



Professional FrameWork – to build and strengthen the aged care workforce

Section 1

An overview of the Professional FrameWork – to build and strengthen the aged care workforce

Introduction: Professional Framework – to build and strengthen the aged care workforce

- Australia's aged care services are delivered by a range of important workforce roles, which contribute to ensuring that older people receive safe and high-quality care.
- There has been significant progress in delivering better pay, conditions and opportunities for the aged care workforce. However, there continues to be a range of longer-term challenges that require balanced and coordinated approaches from everyone involved in aged care.
- The Professional Framework has been developed in consultation with the department's Aged Care Workforce Committee to outline the priorities for action to build a valued, skilled and supported workforce that meets the needs and rights of older people.



**A VALUED, SKILLED
AND SUPPORTED
WORKFORCE THAT
MEETS THE NEEDS
AND RIGHTS OF
OLDER PEOPLE**

**UPLIFTING PAY AND
CONDITIONS**



**BOOSTING
EDUCATION AND
TRAINING**



**BUILDING
LEADERSHIP
CAPABILITY**



IMPROVING CULTURE



**BUILDING EVIDENCE
BASE**



**ENCOURAGING
INNOVATION**



**IMPROVING
WORKFORCE
PLANNING**



**INCREASING CAREER
PATHWAYS**





UPLIFTING PAY AND CONDITIONS

- Jobs in the aged care sector are high-quality, secure and offer good wages that value the important work people in the sector do.
- Conditions in the aged care sector are positive and support the safety and wellbeing of workers.



BOOSTING EDUCATION AND TRAINING

- People working in the aged care sector have access to the training they need to provide high-quality care and services.
- Training is high-quality and allows a diverse range of people to enter and grow their career in the aged care sector. It also offers opportunities for professionalisation of the aged care workforce.



IMPROVING CULTURE

- Aged care providers are employers of choice.
- Older people are valued and ageism is reduced.
- The diversity of the aged care workforce is valued and respected.
- Aged care workplaces are culturally safe for all workers, including First Nations people.



ENCOURAGING INNOVATION

- Workers are empowered to support innovation and continuous improvement.
- Successful evidence-based innovations are shared across the aged care sector.



INCREASING CAREER PATHWAYS

- People working in the aged care sector have access to opportunities to grow their career in aged care and across the care and support economy.
- Training is available to support career progression and career progression is recognised and rewarded through higher remuneration.



IMPROVING WORKFORCE PLANNING

- Providers in the sector have the skills, information and funding security they need to plan the numbers and skills of workers they will require to meet the needs and preferences of the older people they support.
- Providers in the sector have the support and resources they need to put their workforce plans into action.



BUILDING EVIDENCE BASE

- Useful and meaningful data is available to inform current and future policy making.
- The impact of actions undertaken to build, train and support the workforce are measured to inform future action.



BUILDING LEADERSHIP CAPABILITY

- People working in the aged care sector have opportunities to develop their leadership skills and experience to progress their career.
- Leaders in the aged care sector have the skills, knowledge and experience to provide strong leadership to achieve good outcomes for their teams and the older people they support.

Section 2

Aged care workforce actions

Aligning key actions with the Professional Framework

Aligning key actions with the Professional Framework

	Uplifting pay and conditions	Boosting education and training	Improving culture	Encouraging innovation	Increasing career pathways	Improving workforce planning	Building evidence base	Building leadership capability
Aged Care Business and Workforce Advisory Services	✓		✓	✓	✓	✓	✓	✓
Rural, Remote and First Nations Aged Care Service Development Assistance Panel (SDAP)		✓	✓	✓		✓	✓	✓
Fee-Free TAFE		✓			✓			✓
Governing for Reform in Aged Care Program; and Alis Learning Management System		✓	✓	✓		✓	✓	✓
Career Pathways for Care & Support Sectors: Aged, Disability & Veterans' Care project					✓		✓	
Regional, Rural and Remote Home Care Workforce Support Program		✓	✓		✓	✓	✓	

	Uplifting pay and conditions	Boosting education and training	Improving culture	Encouraging innovation	Increasing career pathways	Improving workforce planning	Building evidence base	Building leadership capability
Aged Care Nursing Clinical Placements Program		✓			✓		✓	
Aged Care Transition to Practice Program		✓			✓		✓	
Aged Care Nursing Scholarships Program		✓			✓		✓	
Indigenous Employment Initiative Program			✓		✓			
Rural Health Multidisciplinary Training Program		✓			✓			
Commonwealth Prac Payment		✓			✓			
Australian Apprenticeships Incentive System (Strategic Review)		✓			✓			
Stage 2 and 3 of the Fair Work Commission Aged Care Work Value Case	✓							
Aged Care Research and Industry Innovation Australia	✓		✓	✓			✓	

	Uplifting pay and conditions	Boosting education and training	Improving culture	Encouraging innovation	Increasing career pathways	Improving workforce planning	Building evidence base	Building leadership capability
Co-operative and Mutual Enterprise Support Program				✓			✓	
Strengthened Aged Care Quality Standards	✓	✓	✓			✓		
National Registration Scheme for personal care workers employed in aged care	✓	✓			✓	✓	✓	
Rural Locum Assistance Program Aged Care		✓				✓		✓
Pacific Australia Labour Mobility Scheme			✓			✓		
Aged Care Industry Labour Agreement			✓			✓		
Aged Care Skills Development program		✓	✓				✓	
Palliative Care Training		✓	✓					

	Uplifting pay and conditions	Boosting education and training	Improving culture	Encouraging innovation	Increasing career pathways	Improving workforce planning	Building evidence base	Building leadership capability
Dementia Training and Support		✓	✓					
Diversity Training and Support		✓	✓					
Aged Care Provider Workforce Survey							✓	
Aged Care Worker Survey							✓	
Integrated Care and Commissioning trials				✓			✓	
Virtual Nursing in Aged Care Project				✓			✓	
Individual and Disability Support Qualifications: Implementation Review		✓					✓	
First Nations Aged Care Workforce Action Plan		✓	✓	✓	✓	✓	✓	✓



UPLIFTING PAY AND CONDITIONS

Action	Investment	What is it?	Achievements/ what it will achieve
<p>Stage 2 and 3 of the Fair Work Commission Aged Care Work Value Case</p>	<p>\$15.1 billion – to date</p>	<p>The Government has committed to supporting the outcome of the Fair Work Commission’s decisions in the Aged Care Work Value Case, to support high quality care for older people in Australia and address the historical undervaluation of the work of this sector.</p> <p>The Government recently announced \$3.8 billion over four years (from 2024-25) to fund the Stage 3 award wage increases decided by the Fair Work Commission in the Aged Care Work Value Case, commencing 1 January 2025.</p> <p>This builds on the \$11.3 billion over four years (from 2023-24) to fund the Stage 2 decision to increase award wages by 15% for many aged care workers, commencing 1 July 2023.</p> <p>The Fair Work Commission is expected to make a decision about further increases to the award wages for aged care nurses in the near future.</p> <p>Commencement: 1 July 2023 End date: Ongoing</p>	<p>The Government’s funding to support the outcome of the Aged Care Work Value Case are anticipated to benefit many workers:</p> <ul style="list-style-type: none"> • Stage 2 – around 250,000 workers (registered nurses, enrolled nurses, assistants in nursing, personal care workers, lifestyle activities officers, home care workers, and head chefs/cooks) • Stage 3 – around 340,000 workers, (personal care workers, assistants in nursing, home care workers, and support workers including cleaners, laundry hands, food services assistants, and administrative staff) <p>Higher award wages will help providers attract and retain a quality workforce and to meet key reforms, including 24/7 nursing and care minutes requirements.</p> <p>Implementation meets the Government’s election commitment to support the Aged Care Work Value Case and to fund the outcome. These increases also support the Government’s commitment to address gender undervaluation.</p>



BOOSTING EDUCATION AND TRAINING

Action	Investment	What is it?	Achievements/ what it will achieve
Fee-Free TAFE <i>Department of Employment and Workplace Relations</i>	\$1.5 billion	<p>Through Fee-Free TAFE, the Australian Government, in partnership with states and territories, are funding 500,000 Fee-Free TAFE and Vocational Education and Training places across Australia from 2023 to 2026.</p> <p>Eligible students can study for an accredited diploma, certificate (for example, the Certificate III in Individual Support) or a short course without incurring a cost for the tuition fees.</p> <p>Commencement: January 2023 End date: 2026</p>	<ul style="list-style-type: none"> From 1 January 2023 to 30 June 2024, Fee-Free TAFE has supported over 508,000 enrolments nationally, including over 131,000 care and support sector courses (around 26% of total enrolments).
Aged Care Transition to Practice (ACTTP) Program	\$10.3 million (2024-25 – 2026-27)	<p>The ACTTP program provides nurses with mentoring, training and support at the start of their career in aged care.</p> <p>Original program commencement: July 2021 New program anticipated to commence December 2024 End date: June 2027</p>	The ACTTP program aims to attract and retain new aged care nurses by offering vital support to nurses beginning in the sector. This will boost the attractiveness of aged care nursing and highlight the exciting and unique opportunities that exist for aged care nurses.
Aged Care Skills Development program	\$2 million (2024-25 – 2026-27)	<p>The University of Tasmania has developed the Equip Aged Care Learning modules to support direct care workers, including nurses and personal care workers, with foundational knowledge on key concepts in aged care.</p> <p>Commencement: February 2022 End date: June 2027</p>	<p>14 modules are available free of charge.</p> <p>The new 2024-25 to 2026-27 program investment will enable the continued hosting of the modules, updating of existing modules and the development of 5 new modules. It is anticipated to support an additional 20,000 people to complete the modules.</p>
Aged Care Nursing Scholarships (ACNS) Program	\$21.6 million (2024-25 – 2026-27)	<p>The ACNS program provides support and opportunities for people working in aged care to undertake formal qualifications and / or training to progress their nursing careers in aged care.</p> <p>Commencement: Early 2025 End date: June 2027</p>	<p>The program will support aged care career pathways through worker education, training and development through:</p> <ul style="list-style-type: none"> The provision of scholarships to those working in aged care in Australia as a registered or enrolled nurse, nurse practitioner, assistant in nursing and personal care worker to undertake study to further develop their careers in aged care; Supporting a range of education opportunities from Certificate level through to Postgraduate qualifications; and Enhancing expertise in areas such as clinical leadership, palliative care, dementia care and infection prevention and control and courses of study considered relevant to aged care workforce settings. <p>The ACNS program will provide 1,050 scholarships over three years from 2024-25.</p>

Action	Investment	What is it?	Achievements/ what it will achieve
<p>Alis Learning Management System</p> <p><i>Aged Care Quality and Safety Commission</i></p>	N/A	<p>The Aged Care Quality and Safety Commission creates and delivers learning content to help aged care workers and providers understand their obligations and to support the delivery of safe, high-quality aged care.</p> <p>Access to Alis is free for Australian Government-funded aged care providers and their employees.</p> <p>Commencement: February 2020 with a new, more user-friendly version of the system launched in May 2024 End date: N/A</p>	<p>There are a wide range of modules available on the Alis Learning Management System.</p> <p>Many of the printed materials are available in a range of languages.</p> <p>Some of the most popular modules include:</p> <ul style="list-style-type: none"> Welcome to Aged Care Aged Care Quality Standards Serious Incident Response Scheme (SIRS) Clinical governance COVID-19 Infection Prevention and Control
<p>Australian Apprenticeships Incentive System (Strategic Review)</p> <p><i>Department of Employment and Workplace Relations</i></p>	N/A	<p>There are a range of investments to support the uptake of apprenticeships and traineeships in Australia. This includes employer payments, apprentice payments and loans, and information and support programs.</p> <p>A Strategic Review of the Australian Apprenticeships Incentive System, led by two independent reviewers, has recently been undertaken to ensure incentives are designed to provide the skilled workers Australia needs.</p> <p>Commencement: The review commenced in February 2024 End date: The review was provided to Government in September 2024</p>	<p>The Strategic Review delivers a range of recommendations to ensure the Australian Apprenticeships Incentive System is best positioned to improve student and employer experiences, increase participation and completion, and ensure that students can transition to secure, well-paid work.</p> <p>It is expected that this will inform future Australian apprenticeship investment and incentive programs.</p>
<p>National Registration Scheme for personal care workers employed in aged care</p>	N/A	<p>The Government has committed to establish a national registration scheme for personal care workers employed in aged care (registration scheme).</p> <p>The registration scheme will support the growth of a strengthened and professional aged care workforce, where personal care workers are better valued for the important role they perform, with greater professionalisation opportunities and improved conditions.</p> <p>An ongoing training requirement will be included in the registration scheme.</p> <p>Commencement: Various, noting some elements of the scheme have been delivered, for example, the Aged Care Code of Conduct. End date: N/A</p>	<p>Some elements of a national registration scheme for personal care workers employed in aged care sector are completed or well progressed. This includes:</p> <ul style="list-style-type: none"> The Code of Conduct for Aged Care that began on 1 December 2022 and is monitored by the Aged Care Quality and Safety Commission, The development of new aged care worker screening requirements <p>Work is continuing to progress on the establishment of ongoing training and English language proficiency requirements of the registration scheme.</p>
<p>Rural Health Multidisciplinary Training (RHMT) Program – Rural Aged Care Placements</p>	\$30.5 million (2021-22 – 2024-25)	<p>The RHMT Program seeks to improve the geographic distribution of the health workforce through the delivery of positive and immersive rural and remote training experiences for health students via a network of training providers.</p> <p>The Aged Care component provides funding to University Departments of Rural Health to provide opportunities for nursing and allied health students to access positive and immersive clinical placements in rural aged care settings.</p> <p>Commencement: July 2021 End date: December 2026</p>	<p>This aims to inspire future nursing and allied health students to take up a career in rural aged care.</p>

Action	Investment	What is it?	Achievements/ what it will achieve
Palliative Care Training	\$10.8 million (2024-25 Budget)	<p>The Government funds organisations to produce resources and deliver education and training courses to support the delivery of palliative care in Australia.</p> <p>In 2024-25, this included funding for the:</p> <ul style="list-style-type: none"> • Palliative Aged Care Outcomes Program (PACOP), and • Program of Experience in the Palliative Approach (PEPA) <p>Commencement: Funding for continuing these programs commenced July 2024. End date: June 2026</p>	<p>These programs aim to expand and enhance national delivery of palliative care across aged care settings, improving the quality of, and timely access to, palliative care for older Australians.</p> <ul style="list-style-type: none"> • PACOP supports residential aged care homes in the use of standardised patient assessments and symptom response protocols in their workplaces. • The PEPA Aged Care Program provides tailored education, training and ongoing mentorship to aged care staff and primary care practitioners, supporting them to deliver quality palliative and end of life care in their communities.
Dementia Training and Support	\$64.7 million (in 2024-25)	<p>The Government funds a range of programs to support people in their work with people living with dementia.</p> <p>This includes funding for the:</p> <ul style="list-style-type: none"> • Dementia Training Program • Dementia Respite Education and Mentoring (DREAM) project through the Improving Respite Care for People Living with Dementia and their Carers program <p>Dementia behaviour support services provide additional specialised assistance to the aged care workforce, including the:</p> <ul style="list-style-type: none"> • Dementia Behaviour Management Advisory Service • Severe Behaviour Response Teams <p>Commencement: Various End date: Various</p>	<p>These investments improve awareness and understanding about dementia within the aged care and health workforce. Workers can access free accredited training and professional development in the delivery of dementia care and additional specialised help where behavioural and psychological symptoms of dementia impact care.</p>
Diversity Training and Support	\$18.3 million (2022-23 - 2026-27)	<p>The Government funds a range of diversity training and support initiatives.</p> <p>This includes funding for the:</p> <ul style="list-style-type: none"> • Planning for Diversity workshop series • Silver Rainbow: LGBTI aged care awareness training • Partners in Culturally Appropriate Care • Helping Hands – Real Care the Second Time Around <p>Commencement: Various End date: Various</p>	<p>These investments are targeted at supporting aged care provider and workers in delivering aged care services to older people with diverse backgrounds and life experience in a way that is respectful, culturally safe and appropriate and trauma aware and healing informed.</p>



IMPROVING CULTURE

Action	Investment	What is it?	Achievements/ what it will achieve
First Nations Aged Care Workforce Action Plan	N/A	<p>The department is developing a First Nations Aged Care Workforce Action Plan with its First Nations partners to increase the number and improve retention of Aboriginal and Torres Strait Islander people in the aged care workforce.</p> <p>It will sit under the National Aboriginal and Torres Strait Islander Health Workforce Strategic Framework and Implementation Plan 2021-2031 and align with the National Strategy for the Care and Support Economy.</p> <p>A Working Group of First Nations stakeholders is being established to draft the Action Plan with the department.</p>	<p>The Action Plan aims to increase the number and improve retention of Aboriginal and Torres Strait Islander people in the aged care workforce.</p> <ul style="list-style-type: none">• The First Nations Aged Care Governance Group will oversee development of the plan supported by a stakeholder working group that will co-design it with the department.• The National Aboriginal and Torres Strait Islander Ageing and Aged Care Council is a key partner in the development of this approach. <p>A report by First Nations consultancy NintiOne on how to address workforce barriers and maximise opportunities to increase the Aboriginal and Torres Strait Islander aged care workforce, based on consultations with First Nations stakeholders provided recommendations to the department in September 2024.</p>



ENCOURAGING INNOVATION

Action	Investment	What is it?	Achievements/ what it will achieve
Aged Care Research and Industry Innovation Australia (ARIIA)	\$13 million (2024-2025 – 2026-27)	<p>ARIIA, formerly the Aged Care Centre for Growth and Translational Research, was established as an independent, not-for-profit organisation, set up to lead the advancement of aged care workforce capability by promoting and facilitating innovation and research to improve the quality of aged care for all Australians.</p> <p>This includes growth in the use of products and technologies to improve aged care service delivery.</p> <p>Commencement: October 2021 End date: N/A</p>	<p>ARIIA has:</p> <ul style="list-style-type: none">• overseen over 60 projects (through six translational grants rounds)• established an online knowledge and information hub, and• provided training to over 500 people and organisations (through their Innovator Training Program and Aged Care Partnering Program).
Co-operative and Mutual Enterprise (CME) Support Program	\$7 million (1 January 2023 – 30 June 2025)	<p>The Government is supporting the Business Council of Co-operatives and Mutuals to implement the CME Support Program.</p> <p>This program supports the establishment of new innovative models of social care delivery (including aged care, disability, Indigenous, primary health and veterans' care) in thin markets, including regional, rural and remote areas of Australia.</p> <p>Commencement: July 2022 End date: July 2025</p>	<p>It will increase opportunities for providers of social care to transition to co-operative business models to help address workforce challenges, enhance choice for consumers and increase access to quality services.</p>



INCREASING CAREER PATHWAYS

Action	Investment	What is it?	Achievements/ what it will achieve
Regional, Rural and Remote Home Care Workforce Support Program (HCWSP)	\$21.6 million (2024-25 – 2026-27)	<p>The HCWSP will support regional, rural and remote home care providers to attract and recruit new personal care workers to the sector, support new workers to complete high-quality training, and upskill the existing workforce.</p> <p>Commencement: Late-2024 End date: June 2027</p>	<p>The former HCWSP commenced in March 2022 and concluded on 31 March 2024. That program supported around 13,000 people to commence a career in aged care.</p> <p>This version of the program will provide targeted support to build the home care workforce in regional, rural and remote locations where workforce shortages are most acute and will have a stronger focus on upskilling and training new and existing personal care workers in these locations.</p>
Aged Care Nursing Clinical Placements (ACNCP) Program	\$18.4 million (2024-25 – 2026-27)	<p>The ACNCP program supports Diploma of Nursing, Bachelor of Nursing, and Master of nursing (Graduate entry) students with high-quality clinical placements in the care and support sector, with a focus on aged care.</p> <p>Students in the program will be supported by a program specialist clinical facilitator and access to an online resources hub.</p> <p>Original Program Commencement: July 2022 End date: June 2027</p>	<p>The ACNCP Program will support up to 8,000 Diploma/Bachelor/Master of Nursing students with high-quality clinical placements.</p> <p>The objective of the program is to expose nursing students to the range of rich and rewarding career pathways in the care and support sector, particularly gerontological nursing. This creates new opportunities for nurses to enter the care and support sector in the early stages of their career.</p>
Indigenous Employment Initiative (IEI) Program	\$126.7 million (2023-24 – 2026-27)	<p>The IEI Program is an ongoing grants program, subsidising employment with training of Aboriginal and Torres Strait Islander people in aged care settings.</p> <p>Subsidised positions target entry level, non-clinical roles, both in residential and home care settings.</p> <p>Commencement: July 2020 End date: N/A</p>	<p>The IEI program creates employment opportunities with training for Aboriginal and Torres Strait Islander people as part of the Government’s wider strategy to support Aboriginal and Torres Strait Islander economic participation; and to provide culturally safe aged care to older Aboriginal and Torres Strait Islander people by supporting a suitably skilled First Nations workforce.</p>

Action	Investment	What is it?	Achievements/ what it will achieve
<p>Career pathways for the care and support sector: Aged care, disability support and veterans' care</p> <p><i>HumanAbility (Jobs and Skills Council)</i></p>	N/A	<p>The project will identify and articulate current and emerging job roles and their career pathways across aged care, disability support and veterans' care, to showcase and promote opportunities for workers in these areas.</p> <p>The project will also provide critical insights that will be foundational to determining how the national vocational education and training (VET) system can better address workforce priorities and skill needs in aged care, disability support and veterans' care.</p> <p>Commencement: Mid 2024</p> <p>End date: Mid 2025</p>	<p>The project will produce a suite of materials for use by a range of stakeholders, including industry bodies, employers, registered training organisations, existing workers, job seekers and learners. These include a Career Pathways Framework and a Best Practice Guide, to help individuals make informed career choices and rewarding career plans, facilitate workforce attraction and retention, raise the profile of careers and contribute to the professionalisation of jobs across aged care, disability support and veterans' care.</p> <p>The project will also produce a forward action plan outlining strategic workforce and training package development activities that could be undertaken to improve responsiveness to skill needs and entry, career progression and mobility priorities in aged care, disability support and veterans' care.</p>
<p>Commonwealth Prac Payment</p> <p><i>Department of Education and Department of Employment and Workplace Relations</i></p>	\$427.4 million	<p>The Government will establish a new Commonwealth Prac Payment for students to help them manage the costs associated with undertaking a mandatory placement as part of a higher education course in teaching, nursing and midwifery, and social work; and nursing in VET courses.</p> <p>Commencement: July 2025</p>	<p>This program is expected to benefit enrolled and registered nurses seeking a career in the aged care sector.</p> <ul style="list-style-type: none"> The payment will provide around 68,000 eligible higher education students and over 5,000 eligible VET students each year with \$319.50 per week, during mandatory practicum placements as part of their degree. The payment will be means-tested and available from 1 July 2025.



IMPROVING WORKFORCE PLANNING

Action	Investment	What is it?	Achievements/ what it will achieve
Aged Care Business and Workforce Advisory Services (BWAS)	\$8.6 million	<p>The BWAS deliver free, independent and confidential services and are designed to assist providers to better understand challenges and opportunities affecting resourcing, viability, and profitability.</p> <p>The services provide rapid, strategic, and tailored advice to help providers review their operations and implement best-practice business and workforce management approaches.</p> <p>Commencement: BWAS recommenced in January 2024 End date: June 2025</p>	<p>There are five broad workforce advisory services offered as part of this program, including:</p> <ul style="list-style-type: none"> • Workforce Planning • Workforce Management • Organisation Design • Human Resources Process Optimisation • Culture and Leadership
Rural, Remote and First Nations Aged Care Service Development Assistance Panel (SDAP)	\$18.8 million (2024-25 – 2026-27)	<p>The SDAP program provides free tailored professional support to aged care service providers located in regional and remote areas and/or who provide care to Aboriginal and Torres Strait Islander peoples.</p> <p>The program is focused on building the capability of aged care providers to deliver high quality aged care services in a viable and sustainable environment.</p> <p>Commencement: 2010 End date: N/A</p>	<p>SDAP support is provided through 3 main categories:</p> <ul style="list-style-type: none"> • Provider Capability and support – one on one assistance to review and build sustainable business and clinical practices. • Sector Development – various training and education programs and resources aimed at building capability within providers in regional and remote areas. • Capital Infrastructure Project Management – project management support and guidance for capital infrastructure work, to ensure compliance and success.
Rural Locum Assistance Program (Rural LAP) Aged Care	\$25.1 million (2021-22 – 2024-25)	<p>Rural LAP Aged Care provides access to locum workforce and incentives for permanent placements in aged care services in rural and remote locations.</p> <p>As part of the 2024-25 Budget, this program has been extended for an additional 12-months to facilitate continued temporary workforce support up until 30 June 2025.</p> <p>Commencement: 12-month program extension from July 2024 End date: 30 June 2025</p>	<p>Rural LAP can assist aged care providers in rural and regional areas affected by high staff turnover, sudden departures of staff, or with a need to cover staff taking leave or time off for training.</p>

Action	Investment	What is it?	Achievements/ what it will achieve
<p>Pacific Australia Labour Mobility (PALM) Scheme</p> <p><i>Department of Foreign Affairs and Trade, and the Department of Employment and Workplace Relations</i></p>	N/A	<p>The PALM scheme is an important temporary migration program to address unskilled, low-skilled and semi-skilled labour shortages across rural and regional Australia.</p> <p>Under the long-term stream, eligible Australian businesses can recruit workers from Pacific Island countries and Timor-Leste for between one and four years, when there are not enough local workers available.</p> <p>Commencement: The first mobilisation of aged care workers under the PALM scheme was in 2019. Aged care skilling pilots in 2021 and 2022 trained approximately 100 PALM scheme workers in the Certificate III in Individual Support (Ageing).</p> <p>End date: N/A</p>	<p>The PALM scheme can support eligible and approved aged care providers in addressing immediate workforce shortages and can facilitate the implementation of more strategic workforce planning approaches.</p> <p>The Australian Government has committed to training 500 PALM scheme workers in the Certificate III in Individual Support (Ageing) through the Aged Care Expansion (ACE) program. The Government will also support a further 1,000 PALM scheme workers to obtain formal qualifications linked to priority sectors of growth for the Pacific and Timor-Leste including further places in the ACE program.</p>
<p>Aged Care Industry Labour Agreement (Aged Care ILA)</p> <p><i>Department of Home Affairs</i></p>	N/A	<p>The Aged Care ILA provides a streamlined pathway for aged care providers to access direct care workers from overseas.</p> <p>It is available to aged care providers who have made a recent and genuine attempt to recruit from the domestic workforce pool, and where standard work visa programs are not available.</p> <p>Commencement: May 2023</p> <p>End date: N/A</p>	<p>The Aged Care ILA can support eligible aged care providers in addressing immediate workforce shortages and facilitate the implementation of more strategic workforce planning approaches.</p>
<p>Strengthened Aged Care Quality Standards</p>	N/A	<p>The Aged Care Quality Standards set the standard for the safety and quality of aged care accessed by older people in Australia.</p> <p>The strengthened Aged Care Quality Standards are designed to improve outcomes for older people and set clear expectations for providers in delivering quality aged care, including around workforce training and support.</p> <p>Commencement: to be implemented in line with the new Aged Care Act</p> <p>End date: N/A</p>	<p>Standard 2: the Organisation, includes detail on aged care provider responsibilities regarding workforce planning (Outcome 2.8) and human resource management (Outcome 2.9).</p>



BUILDING EVIDENCE BASE

Action	Investment	What is it?	Achievements/ what it will achieve
Virtual Nursing (VN) in Aged Care Project	\$31.2 million (2023-24 – 2026-27)	The VN in Aged Care Project will support the development and testing of a Framework for the delivery of virtual nursing support in aged care. Commencement: Anticipated November 2024 End date: June 2027	The VN in Aged Care Project aims to build evidence on how virtual care services can further enhance the provision of care, providing residential aged care homes and on-site staff with access to additional clinical expertise to support the delivery of high-quality care to older people. The Framework will be tested in approximately 30 residential aged care homes.
Aged Care Provider Workforce Survey	N/A	Data collection for the Aged Care Provider Workforce Survey 2023 is complete and is publicly available through the AIHW GEN Aged Care Data website. The survey collected data from a representative sample of aged care services delivering residential aged care, in-home care, Multi-Purpose Services (MPS), and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP). Commencement / End date: This collection is expected to be undertaken every two years.	The Aged Care Provider Workforce Survey provides information on the size, composition and characteristics of the aged care workforce. This information will be used to: <ul style="list-style-type: none"> • inform policy development • monitor trends over time and; • evaluate aged care workforce programs.
Aged Care Worker Survey	N/A	The Aged Care Worker Survey 2024 is now complete. This survey builds on findings from the Aged Care Provider Workforce Survey to: <ul style="list-style-type: none"> • address current data limitations and knowledge gaps • strengthen data on workforce demographics, employment arrangements, skills and training • collate information on workforce attraction, retention and satisfaction. It is expected that data will be publicly available in late 2024 on the department's website. Note that this sample does not represent the aged care workforce. Commencement / End date: This collection is expected to be undertaken every two years.	The Aged Care Worker Survey builds on the Aged Care Provider Workforce Survey to provide additional detail on workforce demographics, including, for example, employment arrangements, and skills and training. Responses on workforce satisfaction also provide additional worker insights into satisfaction on their work aspects such as pay.

Action	Investment	What is it?	Achievements/ what it will achieve
Integrated Care and Commissioning (ICC) trials	\$19.6 million (2023-24 – 2026-27)	<p>The ICC trials brings together people and resources at up to 10 sites across (health, aged care, disability, and veterans’) care sectors to help with local availability issues and inform long-term thin market solutions.</p> <p>Commencement: July 2023</p>	<p>This initiative will trial new and innovative models of care to ensure people in rural, remote and First Nations communities can get the services they need.</p>
Individual and Disability Support Qualifications: Implementation Review <i>HumanAbility (Jobs and Skills Council)</i>	N/A	<p>This project is reviewing the implementation of the <i>CHC33021 Certificate III in Individual Support</i> and <i>CHC43121 Certificate IV in Disability Support</i> to consider:</p> <ul style="list-style-type: none"> any issues, challenges and barriers to effective implementation of these qualifications (e.g. for registered training organisations (RTOs), different student cohorts, and across different care settings) opportunities to support RTOs in overcoming any implementation challenges identified and to facilitate high-quality training delivery. <p>The project will also consider the alignment between the qualifications and contemporary job roles.</p> <p>Commencement: Mid 2024 End date: End 2024</p>	<p>Project findings will inform the development of responses to identified challenges and barriers impacting the successful implementation of the qualifications.</p> <p>Importantly, project outcomes will also inform the scope and timing of the next full review of these qualifications (noting this work will also be informed by the outcomes of the “Career pathways for the care and support sector” project).</p> <p>A report on project outcomes will be provided to Skills Ministers in early 2025.</p>



BUILDING LEADERSHIP CAPABILITY

Action	Investment	What is it?	Achievements/ what it will achieve
<p>Governing for Reform in Aged Care Program; and Alis Learning Management System</p> <p><i>Aged Care Quality and Safety Commission</i></p>	N/A	<p>The Governing for Reform in Aged Care Program supports governing body members, leaders and emerging leaders to strengthen corporate and clinical governance capabilities and enact critical reform.</p> <p>Commencement: March 2022</p> <p>End date: N/A – Online learning material is also included in the Alis Learning Management System</p>	<p>Led by the Aged Care Quality and Safety Commission, the Governing for Reform in Aged Care Program offers free online learning to improve governance skills in approved aged care providers. The Program provides people with flexible learning pathways and a comprehensive set of practical governance activities and resources.</p> <p>The program is complemented by the Alis Learning Management System, that provides training over a broad range of key aged care requirements.</p>