



Australian Government
Department of Health and Aged Care



Aged Care Worker Survey 2024 report

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 agedcareengagement.health.gov.au

The Aged Care Worker Survey 2024 report

Acknowledgements

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The department would also like to thank Forms Administration Pty Ltd for their invaluable contribution to the survey and guidance on surveying the aged care workforce.



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Summary

This report contains the findings of the Aged Care Worker Survey 2024, run by the Department of Health and Aged Care (the department).

The department conducted the Aged Care Worker Survey 2024 to have a better understanding of how satisfied the aged care workforce is, what their working conditions are and how to attract and keep the right people working in aged care.

Since the last survey in 2016, several policy and environmental changes have affected the aged care workforce. For example:

- In Australia, **the COVID-19 pandemic** disproportionately affected older people and the aged care workforce.
- The **Royal Commission into Aged Care Quality and Safety's final report, *Care, dignity and respect***, was tabled in parliament on 1 March 2021.¹ Since then, the government has made significant reforms to aged care to create better aged care services and a better standard of care for older people in Australia.
- From 1 July 2023, a **registered nurse must now be onsite 24 hours a day, 7 days a week** in every residential aged care facility.
- Since 1 October 2023, there has been an aged care sector target of **200 minutes of care, including 40 minutes of registered nurse time**, per resident per day.
- From the first full pay period on or after 30 June 2023, **minimum award wages increased by 15% for aged care workers** who are paid under the Aged Care Award, the Nurses Award, and Schedule E of the *Social, Community, Home Care and Disability Services (SCHADS) Award 2010*.² The increase came from **Stage 2 of the Fair Work Commission (FWC) Aged Care Work Value Case**. The aged care workers who received the increase included registered nurses (including nurse practitioners), enrolled nurses (including student enrolled nurses), assistants in nursing, personal care workers, head chefs/head cooks, recreational activities officers (lifestyle workers) and home care workers.

To get the best insights from this survey, the results should be used together with other aged care workforce data – for example, the recently released **Aged Care Provider Workforce Survey 2023**.

¹ Royal Commission into Aged Care Quality and Safety, **Final report: care, dignity and respect**, Commonwealth of Australia, 2021.

² Department of Health and Aged Care, **Aged care worker wages: guidance for aged care providers on the provision of funding related to stage 2 of the Fair Work Commission Aged Care Work Value Case**, Australian Government, 2023.

Data collection

All direct care aged care workers in a paid role in Australia were invited to participate in the survey. The direct care aged care workers who were targeted for the survey were registered nurses, enrolled nurses, nurse practitioners, home and personal care workers and allied health professionals. The survey asked these workers for information on:

- their job satisfaction
- training they've completed
- hours they've worked
- why they started working in aged care
- how long they expect to work in aged care
- general demographics.

Appendix 1 contains the Aged Care Worker Survey 2024 questionnaire.

Before the survey was released it was tested with a small number of direct care aged care workers. The testing helped to refine the survey questions further so that they applied more widely, and the data collected was fit for purpose.

The final survey was open from 18 March to 30 April 2024. Respondents could complete the survey online.

Data limitations

The data findings in this report are not weighted to the total population of paid direct care aged care workers. Findings from this survey do not represent the view of the whole direct care aged care workforce, only of those who participated in the survey. So, it is possible that there is bias in the survey findings.

Respondents did not have to answer every question – they could skip questions if they wanted to. If a respondent started the survey but did not finish it before 30 April 2024, the answers they had given to that point were collected. Not all respondents answered every question, so the breakdowns for each question in this report show the percentages of people who responded to that question alone, not the total number of people who took part in the survey. Responses to individual questions cannot be compared with the responses to other questions.

The survey findings cannot be directly compared to the previous Aged Care Worker Survey³ that the department ran in 2016 because the collection methodologies and questions are different.

³ National Institute of Labour Studies, **The aged care workforce, 2016**, Department of Health, Australian Government, 2017.

Key findings – profile of the Aged Care Worker Survey 2024 respondents

General

The Aged Care Worker Survey 2024 found that:

- respondents were mainly female (87.4%) and born in Australia (56.6%)
- 2.5% of respondents identified as being Aboriginal and/or Torres Strait Islander
- most respondents were personal / home care workers and assistants (71.6%), followed by nurses (22.8%) and allied health professionals (5.6%)
- most respondents worked permanent part-time (58.7%), followed by casual (20.8%) and permanent full-time (18.0%)
- the average age of respondents was 47 years
- around 4 in 10 worked in a major city (44.8%) and speak a language other than English (40.8%)
- respondents chose to work in aged care to make a positive change in the lives of older people.

Hours worked

The survey found that most respondents:

- worked an average of 26.4 paid hours in the week before they took part in the survey
- worked an average of 6.5 unpaid hours
- reported working unpaid hours because there was too much work to do
- would not like to change the hours they work (62.2%), but 27.5% want to work more hours and 10.3% want to work less hours.

Job satisfaction

The survey found that most respondents:

- were satisfied working in aged care (64.7%)
- were satisfied with their job security (68.4%) and the level of support they get from the people they work directly with (71.4%)
- were dissatisfied with their total pay (40.3%).

Attraction and retention

The survey found that most respondents want to keep working in the aged care sector (64.6%). Just under half of respondents have worked in the aged care sector for more than 10 years (42.8%).

Training and qualifications

The survey found that:

- the most common work-related training completed by respondents was infection prevention and control training (68.9%), followed by dementia care training (56.0%)
- the most common completed qualification was a Certificate III in Individual Support (Ageing) (30.5%), followed by a Certificate III in Aged Care (27.8%) and a Bachelor of Nursing (15.0%)
- 4.6% of respondents have not completed an educational qualification.

These percentages are of those that answered the relevant question, not a percentage of those who took part in the survey.

Introduction

Finding out about the aged care workforce

The Aged Care Worker Survey 2024 collected up-to-date data about the aged care workforce directly from aged care workers themselves.

Survey participation

An opt-in data collection methodology was used for this survey. The in-scope survey population was invited to complete the survey through the department's:

- social media pages, including Facebook, Instagram, LinkedIn, and X
- aged care sector newsletter, *Your Aged Care Update*
- presence at in-person events
- website.

Survey responders were provided with a QR code and web link to complete the survey online.

Forms Administration Pty Ltd also sent an email to approved aged care providers with a web link to the survey. They asked providers to encourage their direct care aged care workforce to take part.

A post on the social media channels of the Hon Anika Wells MP, Minister for Aged Care, also invited aged care workers to take part in the survey.

Data collection and in-scope population

The online survey collected data between 18 March and 30 April 2024. If a respondent was not able to use the online version, Forms Administration Pty Ltd completed the survey with them over the phone.

The aged care jobs that were surveyed were:

- registered nurses, enrolled nurses and assistants in nursing
- nurse practitioners
- personal care workers and personal care assistants
- home care workers
- allied health professionals.

These workers were surveyed if they were employed in:

- Residential Home Care Provider Program (RAC)
- Home Care Packages Program (HCPP)
- Commonwealth Home Support Programme (CHSP)
- Multi-Purpose Services Program (MPS)
- National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFAC).

Appendix 2 contains a glossary of key terms used in the survey.

Main job

Workers in the direct care aged care workforce are often employed in more than one job. This meant that the questions in the survey asked about the respondent's 'main' job in aged care – the job where the person worked the most hours. This helped the respondents to decide which job in aged care they were to report on.

Allied health professionals

Allied health professionals play an important role in the aged care sector and workforce. Allied health professionals may work in any type of aged and other care. Some questions targeted allied health professionals only to improve data quality and to assist with understanding and answering the questions.

Data limitations

The data has not been weighted to represent the total direct care aged care workforce employed in residential, home care, multipurpose services and the National Aboriginal and Torres Strait Islander Flexible Aged Care Service programs. The findings in this report represent only those who took part in the survey.

Respondents did not have to answer all questions, and they could drop out of the survey before they finished it. If a respondent did not finish the survey, their answers to questions they did provide were still used. This means that where percentages are shown in this report, they are percentages of people who responded to that question alone. They cannot be compared against the other responses. The term 'respondents' is used in the report to mean those who answered a question and the number of people who responded to that question.

Data cleaning

'Qualitative data' is information that is collected in the respondents' own words (i.e. text), rather than them selecting an option from a pre-determined list of options in response to a question.⁴ This survey collected qualitative data for some questions. This meant that:

- some qualitative responses were recoded to an option already available at the applicable question, or
- if there were several similar qualitative responses, a new category was created for reporting purposes.

Outliers were identified in the data for questions about hours worked, hourly rate of pay and age. Individual responses were reviewed and either confirmed as correct or corrected based on other information that was provided in the survey.

⁴ Department of Foreign Affairs and Trade (DFAT), **A Guide to Qualitative Research – Why, When What and How?, 2019**, DFAT website, 2019.

Final response figures

A total of 21,197 people took part in the Aged Care Worker Survey 2024:

- 8,574 people finished the survey
- 7,845 people partially completed the survey
- 4,778 people were employed in an aged care job that was not in the target group of jobs being surveyed (see 'Data collection and in-scope population' for a list of workers targeted for the survey).

Other aged care workers

There were 4,778 respondents who were not working in one of the target group of jobs being surveyed – for example, they were:

- ancillary care workers
- diversional therapists (including recreational activities officers and lifestyle coordinators)
- volunteers
- pastoral/spiritual care workers.

The survey was designed so that, if people employed in these roles or in out-of-scope aged care services started to complete the survey, they were asked a reduced number of targeted questions before ending the survey.

Aged care workforce

Other data on the aged care workforce is available and can be used together with this report to get a complete understanding of the aged care sector. The other data sources are listed below.

Aged Care Provider Census and Workforce Survey 2016

The last time the department ran a similar survey of the aged care workforce of this scale was in 2016. This survey was run together with the Aged Care Provider Workforce Census 2016 to obtain a more detailed profile of the direct care workforce in residential and community aged care. The aged care workforce survey data in this report was weighted to the aged care population as per the total number of aged care workers found in the Aged Care Provider Workforce Census 2016.

The 2024 Aged Care Worker Survey methodology is very different from the 2016 survey. The 2024 survey was an opt-in survey that gives a point-in-time, cross-sectional view of aged care workers, so the findings do not represent and cannot be applied to all aged care workers in Australia by sector. Also, it means the data cannot be directly compared with the 2016 survey.

Aged Care Provider Workforce Survey 2023

The Aged Care Provider Workforce Survey 2023⁵ (ACPWS) collected information from aged care providers on their aged care workforce. This survey is a key data source on the number of direct care aged care workers in Australia. It also collected information on characteristics of the workforce such as age, gender, employment status and qualifications. Findings from this data collection are available at **GEN Aged Care Data**.

Australian Institute of Health and Welfare GEN Aged Care Data

The **GEN Aged Care Data** website contains data and information about aged care services from the National Aged Care Data Clearinghouse (NACDC). It is Australia's only central, independent repository for national aged care data.⁶ The website contains data from the department's ACPWS 2023, 2020 Aged Care Workforce Census and the Aged Care Workforce, 2016 data collection reports.

⁵ Department of Health and Aged Care (DoHA), **2023 Aged Care Provider Workforce Survey**, DoHA website, 2024.

⁶ Australian Institute of Health and Welfare (AIHW), **GEN Aged Care Data** AIHW website, 2024.

The Aged Care Workforce 2024 Survey results

Demographics

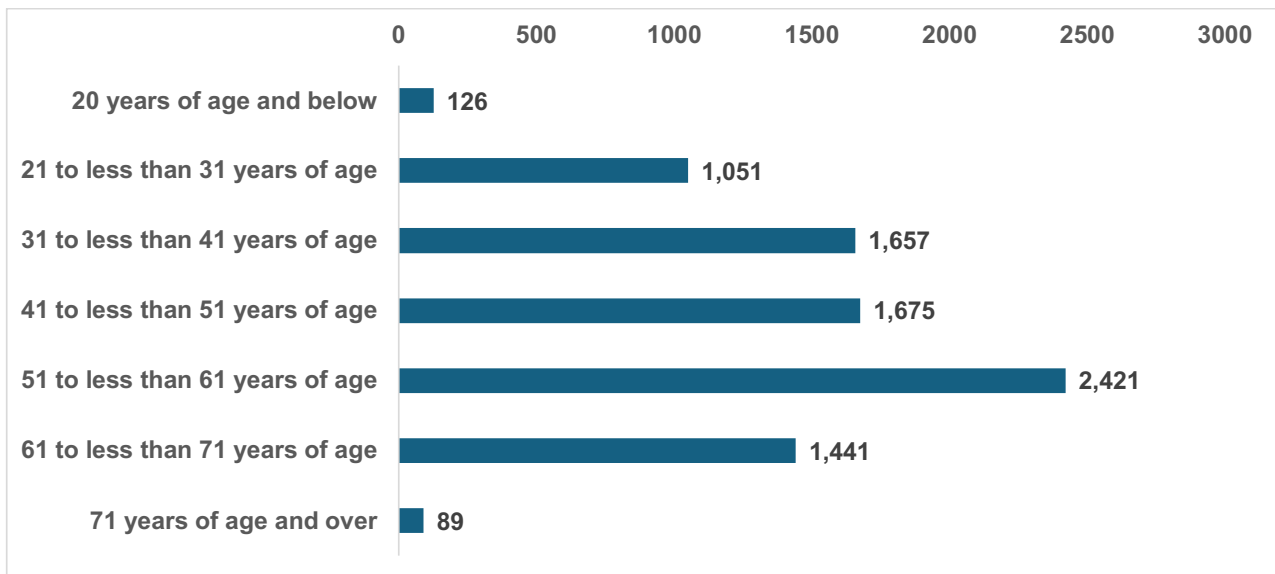
Gender

A total of 8,736 respondents provided their gender. Most (87.4%, n=7,635) said they were a woman or female, and 10.6% (n=928) said they were a man or male. The rest (2.0%, n=173) preferred not to answer, use a different term to describe their gender or describe their gender as non-binary.

Age

The average age of respondents was 47.2 years. The median is 49 years of age. **Graph 1** shows the breakdown of age in 10-year groupings.

Graph 1 Age of respondents – 10-year groupings

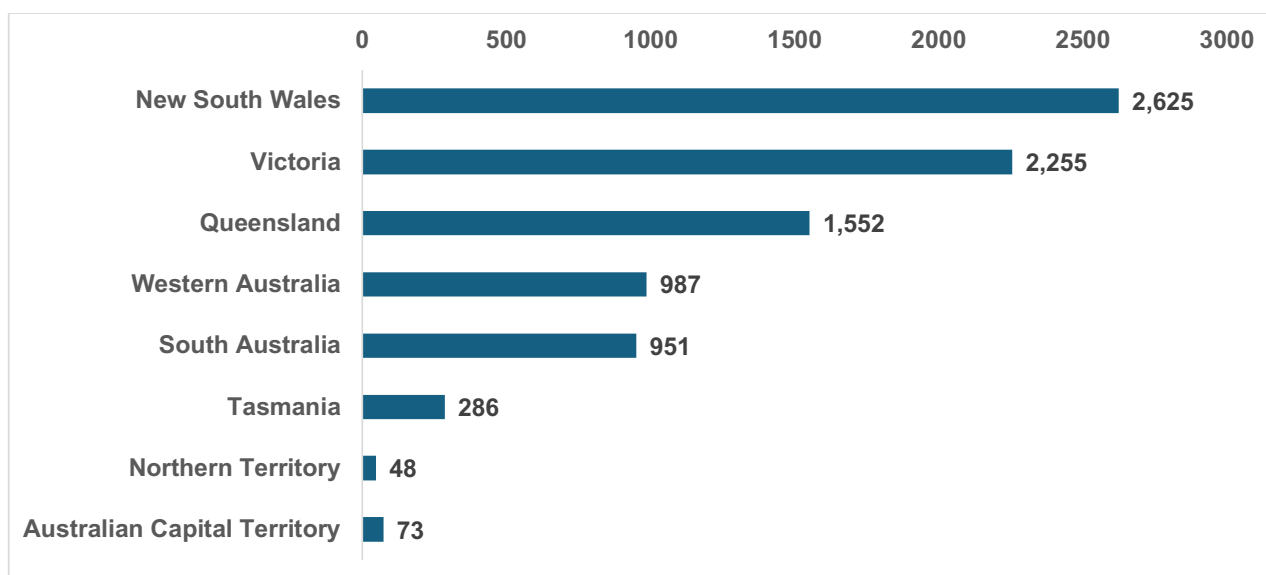


Location

Most respondents worked in New South Wales, followed by Victoria and Queensland.

Graph 2 shows a breakdown of respondents by the state or territory they work in for their main job.

Graph 2 Location of main job in aged care*



* Respondents were allowed to select more than one state or territory where they worked in their main job in aged care. The total number of responses may be more than the total number of respondents who answered this question.

Location by Monash Modified Model

The Monash Modified Model (MMM) is used to classify a location as metropolitan, regional, rural, remote or very remote. There are 7 categories:

- metropolitan areas (MM1)
- regional centres (MM2)
- large rural towns (MM3)
- medium rural towns (MM4)
- small rural towns (MM5)
- remote communities (MM6)
- very remote communities (MM7).⁷

Respondents were asked whether their main job was in a metropolitan, regional, rural, remote or very remote location. Their answers were matched to MMM locations. The most common response to this question reflected that the majority of respondents worked in metropolitan areas (MM1) (44.8%, n=3,771). This was followed by:

- regional centres (MM2) (29.8%, n=2,511)
- rural towns (MM3, MM4 and MM5) (22.3%, n=1,873)
- remote communities (MM6 and MM7) (3.1%, n=262).

⁷ Department of Health and Aged Care (DoHA), **Modified Monash Model**, DoHA website, 2024.

Cultural and linguistic diversity

The survey asked questions that would help to determine the level of cultural and linguistic diversity (CALD) amongst respondents to inform future workforce policy and planning.

Country of birth

Most respondents who reported a country of birth were born in Australia (56.6%, n=4,902), followed by Philippines (5.8%, n=500) and Nepal (5.2%, n=454). **Table 1** shows the country of birth of respondents.

Table 1 Number of respondents by country of birth

Country of birth	Number of respondents	Proportion of respondents (%)
Australia	4,902	56.6
Philippines	500	5.8
Nepal	454	5.2
India	381	4.4
England	316	3.7
New Zealand	205	2.4
China	158	1.8
Bhutan	114	1.3
Fiji	91	1.1
Vietnam	85	1.0
Thailand	74	0.9
South Africa	72	0.8
Sri Lanka	66	0.8
Scotland	50	0.6
Hong Kong	49	0.6
Malaysia	47	0.5
Indonesia	44	0.5
South Korea	35	0.4

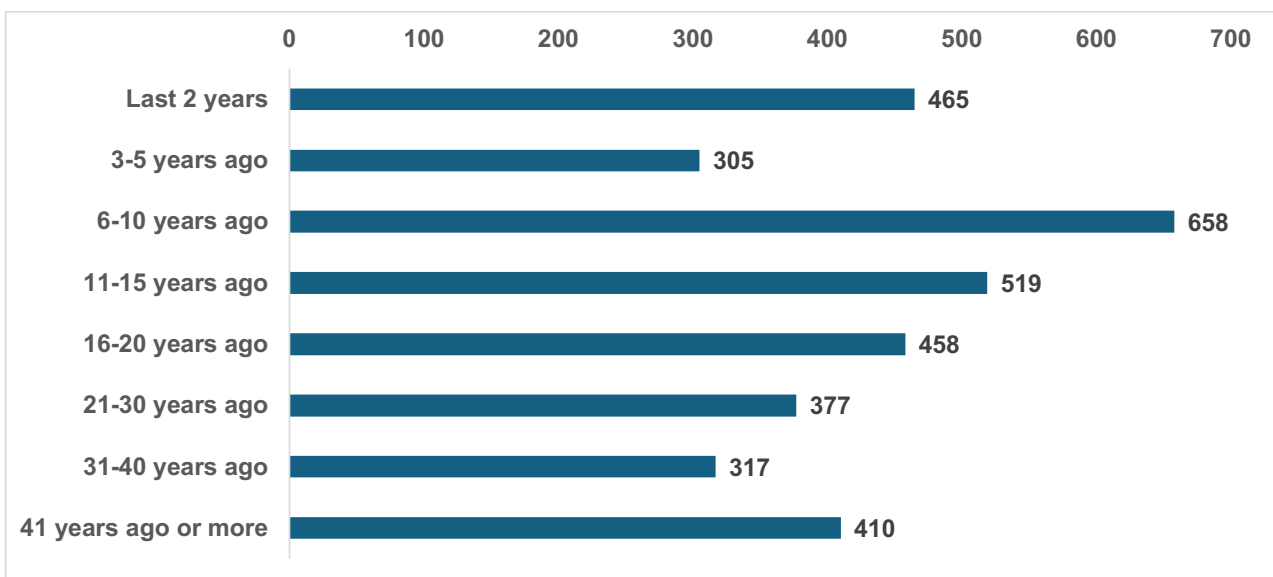
Country of birth	Number of respondents	Proportion of respondents (%)
Colombia	35	0.4
Italy	34	0.4
Other	944	10.9
Total	8,656	100 [^]

[^] The sum of the components may not add up to 100% due to rounding.

Year of arrival and visa status

Most of the respondents who were not born in Australia came here 6 to 10 years ago to live for one year or more (18.8%, n=658). **Graph 3** shows the period when respondents who were not born in Australia first came here to live for one year or more (even if they have spent time abroad since).

Graph 3 Period of arrival in Australia to live for one year or more



Of respondents who were not born in Australia, 49.7% (n=1,746) are Australian or New Zealand citizens. This was followed by:

- permanent residents of Australia (25.2%, n=884)
- temporary visa holders (22.1%, n=776)
- don't know or none of the above (3.0%, n=106).

Temporary visa holders

Respondents who reported that they were temporary visa holders were asked what type of visa they hold. Most hold a student visa (Subclass 500) (45.4%, n=348), followed by:

- Temporary Graduate Visa (Subclass 485) (20.0%, n=153),
- Temporary Skills Shortage Visa (Subclass 482) (6.8%, n=52),
- Skilled Regional (Provisional) Visa (Subclass 489) or a Skilled – Recognised Graduate Visa (Subclass 476) (2.3%, n=18)
- another visa (24.3%, n=186).

Less than 2% (1.2%, n=9) did not know the type of visa they hold.

Pacific Australia Labour Mobility scheme

Under the Pacific Australia Labour Mobility (PALM) scheme, eligible businesses can hire workers from 9 Pacific islands and Timor-Leste if there are not enough local workers available to fill job vacancies.⁸ All respondents who hold a temporary visa were asked whether they came to Australia under the PALM scheme, and 764 respondents answered. Only 25 (3.3%) of these respondents are in Australia under the PALM scheme, 594 (77.7%) are not currently in the scheme and 145 (19.0%) are not sure.

Aged Care Industry Labour Agreement

The Aged Care Industry Labour Agreement (ACILA) is a government initiative that assists in recruiting qualified direct care workers from overseas to work in aged care.⁹ All respondents who were temporary visa holders were asked whether they applied for their current main job in aged care under the ACILA. Only 4.7% (n=36) applied for a visa under ACILA, 85.4% (n=653) did not apply for a visa under ACILA and 9.9% (n=76) did not know whether they applied for a visa under the ACILA.

⁸ Pacific Australia Labour Mobility (PALM), **Welcome to the PALM scheme**, PALM website, 2024.

⁹ Department of Health and Aged Care (DoHA), **Aged Care Industry Labour Agreement**, DoHA website, 2023.

Main language spoken at home and main job in aged care

Less than half of respondents (40.8%, n=3,540) speak a language other than English at home. The remaining 59.2% (n=5,144) do not speak a language other than English.

Of those who do speak a language other than English, most said they speak English very well (60.5%, n=2,137), followed by:

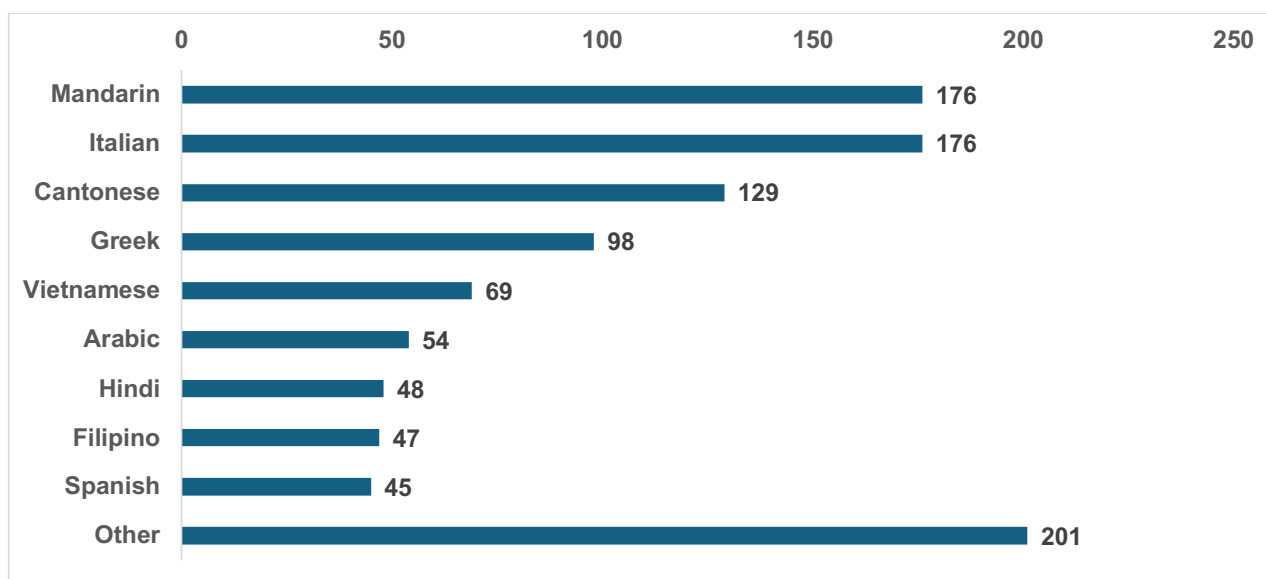
- 36.8% (n=1,300) speaking English well
- 2.7% (n=95) speaking English not well or not at all.

About a third of respondents (30.7%, n=1,083) who speak a language other than English use their other language in their main job in aged care and 69.3% (n=2,444) do not use a language other than English in their main job in aged care.

Of those who use a language other than English in their main job in aged care, the most commonly used languages are Mandarin and Italian (16.9%, n=176).

Graph 4 shows the 10 most common languages other than English that are used in main job in aged care.

Graph 4 Language other than English used in main job in aged care



Aboriginal and Torres Strait Islander status

Of the respondents who answered the survey question:

- 216 (2.5%) identified as Aboriginal
- 20 (0.2%) identified as Torres Strait Islander
- 9 (0.1%) identified as both Aboriginal and Torres Strait Islander
- 8,255 (97.0%) did not identify as Aboriginal or Torres Strait Islander.

Main job and recruitment pathway

Aged care program or service

Of the 21,197 respondents who answered the question on which aged care program or service they work the most hours in, most worked in RAC (61.3%, n=12,987), followed by HCPP (21.8%, n=4,617) and CHSP (7.8%, n=1,645). **Table 2** shows the totals for each program or service. This question was the first question in the survey, so it had the highest number of answers.

Table 2 Number of respondents by aged care program or service*

Aged care program or service	Number of respondents	Proportion of respondents (%)
Residential aged care	12,987	61.3
Home Care Packages Program	4,617	21.8
Commonwealth Home Support Programme	1,645	7.8
Multi-Purpose Services Program	826	3.9
National Aboriginal and Torres Strait Islander Flexible Aged Care Program	62	0.3
Other aged care program or service	1,060	5.0
Total	21,197	100^

* Data presented in this table includes responses from both direct and other aged care workers.

^ The sum of the components may not add up to 100% due to rounding.

There were 1,060 respondents who worked in an aged care program or service that was not one of the programs or services covered in this survey. For example, they worked in aged care programs or services in hospitals or respite care settings. Respondents who worked for these programs and services are not in the target group for the survey, so they are excluded from the remainder of the survey results.

Main job in aged care – direct care

Most respondents were personal or home care workers or assistants (71.6%, n=10,084), followed by nurses (22.8%, n=3,208) and allied health professionals (5.6%, n=785). **Table 3** shows the number of respondents by their main job in aged care.

Table 3 Number of respondents by main job in aged care – direct aged care job

Main job in aged care	Number of respondents	Proportion of respondents (%)
Personal care		
Personal care worker/ personal care assistant	5,691	40.4
Home care worker	2,494	17.7
Assistant in nursing or nursing assistant	1,899	13.5
Total personal care	10,084	71.6
Nursing		
Registered nurse	1,735	12.3
Enrolled nurse	927	6.6
Clinical care manager	516	3.7
Nurse practitioner	30	0.2
Total nursing	3,208	22.8
Allied health professionals		
Allied health assistant	213	1.5
Physiotherapist	154	1.1
Occupational therapist	129	0.9
Social worker	114	0.8
Dietitian	31	0.2
Podiatrist	31	0.2
Exercise psychologist	23	0.2
Speech pathologist	20	0.1

Main job in aged care	Number of respondents	Proportion of respondents (%)
Allied health professional – other*	70	0.5
Total allied health professionals	785	5.6
Total direct aged care workers	14,077	100 [^]

* Allied health professional – other includes art therapist, osteopath, music therapist, psychologist, chiropractor and pharmacist.

[^] The sum of the components may not add up to 100% due to rounding.

Main job in aged care – other care

There were 4,778 respondents who worked in other aged care jobs and were not in the target group for the survey. Most of these respondents were ancillary care workers (28.8%, n=1,375), followed by care/case coordinators (20.6%, n=984) and diversional therapists (13.0%, n=623). Another 480 (10.0%) said they worked in another role in aged care – for example, meal delivery or food services, administration or senior management jobs.

Table 4 lists the other aged care jobs collected in the survey and the number of respondents who said this job was their main job in aged care.

Table 4 Number of respondents by main job in aged care – other aged care job

Main job in aged care	Number of respondents	Proportion of respondents (%)
Ancillary care worker	1,375	28.8
Care/case coordinator	984	20.6
Diversional therapist	623	13.0
Management	493	10.3
Administration	227	4.8
Lifestyle and general support	179	3.7
Volunteer	92	1.9
Pastoral/spiritual care worker	57	1.2
Finance and accounting	44	0.9
Student on placement	42	0.9
Domestic assistance – other	42	0.9
Education, training, and facilitation	32	0.7
Quality and compliance	31	0.6
Human resource management	27	0.6
Aboriginal and/or Torres Strait Islander health practitioner	21	0.4
Registered Undergrad Student of Nursing (RUSON)	15	0.3
Assessment	14	0.3
Other*	480	10.0
Total other aged care workers	4,778	100[^]

* Includes oral health professional.

[^] The sum of the components may not add up to 100% due to rounding.

Dementia training and education – other aged care jobs

Dementia training and education for the aged care workforce is important because all people living with dementia should receive high-quality, evidence-based care in every setting and location.¹⁰ Other aged care workers were asked whether they had received any dementia training or education in the last 12 months. Of the respondents who answered this question, 58.9% (n=2,753) said that they had received dementia training or education and 41.1% (n=1,923) said that they had not.

Other aged care workers were not asked any further questions in the survey, so they did not contribute data from this point onwards.

Recruitment pathway to main job in aged care

Online recruitment websites such as SEEK and CareerOne were the main ways respondents were recruited for their main job in aged care (28.9%, n=3,277). **Table 5** shows the number of respondents by recruitment pathway for their main job in aged care.

Table 5 Number of respondents by recruitment pathway for main job in aged care

Recruitment pathway for main job in aged care	Number of respondents	Proportion of respondents (%)
Online recruitment such as SEEK, CareerOne	3,277	28.9
Friend or colleague	2,923	25.8
Company or current employer contacts	2,104	18.6
Employment agency	598	5.3
Newspaper advertisements	488	4.3
Aged care provider website	429	3.8
Offered main job after completing placement/work experience	421	3.7
Approached aged care provider directly in person	225	2.0
Home Care Workforce Support Program	146	1.3
Email, post or phone to aged care provider	94	0.8
Already employed by aged care provider, but in a different role	37	0.3

¹⁰ Department of Health and Aged Care (DoHA), **Dementia Training Program**, DoHA website, 2023.

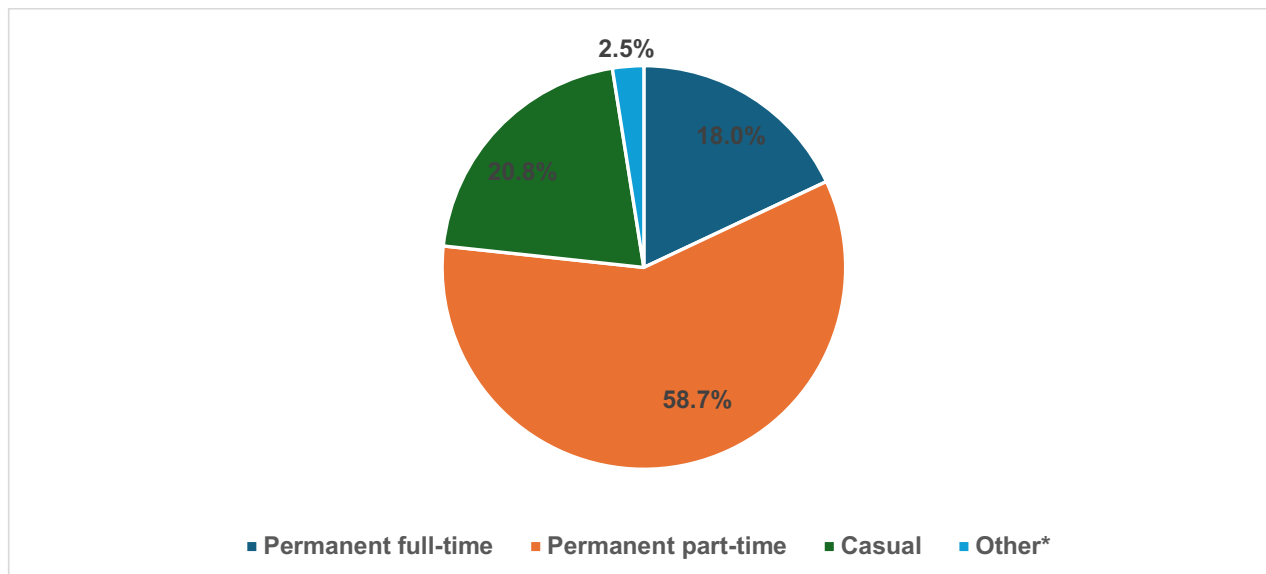
Recruitment pathway for main job in aged care	Number of respondents	Proportion of respondents (%)
Social media, employment open day or work fair	31	0.3
Approached by aged care provider (outside of placement/work experience)	13	0.1
Other	556	4.9
Total	11,342	100[^]

[^] The sum of the components may not add up to 100% due to rounding.

Shift patterns and workload

Permanent part-time work (58.7%, n=6,578) was the most common shift pattern for respondents. This was followed by casual (20.8%, n=2,326), permanent full-time (18.0%, n=2,018), fixed-term contract (0.8%, n=95), independent contractor (0.8%, n=95), agency or labour hire (0.6%, n=70) and other (0.2%, n=17). **Chart 1** shows the proportion of respondents by form of employment.

Chart 1 Proportion of respondents by form of employment



*Other includes fixed term contract, agency or labour hire worker, business owner / self-employed and other forms of employment.

Recipients of care

When respondents were asked about the total number of people they provide care to:

- 9,054 said they provided care to 261,364 people aged 65 years and over (not including Aboriginal and Torres Strait Islander people as this information was collected as a separate category)
- 1,867 said they provided care to 11,123 Aboriginal and Torres Strait Islander people aged 50 years and over
- 3,052 said they provided care to 31,101 people aged under 65 years with a disability or long-term health condition
- 183 said they provided care to 3,917 other persons including those on workers' compensation and rehabilitation programs.

Hours worked

Respondents were asked how many paid and unpaid hours they worked in the week prior to completing the survey. To make sure the reporting was consistent, the question asked them about 'last week' rather than 'in the last week'.

There were 510 respondents who worked zero paid hours in the week prior to completing the survey. Of those that provided an answer, most said it was because they took planned leave (32.1%, n=100), followed by taking unplanned leave, including sick leave or personal leave (21.5%, n=67), and not being rostered on for a shift last week (17.0%, n=53). Over a quarter of respondents (29.5%, n=92) provided 'other' as a reason they worked zero paid hours in the week prior to completing the survey.

Paid hours worked last week

Of the respondents who worked at least one paid hour in the week prior to completing the survey:

- the average number of paid hours worked was 26.4 hours
- the median number of paid hours worked was 24.3 hours.

Table 6 shows the number of paid hours worked last week by the number of respondents who worked one or more paid hours last week.

Table 6 Number of paid hours worked in the week prior to completing the survey

Paid hours range	Number of respondents	Proportion of respondents (%)
1 to less than 10 hours	500	4.7
10 hours to less than 20 hours	2,598	24.6
20 hours to less than 30 hours	3,448	32.6
30 hours to less than 40 hours	3,180	30.1
40 hours to less than 50 hours	476	4.5
50 hours to less than 60 hours	56	0.5
60 hours or more	314	3.0
Total respondents	10,572	100 [^]

[^] The sum of the components may not add up to 100% due to rounding.

Unpaid hours worked in the week prior to completing the survey

Of the respondents who worked unpaid hours in the week prior to completing the survey:

- the average number of unpaid hours worked was 6.5 hours
- the median number of unpaid hours worked was 4 hours.

Table 7 shows the number of unpaid hours worked in the week prior to completing the survey by the number of respondents who worked more than zero unpaid hours in the week prior to completing the survey.

Table 7 Number of unpaid hours worked in the week prior to survey completion*

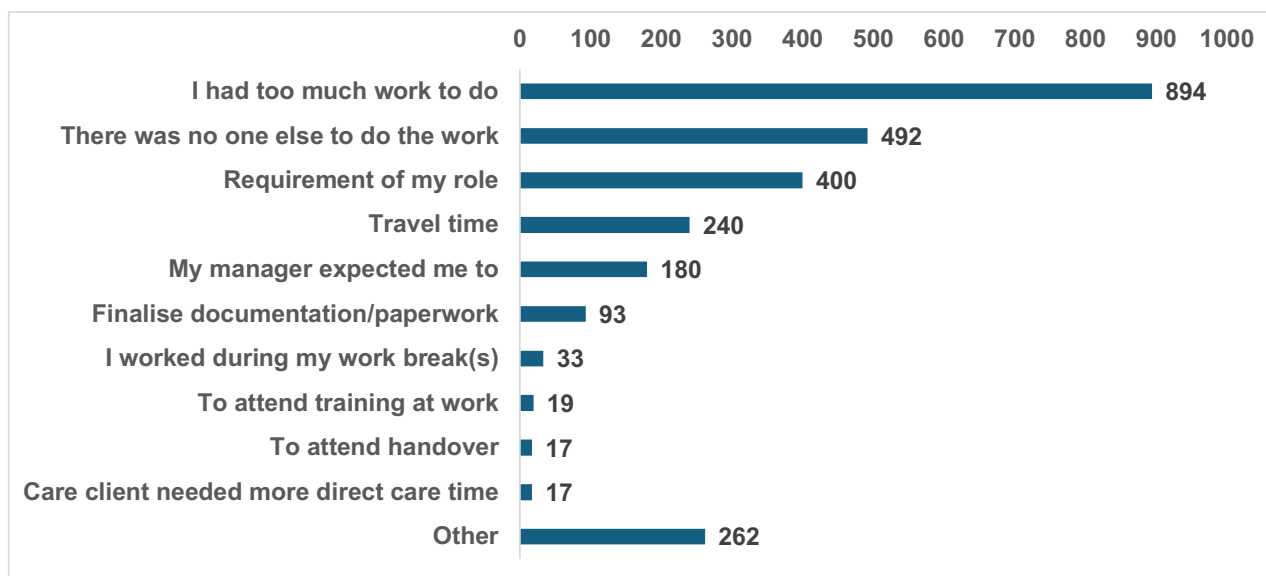
Paid hours range	Number of respondents	Proportion of respondents (%)
More than 0 to less than 1 hour	26	1.6
1 to less than 5 hours	858	52.6
5 to less than 10 hours	402	24.6
10 to less than 15 hours	184	11.3
15 to less than 20 hours	56	3.4
20 to less than 25 hours	46	2.8
25 hours or more	59	3.6
Total respondents	1,631	100 [^]

[^] The sum of the components may not add up to 100% due to rounding.

* Does not include respondents who worked 0 unpaid hours in the week prior to completing the survey.

Of those respondents who worked unpaid hours in the week prior to completing the survey, most reported the reason for this was that ‘there was too much work to do’, followed by ‘there was no one else to do the work’. **Graph 5** shows all the reasons respondents worked more than zero unpaid hours in the week prior to completing the survey.

Graph 5 All reasons worked more than zero unpaid hours in the week prior to completing the survey



Overtime

Only 14.3% (n=1,460) of respondents worked paid overtime in the week prior to completing the survey. The remaining 85.7% (n=8,760) either did not work overtime or worked unpaid overtime.

Keeping or changing the number of hours worked

The survey asked about whether respondents would prefer to keep or change the number of hours they worked in the week prior to completing the survey. Most respondents (62.2%, n=6,557) would not like to change the hours that they worked in the week prior to completing the survey.

More hours

Of the 27.5% (n=2,899) who preferred to work more hours in the week prior to completing the survey, these respondents wanted to work:

- an average of 18 more hours
- a median of 10 more hours.

Table 8 shows the number of extra hours respondents preferred to work by the main job in aged care.

Table 8 Number of extra hours respondents wanted to work in the week prior to completing the survey by number of paid hours worked and type of main job

Main job in aged care	Average paid hours worked	Median paid hours worked	Average number of additional hours wanting to work	Median number of additional hours wanting to work
Personal care worker/personal care assistant	25.6	24.0	19.4	12.0
Home care worker	21.2	20.0	13.4	10.0
Assistant in nursing or nursing assistant	27.2	24.8	24.0	15.0
Enrolled nurse	27.3	27.0	16.1	10.0
Registered nurse	30.0	30.0	15.5	10.0
Nurse practitioner	31.8	32	10.0	10.0
Clinical care manager	39.8	38.0	13.3	9.0
Allied health assistant	27.3	25.0	12.8	8.0
Physiotherapist	28.3	31.1	10.4	8.0
Occupational therapist	28.5	30.2	11.1	9.0
Social worker	26.7	25.0	17.1	7.0
Dietitian	25.2	24.0	8.1	6.5
Podiatrist	30.3	38.0	14.3	8.0
Allied health – other*	28.6	29.0	12.2	10.0

* Includes art therapist, osteopath, music therapist, psychologist, chiropractor, pharmacist, exercise physiologist and speech pathologist.

Respondents said they wanted to work more hours in the week prior to completing the survey:

- to increase income (87.6%, n=2,518)
- to gain more work experience (25.3%, n=727)
- to attend training at work (7.1%, n=205)
- because they enjoy the work (1.5%, n=43)
- because they would be able to assist/help more people (1.2%, n=36)
- to complete their workload (1.2%, n=35)
- for another reason (6.2%, n=178).

Less hours

Only 10.3% (n=1,082) preferred to work less hours in the week prior to completing the survey. These respondents said they wanted to work:

- an average of 12.5 less hours
- a median of 9 less hours.

Table 9 shows the number of less hours respondents wanted to work by the main job in aged care.

Table 9 Number of less hours respondents wanted to work in the week prior to completing the survey by number of paid hours worked in the week prior to completing the survey and type of main job

Main job in aged care	Average paid hours worked	Median paid hours worked	Average number of less hours wanting to work	Median number of less hours wanting to work
Personal care worker/personal care assistant	25.6	24.0	13.1	10.0
Home care worker	21.2	20.0	10.5	7.0
Assistant in nursing or nursing assistant	27.2	24.8	11.2	8.0
Enrolled nurse	27.3	27.0	12.1	8.0
Registered nurse	30.0	30.0	12.5	8.0
Nurse practitioner	31.8	32.0	7.0	6.0
Clinical care manager	39.8	38.0	13.8	10.0
Allied health assistant	27.3	25.0	9.1	8.0
Physiotherapist	28.3	31.1	5.9	4.8
Occupational therapist	28.5	30.2	10.5	8.0
Social worker	26.7	25.0	8.6	6.5
Podiatrist	30.3	38.0	8.5	8.0
Allied health – other*	27.9	30.0	10.6	7.3

* Includes art therapist, osteopath, music therapist, psychologist, chiropractor, pharmacist, exercise physiologist, speech pathologist and dietitian.

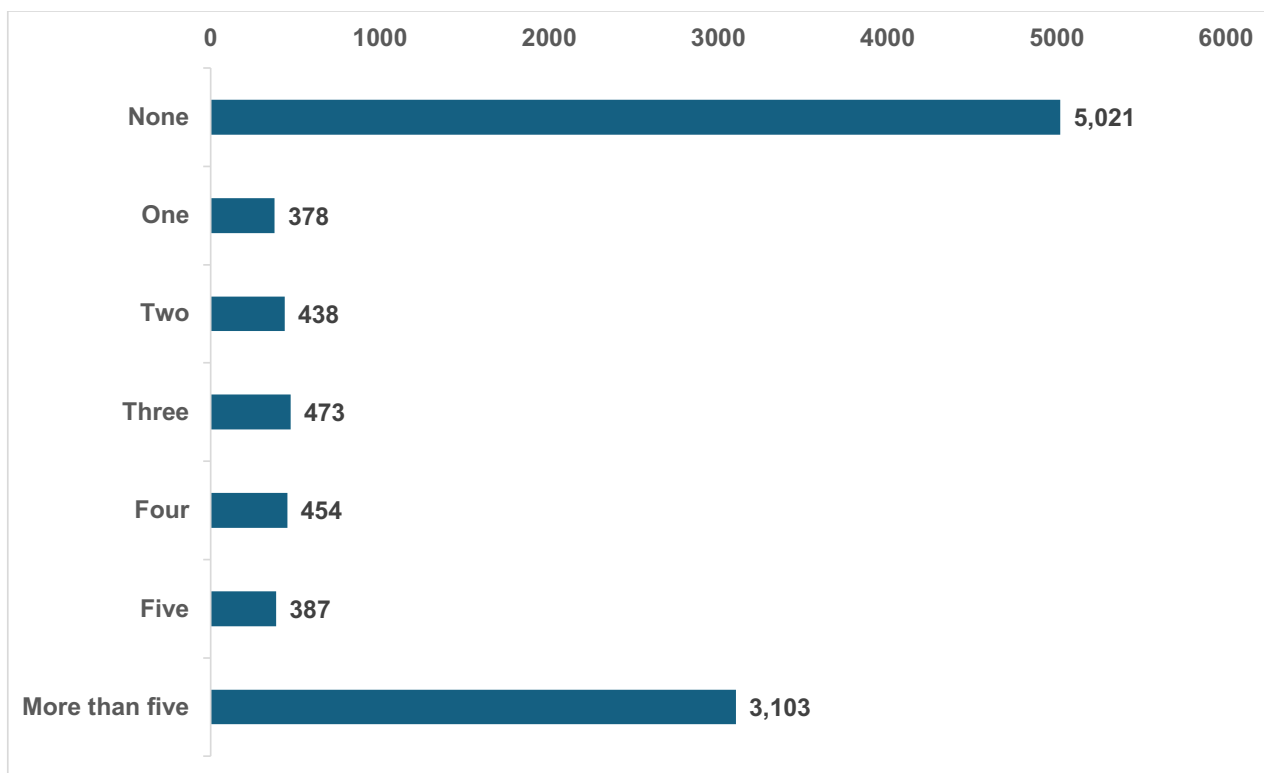
Respondents said they wanted to work less hours:

- to improve work life balance (76.6%, n=823)
- because of illness or injury including feeling burnt out or stressed (37.4%, n=402)
- to care for children (18.9%, n=203)
- to study (13.1%, n=141)
- to care for sick or injured family (7.0%, n=75)
- because they want to work less unpaid hours (6.0%, n=64)
- because they want to retire or look for other employment (0.7%, n=7)
- because they are unhappy in the workplace (1.4%, n=15)
- for another reason (3.9%, n=42).

Staff supervision

To better understand direct care aged care staff workloads, the survey asked about whether the respondents directly supervise or manage other direct care staff. Nearly half of the respondents who answered this question (49.0%, n=5,021) said they did not supervise or manage any direct care staff. About 30.3% (n=3,103) said they managed or supervised more than 5 direct care staff. **Graph 6** shows the number of respondents by the number of direct care staff they manage or supervise.

Graph 6 Number of direct care staff respondents manage



Time spent providing direct care in most recent shift

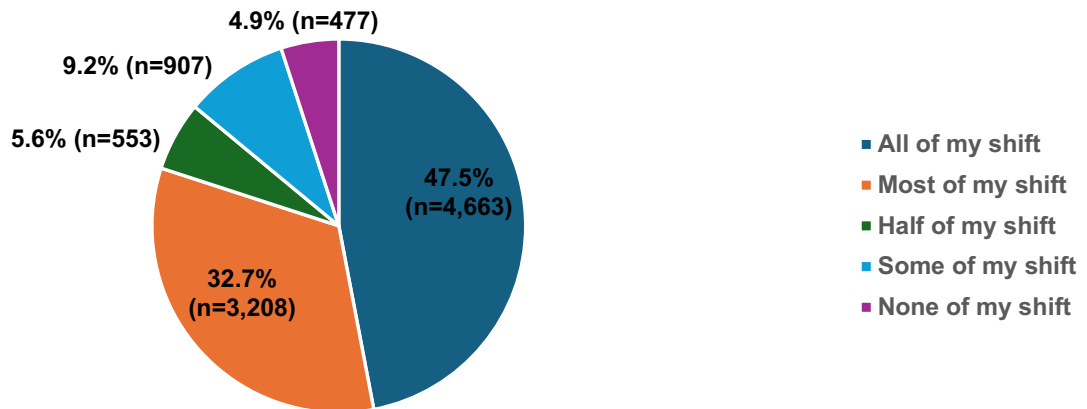
When asked about how much of their last shift they spent directly caring for people compared with attending staff meetings or talking with other staff, 47.5% (n=4,663) of personal care workers, home care workers and nurses who answered this question said they spent all their shift providing direct care. Only 4.9% (n=477) said they spent none of their shift caring for people.

Nearly a quarter (24.3%, n=153) of allied health professionals who responded to the survey spent all their last workday caring for people, and 45.6% (n=287) of allied health professionals spent most of their workday caring for people.

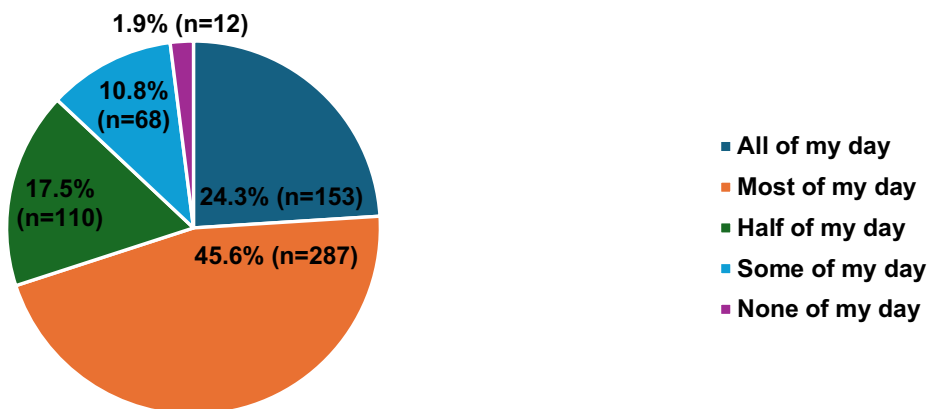
Chart 2 shows how much of a workday personal care workers, home care workers, nurses and allied health professionals spent caring for or treating people compared with attending staff meetings or talking with others.

Chart 2 Proportion of respondents by how much of shift or workday spent providing direct care

Proportion of Nurses and Personal / Home Care workers by time spent caring for people last shift



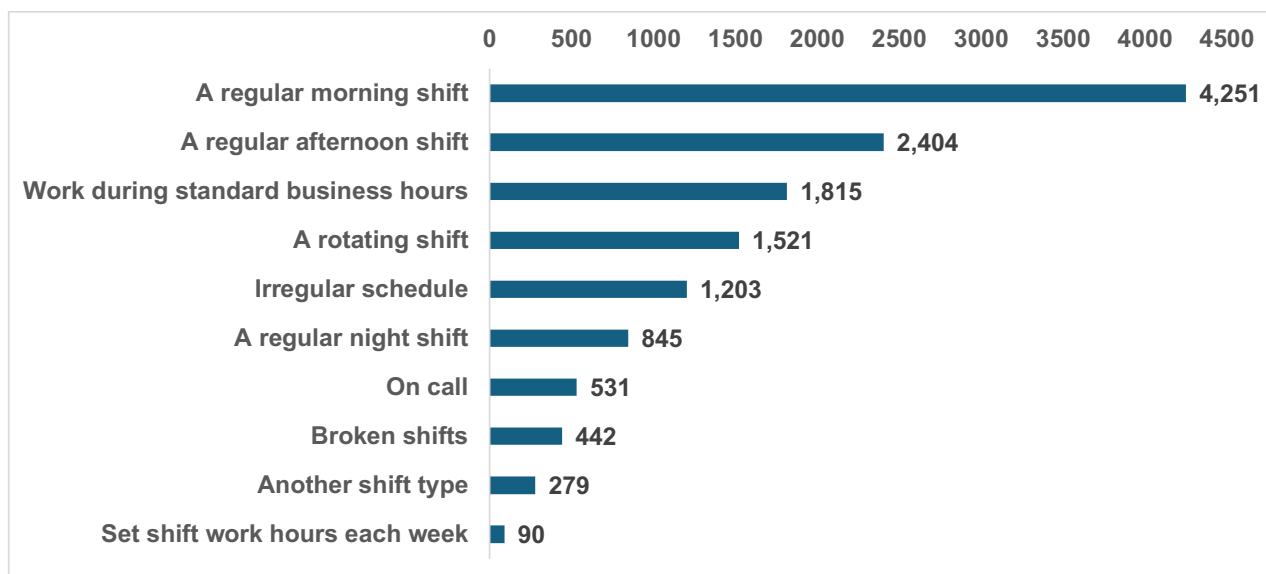
Proportion of allied health professionals by time spent caring for people last workday



Work shift / roster type

Most respondents worked a regular morning shift, followed by a regular afternoon shift and during standard business hours. **Graph 7** shows the types of shifts respondents who answered this question worked in their main job in aged care.

Graph 7 The type of shifts worked in main job in aged care*

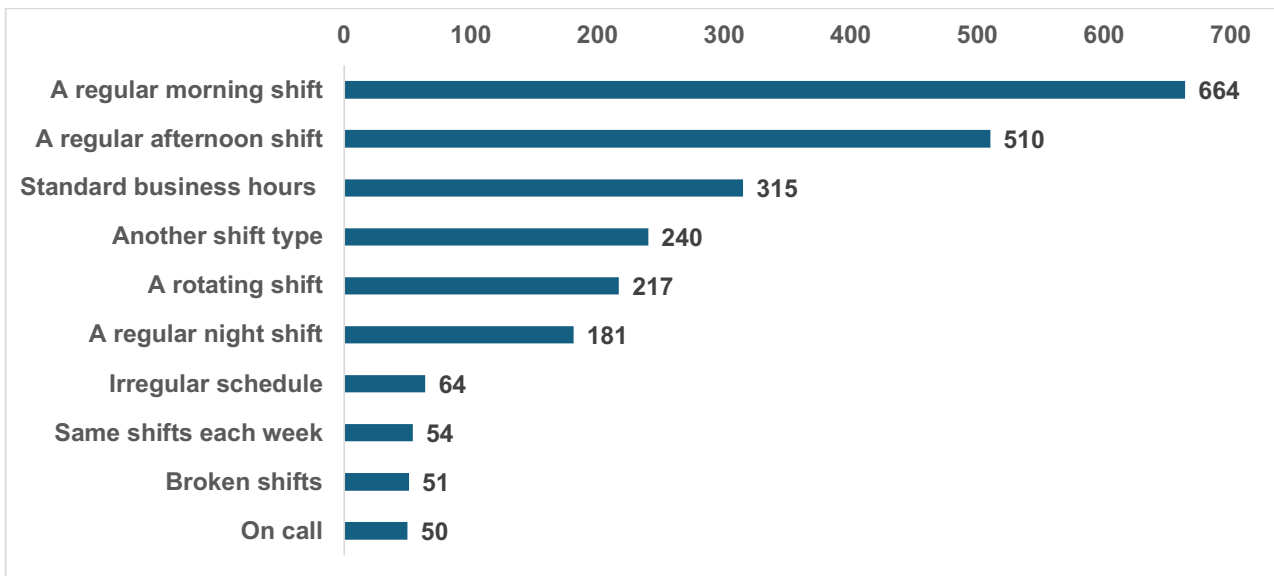


* Respondents were allowed to select more than one shift type. The total number of responses may be more than the total number of respondents who answered this question.

When asked if they preferred to keep the work shift they have at the moment or change it, 82.5% (n=8,525) of respondents said they wanted to keep their current work shift and 17.5% (n=1,809) said they wanted to change it.

Of those who wanted to change the work shift they have, most wanted to change to a regular morning shift, followed by a regular afternoon shift and then by standard business hours. **Graph 8** shows the type of shift these respondents wanted to change to.

Graph 8 Preferred shift type for respondents who prefer to change their current shift*



* Respondents were allowed to select more than one preferred shift type. The total number of responses may be more than the total number of respondents who answered this question.

Of those who were not able to change their current work shift, most said the reason was that their employer was not able or willing to make the change or that their preferred work shifts were not available or offered. **Graph 9** shows all the reasons that respondents who answered this question were unable to change their current work shift if they wanted to.

Graph 9 All reasons unable to change current work shift*



* Respondents were allowed to select more than one reason why they were unable to change their current shift, so the total number of responses may be more than the total number of respondents who answered this question.

Rate of pay and employment award

Respondents were asked for their hourly rate of pay, before tax or anything else is taken out, in their main job in aged care. The average hourly rate of pay reported was \$36.61. The median was \$33.00. **Table 10** shows the average and median hourly rate of pay by main job in aged care for respondents who reported an hourly rate of pay.

Table 10 Hourly rate of pay, before tax or anything else is taken out, by main job in aged care*

Main job in aged care	Average hourly rate of pay	Median hourly rate of pay
Personal care worker/ personal care assistant	\$32.04	\$31.25
Home care worker	\$33.80	\$33.00
Assistant in nursing or nursing assistant	\$31.47	\$30.74
Enrolled nurse	\$36.21	\$36.00
Registered Nurse	\$49.94	\$50.00
Nurse practitioner	\$64.12	\$64.00
Clinical care manager	\$59.61	\$60.00
Allied health assistant	\$31.87	\$31.70
Physiotherapist	\$50.48	\$50.00
Occupational therapist	\$51.14	\$51.53
Social worker	\$44.13	\$43.00
Podiatrist	\$52.80	\$52.00
Allied health – other^	\$44.69	\$43.21

* Does not include values of \$0 reported in response to this question.

^ Includes art therapist, osteopath, music therapist, psychologist, chiropractor, pharmacist, exercise physiologist, speech pathologist and dietitian.

Employment award

A third of respondents (n=3,363, 32.3%) did not know the award they were employed under. **Table 11** shows the type of employment award by number of respondents who answered this question.

Table 11 Type of employment award*

Type of employment award	Number of responses	Proportion of responses [^] (%)
Aged Care Award 2010	1,881	18.1
Nurses Award 2020	735	7.1
Social, Community, Home Care and Disability Services Industry Award 2010 (Schedule E)	487	4.7
Social, Community, Home Care and Disability Services Industry Award 2010 – Social and Community Services stream (Schedule B)	271	2.6
Local council/government award	138	1.3
State-based award	190	1.8
Individual contract	727	7.0
Enterprise Bargaining Agreement (EBA)	2,258	21.7
Health Professionals and Support Services Award	20	0.2
Other employment award	158	1.5
Don't know employment award type	3,363	32.3
No employment award	192	1.8

* Respondents were allowed to select more than one employment award type, so the total number of responses may be more than the total number of respondents who answered this question.

[^] The total may not add up to 100% as respondents were allowed to select more than one employment award.

Working in aged care

The survey asked about the reasons people chose to work in aged care. Most said it was to make a positive change in the lives of older people (71.7%, n=7,048). Pay was not as common, with 865 (8.8%) respondents choosing this answer. **Table 12** gives all the reasons respondents chose to work in aged care.

Table 12 All the reasons respondents chose to work in aged care*

Reason respondent chose to work in aged care	Number of responses	Proportion of responses^ (%)
To make a positive change in the lives of older people	7,048	71.7
I have an interest in working with older people	6,291	64.0
Location of job, for example close to home	3,364	34.2
Work hours available	3,271	33.3
Alignment to personal values	3,118	31.7
Security of employment	2,853	29.0
The availability of jobs in aged care	2,762	28.1
For career progression	2,372	24.1
Work entitlements such as leave and flexibility	1,688	17.2
Access to salary packaging	1,504	15.3
The training and development program	1,359	13.8
To receive higher pay	865	8.8
The work is rewarding, and I like caring for older people	66	0.7
I did not choose to work in aged care, but I do have aged care clients	128	1.3
Another reason	238	2.4

* Respondents were allowed to select more than one reason for choosing to work in aged care, so the total number of responses may be more than the total number of respondents who answered this question.

^ The total may not add up to 100% because respondents were allowed to select more than one reason for choosing to work in aged care.

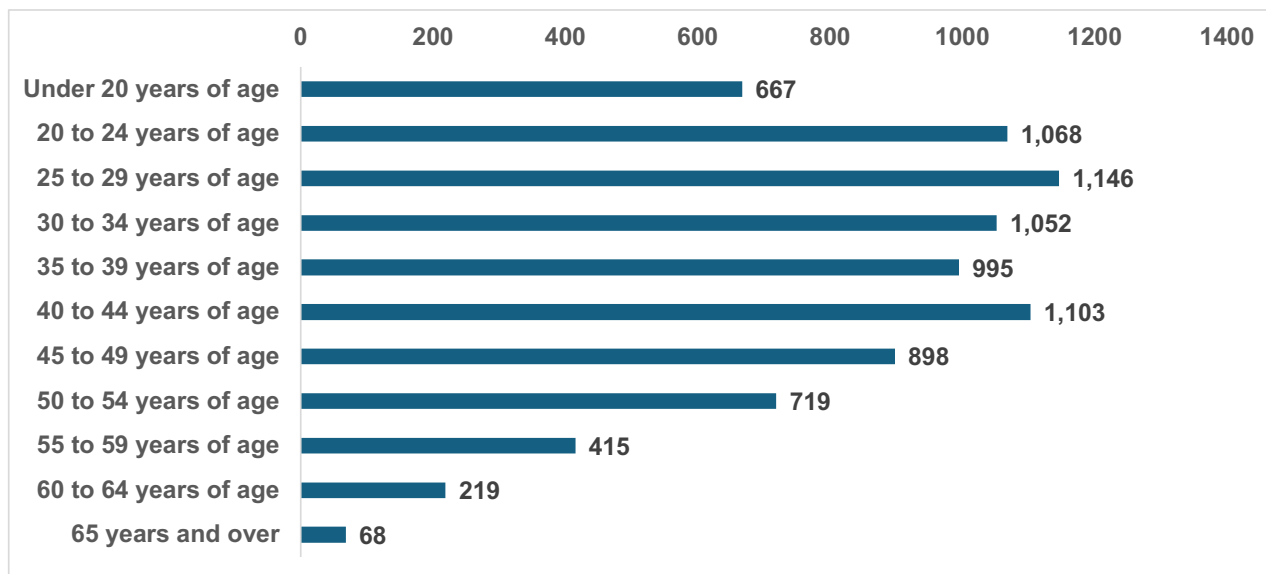
Age and length of time working in aged care

The survey asked respondents what age they were when they first began working in aged care:

- The average age reported was 36.2 years of age.
- The median age reported was 35 years of age.

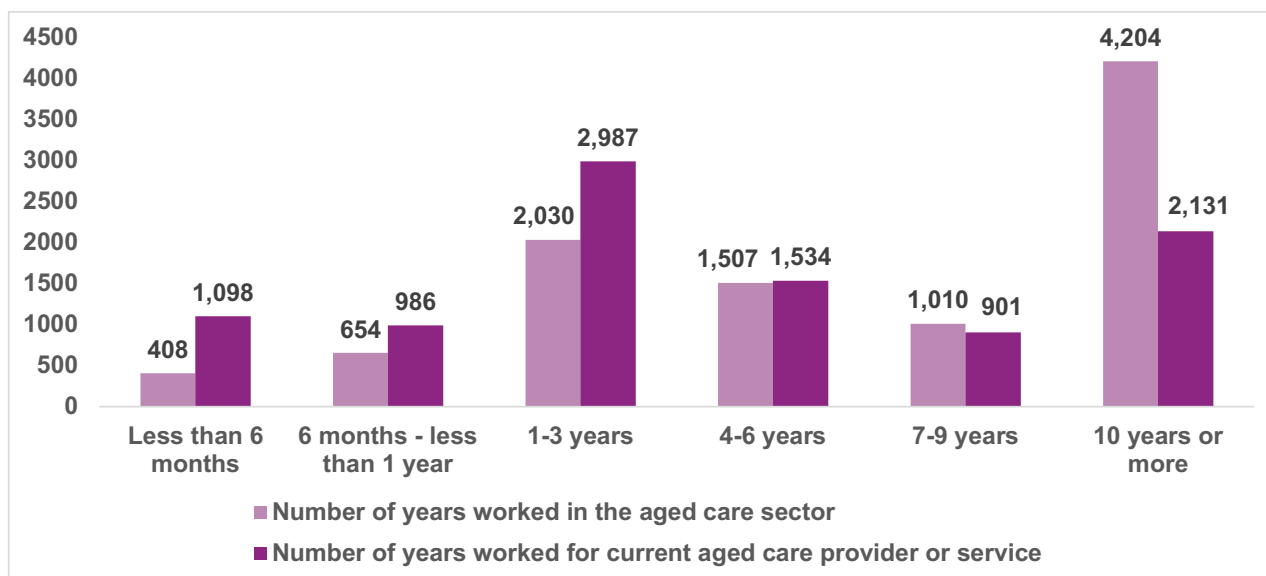
Graph 10 shows the age when respondents first started working in aged care in 5-year groupings.

Graph 10 Age first started working in aged care by 5-year groupings



The majority of respondents have worked in the aged care sector for 10 years or more (42.8%, n=4,204). The majority of respondents have worked for their current aged care provider or service for 1 to 3 years (31.0%, n=2,987). **Graph 11** shows the number of years respondents have worked in the aged care sector and the number of years they have worked for their current aged care provider or service.

Graph 11 The number of years worked in the aged care sector and the number of years worked for current aged care provider or service



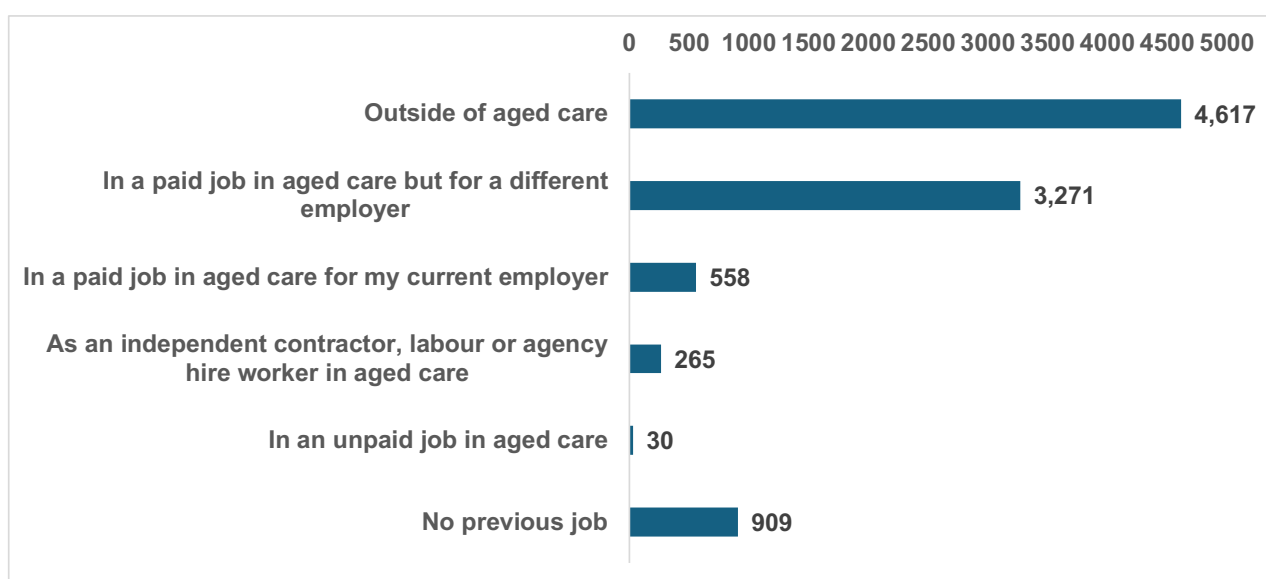
Employment before current main job in aged care

Nearly half of the respondents had not worked in aged care before their current paid job in aged care (47.8%, n=4,617). Four in ten (42.7%, n=4,124) respondents worked in the aged care sector before their current paid job and 9.4% (n=909) had no previous paid employment.

Of the 4,124 respondents whose previous job was in aged care (including paid and unpaid job), most worked in a paid job for a different aged care service or provider (79.3%, n=3,271).

Graph 12 shows the number of respondents by where they worked before their current job in aged care.

Graph 12 Last job before current paid job in aged care



Of the 4,617 people who worked outside of aged care previous to their current paid main job in aged care, these respondents were employed in the following areas:

- disability support in a paid role (8.5%, n=394),
- veterans' care (0.3%, n= 12),
- early childhood care in a paid role (3.6%, n=165),
- carer/support worker in other settings in a paid role (8.8%, n=407),
- health service in a paid role (16.9%, n=780),
- volunteer or student on placement (6.1%, n=280), or
- other paid job (55.9%, n=2,579).

The main reason respondents left their last paid job in aged care was to be closer to home (19.7%, n=793), followed by the availability of shifts or hours of work wanted (10.5%, n=423) and because their job was too stressful (9.2%, n=372). **Table 13** shows the main reasons respondents left their last paid job in aged care before their current paid job in the sector.

Table 13 Main reason respondents left their last paid job in aged care before their current paid job in the sector

Main reason respondent left last paid job in aged care	Number of respondents	Proportion of respondents (%)
To be closer to home	793	19.7
To get the shifts or hours of work I wanted	423	10.5
The job was too stressful	372	9.2
To receive better work entitlements	357	8.9
To receive higher pay	273	6.8
I was made redundant/retrrenched	202	5.0
To fulfill carer responsibilities (including caring for own children)	198	4.9
To find more challenging work	187	4.6
I had relationship problems with colleagues, manager or the people I care for	185	4.6
Personal reasons	180	4.5
I was not able to spend the right amount of time with clients	125	3.1
Poor management/workplace culture	105	2.6
Closure of aged care facility	39	1.0
To find easier work	32	0.8
Short-staffed – not enough time spent with each client	13	0.3
Client had no funds or had passed away	11	0.3
Don't remember	90	2.2
Prefer not to say	278	6.9
Other	165	4.1
Total	4,028	100[^]

[^] The sum of the components may not add up to 100% due to rounding.

Multiple job holdings

Under a quarter (22.5%, n=2,168) of respondents reported having more than one paid job in the last 12 months. The rest of the respondents did not have more than one paid job (77.5%, n=7,458).

Of those who had another paid job, most worked in residential aged care (26.7%, n=690), followed by health care (15.6%, n=404). The results to this question are shown in **Table 14**.

Table 14 Program(s) or service(s) worked in the respondent's other paid job*

Program(s) or service(s) worked in other paid job	Number of responses	Proportion of responses [^] (%)
Residential aged care	690	26.7
Health care	404	15.6
Disability support	378	14.6
Home Care Packages Program	298	11.5
Retail	127	4.9
Hospitality	88	3.4
Self-employed	77	3.0
Other aged care program or service	73	2.8
Commonwealth Home Support Program	68	2.6
Maintenance and construction	55	2.1
Education	46	1.8
Multipurpose Services Program	39	1.5
Early childhood care	33	1.3
Government and community service	31	1.2
Veterans' care	18	0.7
National Aboriginal and Torres Strait Islander Flexible Aged Care Program	5	0.2
Other	153	5.9

* Respondents were allowed to select more than one program or service where they worked in another paid job. The total number of responses may be more than the total number of respondents who answered this question.

[^] The total may not add up to 100% because respondents were allowed to select more than one program or service.

Working more than one job in aged care

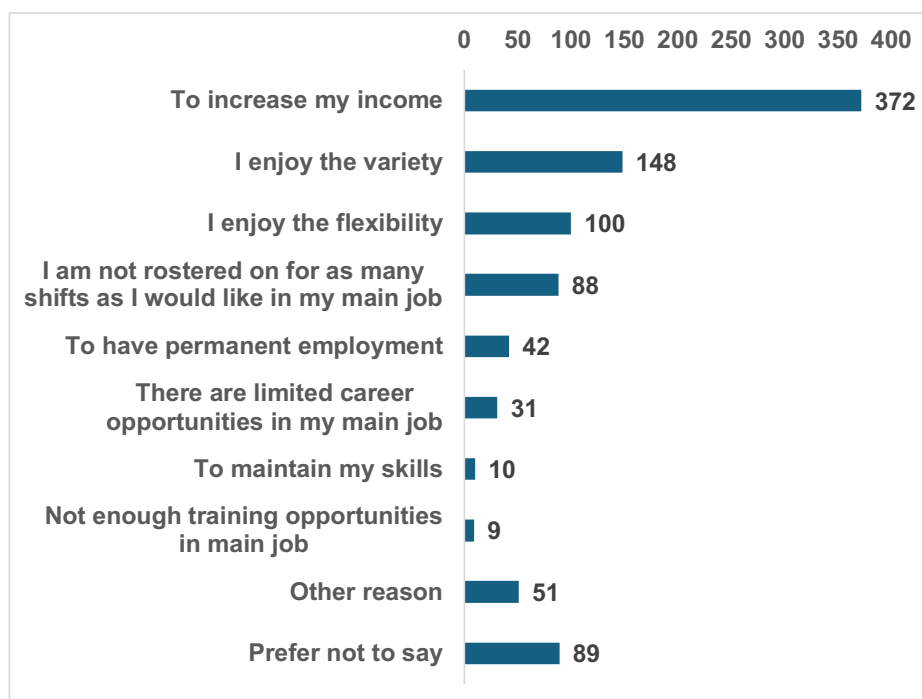
Of the respondents who worked in aged care in their other job, only 13.1% (n=131) worked for the same employer as their main job. The other 86.9% (n=870) worked for a different employer.

When asked the number of hours worked in their other paid job in aged care in the week prior to completing the survey:

- the average number of hours worked was 14.5 hours
- the median number of hours worked was 12 hours.

The main reason for working in another paid job in aged care was to increase income (39.6%, n=372). **Graph 13** shows the main reasons respondents have more than one job in aged care.

Graph 13 Main reasons respondents have more than one job in aged care



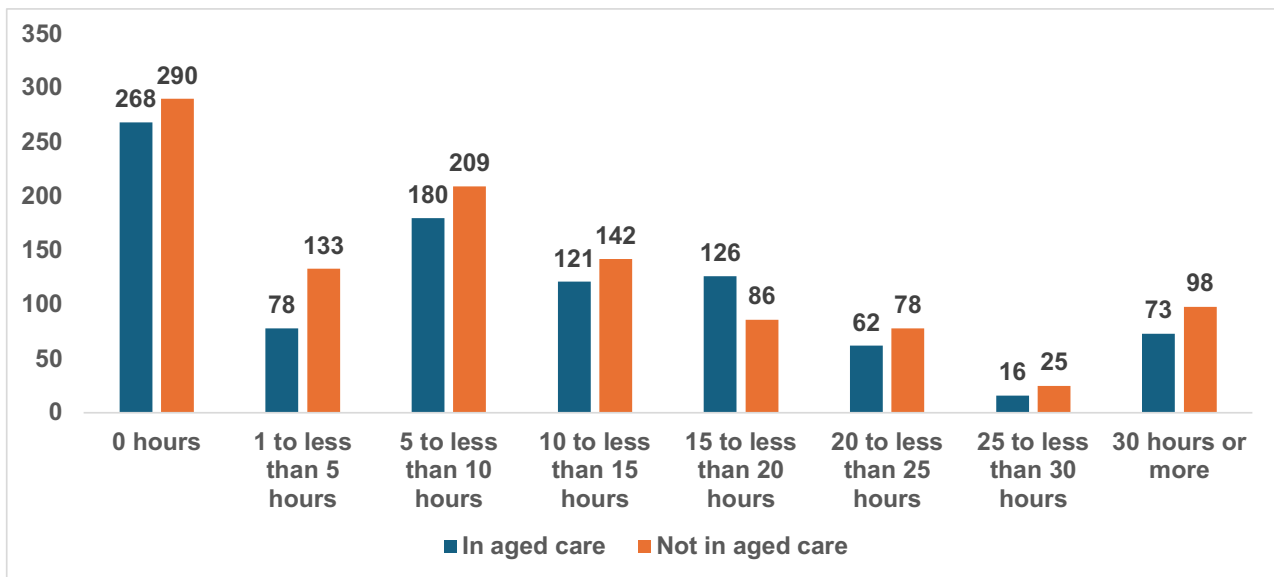
Working another job that is not in the aged care sector

Of those who worked another paid job but not in aged care:

- the average number of hours worked in this other paid job in the week prior to completing the survey was 10.0 hours
- the median number of hours worked in this other paid job in the week prior to completing the survey was 7.5 hours.

Graph 14 shows the number of hours respondents worked last week in their other job in aged care or outside of aged care.

Graph 14 Number of hours respondents worked in their other job in aged care or outside of aged care in the week prior to completing the survey



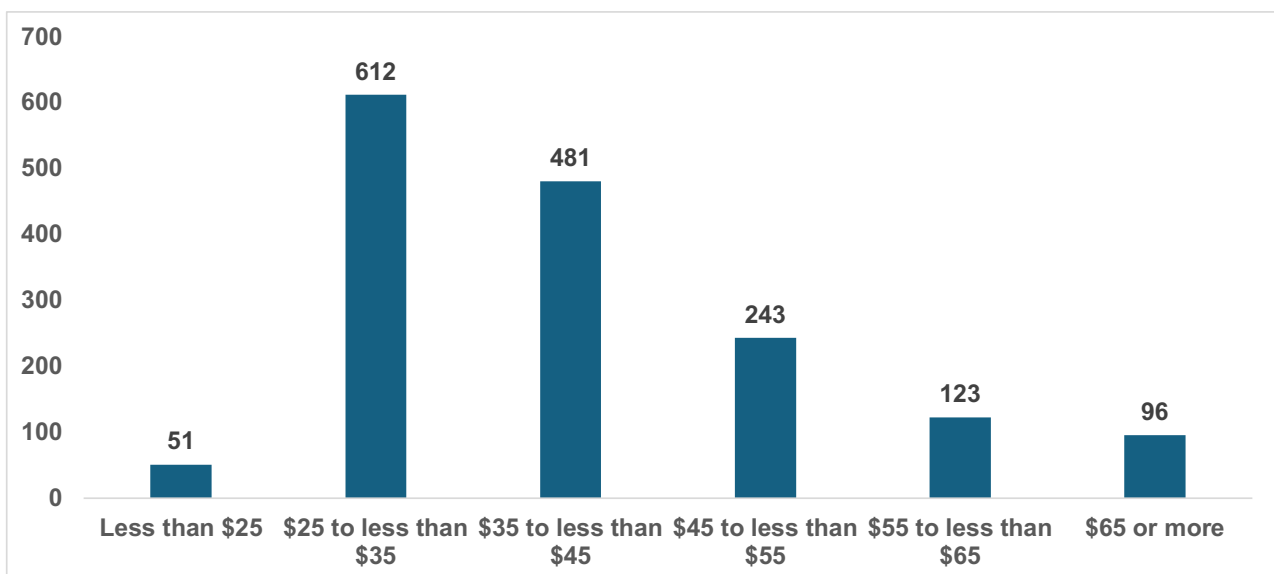
Hourly rate of pay in other job

The survey asked respondents to give their hourly rate of pay, before tax or anything else is taken out, for their other job in aged care or outside of aged care. The survey shows:

- the average hourly rate of pay reported was \$40.72
- the median hourly rate of pay reported was \$36.89.

Graph 15 shows the hourly rate of pay before tax or anything else is taken out for respondent's other paid job.

Graph 15 Hourly rate of pay, before tax or anything else is taken out, for other job



Intentions to remain working in aged care sector

Most respondents want to keep working in the aged care sector – 64.6% (n=6,182) are not looking for work outside of their current main job in aged care. Only 19.8% (n=1,892) of respondents are looking for work outside of their main job in aged care, including moving to a different aged care provider. Around 15.7% (n=1,500) either do not know or prefer not to say whether they will be working in the aged care sector this time next year.

Of those who are looking for work outside of their current main job in aged care, most said they plan to stay in aged care but work for a different employer (26.0%, n=465). **Table 15** shows where respondents looking for a job outside of their current job see themselves working this time next year.

Table 15 Where respondents see themselves working this time next year

	Number of respondents	Proportion of respondents (%)
Working in aged care for a different provider	465	26.0
Working in another health care setting	410	22.9
Working outside of aged care, disability support, veterans' care or early childhood care	209	11.7
Working in aged care for the same provider but in a different job	135	7.5
Working in disability support	129	7.2
Working in early childhood education and care or in veterans' care	23	1.3
Volunteer work or not working (including retired)	16	0.9
Don't know	300	16.8
Prefer not to say	102	5.7
Total	1,789	100[^]

[^] The sum of the components may not add up to 100% due to rounding.

Do not want to be working in aged care this time next year

Of the respondents who did not think they would be working for their current employer in aged care this time next year, the most common reason was a lack of workplace support (45.7%, n=210), followed by poor workplace culture or conflict in the workplace (41.1%, n=189) and feeling frustrated at work (38.3%, n=176). **Table 16** shows all the reasons respondents do not think they will be working in their current role in aged care this time next year.

Table 16 All reasons respondents are looking for work outside of their current employer in aged care

Reason	Number of responses	Proportion of responses^ (%)
There is a lack of workplace support	210	45.7
There is poor workplace culture / conflict in the workplace	189	41.1
I feel frustrated at work	176	38.3
I no longer enjoy working for this aged care provider	155	33.7
I am feeling burnt out	150	32.6
The pay is too low	146	31.7
The work is too stressful	144	31.3
Career progression opportunities are limited	123	26.7
There is a lack of work life balance	88	19.1
I want to be closer to home	69	15.0
There is too much paperwork	64	13.9
I am looking for a job promotion elsewhere	47	10.2
I want/plan to study	36	7.8
I am not rostered on for as many hours as I would like	31	6.7
I work too much overtime	30	6.5
I will have completed study / completed a qualification	25	5.4
The end of my contract	12	2.6

Reason	Number of responses	Proportion of responses^ (%)
I have health-related reasons	10	2.2
Other reason	66	14.3

* Respondents were allowed to select more than one reason they were looking for work outside of their current job in aged care, so the total number of responses may be more than the total number of respondents who answered this question.

^ The total may not add up to 100% because respondents were allowed to select more than one reason they were looking for work outside of their current job in aged care.

Of the respondents who do not want to be working in the aged care sector this time next year, the most common reason is feeling burnt out (48.2%, n=364), followed by a lack of workplace support (46.1%, n=348) and finding the work too stressful (44.6%, n=337).

Table 17 gives all the reasons respondents do not want to be working in aged care this time next year.

Table 17 All reasons respondents are looking for work outside of aged care*

Reason	Number of responses	Proportion of responses^ (%)
I am feeling burnt out	364	48.2
There is a lack of workplace support	348	46.1
The work is too stressful	337	44.6
The pay is too low	327	43.3
I feel frustrated at work	319	42.3
Poor workplace culture/ conflict in workplace	298	39.5
Career progression opportunities are limited	275	36.4
I no longer enjoy working in aged care	195	25.8
There is a lack of flexibility	172	22.8
There is too much paperwork	160	21.2
I am looking for a job promotion elsewhere	102	13.5
I want/plan to study	95	12.6
I work too much overtime	82	10.9
I want to be closer to home	58	7.7
I have health-related reasons	57	7.5
I want a career change	26	3.4
End of my contract/I will be retiring	16	2.1
I am not rostered on for as many hours as I would like	11	1.5
I do not feel valued	13	1.7
Other	44	5.8

* Respondents were allowed to select more than one reason they are looking for work outside of aged care, so the total number of responses may be more than the total number of respondents who answered this question.

^ The total may not add up to 100% because respondents were allowed to select more than one reason they are looking for work outside of aged care.

Job satisfaction

Respondents were asked to rate their level of disagreement or agreement with a set of statements about their main job in aged care.

One of the statements was ‘I have the skills and abilities I need to do my job well’. Most respondents (90.1%) agreed with this statement, and that they use many of these skills and abilities in their jobs (90.0%). **Table 18** shows each statement and the proportion of respondents who disagreed or agreed with each statement.

Table 18 Level of disagreement and agreement with each statement

Statement	Strongly disagree (%)	Disagree (%)	Neither disagree nor agree (%)	Agree (%)	Strongly agree (%)	Total number of respondents
The time I spend with the people I care for is enough to provide the care and support they need	16.2	25.0	16.3	31.3	11.2	9,106
I have the skills and abilities I need to do my job well	3.5	2.1	4.3	44.9	45.2	6,263
I use many of my skills and abilities in my job	3.2	2.7	4.2	45.8	44.2	5,819
I feel I have the right equipment to do my job well	4.0	11.5	15.7	46.2	22.6	5,693
I have a lot of freedom to decide how I do my job	7.2	19.3	29.1	34.3	10.2	5,634
I feel under pressure most of the time in my job	5.6	22.0	24.2	28.2	20.0	5,602
My job is more stressful than I thought it would be	6.0	24.6	24.0	27.9	17.5	5,580

Statement	Strongly disagree (%)	Disagree (%)	Neither disagree nor agree (%)	Agree (%)	Strongly agree (%)	Total number of respondents
I feel burnt out from my job	7.3	28.3	24.0	24.3	16.0	5,556
I am paid fairly for the work that I do	16.2	27.6	22.0	28.1	6.1	5,549
Considering all my efforts and achievements, I receive the respect and acknowledgement I deserve	11.0	20.2	23.4	35.6	9.7	5,527
I am confident caring for people with dementia	1.3	3.1	9.9	49.9	35.8	5,515
I am confident caring for patients with disturbed behaviour such as agitation, irritability, disinhibition, delusions, or hallucinations	2.7	8.9	17.5	46.0	24.9	5,507
I have received the right training to do my job well	1.9	5.4	15.7	54.2	22.8	5,495
I have a good relationship with my manager	4.7	6.0	21.1	47.0	21.2	5,491

Statement	Strongly disagree (%)	Disagree (%)	Neither disagree nor agree (%)	Agree (%)	Strongly agree (%)	Total number of respondents
I receive support from my workplace when something upsetting occurs such as a client passing away	7.9	13.0	21.2	41.9	16.1	5,480
Overall, I have a good relationship with my colleagues	1.4	2.2	12.2	59.0	25.3	5,476
Overall, I have a good relationship with the people I care for	0.8	0.1	2.0	51.2	45.9	5,480
Overall, I have a good relationship with the family of the people I care for	0.7	1.0	12.9	57.2	28.2	5,479

Workforce satisfaction is a key performance measure in the department’s Corporate Plan 2023–24, Program 3.3 Aged Care Quality.¹¹ Respondents were asked to rate their level of satisfaction against a set of statements about their current main job in aged care. The department will use the findings from this survey to establish a baseline to measure worker satisfaction as part of the department’s Corporate Plan.

Most respondents who answered this statement (64.7%) were satisfied with their job overall. However, only 3 in 10 (30.8%) were satisfied with the opportunities for promotion in their current main job. **Table 19** details the level of dissatisfaction or satisfaction against each statement.

¹¹ Department of Health and Aged Care (DoHA), **Corporate Plan 2023–24**, DoHA website, 2024.

Table 19 Level of dissatisfaction and satisfaction for each statement

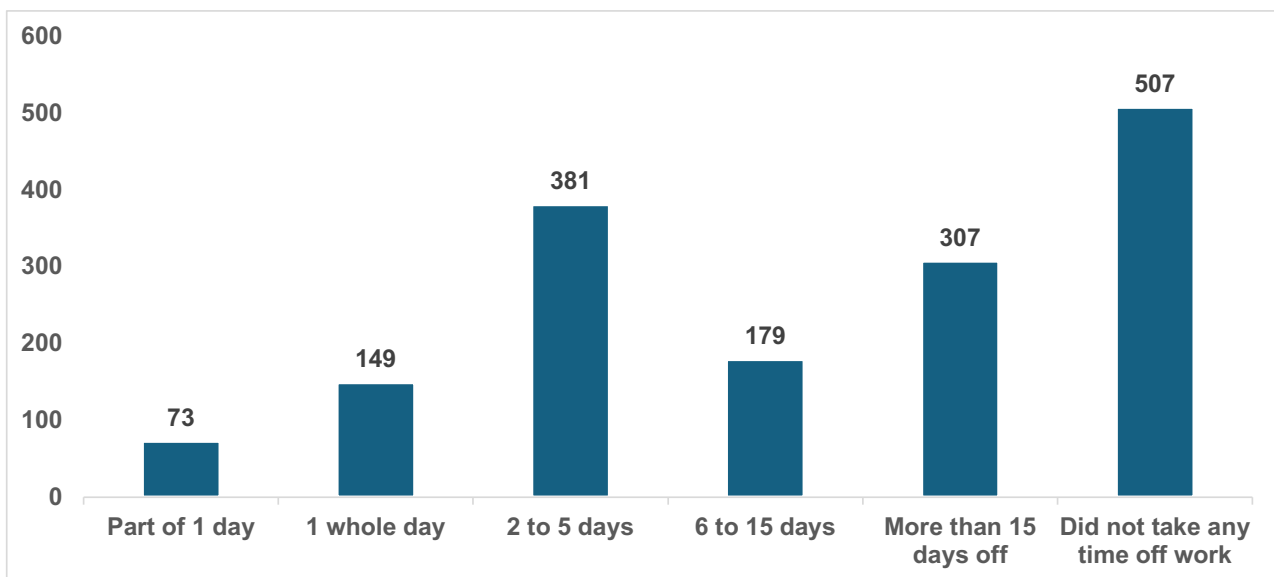
Statement	Very dissatisfied (%)	Dissatisfied (%)	Neither dissatisfied nor satisfied (%)	Satisfied (%)	Very satisfied (%)	Total number of respondents
Total pay	11.7	28.6	23.3	31.1	5.2	8,996
Entitlements (including leave)	7.4	18.9	27.1	41.9	4.8	6,791
Job security	3.9	9.2	18.5	57.1	11.3	6,498
The opportunity to develop my skills and abilities	5.1	15.0	22.8	48.0	9.2	6,419
There are opportunities for me to suggest new ways of working	6.6	16.9	30.4	40.1	6.0	6,348
The level of support from my employer	9.1	14.9	22.3	42.7	11.1	6,313
The level of support from my supervisor	7.0	12.4	19.8	46.4	14.4	6,261
The level of support from my immediate team	2.6	6.4	19.6	55.7	15.7	6,248
Training opportunities	4.6	13.0	23.0	49.3	10.0	6,222
Promotion opportunities	10.3	19.4	39.6	26.6	4.2	6,201
Communication between myself and my manager	7.3	12.0	19.6	46.9	14.1	6,191
Overall job satisfaction	3.9	9.5	21.9	52.5	12.2	6,221

Work-related injury

Most respondents did not have a work-related injury in the last 12 months (80.2%, n=7,378), while 17.4% (n=1,605) of respondents reported having a work-related injury and 2.4% (n=219) did not know.

Of those who had a work-related injury in the last 12 months, 31.8% (n=507) said they did not take any time off work because of their injury. **Graph 16** shows the number of days respondents took off work because of their most recent work-related injury.

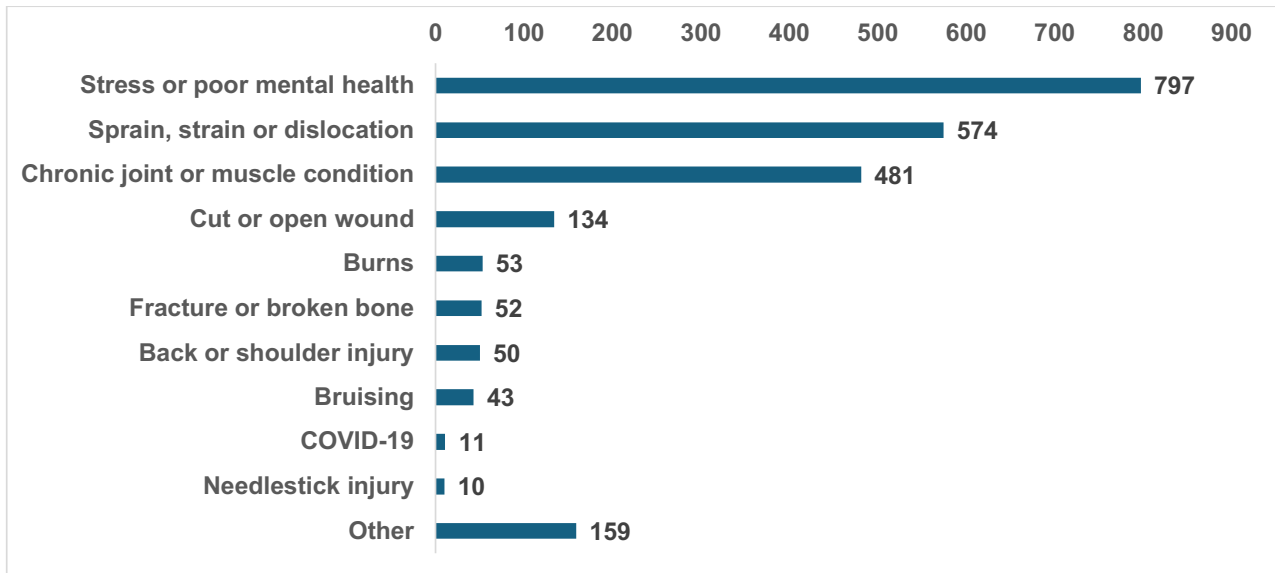
Graph 16 Number of days taken off work because of most recent work-related injury by number of respondents



Type of work-related injury

The most common work-related injury was stress or poor mental health (49.9%, n=797), followed by sprain, strain or dislocation (35.9%, n=574). **Graph 17** shows the type of work-related injury in the last 12 months.

Graph 17 Type of work-related injury in the last 12 months*

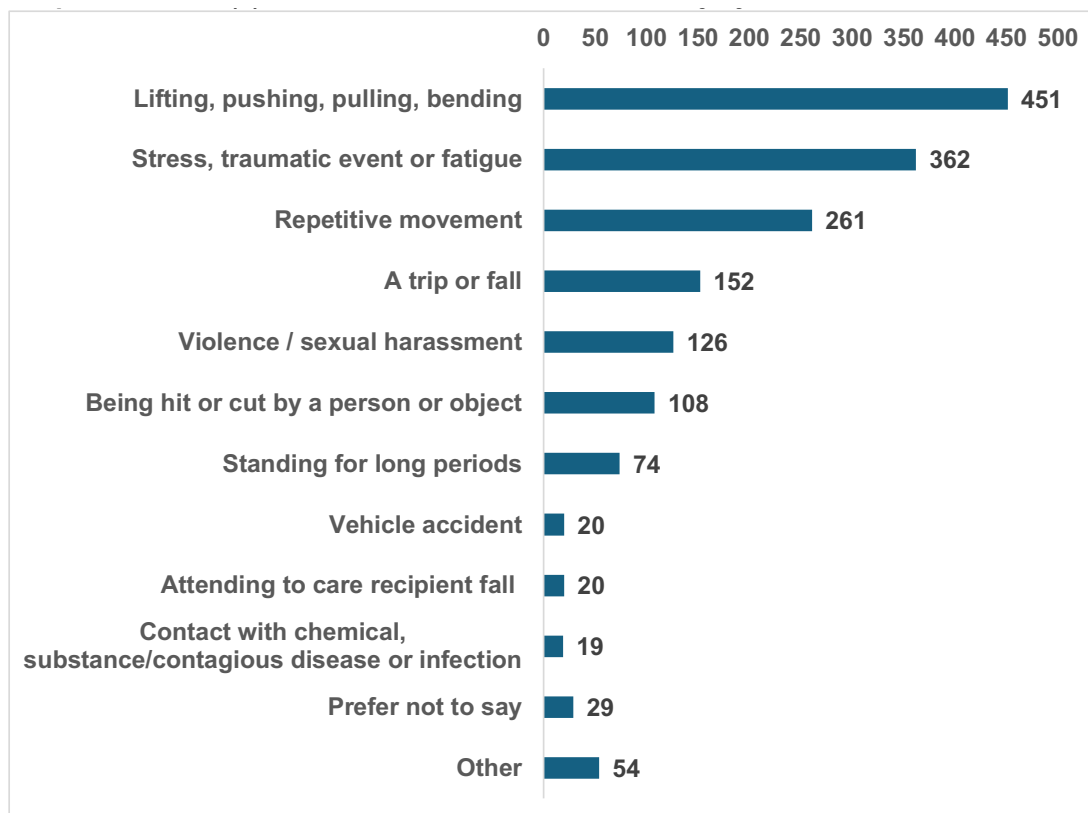


* Respondents were allowed to select more than one type of work-related injury, so the total number of responses may be more than the total number of respondents who answered this question.

Cause of most recent work-related injury

Graph 18 shows the cause(s) of the most recent work-related injury. Respondents could select more than one cause of their most recent work-related injury. Of the 1,087 who gave a cause, lifting, pushing, pulling and bending was the most common (41.5%, n=451), followed by stress, traumatic event or fatigue (33.3%, n=362).

Graph 18 Causes(s) of the most recent work-related injury*

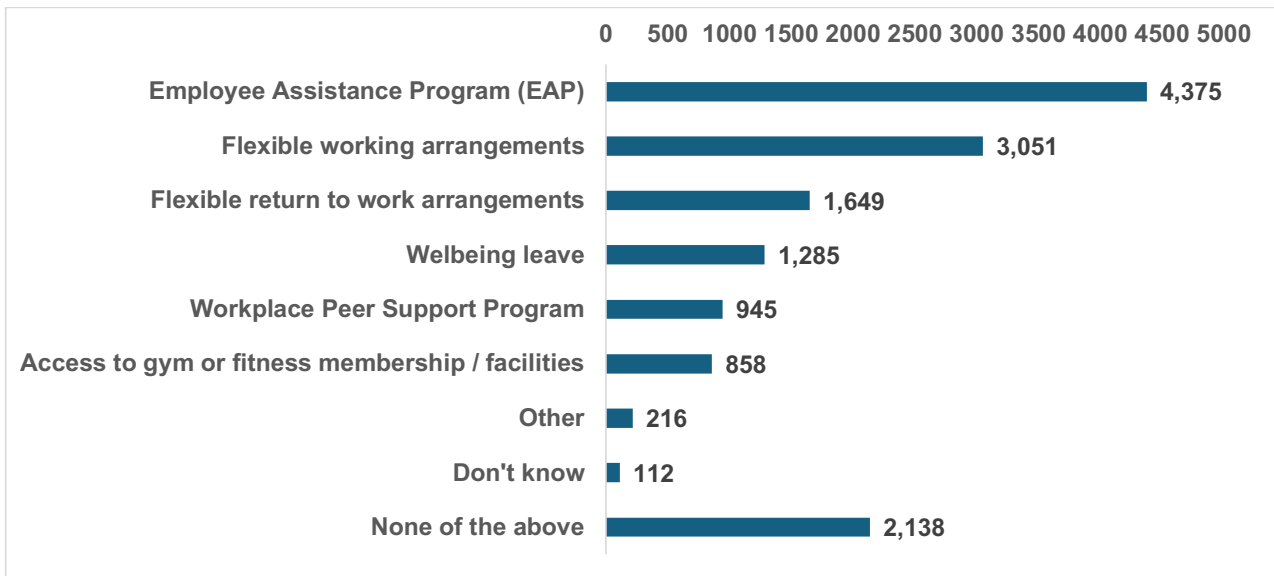


* Respondents were allowed to select more than one cause of their most recent work-related injury, so the total number of responses may be more than the total number of respondents who answered this question.

The survey asked respondents which wellbeing and support programs they have in their main job in aged care. The most common ones were the Employee Assistance Program (EAP) (49.0%, n=4,375) and flexible working arrangements (34.2%, n=3,051). However, just under a quarter of respondents who answered this question (23.9%, n=2,138) said they did not have any wellbeing and support programs in their main job in aged care.

Graph 19 shows all the wellbeing and support programs respondents have in their main job in aged care.

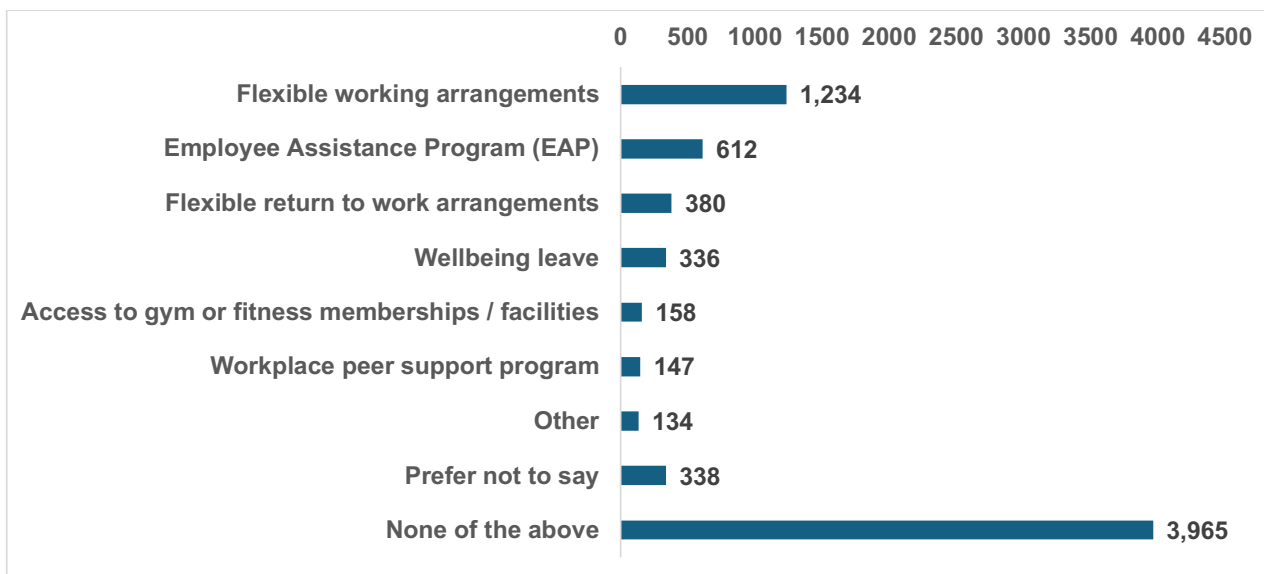
Graph 19 All the wellbeing and support programs available in main job in aged care*



* Respondents were allowed to select more than one wellbeing and support program that is available in their main job in aged care, so the total number of responses may be more than the total number of respondents who answered the relevant question.

The survey asked respondents who had wellbeing and support programs in their main job in aged care whether they used any of them in the last 12 months. Most respondents said they had not used any wellbeing and support programs in the last 12 months (59.0%, n=3,965). The most commonly used program in the last 12 months was flexible working arrangements (18.4%, n=1,234). **Graph 20** shows all the wellbeing and support programs respondents have used in the last 12 months in their main job in aged care.

Graph 20 All the wellbeing and support programs used in the last 12 months*



* Respondents were allowed to select more than one wellbeing and support program accessed in the last 12 months, so the total number of responses may be more than the total number of respondents who answered the relevant question.

Respondents who said they had the EAP in their main job in aged care were asked whether they could get grief and trauma support through it. More than half of the respondents (60.0%, n=2,604) said their EAP provided grief and trauma support, 37.5% (n=1,626) did not know, and the remaining 2.5% (n=107) said their EAP did not provide this support.

Qualifications and training

Completed study – secondary school

Respondents were asked questions about the highest level of secondary school they had completed. Their answers showed:

- 68.5% (n=6,222) had completed year 12 or equivalent
- less than 1% (0.9%, n=85) had completed year 8 or below or did not go to school.

The remaining respondents who answered this question said the highest level of secondary school they had completed was:

- year 11 or equivalent (10.3%, or 932 respondents)
- year 10 or equivalent (17.7%, or 1,609 respondents)
- year 9 or equivalent (2.6%, or 233 respondents).

Completed study – qualifications

Less than 5% of respondents did not have a qualification (4.6%, n=418). Of the respondents who had a qualification, the most common was the Certificate III in Individual Support (Ageing) (n=30.5%, 2,738). Other common qualifications were:

- Certificate III in Aged Care (27.8%, n=2,501),
- Certificate IV in Aged Care (11.4%, n=1,023),
- Diploma of Nursing (11.6%, n=1,043), and
- Bachelor of Nursing (15.0%, n=1,350).

Table 20 shows the education qualifications of respondents.

Table 20 Education qualifications of respondents*

Qualification	Number of responses	Proportion of responses^ (%)
Certificate III in Individual Support (Ageing)	2,738	30.5
Certificate III in Aged Care	2,501	27.8
Bachelor of Nursing	1,350	15.0
Diploma of Nursing	1,043	11.6
Certificate IV in Aged Care	1,023	11.4
Certificate III in Home and Community Care	798	8.9
Certificate III in Aged Care Work	723	8.0
Certificate III in Disability	700	7.8
Other health-related qualification	501	5.6
Certificate IV in Ageing Support	493	5.5
Certificate IV in Disability	364	4.1
Certificate III in Community Services	345	3.8
Bachelor degree in an allied health profession including Physiotherapy, Social work and Podiatry	301	3.4
Diploma of Community Services	280	3.1
Certificate IV in Dementia Practice	202	2.2
Certificate III in Health Services Assistance	201	2.2
Other (aged care related)	142	1.6
Diploma of Dementia Care	125	1.4
Graduate Certificate in Aged Care Nursing	124	1.4
Master of Nursing	119	1.3
Post-graduate degree in an allied health profession including Physiotherapy, Social work and Podiatry	112	1.2
Entry into Care Roles Skill Set	105	1.2

Qualification	Number of responses	Proportion of responses [^] (%)
Certificate IV in Allied Health Assistance	90	1.0
Certificate III in Allied Health Assistance	88	1.0
Certificate IV in Service Coordination (Ageing and Disability)	68	0.8
Certificate IV in Leisure and Health	64	0.7
Diploma of Leisure and Health	63	0.7
Certificate IV in Training and Assessment	53	0.6
Certificate IV in Preparation for Health and Nursing Studies	49	0.5
Master of Nursing (Aged Care)	45	0.5
Bachelor of Arts	29	0.3
Master of Business Administration	15	0.2
Bachelor of Dementia Care	14	0.2
Master of Dementia Program / Master of Nursing (Research)	12	0.1
Master of Nurse Practitioner	12	0.1
Other qualification	948	10.6
No qualification	418	4.6

* Respondents were allowed to select more than one education qualification completed, so the total number of responses may be more than the total number of respondents who answered the relevant question.

[^] The total may not add up to 100% because respondents were allowed to select more than one education qualification completed.

Of those who had one qualification, 93.1% (n=4,125) completed their qualification in Australia. Just over 5% completed their qualification overseas and the qualification is recognised in Australia (5.4%, n=239), and the remaining completed their qualification overseas and the qualification is not recognised in Australia (1.5%, n=65).

Of those who had more than one qualification, most respondents who answered this question (83.6%, n=3,424) completed their highest qualification in Australia. Only 7.8% (n=321) of respondents completed their qualification overseas and the qualification is recognised in Australia, and 8.5% (n=349) completed their highest qualification overseas and it is not recognised in Australia.

Personal care worker, home care worker, assistant in nursing or nursing assistant qualifications

Respondents who worked as a personal care worker, home care worker, assistant in nursing or nursing assistant in their main job in aged care, and who had a Diploma in Nursing, were asked whether they completed their qualification while working in their current main job. Of these respondents, 55.0% (n=110) completed their Diploma of Nursing while working in their main job in aged care, and 45.0% (n=90) completed their Diploma of Nursing while not working in their main job in aged care.

Those who had a Certificate IV in Preparation for Health and Nursing Studies and who worked as a personal care worker, home care worker, assistant in nursing or nursing assistant in their main job in aged care were asked whether they completed their qualification whilst working in their current main job. Of those respondents, 66.7% (n=12) completed their Certificate IV in Preparation for Health and Nursing Studies while working in their main job in aged care. The remaining 33.3% (n=6) respondents did not.

Fee-Free TAFE Skills Agreement

The Fee-Free TAFE Skills Agreement offers funding for 500,000 Fee-Free TAFE and vocational education and training places across Australia from 2023 to 2026 for specific programs.¹² It is a partnership between the Commonwealth Government and state and territory governments. Students can get Fee-Free TAFE for aged care qualifications such as:

- Certificate III in Individual Support
- Certificate IV in Ageing Support.

Respondents who had a Certificate III in Individual Support or Certificate IV in Aged Care were asked whether they got this qualification as part of the Fee-Free TAFE. Most respondents said they did not – 63.9% (n=1,564) of respondents said no, 30.9% (n=756) said yes and 5.3% (n=129) did not know.

Certificate III in Aged Care was superseded by Certificate III in Individual Support (Ageing) in 2015. The survey asked about whether the Certificate IV in Aged Care and Certificate III in Individual Support (Ageing) were done as part of Fee-Free TAFE so that it would include people who view them as the same qualification.

Respondents were asked whether they got their Certificate IV in Aged Care as part of the Fee-Free TAFE. Most of these respondents – 62.7% (n=510) – said no, 30.5% (n=248) said yes and 6.8% (n= 55) did not know.

Current study

Most respondents (91.4%, n=15,169) are not currently studying towards an education qualification. Of those that are currently studying, **table 21** shows the education qualifications that these respondents are currently studying towards.

12 Department of Education and Workplace Relations (DEWR), **Free-Free TAFE**, DEWR website, 2024

Table 21 Education qualification currently studying towards*

Qualification	Number of responses	Proportion of responses^ (%)
Bachelor of Nursing	317	22.6
Certificate III in Individual Support (Ageing)	190	13.6
Other health related qualification	124	8.9
Diploma of Nursing	115	8.2
Diploma of Community Services	75	5.4
Certificate IV in Ageing Support	68	4.9
Certificate IV in Aged Care	56	4.0
Certificate III in Aged Care	39	2.8
Master of Nursing	35	2.5
Diploma of Dementia Care	30	2.1
Certificate III in Disability	25	1.8
Bachelor degree in an allied health profession such as Physiotherapy, Social work, and Podiatry	22	1.6
Certificate IV in Disability / Certificate IV in Service Coordination (Ageing and Disability)	21	1.5
Certificate IV Dementia Practice	18	1.3
Other (aged care related field)	16	1.1
Certificate IV in Training and Assessment	15	1.1
Certificate III in Aged Care Work / Entry into Care Roles Skill Set	14	1.0
Master of Nurse Practitioner / Master of Nursing (Research)	14	1.0
Certificate IV in Leisure and Health	14	1.0
Graduate Certificate in Aged Care Nursing	13	0.9
Diploma of Leisure and Health	13	0.9

Qualification	Number of responses	Proportion of responses^ (%)
Post-graduate degree in an allied health profession such as Physiotherapy, Social work, and Podiatry	13	0.9
Certificate III in Home and Community Care	12	0.9
Master of Nursing (Aged Care)	12	0.9
Certificate III in Health Services Assistance	11	0.8
Certificate IV in Allied Health Assistance	11	0.8
Certificate III in Community Services	10	0.7
Master of Dementia Program / Bachelor of Dementia Care	10	0.7
Certificate III in Allied Health Assistance / Certificate IV in Preparation for Health and Nursing Studies	9	0.6
Other qualification	195	13.9

* Respondents were allowed to select more than one education qualification they are currently studying; therefore, the total number of responses may be more than the total number of respondents who answered this question.

^ The total may not add up to 100% as respondents were allowed to select more than one education qualification they are currently studying.

Respondents were asked whether their current employer at their main job provides them with paid study leave. Of respondents who are currently studying, 20.6% (n=290) said yes, 67.3% (n=949) said no and 12.1% (n=171) did not know.

Completed work-related training or education

Respondents were asked if they had completed any work-related training or education in the last 12 months. They could give more than one answer.

Most respondents had completed infection prevention and control work-related training or education (68.9%, n=6,018). Less than 10% of respondents (6.3%, n=547) said they had not completed any work-related training or education in the last 12 months.

Table 22 shows all the work-related training completed in the last 12 months by number of respondents.

Table 22 Work-related training or education completed in the last 12 months*

Work-related training or education	Number of responses	Proportion of responses^ (%)
Infection prevention and control	6,018	68.9
Dementia care	4,895	56.0
Elder abuse	4,667	53.4
Falls risk	4,211	48.2
Nutrition, hydration and food safety	3,929	45.0
Basic life support	3,623	41.5
Workplace health and safety	3,578	40.9
Behaviour support	3,391	38.8
Continence care	3,365	38.5
Oral hygiene	2,888	33.1
Palliative care/end of life	2,654	30.4
Wound assessment/care, pressure injury risk	2,451	28.0
Skin assessment	2,226	25.5
Diversity training	2,146	24.6
Responding to clinical deterioration	1,960	22.4
Cultural safety care for Aboriginal and Torres Strait Islander people	1,690	19.3
Assessment of the older person	1,674	19.2

Work-related training or education	Number of responses	Proportion of responses[^] (%)
Resident/care recipient mental health, loneliness and social isolation	1,471	16.8
Diabetes	1,383	15.8
Design dementia-friendly care environments	1,287	14.7
Immunisations	1,172	13.4
Hearing loss	1,171	13.4
Clinical skills for high/complex care needs	1,023	11.7
Supported decision-making	881	10.1
Parkinson's care	835	9.6
Staff resilience/mental health	757	8.7
Leadership	709	8.1
Trauma-informed training	654	7.5
Information and Communications Technology (ICT)/Information Technology (IT)	529	6.1
Reablement training	502	5.7
Gerontology	248	2.8
Manual handling	73	0.8
First aid training	53	0.6
Fire and safety training	28	0.3
Medication administration	22	0.3
Other	186	2.1
Did not attend any work-related training or education in the last 12 months	547	6.3

* Respondents were allowed to select more than one work-related training or education completed in the last 12 months, so the total number of responses may be more than the total number of respondents who answered this question.

[^] The total may not add up to 100% because respondents were allowed to select more than one work-related training or education completed.

Reasons respondents had done work-related training

Respondents were asked why they completed work-related training or education in the last 12 months. Most said it was because it was mandatory (78.8%, n=6,383). Others said it was:

- to improve skills in current job (58.4%, n=4,732)
- to maintain professional status or to meet occupational standards (38.2%, n=3,099).

Other reasons were:

- to meet the employer's accreditation (19.6%, n=1,590)
- for interest (19.3%, n=1,565)
- because of their own safety / health / mental health concerns (16.4%, n=1,330)
- to prepare for future job or to get a promotion (7.6%, n=617)
- for other reasons (1.1%, n=92).

Paid work time to finish work-related training

Respondents were asked if they received paid work time to do their work-related training and education in the last 12 months. More than half (65.4%, n=5,148) said they received paid work time to do it. Less than one-third of respondents (28.7%, n=2,259) did not receive it and the remaining 5.9% (n=461) did not know.

Ability to use new skills in current main job in aged care

Respondents were asked whether they were able to use the new skills they received from their work-related training and education in their current main job in aged care. Almost all respondents said yes (96.2%, n=7,797). Only 3.8% (n=304) said no.

For those who said they were not able to use or apply the new skills in their main job in aged care, most said this was because their skills are not relevant yet (38.8%, n=114). Others said it was:

- because the workplace is understaffed (33.0%, n=97)
- because the workplace does not want change (31.3%, n=92)
- because they do not feel confident yet to apply or use new skills (6.1%, n=18)
- because they were already using the new skills and training (4.4%, n=13)
- for other reasons (11.2%, n=33).

Work-related training or education needs

Respondents were asked what work-related training or education they would like to complete or need to complete in the next 12 months. **Table 23** lists these work-related training and education.

Table 23 Work-related training or education to complete in the next 12 months*

Work-related training or education	Number of responses	Proportion of responses^ (%)
Dementia care	3,843	46.2
Behaviour support	3,318	39.9
Palliative care/end of life	3,047	36.7
Resident/care recipient mental health, loneliness and social isolation	2,572	30.9
Parkinson's care	2,455	29.5
Basic life support	2,381	28.6
Falls risk	2,317	27.9
Design dementia-friendly care environments	2,220	26.7
Responding to clinical deterioration	2,216	26.7
Infection prevention and control	2,212	26.6
Wound assessment/care, pressure injury risk	2,198	26.4
Staff resilience/mental health	2,123	25.5

Work-related training or education	Number of responses	Proportion of responses^ (%)
Assessment of the older person	2,035	24.5
Continence care	1,996	24.0
Clinical skills for high/complex care needs	1,982	23.8
Nutrition, hydration and food safety	1,981	23.8
Elder abuse	1,958	23.6
Workplace health and safety	1,886	22.7
Diabetes	1,815	21.8
Skin assessment	1,762	21.2
Leadership	1,611	19.4
Trauma-informed training	1,556	18.7
Diversity training	1,543	18.6
Supported decision-making	1,526	18.4
Oral hygiene	1,447	17.4
Gerontology	1,362	16.4
Cultural safety care for Aboriginal and Torres Strait Islander people	1,330	16.0
Hearing loss	1,282	15.4
Immunisations	1,074	12.9
Reablement training	1,018	12.2
Information and Communications Technology (ICT)/Information Technology (IT)	1,003	12.1
Other	213	2.6
Do not want to attend any work-related training or education in the next 12 months	719	8.7

* Respondents were allowed to select more than one work-related training or education to complete in the next 12 months, so the total number of responses may be more than the total number of respondents who answered this question.

^ The total may not add up to 100% because respondents were allowed to select more than one type of work-related training or education to complete in the next 12 months.

Respondents were asked whether they have ever completed a dementia training program:

- 34.5% (n=3,018) said they had completed training with Dementia Training Australia
- 24.1% (n=2,102) said they had completed dementia training with another provider
- 31.4% (n=2,740) said they had not completed any
- 10.0% (n=878) did not know.

Infection Prevention and Control Lead

All residential aged care services must have someone responsible for infection prevention and control onsite.¹³ This person advises on and oversees an aged care service's method of preventing, managing and responding to infectious diseases.¹⁴

Respondents who worked as a nurse practitioner, registered nurse, enrolled nurse or clinical care manager as their main job in residential aged care service, multipurpose service or National Aboriginal and Torres Strait Islander Flexible Aged Care Program were asked if they were an Infection Prevention and Control Lead. Almost three-quarters said they were not (74.1%, n=1,380) and 22.3% (n= 415) said they were. Only 3.6% (n=67) did not know.

¹³ Department of Health and Aged Care (DoHA), **Infection Prevention and Control Leads**, DoHA website, 2024.

¹⁴ DoHA, Infection Prevention and Control Leads.

Department of Health and Aged Care programs

Aged Care Transition to Practice Program

The Aged Care Transition to Practice Program (ACTTP) supports new nurses with training and professional development at the start of their career in aged care.¹⁵ Nurses who take part in the program receive:

- specialist training in aged care and gerontological nursing
- mentorship from senior aged care nurses.

ACTTP aims to attract and retain new aged care nurses by offering vital support to nurses starting out in the sector. The survey asked nurses whether they are currently participating in the ACTTP. Of the 2,381 nurses who were asked this question, just under 5% (4.6%, n=110) were currently participating in it or had been in it. Most nurses reported that they not heard of the ACTTP (56.4%, n=1,343) or are not / have not participated in it (39.0%, n=928). In the federal Budget for 2024–25 there is \$10.3 million of funding over 3 years to refine the ACTTP to attract and better support career pathways for nurses in aged care.¹⁶

¹⁵ Department of Health and Aged Care (DoHA), **Aged Care Transition to Practice Program**, DoHA website, 2024.

¹⁶ Department of Health and Aged Care (DoHA), **Budget 2024-25: Quality Aged Care**, DoHA website, 2024.

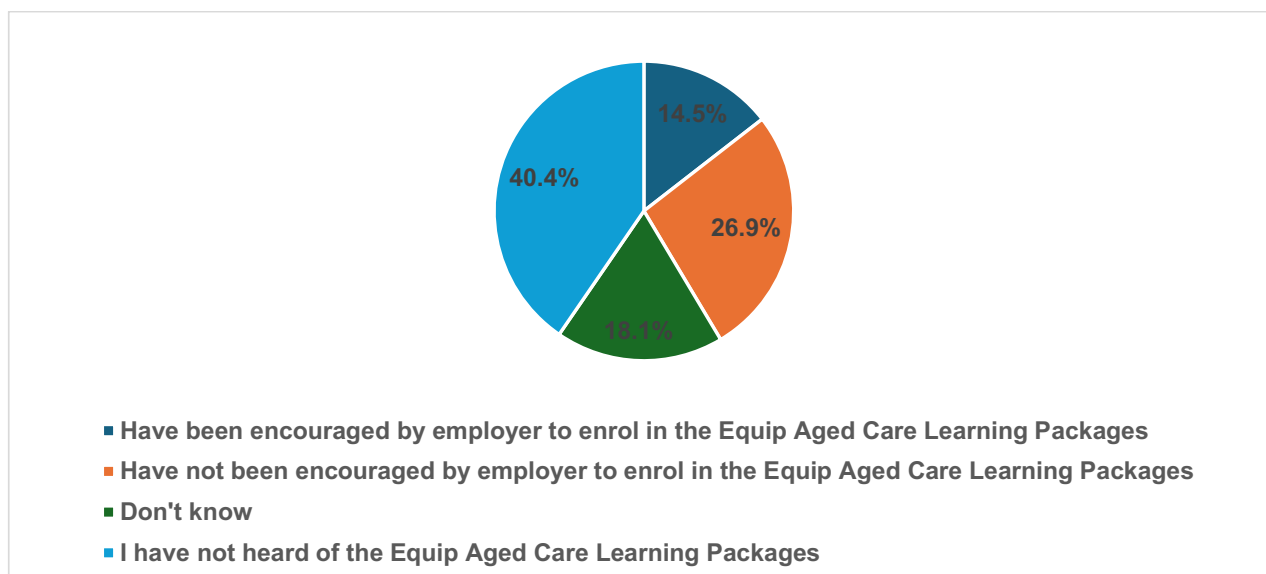
The Equip Aged Care Learning Packages

The Equip Aged Care Learning Packages are designed for people who are new to the aged care sector or need refresher information on key concepts and topics. The packages contain 14 learning modules/packages for personal care workers, nurses, allied health professionals, volunteers and families.¹⁷ The package gives information on:

- 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
- supporting people living with dementia
- palliative and end-of-life care
- person-centred care
- Aboriginal and Torres Strait Islander cultural awareness
- trauma-informed care
- promoting mental health and wellbeing
- cross cultural awareness
- oral health promotion
- prevention of falls
- wound management and pressure injury prevention
- hearing health.¹⁸

Respondents were asked whether their employer had encouraged them to enrol in the Equip Aged Care Learning Packages as part of their learning and development. Of the 8,713 people who responded to this question, only 14.5% (n=1,263) said they had. Most respondents had not heard of the packages (40.4%, n=3,522). **Chart 3** shows the responses to this question.

Chart 3 Whether respondents were encouraged by their employer to enrol in the Equip Aged Care Learning Packages



¹⁷ Wicking Dementia Research and Education Centre, University of Tasmania (UTAS), **Equip Aged Care Learning Packages** UTAS website, 2024.

¹⁸ Department of Health and Aged Care (DoHA), **Equip Aged Care Learning Packages** [media release], DoHA, 3 October 2023.

The Aged Care Nursing and Allied Health Dementia Scholarships

The Aged Care Nursing and Allied Health Dementia Scholarships are for personal care workers, enrolled and registered nurses and allied health professionals working in aged care. The scholarships support the aged care workforce to build skills in the care of older people and improve their expertise. Areas covered in the scholarship are:

- palliative care
- dementia care
- clinical gerontology
- behavioural management
- infection prevention and control.¹⁹

All respondents were asked whether they had heard of these scholarships. Of the 8,177 people who answered this question, only 9.8% (n=801) said they had, 79.2% (n=6,476) said they had not and 11% (n=900) did not know.

Most of the respondents who had heard of the scholarships had not applied. Of those who had heard of the scholarships, 3.7% (n=29) had applied for one, 94.2% (n=743) had not applied and 2.2% (n=17) did not know.

Of those who had applied for a scholarship, 17 (60.7%) had received a scholarship and 11 (39.3%) had not or did not know if they had received a scholarship.

The Aged Care Knowledge Hub

The Aged Care Knowledge Hub is an online tool that supports nurses in building their knowledge about aged care. The hub has information on 5 key areas:

- nursing resources
- standards
- careers and education
- workplace resources
- research.²⁰

All people who worked as a clinical care manager, enrolled nurse, registered nurse and nurse practitioner in their main job in aged care were asked whether they had used the Aged Care Knowledge Hub. Of the 2,097 respondents who answered this question:

- 6.8% (n=142) had used the Aged Care Knowledge Hub
- 28.7% (n=602) had not used the Aged Care Knowledge Hub
- 60.0% (n=1,259) had not heard of the Aged Care Knowledge Hub
- 4.5% (n=94) did not know whether they had used the Aged Care Knowledge Hub.

Of the respondents who had used the hub, most (82.7%, n=115) said the tools and resources were useful and 17.3% (n=24) said they did not find them useful or did not know.

¹⁹ Department of Health and Aged Care (DoHA), **Aged care nursing and allied health scholarships**, DoHA website, Australian Government, 2023.

²⁰ Australian Primary Health Care Nurses Association (2024) **About the Aged Care Knowledge Hub** [website].

Conclusion

The Aged Care Worker Survey 2024 results show that most aged care workers who responded to the survey are satisfied with working in aged care and plan to stay in the sector. Most said they worked in the aged care sector to make a positive change to the lives of older people. However, training opportunities and benefits like the ACTTP could be promoted more.

The information in this report provides important insights about worker preferences and priorities that will inform future government policy and initiatives. It is also helpful for aged care employers and can be read in conjunction with the ACPWS 2023 for a more detailed overview of the aged care sector and its workforce. The findings in this report represent the views of people who responded to the survey – that must be kept in mind when using the data in the report.

The department plans to conduct the Aged Care Worker Survey again in the future as part of an ongoing program of work to better understand and monitor the aged care workforce.

Appendix 1 – Aged Care Worker Survey 2024 Questionnaire

Welcome to the Aged Care Worker Survey 2023–24

The Australian Government is committed to improving the care of our older people and supporting the dedicated workforce who care for them.

The Aged Care Worker Survey 2023–24 provides an opportunity for people working in aged care to tell us what is working well and not so well in the sector. This survey will also provide information on who makes up the aged care workforce, what parts of the job are challenging and rewarding, and where further support may be needed.

The data will provide important information for the Government to better plan for the needs of the aged care workforce.

All information supplied for the survey will remain confidential and this survey is anonymous. The information you provide will not be shared with your employer and will not be used for compliance purposes.

The Department will only publish de-identified summary data from the survey. No one participating in this survey will be identified.

The survey will take about 20 minutes to complete.

Your support for this important work is valued and appreciated.

SCOPE

What aged care program or service below best describes where you work the most hours?

More information

For the purposes of this survey, this will be considered your main job in aged care, and you will be asked to think about this job when answering questions in this survey.

If you work the same hours across more than one aged care program, please select the program that you wish to answer for in this survey. This will be considered your main job.

- Residential Aged Care
- Home Care Packages Program
- Commonwealth Home Support Programme
- Multi-Purpose Services Program
- National Aboriginal and Torres Strait Islander Flexible Aged Care Program
- Other [please specify _____]

Q1.1

What is your **main** job in aged care, that is the job in which you work the **most** hours?

More information

Allied health assistant: Works under the delegation of allied health professionals to complete clinical and non-clinical tasks. Job titles include occupational therapy assistant, social work assistant and others.

Diversional Therapist: Design recreation and leisure activities to help improve the quality of life and mental wellbeing of the person receiving care.

Personal care

- Personal care worker
- Personal care assistant
- Home care worker
- Assistant in nursing or nursing assistant

Nursing

- Nurse practitioner
- Registered nurse
- Enrolled nurse
- Clinical care manager

Allied health professionals and assistants

- Allied health assistant
- Art therapist
- Audiologist
- Chiropractor
- Osteopath
- Dietitian
- Exercise physiologist
- Music therapist
- Occupational therapist
- Pharmacist
- Physiotherapist
- Podiatrist
- Psychologist
- Speech pathologist
- Social worker
- Allied health professional – other

Other roles

- Aboriginal and/or Torres Strait Islander health practitioner
 - Ancillary care worker including administration, cleaning, kitchen, gardening and maintenance staff
 - Care/case coordinator
 - Diversional therapist (including recreational activities officers and lifestyle co-ordinators)
 - Oral health professional
 - Pastoral/spiritual care worker
 - Registered Undergrad Student of Nursing (RUSON)
 - Student on placement
 - Volunteer
 - Other role [please specify]
-

Q1.1a

In the last 12 months, have you received any Dementia training or education?

- Yes
 - No
-

Q1.2

How were you recruited for your **main** job?

- Online recruitment website such as SEEK, CareerOne
 - [Home Care Workforce Support Program]
 - Social media (for example LinkedIn, Facebook)
 - Company or current employer contacts
 - Friend or colleague
 - Employment agency
 - Newspaper advertisements
 - Other [please specify]
-

Q2

Thinking about your most **recent** work [shift / day] in your **main** job, how many people [living in residential aged care / using the Home Care Packages Program/ using the Commonwealth Home Support Programme/ using the Multi-Purpose Services Program / using the National Aboriginal and Torres Strait Islander Flexible Aged Care Program] did you provide [direct care for / treatment or care to] in each of the following categories:

[Please report on the number of people you have direct care for, which can be different to the number of people in the ward in which you work.]

- Aboriginal and Torres Strait Islander people aged 50 years and over [please specify]
 - People aged 65 years and over [please specify] (Not including Aboriginal and Torres Strait Islander people)
 - People aged under 65 years with a disability or long-term health condition [please specify]
 - Other
-

Q2.1

Please describe the characteristics of those you cared for in the "Other" category above.

[please specify]

Q3

How many direct care workers do you manage or supervise in your main job?

Direct care workers provide clinical care and/or personal care to people accessing aged care services. Direct care activities may include both one-on-one assistance and those that are not face-to-face, like writing up a care plan.

- None
 - 1
 - 2
 - 3
 - 4
 - 5
 - More than 5
-

Q3.1

How many staff do you manage or supervise that provide treatment or care to people [living in residential aged care / using the Home Care Packages Program/ using the Commonwealth Home Support Programme/ using the Multi-Purpose Services Program / using the National Aboriginal and Torres Strait Islander Flexible Aged Care Program]?

- None
 - 1
 - 2
 - 3
 - 4
 - 5
 - More than 5
-

Q4

Which of the following best describes your form of employment in your main job?

- Permanent full time
 - Permanent part time
 - Casual
 - Fixed term contract
 - Independent contractor
 - Agency or labour hire worker
 - Other [please specify]
-

Q5.1

Last week, how many hours did you work in your **main** job as a [job reported at Q1.1] [in aged care / providing treatment or care to people] [living in residential aged care / using the Home Care Packages Program/ using the Commonwealth Home Support Programme/ using the Multi-Purpose Services Program / using the National Aboriginal and Torres Strait Islander Flexible Aged Care Program]?

- [please specify] Paid hours last week
 - [please specify] Unpaid hours last week
 - Total
-

Q5.1_1

What is the **main** reason you worked 0 paid hours in your main job last week?

- I took planned leave, including unpaid leave
 - I took unplanned leave, including sick leave or personal leave
 - I was not rostered on for a shift in my main job
 - Other [please specify]
-

Q5.1b

What were **all** the reasons you worked [insert number of unpaid hours at Q5.1] unpaid hours last week in your main job?

- Requirement of my role
 - I had too much work to do
 - There was no one else to do the work
 - My manager expected me to
 - I had to drive to and from my clients home or other residence
 - Other [specify]
-

Q5.1c

Last week, did you work **paid** overtime?

- Yes
 - No
-

Q5.2

Of the [insert total number of hours reported at Q5.1 (unpaid + paid)] hours you worked last week in your main job, would you liked to have worked:

- * More hours
 - * Less hours
 - * No change in hours
-

Q5.2a

How many **more** hours last week would you like to have worked in your main job?

[insert number of hours] more hours last week

Q5.2b

How many **less** hours last week would you like to have worked in your main job?

[please specify] less hours last week

Q5.3a

What are **all** the reasons you wanted to work more hours last week in your main job?

- To increase my income
 - To get more work experience
 - To attend training at work
 - Other [please specify]
-

Q5.3b

What are **all** the reasons you wanted to work less hours last week in your main job?

- Improved work life balance
 - My own illness or injury, including feeling burnt out or stressed
 - To care for my children
 - To care for sick or injured family
 - To study
 - Other [please specify]
-

Q7

Thinking about your last shift in your main job, how much of your shift did you spend caring for people including one-on-one assistance or writing up a care plan compared with attending staff meetings, or talking with other staff?

Exclude time spent driving to and from your clients home or other residence.

- All of my shift
- Most of my shift
- Half of my shift
- Some of my shift
- None of my shift

Q7.1

Thinking about your last workday, how much of your day did you spend treating or providing care to people [living in residential aged care / using the Home Care Packages Program/ using the Commonwealth Home Support Programme/ using the Multi-Purpose Services Program / using the National Aboriginal and Torres Strait Islander Flexible Aged Care Program]?

- All of my day
- Most of my day
- Half of my day
- Some of my day
- None of my day

Q8.1

Which of the following describes your current work [shift roster /schedule] for your main job?

- A regular morning [shift / schedule]
 - A regular afternoon [shift / schedule]
 - A regular night [shift / schedule]
 - A rotating [shift (includes morning, afternoon and night shifts) / schedule (includes morning, afternoon and night shifts)]
 - Broken [shifts (two distinct periods each day) / schedule (two distinct periods each day)]
 - Standard business hours (9am to 5pm or equivalent any day of the week)
 - On call
 - Irregular schedule
 - Other [please specify]
-

Q8.2

Would you prefer to maintain your current work [shift roster / schedule] or change it?

- Maintain current work [shift roster / schedule]
- Change current work [shift roster / schedule]

Q8.3

Which of the below choices describes the work [shift roster / schedule] you would prefer to change to?

- A regular morning [shift / schedule]
- A regular afternoon [shift / schedule]
- A regular night [shift / schedule]
- A rotating [shift (includes morning, afternoon and night shifts) / schedule (includes morning, afternoon and night shifts)]
- Broken [shifts (two distinct periods each day) / schedule (two distinct periods each day)]
- Standard business hours (9am to 5pm or equivalent any day of the week)
- On call
- Irregular schedule
- Other [please specify]

Q8.4

What are **all** the reasons you have been unable to change your current work [shift roster / schedule]?

- I have not requested the change
- My preferred work [shifts /schedules] are not available
- My preferred work [shifts /schedules] are not offered
- My employer was unable / unwilling to make the change
- I do not have the required experience
- I have responsibilities outside of work
- I have other work commitment
- Other [please specify]

Q9.1

In your main job as a [insert job role selected at Q1], before tax or anything else is taken out, what is the standard hourly rate of pay you receive? Do not include any overtime or allowances.

[please specify] Pay amount (before tax)

Q9.3

For your main job, how are you employed?

- Aged Care Award, 2010
 - [Nurses Award, 2020]
 - Social, Community, Home Care and Disability Services Industry Award 2010 (Schedule E)
 - Social, Community, Home Care and Disability Services Industry Award 2010 – Social and Community Services stream (Schedule B)
 - Local Council/Government Award
 - State-based Award
 - Individual Contract
 - Enterprise Bargaining Agreement (EBA)
 - Other [please specify] [Multiple 'other' responses may be added]
 - Don't know
 - None of the above
-

Q9.4

Are you currently participating or have you previously participated in the **Aged Care Transition to Practice Program**?

- Yes
 - No - I am not participating but I have heard of the program
 - No - I have not heard of the program
-

Q9.5

What are **all** the reasons you chose to work in aged care?

- I have an interest in working with older people
 - To make a positive change in the lives of older people
 - Alignment with personal values
 - The availability of jobs in aged care
 - Security of employment
 - To receive higher pay
 - The work entitlements such as leave and flexibility
 - Access to salary packaging
 - The location of job, for example close to home
 - Work hours available
 - For career progression and long-term career opportunities
 - The training and development program
 - Other [please specify]
 - I did not choose to work in aged care, but I do have aged care clients
-

Q10

What age were you when you **first** began [working in aged care / treating or providing care to people] [living in residential aged care or using other aged care programs]?

[please specify] Years

Q11

In total, how long have you [worked in aged care / provided treatment or care to people] [living in residential care or using other aged care programs]?

- Less than 6 months
 - 6 months – less than 1 year
 - 1-3 years
 - 4-6 years
 - 7-9 years
 - 10 years or more
-

Q12

How long have you worked in your main job for this [residential aged care provider/ home care packages program/ Commonwealth Home Support Program aged care service / Multi-Purpose Services Program / National Aboriginal and Torres Strait Islander Flexible Aged Care Program] provider?

Please include periods of leave that you have taken employed in your main job.

- Less than 6 months
 - 6 months – less than 1 year
 - 1-3 years
 - 4-6 years
 - 7-9 years
 - 10 years or more
-

Q13

Before your current main job, where you did work?

In aged care

- In a paid job for my current employer
- In a paid job for a different employer
- In an unpaid job for my current employer
- In an unpaid job for a different employer
- As an independent contractor
- As a labour or agency hire worker

Not in aged care

- In disability support in a paid role
- In veterans' care in a paid role
- In early childhood care in a paid role
- As a carer/support worker in other setting in a paid role
- A health service in a paid role
- As a Volunteer / student on placement
- Other paid role [specify]

No previous job

- No previous job (paid or unpaid)
-

Q14

What was the main reason you left your last paid job in aged care before your current paid main job?

- To receive higher pay / job promotion
 - To receive better working entitlements
 - I had relationship problems with colleagues, manager or the people I care for
 - The job was too stressful
 - I was not able to spend the right amount time with clients
 - To get shifts or hours of work I wanted
 - To be closer to home
 - To fulfil care responsibilities (including caring for own children)
 - To find more challenging work
 - To find easier work
 - I was made redundant / retrenched
 - Other [please specify]
 - Prefer not to say
 - Don't remember
-

Q15.1

In the last 12 months, have you had more than one paid job? Do not include unpaid voluntary work.

- Yes
- No

Q15.2

Which program(s) or service(s) below describes where you work in your other paid job(s)?

- Residential aged care
- Home care packages program
- Commonwealth home support programme
- Multi-Purpose Services Program
- National Aboriginal and Torres Strait Islander Flexible Aged Care Program
- Other aged care program
- Disability support
- Veterans care
- Early childhood care
- Healthcare
- Other [please specify]

Q15.3

Was your other paid job(s) for the **same** employer as your main current job?

If you have more than one other paid job, please report on the other paid job where you work the most hours.

- Yes – the same employer
- No – a different employer

Q15.4

Last week, how many hours did you work in your **other** job in aged care?

If you have more than one other paid job, please report on the other paid job where you work the most hours.

[please specify] Hours worked last week

Q15.5

Last week, how many hours did you work in your **other** job?

[If you have more than one other paid job, please report on the other paid job where you work the most hours.]

[please specify] Hours worked (last week)

Q15.6

What is the main reason you have more than one paid job in aged care?

- I am not rostered on for as many shifts as I would like in my main job
 - There are not enough work-related training opportunities in my main job
 - There are limited career opportunities in my main job
 - To increase my income
 - To have permanent employment
 - I enjoy the flexibility
 - I enjoy the variety
 - Other [please specify]
 - Prefer not to say
-

Q15.7

In your other job, before tax or anything else is taken out, what is the standard hourly rate of pay you receive? Do not include any overtime or allowances.

If you have more than one **other** paid job, please report on the other paid job where you work the most hours.

[please specify] Pay amount (before tax)

Q17

Are you currently looking for work outside of your **main** job? Please include moving to a different aged care provider.

- Yes
 - No
 - Don't know
 - Prefer not to say
-

Q18.1

Where do you see yourself working this time next year?

- Working in aged care for the same provider but in a different job
 - Working in aged care, for a different provider
 - Working in disability support
 - Working in Veterans' care
 - Working in early childhood education and care
 - Working outside of aged care, disability support, Veterans care or early childhood care
 - Working in another health care setting
 - Volunteer work
 - Not working, including retired
 - Don't know
 - Prefer not to say
-

Q18.2

What are **all** the reasons you do not expect to be working for your current employer this time next year?

- The work is stressful
 - I feel frustrated at work
 - I am feeling burnt out
 - There is too much paperwork
 - I work too much overtime
 - Career progression opportunities are limited
 - I am looking for a job promotion elsewhere
 - The pay is too low
 - There is a lack of workplace support
 - There is a lack of work life balance and flexibility
 - I no longer enjoy working for this aged care provider
 - There is poor workplace culture / conflict in workplace
 - I want to be closer to home
 - I have health related reasons
 - The end of my contract
 - I want / plan to study
 - I will have completed study / completed a qualification
 - Other [please specify]
-

Q18.3

What are **all** the reasons you do not expect to be working in aged care this time next year?

- The work is stressful
 - I feel frustrated at work
 - I am feeling burnt out
 - There is too much paperwork
 - I work too much overtime
 - Career progression opportunities are limited
 - I am looking for a job promotion elsewhere
 - The pay is too low
 - There is a lack of workplace support
 - There is a lack of work life balance
 - I no longer enjoy working in aged care
 - Poor workplace culture / conflict in workplace
 - I want to be closer to home
 - I have health related reasons
 - The end of my contract
 - I will be retiring
 - I want / plan to study
 - Other [please specify]
-

Q19

The following statements are about your main job for this [residential aged care / home care program / Commonwealth home care support programme/ multiple purpose service / National Aboriginal and Torres Strait Islander Flexible Aged Care Program] provider.

Please select how strongly you agree or disagree with each of the following statements.

- a. The time I spend with the people I care for is enough to provide the care and support they need
- Strongly disagree
 - Disagree
 - Neither disagree or agree
 - Agree
 - Strongly agree
- b. I have the skills and abilities I need to do my job well
- Strongly disagree
 - Disagree
 - Neither disagree or agree
 - Agree
 - Strongly agree

- c. I use many of my skills and abilities in my job
- Strongly disagree
 - Disagree
 - Neither disagree or agree
 - Agree
 - Strongly agree
- d. I feel I have the right equipment to do my job well
- Strongly disagree
 - Disagree
 - Neither disagree or agree
 - Agree
 - Strongly agree
- e. I have a lot of freedom to decide how I do my job
- Strongly disagree
 - Disagree
 - Neither disagree or agree
 - Agree
 - Strongly agree
- f. I feel under pressure most of the time in my job
- Strongly disagree
 - Disagree
 - Neither disagree or agree
 - Agree
 - Strongly agree
- g. My job is more stressful than I thought it would be
- Strongly disagree
 - Disagree
 - Neither disagree or agree
 - Agree
 - Strongly agree
- h. I feel burnt out from my job
- Strongly disagree
 - Disagree
 - Neither disagree or agree
 - Agree
 - Strongly agree
- i. I am paid fairly for the work that I do
- Strongly disagree
 - Disagree
 - Neither disagree or agree
 - Agree
 - Strongly agree

- j. Considering all my efforts and achievements, I receive the respect and acknowledgement I deserve
- Strongly disagree
 - Disagree
 - Neither disagree or agree
 - Agree
 - Strongly agree
- k. I am confident caring for people with dementia
- Strongly disagree
 - Disagree
 - Neither disagree or agree
 - Agree
 - Strongly agree
- l. I am confident caring for patients with disturbed behaviour such as agitation, irritability, disinhibition, delusions, or hallucinations
- Strongly disagree
 - Disagree
 - Neither disagree or agree
 - Agree
 - Strongly agree
- m. I have received the right training to do my job well
- Strongly disagree
 - Disagree
 - Neither disagree or agree
 - Agree
 - Strongly agree
- n. I have a good relationship with my manager
- Strongly disagree
 - Disagree
 - Neither disagree or agree
 - Agree
 - Strongly agree
- o. I receive support from my workplace when something upsetting occurs such as a client passing away
- Strongly disagree
 - Disagree
 - Neither disagree or agree
 - Agree
 - Strongly agree
- p. Overall, I have a good relationship with my colleagues
- Strongly disagree
 - Disagree
 - Neither disagree or agree
 - Agree
 - Strongly agree

- q. Overall, I have a good relationship with the people I care for
- Strongly disagree
 - Disagree
 - Neither disagree or agree
 - Agree
 - Strongly agree
- r. Overall, I have a good relationship with the family of the people I care for
- Strongly disagree
 - Disagree
 - Neither disagree or agree
 - Agree
 - Strongly agree
-

Q20

The following questions ask about how satisfied or dissatisfied you are with different aspects of your main job.

- a. Total pay
- Very dissatisfied
 - Dissatisfied
 - Neither dissatisfied or satisfied
 - Satisfied
 - Very satisfied
- b. Entitlements (including leave)
- Very dissatisfied
 - Dissatisfied
 - Neither dissatisfied or satisfied
 - Satisfied
 - Very satisfied
- c. Job security
- Very dissatisfied
 - Dissatisfied
 - Neither dissatisfied or satisfied
 - Satisfied
 - Very satisfied
- d. The opportunity to develop my skills and abilities
- Very dissatisfied
 - Dissatisfied
 - Neither dissatisfied or satisfied
 - Satisfied
 - Very satisfied

- e. There are opportunities for me to suggest new ways of working
- Strongly disagree
 - Disagree
 - Neither disagree or agree
 - Agree
 - Strongly agree
- f. The level of support from my employer
- Very dissatisfied
 - Dissatisfied
 - Neither dissatisfied or satisfied
 - Satisfied
 - Very satisfied
- g. The level of support from my supervisor
- Very dissatisfied
 - Dissatisfied
 - Neither dissatisfied or satisfied
 - Satisfied
 - Very satisfied
- h. The level of support from my immediate team
- Very dissatisfied
 - Dissatisfied
 - Neither dissatisfied or satisfied
 - Satisfied
 - Very satisfied
- i. Training opportunities
- Very dissatisfied
 - Dissatisfied
 - Neither dissatisfied or satisfied
 - Satisfied
 - Very satisfied
- j. Promotion opportunities
- Very dissatisfied
 - Dissatisfied
 - Neither dissatisfied or satisfied
 - Satisfied
 - Very satisfied
- k. Communication between myself and my manager
- Very dissatisfied
 - Dissatisfied
 - Neither dissatisfied or satisfied
 - Satisfied
 - Very satisfied

I. Overall job satisfaction

- Very dissatisfied
 - Dissatisfied
 - Neither dissatisfied or satisfied
 - Satisfied
 - Very satisfied
-

Q21.1

In the last 12 months, have you had a work-related injury in your main job? Please include any physical or mental health work-related injury.

- Yes
 - No
 - Don't know
-

Q21.2

What work-related injury did you have?

- Fracture or broken bone
 - Chronic joint or muscle condition
 - Sprain, strain or dislocation
 - Cut or open wound
 - Stress or poor mental health (including feeling depressed, feeling anxious or grief)
 - Burns
 - Other [please specify]
-

Q21.3

Did your most recent work-related injury result in you taking time off work? Please include paid and unpaid leave.

- Yes – Part of 1 day
 - Yes – 1 whole day
 - Yes – 2 to 5 days
 - Yes – 6 to 15 days
 - Yes – More than 15 days off
 - No
-

Q21.4

What was the cause of your most recent work-related injury?

- Lifting, pushing, pulling, bending
 - Repetitive movement
 - Standing for long periods
 - A trip or fall
 - Being hit or cut by a person or object
 - Stress, traumatic event or fatigue
 - Violence, including sexual harassment, from a colleague or a person you care for
 - Vehicle accident
 - Contact with chemical or substance
 - Other [please specify]
 - Prefer not to say
-

Q22

What are all the wellbeing and support programs you have access to in your main job?

- Employee Assistance Program (EAP)
 - Flexible return to work arrangements
 - Workplace Peer Support Program
 - Flexible working arrangements
 - Access to gym or fitness membership / facilities
 - Wellbeing leave
 - Other [please specify]
 - None of the above
-

Q22a

In the last 12 months, which wellbeing and support programs have you accessed?

- Employee Assistance Program (EAP)
 - Flexible return to work arrangements
 - Workplace Peer Support Program
 - Flexible working arrangements
 - Access to gym or fitness membership/facilities
 - Wellbeing leave
 - [Add the text of their response to 'other']
 - None of the above
 - Prefer not to say
-

Q22b

Does your Employee Assistance Program (EAP) provide grief and trauma support?

- Yes
 - No
 - Don't know
-

Q1.1

What is the highest level of secondary school you have completed?

- Year 12 or equivalent
 - Year 11 or equivalent
 - Year 10 or equivalent
 - Year 9 or equivalent
 - Year 8 or below
 - Did not go to school
-

Q1.2

From the list below, please select the qualifications you have completed.

Select all that apply.

Aged Care

Certificate level

- Certificate III in Individual Support (Ageing)
- Certificate III in Aged Care
- Certificate III in Aged Care Work
- Certificate III in Home and Community Care
- Certificate III in Disability
- Certificate III in Community Services
- Certificate IV in Aged Care
- Certificate IV in Ageing Support
- Certificate IV in Service Coordination (Ageing and Disability)
- Certificate IV in Disability
- Certificate IV Dementia Practice

Diploma level and above

- Diploma of Community Services
- Diploma of Leisure and Health
- Graduate Certificate in Aged Care Nursing
- Master of Nursing (Aged Care)

Other level

- Entry into Care Roles Skill Set
- Other (aged care related) [free text field]

Health

Certificate level

- Certificate III in Health Services Assistance
- Certificate III in Allied Health Assistance
- Certificate IV in Preparation for Health and Nursing Studies
- Certificate IV in Allied Health Assistance

Diploma level and above

- Diploma of Dementia Care
- Diploma of Nursing
- Master of Dementia Program
- Master of Nurse Practitioner
- Master of Nursing (Research)
- Master of Nursing
- Bachelor of Dementia Care
- Bachelor of Nursing
- Bachelor degree in an Allied Health profession such as Physiotherapy, Social Work, and Podiatry
- Post-graduate degree in an Allied Health profession such as Physiotherapy, Social Work, and Podiatry
- Other health related qualification [free text field]

Other qualification

- Other [please specify]
- None of the above

Q1.3

[Did you complete this qualification in Australia or Overseas? / Where did you complete your highest level of qualification?]

- Australia
- Overseas, recognised in Australia
- Overseas, but **not** recognised in Australia

Q2

Did you study for a [Certificate IV in Preparation for Health and Nursing Studies / Diploma of Nursing] while working as a [Personal Care Worker / Personal Care Assistant / Home Care Worker / Assistant in nursing or nursing assistant]?

- Yes
- No

Q3.1

Are you currently studying for a qualification?

- Yes
- No

Q3.2

What qualification are you currently studying for?

Aged Care

Certificate level

- Certificate III in Individual Support (Ageing)
- Certificate III in Aged Care
- Certificate III in Aged Care Work
- Certificate III in Home and Community Care
- Certificate III in Disability
- Certificate III in Community Services
- Certificate IV in Aged Care
- Certificate IV in Ageing Support
- Certificate IV in Service Coordination (Ageing and Disability)
- Certificate IV in Disability
- Certificate IV Dementia Practice

Diploma level and above

- Diploma of Community Services
- Diploma of Leisure and Health
- Graduate Certificate in Aged Care Nursing
- Master of Nursing (Aged Care)

Other level

- Entry into Care Roles Skill Set
- Other (aged care related) [free text field]

Health

Certificate level

- Certificate III in Health Services Assistance
- Certificate III in Allied Health Assistance
- Certificate IV in Preparation for Health and Nursing Studies
- Certificate IV in Allied Health Assistance

Diploma level and above

- Diploma of Dementia Care
- Diploma of Nursing
- Master of Dementia Program
- Master of Nurse Practitioner
- Master of Nursing (Research)
- Master of Nursing
- Bachelor of Dementia Care
- Bachelor of Nursing
- Bachelor degree in an Allied Health profession such as Physiotherapy, Social Work, and Podiatry
- Post-graduate degree in an Allied Health profession such as Physiotherapy, Social Work, and Podiatry
- Other health related qualification [free text field]

Other qualification

- Other [please specify]
-

Q3.3

For your current studies, does your employer provide you with paid study leave from your main job?

Please include leave provided to attend classes and time spent completing work for this training.

- Yes
 - No
 - Don't know
-

Q4.1

In the last 12 months, have you completed any of the following work-related training or education in your main job?

Clinical and special care

- Dementia care
- Behaviour support
- Design dementia-friendly care environments
- Infection and Protection Control
- Basic life support
- Responding to clinical deterioration
- Continence care
- Immunisations
- Resident/care recipient mental health, loneliness and social isolation
- Clinical skills for high/complex care needs
- Assessment of the older person

- Falls risk
- Nutrition, hydration and food safety
- Oral hygiene
- Hearing loss
- Wound assessment/care, pressure injury risk
- Skin assessment
- Diabetes
- Parkinson's care
- Palliative care/end of life
- Gerontology

Social

- Cultural safety care for Aboriginal and Torres Strait Islander people
- Diversity training
- Elder abuse
- Reablement training
- Trauma-Informed training
- Supported decision-making

Other

- Information and Communications Technology (ICT) / Information Technology (IT)
 - Leadership
 - Staff resilience/mental health
 - Workplace health and safety
 - Other [please specify]
 - Did not attend any work-related training or education in the last 12 months
-

Q4.2

What were all the reasons you completed this work-related training or education?

- It was mandatory
 - To improve skills in my current job
 - To maintain professional status or meet occupational standards
 - To prepare for a future job or get a promotion
 - Because of own safety/health/mental health concerns
 - To meet the provider's accreditation
 - For interest
 - Other
-

Q4.3

In the last 12 months, did you receive paid work time to undertake any of this work-related training or education?

- Yes
 - No
 - Don't know
-

Q4.4

Are you able to use your new skills and training in your current main job?

- Yes
 - No
-

Q4.4a

What are all the reasons you have not been able to use your new skills and training in your current main job?

- Workplace is under-staffed
 - Workplace not supportive of change
 - I don't feel confident
 - My skills have not been relevant yet
 - Other [free text response option]
-

Q5

Please select the work-related training or education you think you will need or like to undertake in the **next** 12 months?

Clinical and special care

- Dementia care
- Behaviour support
- Design dementia-friendly care environments
- Infection and Protection Control
- Basic life support
- Responding to clinical deterioration
- Continence care
- Immunisations
- Resident/care recipient mental health, loneliness and social isolation
- Clinical skills for high/complex care needs
- Assessment of the older person
- Falls risk
- Nutrition, hydration and food safety

- Oral hygiene
- Hearing loss
- Wound assessment/care, pressure injury risk
- Skin assessment
- Diabetes
- Parkinson's care
- Palliative care/end of life
- Gerontology

Social

- Cultural safety care for Aboriginal and Torres Strait Islander people
- Diversity training
- Elder abuse
- Reablement training
- Trauma-Informed training
- Supported decision-making

Other

- Information and Communications Technology (ICT) / Information Technology (IT)
 - Leadership
 - Staff resilience/mental health
 - Workplace health and safety
 - Other [please specify]
 - Do not want to attend any work-related training or education in the next 12 months
-

Q5.1a

Are you an Infection Prevention and Control Lead?

- Yes
 - No
 - Don't know
-

Q5.1b

Have you completed a **Dementia Training Program**?

- Yes – training by Dementia Training Australia
 - Yes – training by another provider
 - No
 - Don't know
-

Q6

Has your employer encouraged you to enrol in the **Equip Aged Care Learning Packages** as part of your learning and development?

- Yes
 - No
 - Don't know
 - I have not heard of the Equip Aged Care Learning Packages
-

Q7.1

Have you heard about the **Aged Care Nursing Allied Health Dementia Scholarships**?

- Yes
 - No
 - Don't know
-

Q7.2

Did you apply for an **Aged Care Nursing Allied Health Dementia Scholarship**?

- Yes
 - No
 - Don't know
-

Q7.3

Were you awarded an **Aged Care Nursing Allied Health Dementia Scholarship**?

- Yes
 - No
 - Application currently under review
-

Q8.1

Have you used the **Aged Care Knowledge Hub**?

- Yes
 - No
 - Don't know
 - I have not heard of the Aged Care Knowledge Hub
-

Q8.3

[Did you complete / Are you completing] your [Certificate III in Individual Support (Ageing) / Certificate IV in Aged Care] as part of the **Fee-free TAFE?**

- Yes
 - No
 - Don't know
-

Q9

How do you describe your gender?

- Man or male
 - Woman or female
 - Non-binary
 - I use a different term (please specify)
 - Prefer not to answer
-

Q10

What was your age last birthday?

[please specify] Years

Q11

In which state or territory do you work in your main job?

- New South Wales
 - Victoria
 - Queensland
 - South Australia
 - Western Australia
 - Tasmania
 - Australian Capital Territory
 - Northern Territory
-

Q12.1

Please select the option that best describes the area where you work in your main job.

- Metropolitan (major city)
 - Regional centre
 - Rural town
 - Remote area
-

Q12.2

In which country were you born?

- Australia
 - England
 - New Zealand
 - India
 - Philippines
 - Vietnam
 - Italy
 - South Africa
 - Malaysia
 - Scotland
 - Other [please specify]
-

Q12.3

In what year did you first arrive in Australia to live for one year or more (even if you have spent time abroad since)?

[please specify]

Q12.4

Are you:

- An Australian or New Zealand citizen
 - A permanent resident of Australia
 - A temporary visa holder
 - Don't know
 - None of the above
-

Q12.4a

Which temporary visa do you hold?

- Temporary Skill Shortage Visa (subclass 482)
 - Temporary Graduate visa (subclass 485)
 - Skilled – Recognised Graduate Visa (subclass 476)
 - Skilled Regional (Provisional) visa (subclass 489)
 - Business Innovation and Investment (Provisional) visa (subclass 188) - sponsorship needed
 - Student visa (subclass 500)
 - Other [please specify]
 - Don't know
-

Q12.4b

Are you currently participating in the Pacific Australia Labour Mobility (PALM) scheme for your main job?

- Yes
 - No
 - Don't know
-

Q12.5

Did you apply for a visa under the Aged Care Industry Labour Agreement (ACILA)?

- Yes
 - No
 - Don't know
-

Q13

Are you of Aboriginal or Torres Strait Islander origin?

- No
 - Yes, Aboriginal
 - Yes, Torres Strait Islander
 - Prefer not to say
-

Q14.1

Do you speak a language other than English?

- Yes
- No

Q14.2

How well do you speak English?

- Very well
- Well
- Not well
- Not at all

Q14.3

Do you use a language other than English in your main job in aged care?

- Yes
- No

Q14.4

Other than English, which language(s) do you use in your main job in aged care?

- Aboriginal and/or Torres Strait Islander Language
 - Mandarin
 - Arabic
 - Cantonese
 - Vietnamese
 - Italian
 - Greek
 - Other [please specify]
-

FOCUS_GP

The Department of Health and Aged Care is planning on running a series of focus groups with aged care workers to understand further the issues you face. That way, we can put plans in place to help resolve these issues. Are you interested in participating in a focus group that will be held late 2024?

- Yes
- No

Thank you for your interest in participating in the upcoming focus groups.

The information you provide will remain confidential and only be used for the purposes of contacting you to participate in a focus group.

Please provide the following details so that we can contact you to participate:

Name: [_____]

Phone: [_____]

Email: [_____]

Thank you for taking the time to complete this survey. Please click **Submit** to finalise your response.

Appendix 2 – Glossary

Aged Care Worker Survey 2024 glossary

Term / acronym	Definition
Allied health assistant	Works under the delegation of allied health professionals to complete clinical and non-clinical tasks. Job titles include occupational therapy assistant, social work assistant and others.
Ancillary care worker	Includes administration, cleaning, kitchen, gardening and maintenance staff.
Assistant in Nursing (AIN)	See Personal care worker (PCW).
Business Innovation and Investment (Provisional) visa – sponsorship needed	A visa that allows you to own and manage a business in Australia, conduct business and investment activity in Australia or undertake an entrepreneurial activity in Australia.
Care recipient	A person who receives care and support, either in their own home or in a residential aged care facility.
Casual employee	A status in employment where the employer makes no firm advance commitment that the work will continue indefinitely with an agreed pattern of work.
Clinical care manager	A position held by a registered nurse within an aged care provider, who is responsible for service development, assessments of care recipients and the development and review of their care plans.
Commonwealth Home Support Programme (CHSP)	Provides entry-level support to assist older people to remain living independently and safely at home.
Has a qualification	When a person has successfully passed all the requirements for the qualification. Does not include persons who have stopped studying without gaining that qualification
Disability care	A type of service that helps people with disabilities live as independently as possible.
Direct care	A person who provides care directly to care recipients as a core component of their work. It includes nurses, PCWs and allied health.

Term / acronym	Definition
Diversional therapist	A person who designs recreation and leisure activities to help improve the care recipient's quality of life and mental wellbeing.
Enrolled nurse (EN)	<p>A person who has a 2-year Diploma of Nursing through a vocational education provider and meets the EN standards for practice. ENs work under the supervision of a registered nurse and cannot act alone.</p> <p>Typical duties include:</p> <ul style="list-style-type: none"> • regularly recording patients' temperature, pulse, blood pressure and respiration • providing interventions, treatments and therapies for patient care plans • assisting registered nurses and other team members with health education activities • working in multi-disciplinary teams • helping patients with their daily living activities.
Fixed-term contract	Employees who are employed for a specific period or task – for example, a 6-month contract where employment ends after 6 months.
Full-time employee	Employees who usually work at least 35 hours a week in all jobs.
Home Care Packages Program	<p>A service that supports older people with complex care needs to live independently in their own homes. It uses a consumer-directed care approach to make sure the support suits a person's needs and goals.</p> <p>The support is provided through a Home Care Package – a coordinated mix of services that can include:</p> <ul style="list-style-type: none"> • help with household tasks • equipment (such as walking frames) • minor home modifications • personal care • clinical care such as nursing, allied health and physiotherapy services. <p>There are 4 levels of Home Care Packages – from level 1 for basic care needs to level 4 for high care needs.</p>
Mandatory training	Training that employees and contractors must do as part of their employment.

Term / acronym	Definition
Multi-Purpose Services (MPS) Program	A program providing aged care services to regional and remote communities. These services can take place in the home (home care) or in a residential aged care facility.
National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFAC)	A program that funds service providers to provide flexible, culturally appropriate aged care to older Aboriginal and Torres Strait Islander people close to their home and/or community.
Nurse practitioner (NP)	RNs who the Nursing and Midwifery Board of Australia (NMBA) have endorsed as an NP. NPs practise independently in an advanced and extended clinical role and can prescribe some medicines.
Occupational therapist	Registered health practitioners who have completed a minimum 4-year undergraduate, or 2-year postgraduate Master program of study approved by the Occupational Therapy Board of Australia.
Palliative care	<p>Treatment, care and support for people living with a life-limiting illness. A life-limiting illness is an illness that cannot be cured. Life-limiting illnesses can include:</p> <ul style="list-style-type: none"> • cancer • motor neurone disease • end-stage kidney disease • dementia.
Part-time employee	Workers who usually work less than 35 hours a week in all jobs.
Personal care	Assistance with personal hygiene, washing, showering, bathing, dressing, feeding and toileting.
Personal care worker (PCW)	A non-clinical care worker who provides personal care to a person receiving aged care services.
Physiotherapist	Registered healthcare practitioners who have completed a minimum 4-year undergraduate or 2-year postgraduate Master program of study approved by the Physiotherapy Board of Australia.
Qualitative data	Information that is collected in the respondents' own words (i.e. text), rather than them selecting a response from a pre-determined list of options in response to a question.

Term / acronym	Definition
Redundant/retrenched	<p>When an employer either:</p> <ul style="list-style-type: none"> • doesn't need an employee's job to be done by anyone • becomes insolvent or bankrupt. <p>Redundancy can happen when the business:</p> <ul style="list-style-type: none"> • introduces new technology (for example, the job can be done by a machine) • slows down due to lower sales or production • closes down • relocates interstate or overseas • restructures or reorganises because a merger or takeover happens.
Registered nurse (RN)	<p>A person who has completed a 3-year Bachelor of Nursing or 2-year Master of Nursing through a university to meet the RN standards for practice. They have more responsibilities than an EN and their scope of practice can include:</p> <ul style="list-style-type: none"> • assessing patients • developing a nursing care plan • administering medicines • providing specialised nursing care • working in multidisciplinary teams • supervising ENs and junior RNs.
Residential aged care (RAC)	<p>A service for senior Australians who can no longer live in their own home. It includes accommodation and personal care 24 hours a day, 7 days a week, as well as access to nursing and general healthcare services.</p>
Skilled migrant	<p>A person who has migrated to Australia through the skill migration stream.</p>
Social worker	<p>A social worker who can provide counselling, information and support to people to make change in their lives to improve their personal and social wellbeing.</p>
Speech therapist	<p>An allied health worker who diagnoses and treats communication disorders, including difficulties with speaking, listening, understanding language, reading, writing, social skills, stuttering and using voice.</p>
Unplanned leave	<p>Leave taken by an employee for an unforeseen circumstance.</p>

Term / acronym	Definition
Volunteer	A person who provides unpaid help willingly given in the form of time, service or skills. Volunteer does not include students undergoing compulsory work placements.
Younger people with a disability or long-term health condition	A person under the aged of 25 years who has a disability or impairment or long-term health condition.

Aged Care Worker Survey 2024 report

To find out more visit:

 agedcareengagement.health.gov.au