



Australian Government

Department of Health and Aged Care

The Home Care Workforce Support Program Webinar

Information for Providers



agedcareengagement.health.gov.au

Agenda

- **Introduction** from the Department of Health and Aged Care on the Home Care Workforce Support Program
- **Overview** from the SA/NT provider on what they are doing to help attract, train and retain new personal care workers to the home care sector.
- **Case Study:** Hear about a provider experience
- **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.
- 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 **equiplearning.utas.edu.au**

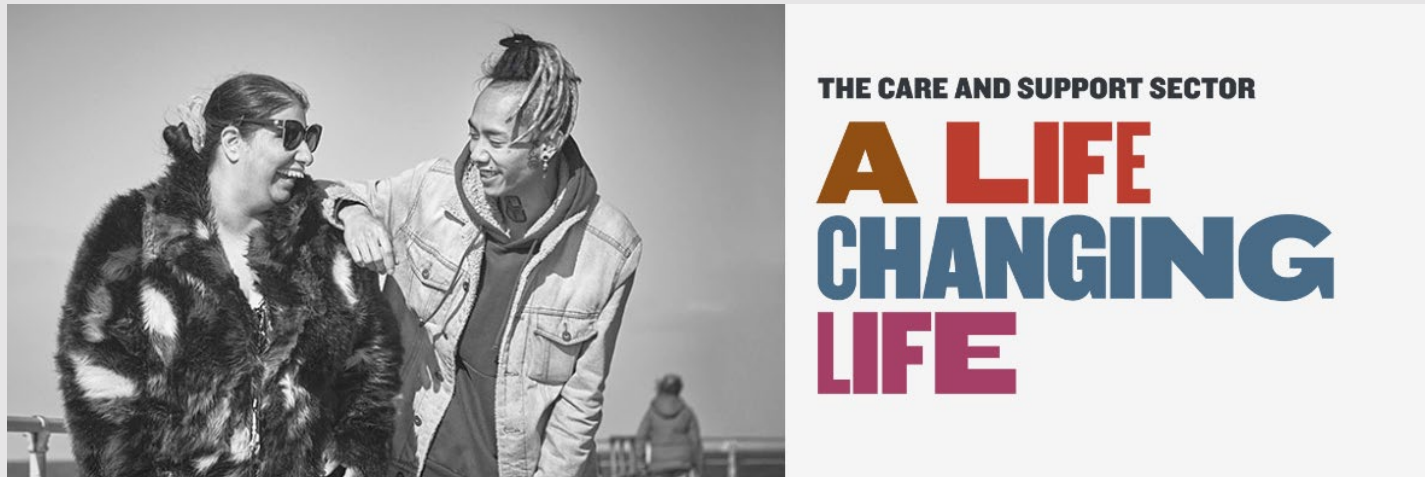
Modules currently available:

- 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



The Care and Support Campaign

- The Australian Government's 'A Life Changing Life' campaign aims to generate interest in the care and support sector, which includes aged care, disability support and veterans' care.
- It prompts students, job searchers and professionals who have the qualities and skills the sector needs to take action and consider a job or career in care and support.
- More information about the campaign is available at: careandsupportjobs.gov.au/resources





Email
acworkforceprograms@health.gov.au



agedcareengagement.health.gov.au

**START A CAREER IN
HOME CARE
SUPPORT
TODAY!**



**EMPOWER & SUPPORT
YOUR COMMUNITY**

Apprenticeship Careers Australia acknowledges the Traditional Owners of the land where we work and live. We pay our respects to the Elders past, present, and emerging. We celebrate the stories, culture, and traditions of Aboriginal and Torres Strait Islanders of all communities who also work and live on this land.

Our job is to help in-home aged care providers employ more staff.

We would also like to acknowledge all of you attending today's session and the care you deliver for older people in South Australia and the Northern Territory.

We acknowledge that without service providers there is no home care and without staff there are no service providers.



About us



Apprenticeship Careers Australia (ACA) is Australia's leading employer of apprentices and trainees for the healthcare, infrastructure, business and trade sectors.

We've successfully placed thousands of apprentices and trainees with host businesses since our establishment in 2011, providing a time saving, cost effective and risk-free hiring solution. And we're growing, with branches across the country.

We have built a reputation as a leading provider of entry-level workers for the Australian healthcare sector, specialising in personal care, disability support and aged care traineeships.

Partnered with Crest NT, an award-winning Northern Territory training & consultancy business to assist us to better support in-home aged care providers in the Territory.

apprenticeshipcareers.com.au

Home Care Workforce Support Program



ACA has been awarded the Home Care Workforce Support Program in South Australia and the Northern Territory. This program is part of the Federal Government's goal to grow the nation's home care workforce by 13,000 over the next two years.

Our task is to assist in-home aged care providers to employ an additional 158 people each quarter in South Australia and the Northern Territory.

What have we achieved?

Assisted in the employment of 369 personal care workers.

78.5% of those who declared a gender, identified as female.

84.6% of the personal care workers we have assisted are still in employment, with a full time mentor on staff to assist in retention.

Held 20 pre-employment courses.

Developed automation to assist ACA to collect candidate information and documents, screen, and communicate with candidates; keeping candidates engaged with the program for longer.

What have we learnt?

Home care is competing with all sectors in the Australian economy who are also seeking staff. Candidates can find other opportunities and will not wait for an organisation's HR practices.

Rostering issues are negatively affecting retention and employee satisfaction.

National factors impacting on employees' decisions:

- Very low unemployment
- Low migration
- Higher inflation – increased cost of living
- Change in 'work – life' expectations following COVID
- Vaccination beliefs

What can you do?

Recognise employment challenges and current climate; Respond to candidates within 24-48 hours. Advance from interview to offer within one week.

Roster the hours you promised. Try and increase communication with staff to avoid feelings of isolation.

If you're not working with us, let us help you progress candidates through your application process faster.

If you are working with us, what else can we do to help you employ more people?

What is next?

Shifting the perception of an aged care worker in the community.

Looking for innovative projects to test theories and find new ways to employ more PCWs.

Encourage more providers to upskill their existing staff and utilise traineeships to bring new people into the industry, rather than rely on employees to train themselves.

Working with Anglicare



Anglicare have been working with the Home Care Program from the early stages and continue to explore new ways to employ more Care Workers.

Partnering together has allowed Anglicare to effectively grow to meet the demand on a busy part of their business, helping their output and performance to ensure effective servicing of all customers existing and new.

While the team at ACA have been able to respond to urgent requests to help candidates through Anglicare's application process, they have not let this speed impact on the quality of work that they have delivered.



Job Seekers

FIND YOUR DREAM JOB

Any Industry

We are now recruiting home care support workers in South Australia & Northern Territory!



FIND OUT MORE

Parents & Teachers

FIND THE LATEST INFO

List your job with us

SEARCH





For more information

Contact Hayley
0482 166 715

