

Workforce training plan template

Building workforce capability for the
Aged Care Act 2024.

DATE OF COMPLETION: [insert date workforce training plan was completed/designed]

APPROVAL: [insert person who is responsible for approving training plan]

REVIEW DATE: [insert the date that the plan should be reviewed]



Using this template

Introduction

This template has been designed to help aged care providers create a structured, practical workforce training plan that supports implementation of the *Aged Care Act 2024*. The reforms introduced by the new Act require all providers to build the knowledge, skills and shape the behaviours of their workforce to deliver rights-based, person-centred, and safe care.

Purpose

The purpose of this template is to provide a simple, adaptable format for documenting your organisation's approach to workforce training and capability building. It supports you to:

- identify your workforce roles and training needs
- map required capabilities to roles
- select appropriate training and education resources
- plan when and how training will be delivered
- enhance training delivery
- track progress, evaluate impact, and make improvements over time

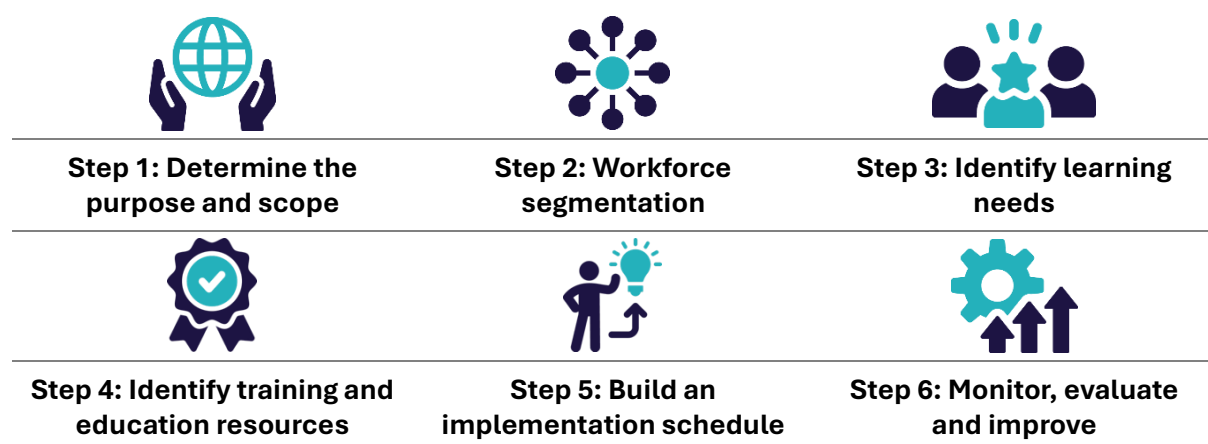
This template can be used by providers of any size or service type and should be tailored to suit your specific operating context, workforce profile, and available resources.

How to use the template

This template is designed to be used in conjunction with:

- **The Guide to Creating a Workforce Training Plan (the guide)** – which provides step-by-step instructions, examples, and tips for completing each section of the template
- **The Aged Care Act 2024 Education and Training Catalogue** – which provides a library of training and education resources mapped to key capability areas under the new Act. *Note: This catalogue should be considered a starting point for providers to map their workforce against the learning areas and identify which training is most relevant.*

The guide will walk you through each stage of the planning process. You can complete the template progressively, as you work through the six key steps outlined in the guide:



Workforce training plan template

This template is intended to be a living document, something you can return to, update and refine as your implementation progresses and as your workforce needs evolve.

[organisation name] Workforce Training Plan

Step 1. Training Plan Overview

Purpose of this plan

[Type here]

Scope

[Type here]



Step 2. Workforce Capability Overview

To identify the training needs of each role, and what unique learning needs, preferences, or constraints exist across the workforce, the [organisation name] workforce has been segmented into key role types as per the table below. This allows for a more tailored and effective approach to training design and delivery.

[Example table]

Role type	Key learner considerations for workers in this role	Learning delivery mode, method, and timing (how learning should be delivered)
Personal care worker	<ul style="list-style-type: none">Varied levels of language and literacyLow digital literacyRely on Care PlanMobile learningAttends regular team meetingsRostered work patternCasual/weekend only	<ul style="list-style-type: none">Multi-modal options for learningFlexible learning that can be completed within rostered hoursLeverage team meetings as an opportunity for learning

[Remove the example table once you have completed the table below]

Role	Learner considerations	Design and delivery considerations
[Type here]	<ul style="list-style-type: none">[Type here]	<ul style="list-style-type: none">[Type here]
[Type here]	<ul style="list-style-type: none">[Type here]	<ul style="list-style-type: none">[Type here]
[Type here]	<ul style="list-style-type: none">[Type here]	<ul style="list-style-type: none">[Type here]
[Type here]	<ul style="list-style-type: none">[Type here]	<ul style="list-style-type: none">[Type here]
[Type here]	<ul style="list-style-type: none">[Type here]	<ul style="list-style-type: none">[Type here]

Step 3. Learning needs analysis

The following table provides an analysis of what capabilities are required across the [organisation name] workforce and identifies the training needs for each role.

[Example table]

<i>Learning areas</i>	<i>Care Provider</i>	<i>Manager</i>	<i>Nurse</i>	<i>Administrative Staff</i>	<i>Cleaning and Maintenance Staff</i>	<i>Kitchen Staff</i>	<i>Volunteers</i>	<i>[role name]</i>	<i>[role name]</i>
<i>[Type here]</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

[Remove the example table once you have completed the table below]

[illegible]

Step 4. Training and education resource plans

The following table documents the learning areas, planned training and education resources for each role identified in the workforce segmentation component of this plan.

[Example table]

Role: Personal care worker			
Training / education resource	Learning areas	Delivery mode	Notes
<ul style="list-style-type: none"> • Webinar - Supported decision-making - OPAN • Supported decision-making - OPAN • Module 2 A guide for the aged care workforce – Aligning to changes 	Apply the principles of supported decision-making in day-to-day practice	eLearning Webinars	Managers need to encourage carers to complete training and then pass those names to the L&D Manager.

[Remove the example table once you have completed the table below]

Role:			
Training / education resource	Learning areas	Delivery mode	Notes
[Type here]	[Type here]	[Type here]	[Type here]
[Type here]	[Type here]	[Type here]	[Type here]
[Type here]	[Type here]	[Type here]	[Type here]

Step 5. Implementation schedule

The following table outlines when and how the training will be delivered. This step helps you build a schedule that balances learning needs with operational realities, workforce availability, and other organisational priorities.

[Example table]

Activity	Role/s	Timeframe	Lead / Responsible	Notes
Rollout eLearning: A guide for the Aged Care Workforce: Understanding and Adapting to the <i>Aged Care Act 2024</i>	<ul style="list-style-type: none">Direct care workersTeam Leaders & Supervisors	October 2025	Workforce Capability Lead	Promote via staff newsletter
Facilitate team information session: Supported Decision-Making	<ul style="list-style-type: none">Team Leaders & Supervisors	October–November 2025	Residential Service Manager	Use discussion guide + case studies
Distribute quick guide: Cultural Safety	<ul style="list-style-type: none">All staff	November 2025	Comms team	Print copies for lunchrooms
Supervisor coaching: Responding to complaints	<ul style="list-style-type: none">Team Leaders	Ongoing (starting Dec 2025)	Site Manager	Include in monthly check-ins

[Remove the example table once you have completed the table below]

Activity	Role/s	Timeframe	Lead / Responsible	Notes
[Type here]	<ul style="list-style-type: none">[Type here]	[Type here]	[Type here]	[Type here]
[Type here]	<ul style="list-style-type: none">[Type here]	[Type here]	[Type here]	[Type here]
[Type here]	<ul style="list-style-type: none">[Type here]	[Type here]	[Type here]	[Type here]
[Type here]	<ul style="list-style-type: none">[Type here]	[Type here]	[Type here]	[Type here]

Step 6. 1 Training delivery tracking register

Using your implementation schedule as a baseline, use the table below to check off each training activity once it is delivered, and track participation by role, location or service.

[Example table]

Training Activity	Learning Area/s	Target Audience	Delivery Method	Date Completed	Attendance / Completion Rate	Notes
Managers Meeting	Cultural Safety	Team Leaders and Managers	10-minute discussion face to face during monthly Managers Meeting	15 September 2025	Linda G Meridith Y Jack W	Posters and quick guides handed out for distribution to teams. Managers to conduct information session/training to their teams no later than 1 November 2025 and notify L&D Manager on completion.

[Remove the example table once you have completed the table below]

[illegible]

6. 2 Post-training feedback snapshot questions

Use the questions below to gather feedback and capture the voice of your workforce. This helps ensure the training is engaging, relevant and appropriate to their needs

- What key insights or takeaways did you gain from this learning?
- Were there any topics you felt were missing or should be covered in more detail?
- What additional resources would have enhanced your learning experience?
- Was the content relevant to your role?
- What aspects of the facilitation style did you find most effective?
- How did the materials and resources provide support your learning?
- What would have made the session more effective for your learning needs?
- What activities or discussions helped you engage most with the learning?
- How will you apply what you've learned in your role?
- What barriers might prevent you from applying this learning, and how could they be addressed?
- What further support or follow-up would help you put this learning into practice?
- Were there any logistical challenges that impacted your learning experience? If so, how?

6.3 Training evaluation summary sheet

Use the table below to measure the improvement in capability, confidence and practice of your workforce as they complete the training.

[Example table]

Capability Area	Delivery Completed?	Staff Feedback Summary	Observed Behaviour Change	Quality/Compliance Data	Improvement Actions
Responding to Feedback	12 October 2025	<ul style="list-style-type: none">• The centre needs to update their policies and add them into the training• It would be helpful if we had more time to discuss scenarios• It was good to chat about feedback being a positive• Need for a suggestion box to be in more than one location – not out the front of the managers office	<ul style="list-style-type: none">• People discussing feedback in handover• Feedback is acted upon• Follow up is done post feedback	<ul style="list-style-type: none">• More feedback suggestions now that the box has been moved• Continuous improvement registers include entries from feedback• Resident's care plan includes entries/changes after feedback is actioned	<ul style="list-style-type: none">• Moved the suggestion box and added 2 more• Service Manager will review the current policy and processes• L&D Manager to update training sessions to include feedback management• Update service brochure/handbook to highlight ways to collect feedback

[Remove the example table once you have completed the table below]

Capability Area	Delivery Completed?	Staff Feedback Summary	Observed Behaviour Change	Quality/Compliance Data	Improvement Actions
[Type here]	[Type here]	[Type here]	[Type here]	[Type here]	[Type here]

6.4 Continuous improvement register

Use the table below to capture what training has been completed and use the information to evaluate and identify what needs to be updated, improved or re-sequenced.

[Example table]

Review Date	Area Reviewed	Key Insights	Action Taken	Responsible Person	Status
13 October 2025	Feedback and suggestion box	<ul style="list-style-type: none">• People do not want to put suggestions in the box as the box is out the front of the managers office.• Feedback was seen as only complaints	<ul style="list-style-type: none">• Moved the suggestion box and added 2 more• Put up posters about feedback• Make more feedback forms that are easier to use	Jane Doe	Actioned

[Remove the example table once you have completed the table below]

Review Date	Area Reviewed	Key Insights	Action Taken	Responsible Person	Status
[Type here]	[Type here]	[Type here]	[Type here]	[Type here]	[Type here]