

# Insight #7

## Training and skills

There has been significant improvement in how training and skills issues have been addressed in the aged care sector over the last 10 years.

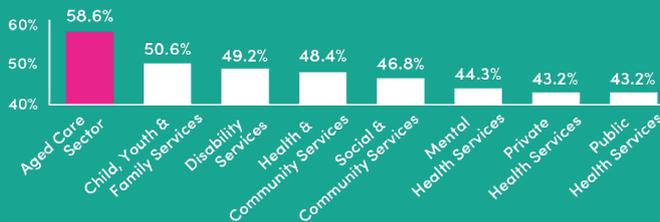
### The organisation addresses training & skills issues (last 10 years)

Respondents: 52,846



### The organisation addresses training & skills issues

Aged Care Respondents: 211,567



Aged care fares better than other health sectors but does not have the same requirements for professional qualifications as many of these sectors.

Over the last 5 years, the highest ratings for this issue have been given by the following cohorts. Gender and size of facility did not appear to make much difference.

### The organisation addresses training & skills issues (highest ratings)

Skills Issues (Highest Ratings)

Casual Workers	n = 2,044	71.4%
<1 yrs length of service	n = 5,169	69.9%
Aged <25 years	n = 2,211	69.5%
Aged 26-30 years	n = 3,041	67.2%
First language was not English	n = 3,115	66.6%
Personal Care Workers	n = 11,946	65.3%

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### Analysis of the insight

Over the last ten years, the Aged Care Census Database (ACCD) data shows that there has been a general upward trend in workers thinking more highly of their organisations' approach to training and skills.

The ACCD data challenges the commonly held belief that aged care organisations are not investing in training for their increasingly casualised workforce. Its data shows that more than 71% of casual workers over the last five years have agreed that their organisation addresses training and skills issues. The ACCD data also shows that over 65% of personal care workers (PCWs) believe their organisation addresses training and skills issues. This could reflect providers' growing frustrations in recruiting well-trained PCWs, resulting in providers investing in on-the-job training to teach PCWs what they need to know to do their work effectively.

### So what does this mean for you as a provider?

- As a provider, you clearly recognise the value of investing in your casual workforce, with almost three quarters of your casual workers agreeing that you are investing in their training and skills acquisition – and generally there is no difference between males and females in this sentiment.
- While these statistics are heartening, they do not indicate, however, that training and upskilling is sufficient. As indicated in an Australian Community Research survey, workers believe they require additional training to deliver quality care.<sup>1</sup>
- To better understand the training needs of your workers, you could seek staff and consumer views via a de-identified survey or feedback box. You could then use this feedback to ascertain the veracity of their views and to determine what training you could offer to, or source for, your staff to meet any additional identified gaps.
- You should also look at the type of care and support your service delivers through its care plans. The skills mix required to deliver the services outlined in the care plans is a strong indicator of the training, qualifications and experience your staff require. This data enables the identification of workforce gaps.