



The need for change

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 working with Industry, Government, employees and consumers to ensure the aged care workforce is suitably skilled and able to deliver safe, consistent and high-quality support and services to older Australians, irrespective of setting.

The Council's purpose is to provide a unified Industry-led body to oversee, coordinate and sequence Industry and Government's implementation of 'A Matter of Care - Australia's Aged Care Workforce Strategy'. The Strategy outlines 14 strategic actions and over 90 recommendations for the Council to progress.

Driving progress

The Strategy, based on over a decade's research and hundreds of consultations, maps a clear way forward for Australia, providing the best blueprint forward to ensure our aged care sector can meet consumers' needs now and into the future. The Royal Commission into Aged Care Quality and Safety supports implementation of the Strategy as a priority for workforce reform. With the Industry firmly behind it, the Council can now report progress on many of the Strategic Actions:

- ⇒ the Council published the **Aged Care Voluntary Industry Code of Practice** (Strategic Action 2) on its website on 30 October 2020 - <https://acwic.com.au/making-a-difference/>. Leaders of provider organisations can pledge their organisation's commitment to the Code, whilst workers, consumers and the organisations that represent them, can make statements of support. The Code outlines signatories' commitment to continuously aspire higher in the provision of high-quality aged care services. The Council will consult with the sector to develop the Code's governance and processes during the first half of 2021;
- ⇒ the Council has commenced Phase 1 of the **Social Change and Workforce Recruitment Campaign**, with a particular focus on encouraging young and diverse people into the sector while also reframing the public image of ageing. It aims to refresh public understanding of aged care work - highlighting the variety of roles and the rewarding nature of the work available in the sector. The Council will launch the first phase of the campaign in March 2021;
- ⇒ Strategic Action 7 is being supported by Council-sponsorship of an **Aged Care Census Database** developed by BPA Analytics. The database was launched in October 2020 and provides aged care organisations with an evidence-based snapshot of the key issues their workforce indicates are important – to themselves, their consumers, and to the organisations where they work. Providers can use information from this database to make informed decisions about key workforce issues, including attraction and retention strategies: visit: <https://bpanz.com/bpa-aged-care-census-database/>;
- ⇒ under Strategic Action 6, the Council is advocating a consumer care plan centred approach to **workforce planning**. The Council is developing a guide to best practice that will provide pragmatic workforce planning tools and advice suited to all aged care organisations. The digital guide and planning tools will be published by October 2021. The aim is to ensure the aged care sector has the right people in the right jobs now and into the future. This action is also being supported by a Council-led project on Digital Learning which will pilot how best to provide workers with high standard, accessible and mobile training courses that address training gaps. The pilot includes pre and post testing, course work and micro-learning modules aimed at keeping learning current as well as on-site verification that the skills acquired can be demonstrated in the workplace;
- ⇒ progress on Strategic Action 3 is well underway, through extensive consultation focused on building the right **skills framework** for aged care workers of the future. This work is led by the Aged Services Industry Reference Committee and supported by Government, the sector and the Council;
- ⇒ the **Remote Accord** (Strategic Action 11) has been established. It is tailoring workforce solutions to the needs of remote areas. The Accord is formed on the belief that every community – including remote and very remote – has an equal right to accessible, high quality aged care services—visit <https://www.acwra.org.au/>
- ⇒ Strategic Action 12, the creation of the **Centre for Growth and Translational Research**, is being led by the Department of Health with the Council. Flinders University and Wells Advisory are developing the model for the Centre to create research that can be understood and actioned by the whole aged care workforce so that research is embedded in everyday practice. The model will be finalised by February 2021.