

Supporting aged care improvements



The Aged Care Workforce Industry Council (ACWIC) is pleased to announce the launch of a national workforce database, prepared by BPA Analytics, that will help aged care organisations better understand worker sentiment.

It means that we can all be more informed about what aged care workers think, rather than relying on media and commonly espoused beliefs. It makes for some surprising findings. For example, despite being lower paid 52% of aged care workers are engaged with the organisation where they work, compared to only 40% of public health and hospital workers and 50% of disability workers.

The aim of this database is to give aged care leaders an evidence-based snapshot of the key issues the workforce thinks are important – to themselves, their consumers, and to the organization where they work.

Without understanding their workforce, aged care leaders have had to rely on the heroism of their workers to meet the needs of older Australians. That is not workforce planning.

Employee self-sacrifice is not sustainable and is not what aged care consumers want.

We need to help aged care organisations design systems that allow their employees – and by consequence older Australians – to thrive.

There are two crucial questions central to any successful workforce:

- What makes workers **able** to achieve excellence?
- What **motivates** workers to achieve excellence?

The workforce database provides the answers to both of these questions.

With almost 129,000 aged care respondents ranging from large for-profit organisations to smaller not-for-profits as well as private aged care organisations, this study provides the most comprehensive overview of aged care worker sentiments in Australia.

With a starting point as good as this, aged care leaders will be given a significant boost – they can use this data to refine their workforce planning, to develop new attraction and retention strategies and to enhance cultures of feedback and

continuous improvement. These are all important elements of Australia's National Aged Care Workforce Strategy.

The ability to segment this data further according to remote and very remote will also assist the Remote Accord in its understanding of key workforce barriers and drivers. With over 700 remote respondents and more than 950 very remote respondents, this database will assist in developing tailored support for aged care workers in these areas.

BPA offers tiered access to its dataset. Under the Council program, much of this information is publicly available for Aged Care organisations, leaders, facility managers workforce planners and HR professionals. Additional access which permits users to drill down into the dataset is available on a fee for service basis. Both the free and paid access require registration through BPA Analytics website. Please visit <https://acwic.com.au/our-work/> or <https://bpanz.com/bpa-aged-care-census-database>.

The Council will further support aged care organisations through its development of a digital learning program in workforce planning and skill mix modelling. This will be launched in November 2020.

For more information on how the Council is working with Industry and Government to implement aged care workforce reform, please visit us at www.acwic.com.au.