 700 600 with operating hours: 8am-8pm Mon-Fri | 10am-4pm Sat to be connected to your local advocate.

Aged Care Quality and Safety Commission



The image shows the cover of the Regulatory Bulletin. At the top, it features the Australian Government logo on the left and the Department of Employment and Workplace Relations logo on the right. Below the logos, it says 'Aged Care Quality and Safety Commission'. The main title 'Regulatory Bulletin' is in large white font on a blue background. Below the title, it says 'Banning orders' and 'RB 2023-17'. The main text on the cover reads: '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.' There are also two definitions: 'Aged care' and 'Aged care worker'.

Australian Government
Aged Care Quality and Safety Commission

Department of Employment and Workplace Relations

Regulatory Bulletin

Banning orders

RB 2023-17

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.

In this Bulletin:

- **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.
- **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](#) .

Aged Care Quality and Safety Commission

Clinical Alerts.

Clinical alerts share important and timely information and advice to aged care providers on clinical matters from the Commission's Chief Clinical Advisor.

Hot water scalding – 2 May 2023

Aged Care Quality and Safety Commission

Sector performance report

January – March 2023

Complaints about aged care services

2,446

Total complaints

Residential care 1,316

Home services (HCP and CHSP)* 1,102

Flexible care¹ 28



0.69

Complaints per
100 consumers
(residential care)

0.38

Complaints per
100 consumers
(home services – HCP)²

<https://www.agedcarequality.gov.au/sites/default/files/media/sector-performance-report-january-march-2023.pdf>



20

Banning orders

Permanent* 14

Time limited 6

Figure 51. Number of banning orders the Commission issued

* Full and permanent ban to participate in aged care (individuals/workers/key personnel).

Main reason for banning order

20

Suitability 19

Immediate or severe risk 1

Figure 52. Main reason banning orders were issued



Suitability reason for banning order

19

NDIS Quality and Safeguards Commission current or previous banning order 13

Subject to adverse findings or enforcement action by a state or territory authority* 4

Prior findings or judgement in relation to fraud 2

Figure 53. Reason for suitability banning orders

* Current criminal charges.

Complaints received

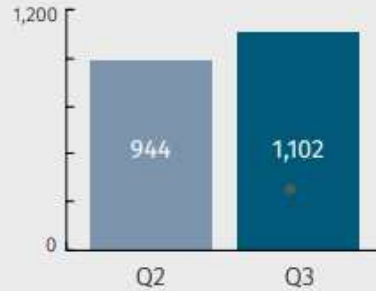
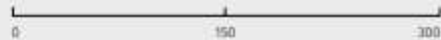


Figure 56: Number of complaints about home care services in the past 2 quarters

Most common complaint issues



● Q3 ● Q2

Consultation Closed

Draft National Care and Support
Economy Strategy 2023

Care and Support Economy Taskforce



The Government's vision is for a sustainable and productive care and support economy that delivers quality care and support with decent jobs.

Three high level goals:

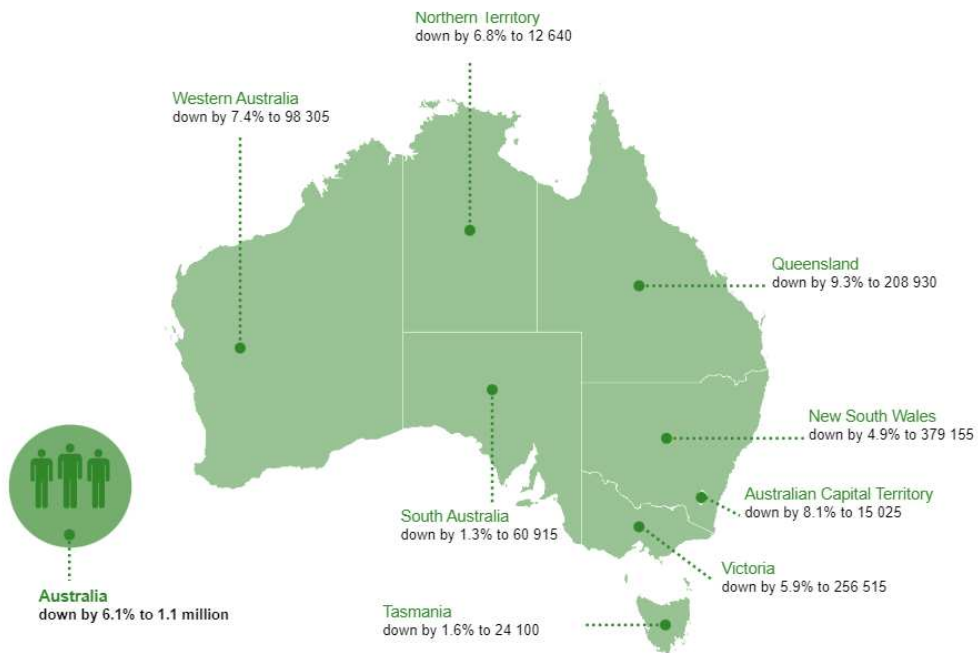
Goal 1: Quality Care and Support

Goal 2: Decent jobs

Goal 3: Productive and sustainable

<https://www.pmc.gov.au/sites/default/files/resource/download/draft-national-care-and-support-economy-strategy-2023.pdf>

For January to September 2022, compared with same period in 2021, student numbers were:

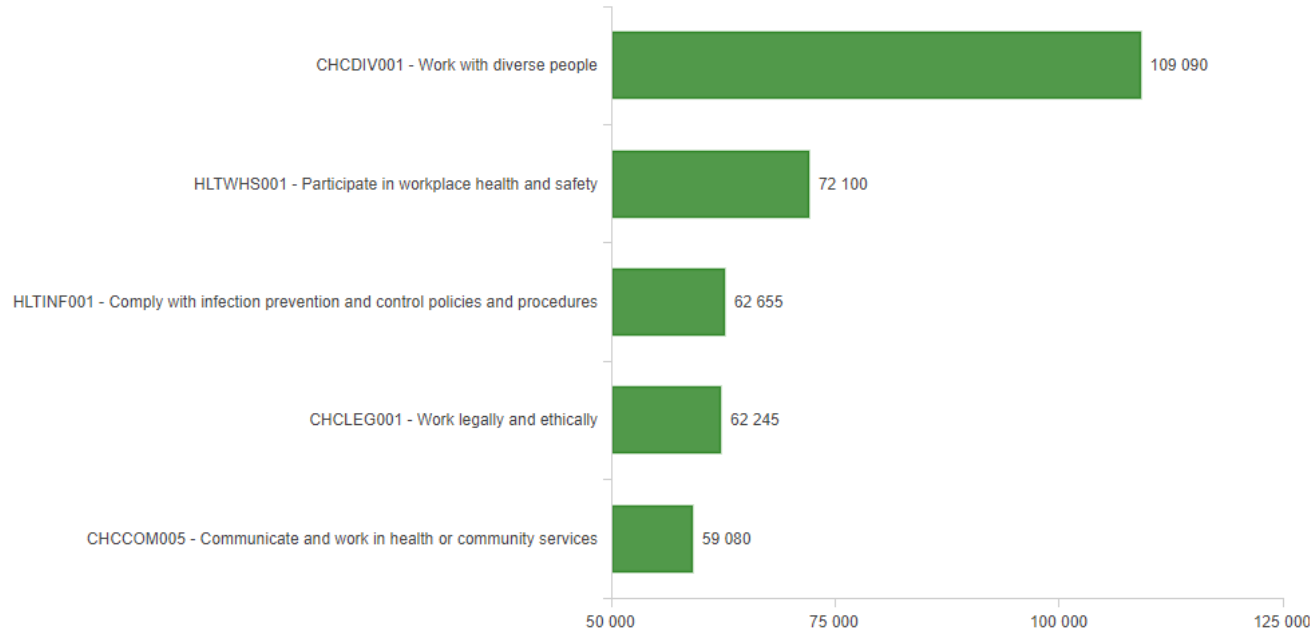


National Centre for Vocational Education Research (NCVER) Highlights

<https://www.ncver.edu.au/research-and-statistics/publications/all-publications/government-funded-students-and-courses-january-to-september-2022>

NCVER Highlights

Figure 6 Top 5 Government-funded units of competency by subject enrolments, January to September 2022, Australia



<https://www.ncver.edu.au/research-and-statistics/publications/all-publications/government-funded-students-and-courses-january-to-september-2022>



☎ 1800 700 600 🖥 opan.org.au

Abuse of the older person: eLearning Program for Health and Aged Care Professionals

An outcome of the Law Reform Commission report recommendations Australian on Elder Abuse (2017).

The free course provides the learner with up to date, at point of care, research, expertise, resources, and referral pathways from nationally acclaimed Subject Matter Experts (SMEs) on abuse of older people.

Abuse of the older person: eLearning Program for Health and Aged Care Professionals

Self-paced eLearning program allows for approximately 6+ hours of learning

- Module 1: Understanding abuse of the older person and their rights
- Module 2: Identifying, responding to, and preventing abuse of the older person
- Module 3: Rights of older people, Power of Attorney the law and organisational governance

And just in case you are wondering

According to Sky News 30 June 2023

- ABS reveal more than a million people changed their employer or business in the year to February
- "In the 12 months to February 2023, 1.3 million or 9.5% of employed people changed their employer or business," ABS head of labour statistics Bjorn Jarvis said.
- Of those who changed jobs, 13.3% flocked to health care and social assistance, 10.4 per cent to construction and 10.3 per cent to professional scientific and technical services.

Feedback - *please*

Upcoming Webinars

Keep up to date on
www.skillshubs.com.au

Next
Workforce Fast Facts
Tuesday 8 August



The screenshot shows the SkillsHubs website navigation bar with 'EVENTS' highlighted by a red arrow. Below the navigation is the page title 'Home Care Workforce Support Program' and a sub-header 'Events'. A paragraph of text follows, stating: 'We have a number of online and in-person events coming soon to help equip and connect home care providers, employment services and training providers in the home care industry.' Below this are three event cards, each with a 'Webinar' label, an image, a title, date, time, venue, and a 'LEARN MORE' button.

SKILLSHUBS HOME **EVENTS** JOBSEEKER HOME CARE PROVIDER STAKEHOLDER  

Home Care Workforce Support Program

Events

We have a number of online and in-person events coming soon to help equip and connect home care providers, employment services and training providers in the home care industry.

Webinar



Workforce Fast Facts – July
Date: Tuesday 11 July 2023
Time: 9:00 am - 9:30 am
Venue: Zoom

[LEARN MORE →](#)

Webinar



Workforce Hot Topics – Mapping A Clear Career Path for Rural Health Workers
Date: Wednesday 12 July 2023
Time: 9:00 am - 10:00 am
Venue: Zoom

[LEARN MORE →](#)

Webinar



Workforce Hot Topics – My Smart Home – Technology Keeping Older Australians At Home Longer
Date: Wednesday 19 July 2023
Time: 9:00 am - 10:00 am
Venue: Zoom

[LEARN MORE →](#)

Workforce Fast Facts

Every second Tuesday of the month



The image shows a promotional card for a webinar. At the top left, the word "Webinar" is written in blue on a white background. Below this is a photograph of four people (three men and one woman) of various ages gathered around a table, looking at a tablet and a laptop. The card has a white background with blue text. The title "Workforce Fast Facts – June" is in blue. Below the title, the date "Date: Tuesday 13 June 2023", time "Time: 9:00 am - 9:30 am", and venue "Venue: Zoom" are listed in blue. At the bottom, there is a blue button with the text "LEARN MORE →" in white.

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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