



Australian Government

Department of Health and Aged Care

NATIONAL AGED CARE MANDATORY
QUALITY INDICATOR PROGRAM

Workforce



Make it count

Continuous improvement is about seeking and applying opportunities to enhance the quality of care and outcomes for care recipients.

Take 60 seconds to understand how to measure and report on workforce and help your service enhance the quality of care and outcomes for your care recipients.



Click the arrow
to continue



Contents

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Why measurement matters

The aged care workforce is critical to providing quality services to meet the needs of older Australians. The Royal Commission into Aged Care Quality and Safety highlighted the significance of workforce continuity in delivering high-quality, person-centred care.

Continuity of care and meaningful relationships with staff are critical aspects of care for older Australians.

Approved providers of residential aged care are expected to have a workforce that is 'sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services'.¹

¹ Standard 7, Aged Care Accreditation Standards, Australian Government Department of Health 2019.



Impact of workforce turnover

There are well established links between the capacity of aged care staff and the quality of care provided.

Click on the boxes to learn about some of the risk factors for high staff turnover.

Various factors can increase staff turnover.

To provide high quality care, staff must feel supported, valued and receive appropriate training. If staff needs are not met, disengagement, inattention and low motivation may occur.



How to collect data for workforce

**The following data is
collected and reported on
for the workforce quality
indicator.**

Click on the boxes to learn more.

Quality improvement

The aged care sector is reliant upon appropriately trained and engaged staff who feel valued and supported in their role, and who have sufficient time to provide effective care.

The checklist on the right will help identify and implement specific interventions targeted to improve staff retention and continuity of care.

**STEP
1**

Provide focused leadership

**STEP
2**

Create a positive work environment

**STEP
3**

Ensure enough of the right staff in the right roles

**STEP
4**

Prioritise education and training

**STEP
5**

Promote job satisfaction

For detailed information on potential prevention and management strategies, and quality improvement activities, please refer to the **QI Program Manual 4.0 – Part B**.

Ask QIRI

The Quality Indicator Reporting Instructor (QIRI) answers your questions about workforce.

Click on a speech bubble to learn a top tip from QIRI.



Quality indicator challenge



Congratulations!
You have completed
Module Ten –
Workforce.

Test your knowledge in the box on the right then move onto the next module.

Take the quick quiz!

A residential aged care service has personal care staff who are employed permanently and casually, they also engage agency staff when required. Which employees should be included in the quality indicator data reporting for the workforce quality indicator?

Permanent personal care staff

Permanent and casual personal care staff

Permanent, casual and agency personal care staff