Supporting the aged care sector

The Australian Government is supporting the aged care sector to grow and upskill a workforce that best meets the changing needs of senior Australians.

Senior Australians need a skilled, diverse, compassionate and valued workforce who will provide safe and high quality care.

Aged Care Workforce Industry Council and the Aged Care Workforce Strategy

Australia's aged care workforce strategy, A Matter of Care, sets out 14 strategic actions. These aim to change attitudes to caring and attract and retain a skilled aged care workforce. The strategic actions will support the workforce to meet aged care needs now and into the future.

Workforce reform is a shared responsibility across the sector and government. The Aged Care Workforce Industry Council (Council), together with industry, is overseeing and coordinating implementation of the strategy.

The Council will support the workforce to deliver on the community's high expectations for the aged care sector – that all senior Australians have access to high quality aged care. To achieve this, the Council is progressing work on several strategic actions from A Matter of Care. This includes developing practical tools and resources. Find out more on the Council website.

Rural Locum Assistance Program

The Rural Locum Assistance Program (Rural LAP) is expanding to assist rural and regional aged care providers impacted by high staff turnover or sudden departure of personnel. The program provides temporary surge workforce to providers while recruitment occurs. There are also incentives for permanent placements. Find out more on the Rural LAP website

Australian Government
Department of Health

Workforce Advisory Service

Aged care providers can access the free, independent and confidential Workforce Advisory Service provided by PwC.

The service enables residential and home care providers to:
› develop strategies to attract and retain workers
› gain knowledge on the worker base through data analysis
› identify how to better manage human resources
› support staff through opportunities for responsive employment arrangements
› develop workforce training and skills plans
› identify supports to increase the skills of the workforce.

To be eligible for assistance, your organisation must be an approved aged care provider in Australia and not be a state or territory government entity.

PwC supports providers to become 'reform ready', developing and applying best practice workforce planning approaches. Find out more about the Workforce Advisory Service on the PwC website.

Centre for Growth and Translational Research

Flinders University has established the Centre for Growth and Translational Research as a collaborative aged care hub. Building on A Matter of Care recommendations, the Centre will drive innovation to increase workforce capacity and capability.

The aged care sector helped identify the first year of research priorities: dementia care, restorative care and rehabilitation, mental health and wellbeing, and social isolation.

The Centre's projects will focus on 3 work streams:
› Work stream 1: an online knowledge and implementation hub with trusted, independent information.
› Work stream 2: translational research projects, particularly in areas of critical need.
› Work stream 3: training modules and resources to improve workers' daily practice.

Find out more about the Centre for Growth and Translational Research on the Flinders University website.

Improved data collection and sharing

The 2020 Aged Care Workforce Census provides important information about the aged care workforce. Aged care providers can access this data from the Australian Institute of Health and Welfare's Aged Care Workforce Census interactive online dashboard.

Providers can also make a customised data request through the GEN Aged Care data website.

The Aged Care Workforce Industry Council and BPA Analytics are collecting aged care workforce data. The Council's Workforce Narrative outlines 12 insights from data collected from over 109,000 aged care workers. The narrative is available on the Council website.