



The Home Care Workforce Support Program Webinar

Information for Providers



Agenda

- **Introduction** from the Department of Health and Aged Care on the Home Care Workforce Support Program
- **Overview** from the NSW/ACT provider on what they are doing to help attract, train and retain new personal care workers to the home care sector.
- **Case Study:** Hear from providers and participants about their experiences
- **Q&A Opportunity**



The Home Care Workforce Support Program

- Assisting the home care sector to increase the size of the personal care workforce nationally.
- The Government is providing \$91 million in grants to attract, train and support the retention of an additional 13,000 personal care workers to the home care sector by March 2024.
- Six organisations and consortia are currently being funded to support home care providers.

These organisations will support home care providers with activities to:

Attract and recruit new personal care workers (PCWs) to the sector through promotional and screening potential workers.

Support new PCWs to complete training and upskill the workforce.



The Equip Aged Care Learning Modules

- Short online learning modules developed by the University of Tasmania.
- Available free-of-charge to aged care workers, volunteers, caregivers and anyone with an interest in improving care for older adults.
- Launched in October 2022. 9 modules now available. The remaining 5 modules will be rolled out progressively.
- All modules are scheduled to be available by May 2023.
- More information about the program is available at:
equiplearning.utas.edu.au

Modules currently available:

- The Australian aged care system
- The role of nurses, personal care workers and allied health professionals working in aged care
- The Aged Care Quality Standards
- Dementia care
- Palliative and end of life care
- Person-centred care
- Wound management and pressure injury
- Promoting mental health and wellbeing, and
- Prevention of falls





Email
acworkforceprograms@health.gov.au



agedcareengagement.health.gov.au

SSI acknowledges the Aboriginal and Torres Strait Islander peoples as the First Australians and Traditional Custodians of the lands where we live, learn and work. We pay respect to Elders past, present and future, and recognise their continuous connection to Country.



SSI Vision

To achieve a society that values diversity of its people and actively provides support to ensure meaningful social and economic participation.



Made a difference with every door you open



Program Delivery

SSI is one of the six providers contracted to deliver the Home Care Workforce Support Program.

SSI will deliver the Program in the NSW/ACT contract region from 2022 to 2024

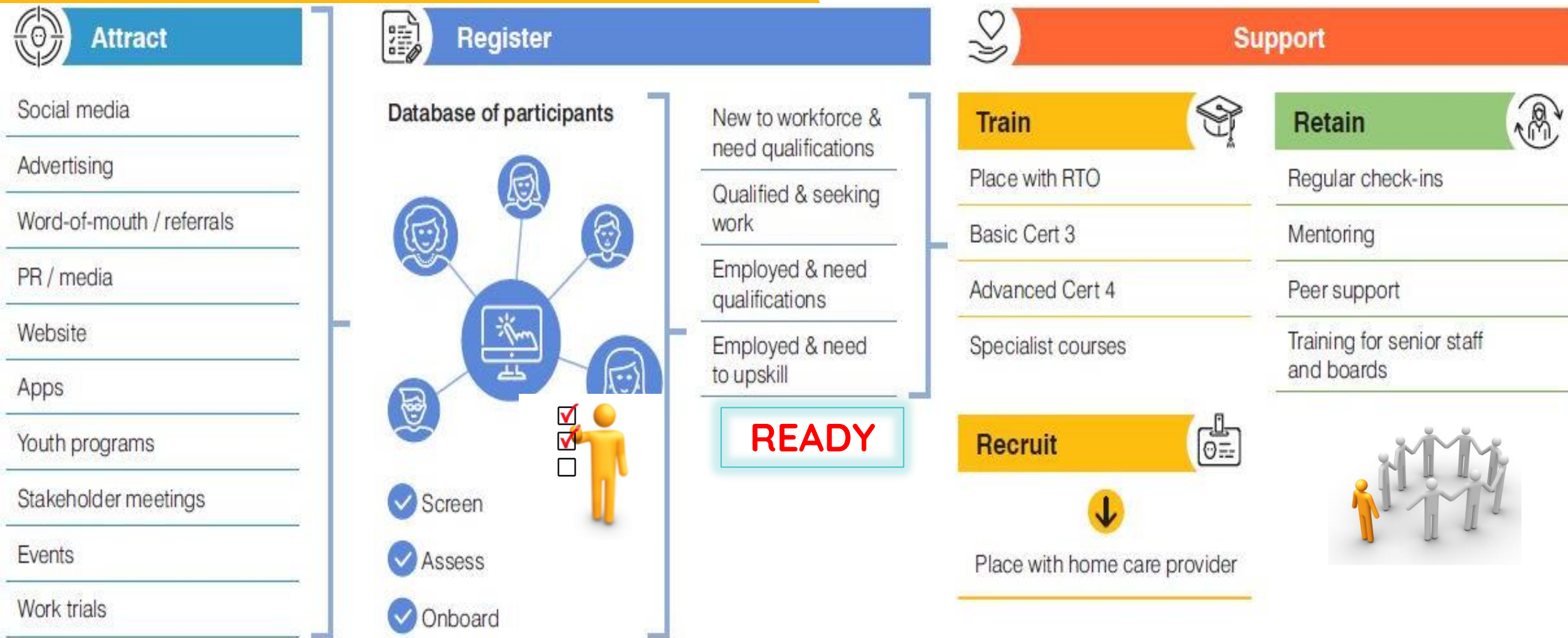
INTENDED OUTCOMES

Growth of the Home Care Workforce by **527 new personal care workers (PCWs) per quarter**. A total of 4,400 over the contract term

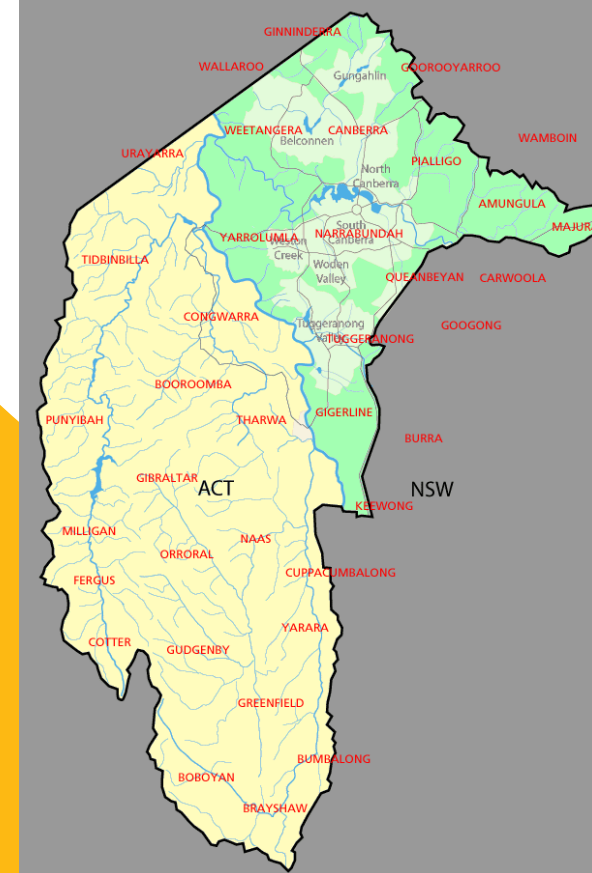
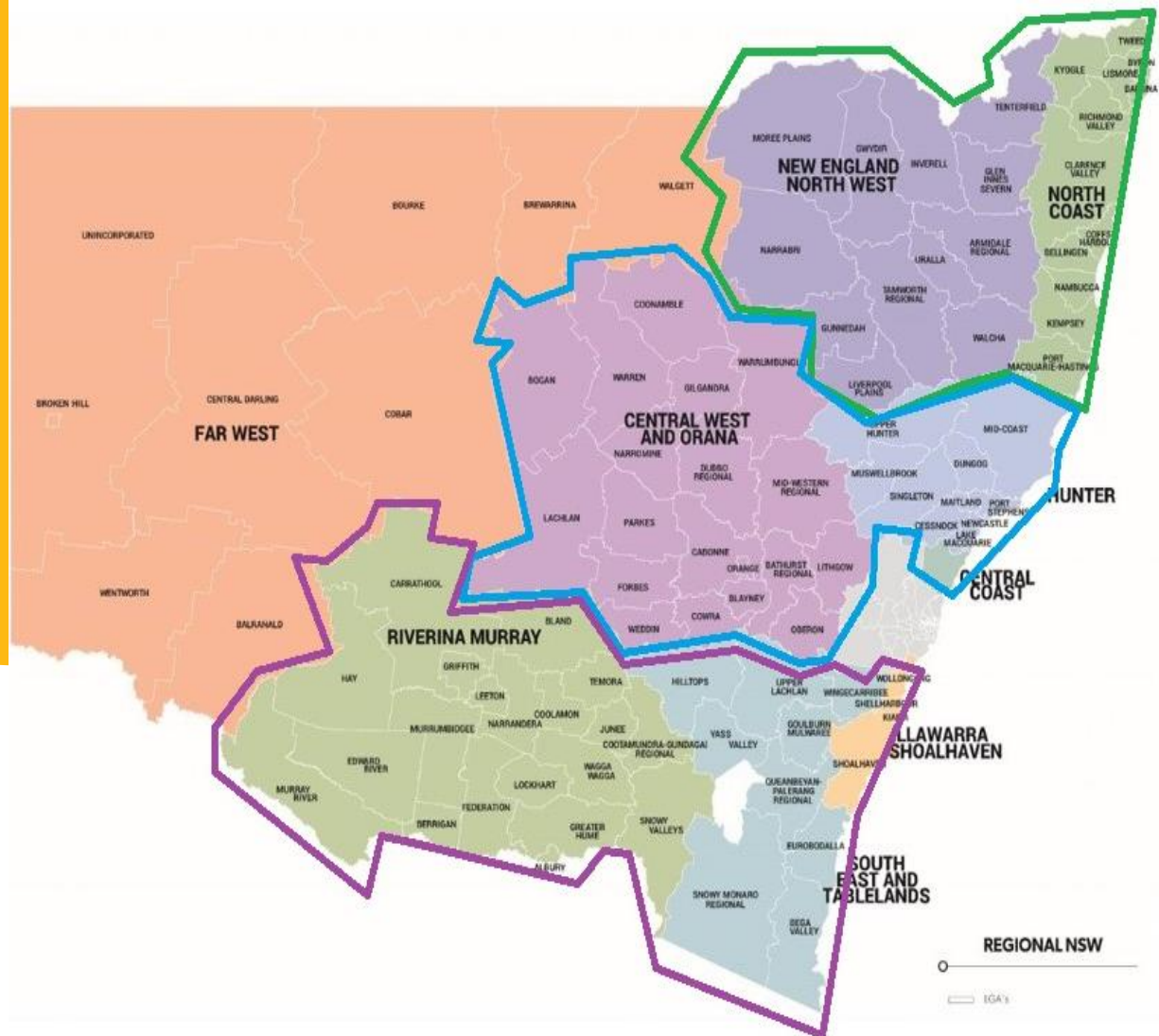
New PCWs have the **skills and support required to provide quality aged care services**

Improved links between relevant industry stakeholders to facilitate attraction and training of new PCWs to the Home Care sector and the broader Aged Care sector.

SSI's Home Care Workforce Support Program



Geographical Reach - NSW & ACT



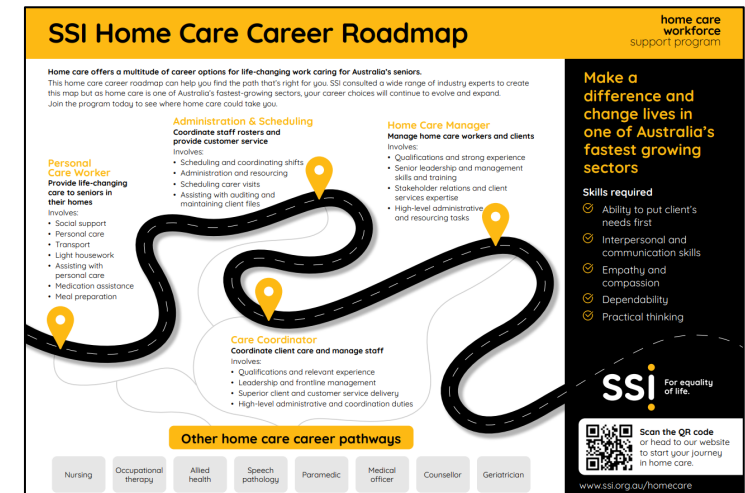
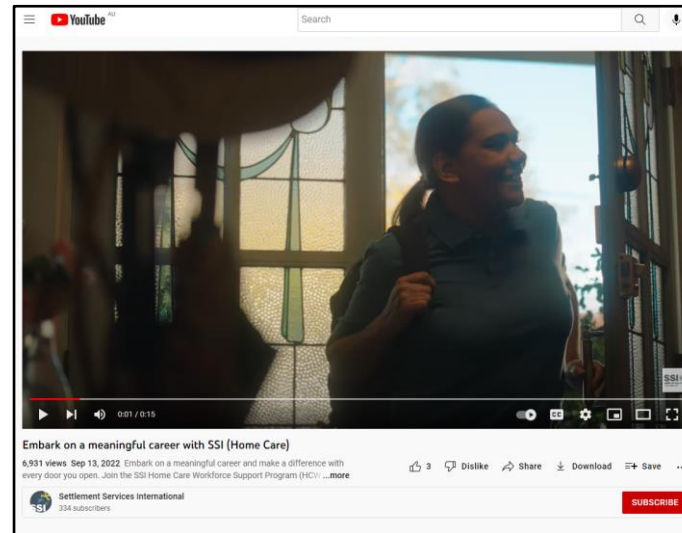
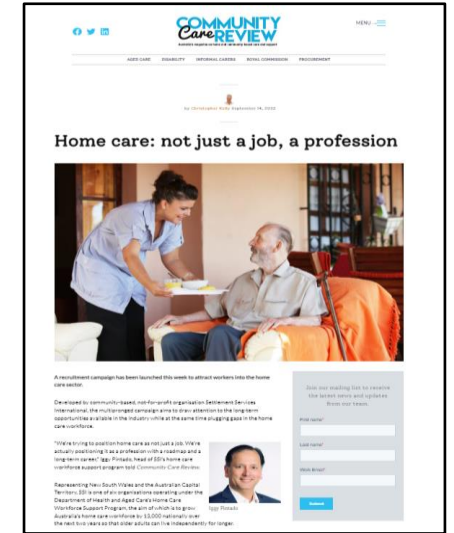
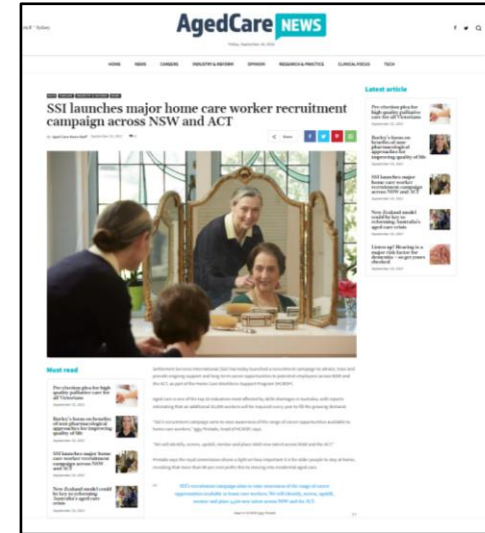
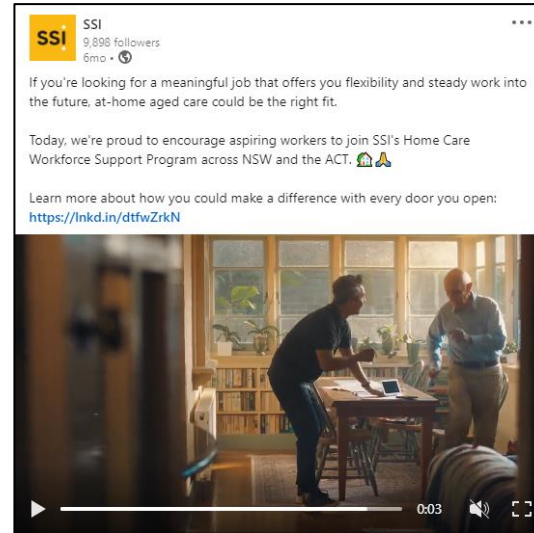
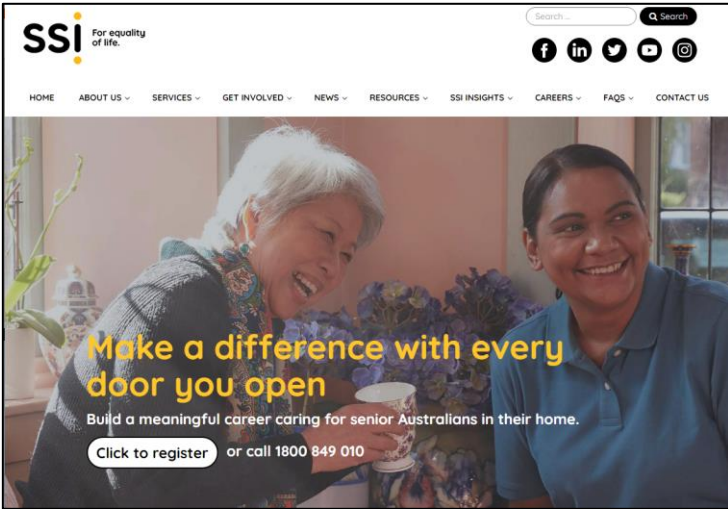
Who are we looking for?

Target Audiences:

- ☐ New migrants, multicultural community
- ☐ First Nations people
- ☐ Career changers
- ☐ Mature employees
- ☐ School Leavers, Students, Youth
- ☐ Return to Work Parents
- ☐ Volunteers



Highlights - July 2022 to December 2022



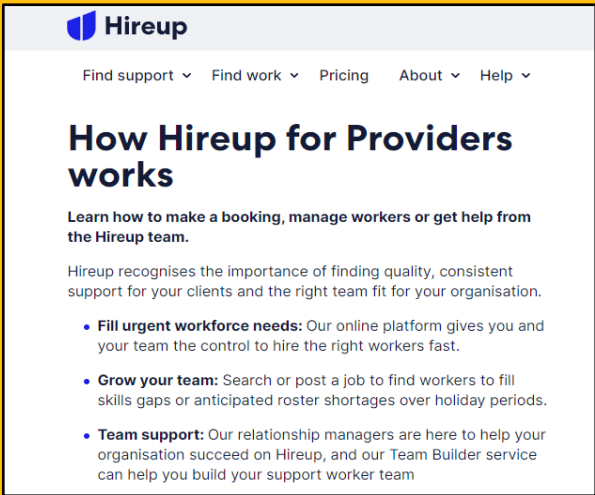
Upcoming Key Programs



Marketing Campaign



Home Care Traineeships



Casual Labour Hire with Hireup



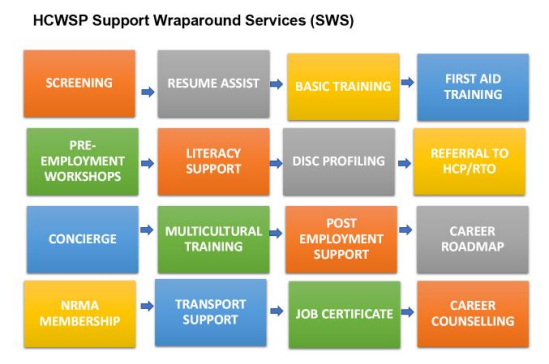
Multicultural Community Engagement



MARSS – ACT Agency



Home Care Experience Centre



Home Care Support Wraparound Services



NRMA Membership Incentive

Regional Forums
March – June 2023

External Strategic Reference Group

What does the HCWSP offer Home Care Providers ?

Why?

- + **Grow**
- + **Upskill** and
- + **Enabling** your aged care workforce

What we do?

- + Vet, **Pre-screen** then refer Personal Care Workers who are Job ready.
- + Provide you with **Casual Labour Hire** support.
- + Assist with **Staff retention**

How to get started?

- + **Confirm eligibility** as approved CHSP Home Care Provider.
- + Sign **Deed of Collaboration** to get participant referrals.



You will be allocated a dedicated Business Relationship Lead Kamal or Jose. Email us on homecare@ssi.org.au or Scan the QR Code



SSI For equality of life.

Home Care Provider Testimonial

“The Home and Community recruitment team at Catholic Healthcare are really enjoying partnering with SSI on the HCWSP. In a candidate short market, successful partnerships working towards a common goal are critical. Candidates referred from SSI are from diverse life and work backgrounds. We are blown away by the current quality of candidates coming through, they are highly motivated and have a genuine interest in a role that involves helping others in the community. SSI candidates have been screened for role requirements and come to us with a good understanding of the Community Worker role, making our jobs as recruiters easier.”

Catholic Healthcare

Anna Wallace | Senior Recruitment Partner | Human Resources

SSI Home Care Career Roadmap

home care
workforce
support program

Home care offers a multitude of career options for life-changing work caring for Australia's seniors.

This home care career roadmap can help you find the path that's right for you. SSI consulted a wide range of industry experts to create this map but as home care is one of Australia's fastest-growing sectors, your career choices will continue to evolve and expand.

Join the program today to see where home care could take you.

Personal Care Worker

Provide life-changing care to seniors in their homes

Involves:

- Social support
- Personal care
- Transport
- Light housework
- Assisting with personal care
- Medication assistance
- Meal preparation

Administration & Scheduling

Coordinate staff rosters and provide customer service

Involves:

- Scheduling and coordinating shifts
- Administration and resourcing
- Scheduling carer visits
- Assisting with auditing and maintaining client files

Home Care Manager

Manage home care workers and clients

Involves:

- Qualifications and strong experience
- Senior leadership and management skills and training
- Stakeholder relations and client services expertise
- High-level administrative and resourcing tasks

Care Coordinator

Coordinate client care and manage staff

Involves:

- Qualifications and relevant experience
- Leadership and frontline management
- Superior client and customer service delivery
- High-level administrative and coordination duties

Other home care career pathways

Nursing

Occupational
therapy

Allied
health

Speech
pathology

Paramedic

Medical
officer

Counsellor

Geriatrician

Make a
difference and
change lives in
one of Australia's
fastest growing
sectors

Skills required

- ✓ Ability to put client's needs first
- ✓ Interpersonal and communication skills
- ✓ Empathy and compassion
- ✓ Dependability
- ✓ Practical thinking

SSI For equality
of life.



Scan the QR code
or head to our website
to start your journey
in home care.

www.ssi.org.au/homecare

SSI For equality
of life.

Thank you

www.ssi.org.au

Embark on a meaningful career in home care

Make a difference with
every door you open

Home care offers:

- ☑ Life-changing work
- ☑ Meaningful career
- ☑ Flexibility with work hours and location
- ☑ Steady jobs into the future



Learn more:
www.ssi.org.au/homecare

