



# AGED CARE WORKFORCE INDUSTRY COUNCIL

Designing A Future Aged Care Workforce Structure  
Interactive Webinar

Please note that this slide deck is at  
Wednesday 1 June 2022.

**Disclaimer:** The Council and BDO are currently reviewing the contents of this presentation and will work with the aged care industry to expand this further.

## DISCUSSION POINTS

TIME	SUMMARY	PRESENTATION CONTENT
5m	<b>Welcome</b>	<ul style="list-style-type: none"> <li>• Provide introductions</li> <li>• Present acknowledgement of country</li> <li>• Inform how the session will run (interactive virtual participation)</li> </ul>
15m	<b>Setting the scene</b>	<ul style="list-style-type: none"> <li>• Background and purpose of the project</li> <li>• Approach to workforce design</li> </ul>
20m	<b>Interactive Session 1: Model of care attributes</b>	<ul style="list-style-type: none"> <li>• Introduction to model of care attributes</li> <li>• Workforce changes to deliver model of care attribute changes</li> </ul>
20m	<b>Interactive Session 2: Skills categories</b>	<ul style="list-style-type: none"> <li>• Introduction to skills categories</li> <li>• Relationship between each model of care attribute and the skills categories</li> </ul>
20m	<b>Interactive Session 3: Job roles by model of care attribute</b>	<ul style="list-style-type: none"> <li>• Introduction to job roles</li> <li>• Discussion on job roles to be mapped to each model of care attribute and skills categories</li> </ul>
10mins	<b>Wrap up</b>	<ul style="list-style-type: none"> <li>• Review findings</li> <li>• Discuss next steps</li> </ul>

## BACKGROUND AND PURPOSE OF THE PROJECT

### The Aged Care Workforce Industry Council

The Aged Care Workforce Industry Council (the Council) is the first leadership group of its kind in Australia's aged care industry. The Council is committed to creating a better, more sustainable aged care system across Australia with a clear focus on the consumer. It is working with Industry, Government, employees and consumers to ensure the workforce is suitably skilled and able to deliver safe, consistent and high quality care services to older Australians, irrespective of setting.

Our remit is to provide a unified body to oversee, coordinate and sequence the implementation of the 14 Strategic Actions in Australia's Aged Care Workforce Strategy 'A Matter of Care'.

### Designing Australia's Future Aged Care Workforce Structure

The Council are being supported by BDO to design a future aged care workforce structure that will enable quality of care delivery and ensure older people in Australia are able to age well. We have considered a variety of sources including surveys, review of academic and other literature, consultations with subject matter experts and existing bodies of work such as the Australian Skills Classification.

Our approach to delivering this project is set out in the diagram (next slide). There are three broad sections, namely 'the current state', 'extent of change' and 'future state'. Each section has a number of steps which have been followed. A key tenet of our approach is that it is consumer centric and driven by the current and future needs of older Australians.



# OUR APPROACH

- Design principles
- Methodology
- What we are aiming for - an illustrative example
  
- Reminder about the Survey: [Designing the future structure of Australia's Aged Care Workforce - Aged Care Workforce Industry Council \(acwic.com.au\)](#)

## OUR DESIGN PRINCIPLES

Our design principles to deliver this project are set out below. There are eight core principles. Each key tenet of our approach is that it is consumer centric and driven by the current and future needs of care recipients.

1. Focus on **consumer/care recipient centric** care needs
2. A clear end-to-end **methodology** with integrated components
3. **Universally applicable** terms (e.g. focused on model of care attributes rather than specific models of care, roles rather than titles)
4. **Evidence-based** approach (e.g. academic research, industry experience including the working group)
5. Build on **existing work** (e.g. *A Matter of Care*, Australian Skills Classification)
6. **Stakeholder** engagement and input driven (e.g. working group, surveys and workshops)
7. **Manageable** sizing and grouping (e.g. classifying skills categories, removal of duplication from scope items)
8. Adaptable and **flexible model** which can be responsive to future changes (e.g. extent of change ratings can be updated).

## WHAT WE ARE AIMING FOR (An illustrative example only)

As an employee in the aged care sector (e.g. a PCA), you:

Work across  
*6 model of care attributes*



Work across  
*4 skills categories*



Use  
*23 skills*  
to deliver care services



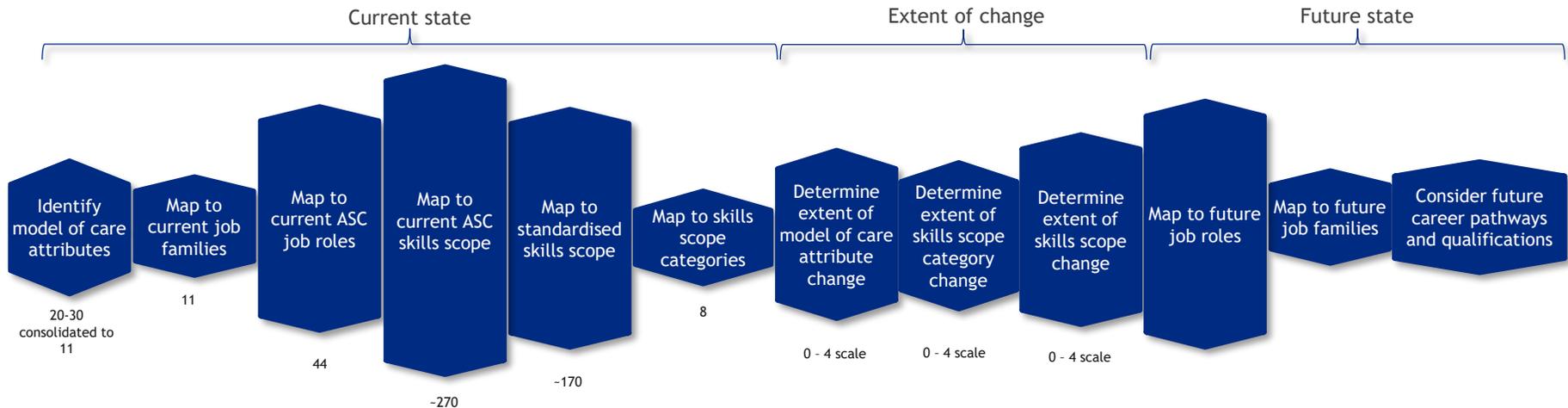
In the future it may be that:

- 12 skills scope items remain unchanged
- 5 skills scope items may require an increased emphasis to what you currently do
- 2 skills scope items may require significant emphasis to what you currently do
- 3 skills are in 2 skills categories which have been flagged to require specialist roles (4 additional skills scope items may be added to your role from these skills categories)
- 1 skill is in 1 skill category which has been flagged to require transformation (2 additional skills scope items may be added to your role from this skills category).

## OUR APPROACH

Our approach to delivering this project is set out in the diagram below. There are three broad sections, namely ‘the current state’, ‘extent of change’ and ‘future state’. Each section has a number of steps which have been followed.

A key tenet of our approach is that it is consumer centric and is driven by the current and future needs of older Australians.



**Live poll:**  
 What do you think of our adopted methodology for this project?



## MODEL OF CARE ATTRIBUTES

A model of care broadly defines the way health services are delivered to consumers.

Model of care attributes are the components that make up the model of care.

#	Model of care attribute	Description	Level of change
1	Basic physical needs	Activities that directly contribute to, support or attend to Activities of Daily Living (ADLs) and basic health or ageing care needs.	Moderate change (2)
2	Diverse and complex health care needs	Activities that support or otherwise contribute to the management of healthcare needs that are more complex than those required to support basic ADLs.	Moderate change (2)
3	Safety needs	Activities that promote and respond to consumers' physical safety.	Mild change (1)
4	Social and emotional needs	Activities that promote and respond to individual consumers' social and emotional needs or goals.	Moderate change (2)
5	Cultural and linguistically appropriate care needs	Activities that promote and respond to consumers' cultural, cultural safety and linguistically diverse needs.	Transformative change (4)
6	Recreation and leisure needs	Activities that promote and respond to consumers' recreational and leisure needs and goals.	Moderate change (2)
7	Ability to contribute to and control decision-making of their own care	Activities that promote and respond to consumers' control of, and contribution to decision-making in their own care.	Significant change (3)
8	Technological access, literacy and connective needs	Activities that promote or respond to consumers' need for technological access, literacy and/or connectivity.	Significant change (3)
9	Transparency of care services in the community	Activities that appropriately document and communicate care records.	Transformative change (4)
10	Curative, rehabilitation or specialist treatment needs	Activities aimed at providing appropriate rehabilitation or specialist health treatment, with a goal for cure or optimal health.	Moderate change (2)
11	Integrated health care services needs	Activities that support communication and appropriate knowledge-sharing between the workforce, consumers, the multidisciplinary team and associated healthcare services.	Significant change (3)

**Live poll:**  
What do you think of the assessed level of change required?



## SKILLS CATEGORIES

Using the Australian Skills Classification, we condensed and categorised over 300 skills to fit within the following 8 skills categories that the future aged care workforce will require, to meet consumers' care needs:

	Technology	Documentation	Teaching, Training & Education	Clinical Assessment & Analysis	Basic Cares & Support Provision	Advanced Care	Collaboration & Communication	Business, Leadership & Care Delivery Support
Skills category definition	Includes using common technology tools, health systems, and health instruments.	Includes recording consumers' medical histories, processing paperwork and entering data.	Includes the instruction and upskilling of consumers, the workforce and external providers.	Includes assessment, analysis, monitoring progress and evaluating outcomes.	Includes skills that support basic care provision, and may require minimal formal qualifications to perform.	Includes skills that support specialist or complex care provision, and may require formal qualifications to perform.	Includes collaboration between the workforce, consumers and the multidisciplinary health care team to plan or provide care and treatment.	Includes managing and supporting business operations, facilities or service line operations.
Example Skills	<i>Use common technology tools</i>	<i>Record consumer medical histories</i>	<i>Provide health and wellness advice to consumers</i>	<i>Examine consumers to assess general physical condition</i>	<i>Assist consumers with activities of daily living</i>	<i>Treat consumers using alternative health procedures</i>	<i>Confer with other professionals to plan consumer care</i>	<i>Prepare operational budgets</i>
	<i>Use enterprise resource planning ERP software</i>	<i>Perform clerical work in medical settings</i>	<i>Conduct employee training programs</i>	<i>Order medical diagnostic or clinical tests</i>	<i>Assist consumers in handling details of daily life</i>	<i>Prescribe medications</i>	<i>Refer consumers to educational or work programs</i>	<i>Provide housekeeping activities</i>
	<i>Use music or sound editing software</i>	<i>Document consumer or treatment data into computers</i>	<i>Research topics in area of expertise</i>	<i>Monitor health or behaviours of people</i>	<i>Advocate for consumer or community needs</i>	<i>Assist consumers to develop life skills</i>	<i>Interview consumers to gather medical information</i>	<i>Recruit staff</i>
Standardised skills	12	12	22	18	26	42	15	25

**Live poll:**  
What do you think of the skills categories that have been identified?





## NEXT STEPS

### What will we do with information captured in these workshops?

The information captured in these workshops will be compiled with information from the surveys, review of literature, existing bodies of work and subject matter expertise to inform Australia's future aged care workforce structure.

### When will the surveys and workshops be completed?

The survey (5 June 2022) and these workshops will be completed by the 1<sup>st</sup> of June 2022.

Workshop 1: Monday 23 May 2022 (10:00-11:30 AEST)

Workshop 2: Wednesday 25 May 2022 (14:00-15:30 AEST)

Workshop 3: Friday 27 May 2022 (13:00-14:30 AEST)

Workshop 4: Wednesday 1 June 2022 (10:00-11:30 AEST)

### When will the project wrap up?

The project will be completed by the end of June 2022.

### How can I be further engaged in this project?

Please visit the Aged Care Workforce Industry Council website to further contribute your views.