2016 National Aged Care Workforce Census and Survey

Professor Kostas Mavromaras
Dr Genevieve Knight

Webinar

Thursday, 30 June 2016

2pm – 3.30pm (AEST)
Government is in caretaker mode

• First, I would like to note that the Government is in caretaker mode and in accordance with the caretaker conventions we will be limiting our statements today to factual issues relating to the process of collecting data for the National Aged Care Workforce Census and Survey.

• Any questions about policy are a matter for the incoming government, and are outside the scope of this webinar.
This interactive webinar will help you through the process of completing the 2016 National Aged Care Workforce Census and Survey
Topics covered today

• Introduction, background and the history of the census and survey
• What the forms look like and how to complete the census forms
• How to select employees to complete the employee survey
• Deadlines
• Opportunity to ask questions of the presenters
2016 National Aged Care Workforce Census and Survey

PART 1

Professor Kostas Mavromaras

Introduction, background and the history of the census and survey
Background

- We (NILS) have been commissioned to provide the 4th National Aged Care Workforce Census and Survey
- The data collection concerns two major populations:
  - A Census of all Australian providers
  - A large Survey of the workforces that make it all happen
- Provision takes place in two main ways:
  - In residential facilities
  - In the home and through community outlets
What today is about...

- Today’s talk starts with reviewing the data collections of the past in order to establish the links and the continuity
- Then it continues with the new data collection in 2016 and how to complete the forms
- We leave time in the end for your questions. We hear your questions, note them and see where/how we could help
Background

• We need to explain that this is not “just another piece of market research”
• This is a sector that will be shortly serving 4 million of already vulnerable or at risk of becoming vulnerable people
• This is a sector that forms a substantial part of our GDP and employs 100,000s of people
The census question focus

• For the sector’s healthy performance and development we need to have an idea about:
  • Will there be sufficient numbers of workers?
  • Will workers be sufficiently well qualified?
  • Will the workforce be stable enough?

• To attract the necessary (public or private) funding and investment, the sector needs to demonstrate that the necessary workforce growth can be managed and supported adequately
The core workforce areas of interest are:

- **Attraction** (of new workers)
- **Retention** (of existing workers)
- **Utilisation** (of all relevant resources)

These must be done well, for the sector to grow.
Translating these imperatives into real life, practical questions

From the point of view of the employer:

• Are there skill shortages?

• What causes them and how does the sector respond?

• Are workers sufficiently well qualified?

• How difficult is it to fill vacancies?
Translating these imperatives into real life, practical questions (cont.)

From the point of view of the Aged Care sector worker:

• Do workers think this is a good job?
• Do workers like the way they spend their “day at work”
• Do workers find their managers and colleagues OK?
• Is an acceptable work-life balance feasible?
Quick overview from 2012 of the resulting census workforce information

- A growing sector
- A principally female workforce
- Older than the Australian workforce average
- Increasingly better qualified/educated
- It attracts migrants, increasingly
- Provision is changing in place and composition
- There have been signs of skill shortages in the past
2012 and 2016

- The 2003, 2007 and 2012 data collections are in the background. Data collection follows same structure.

- The sector has changed a lot and on many fronts (clients, workforces, institutions, technology, funding and more).

- To keep track of change and remain informed we need to update the data collection regularly.

- Continuity in the data collections allows comparability.

- Comparability enables us to understand change.
What has changed in Aged Care since 2012

Since 2012, there has been significant reform to the way aged care is delivered:

• Migration to the Consumer Directed Care (CDC) model

• The removal of the distinction between high-level and low-level residential care

• Introduction of the new Home Care Packages Programme and, from 1 July 2015, the Commonwealth Home Support Programme (CHSP)
Other relevant changes influencing the Aged Care workforces

Aged Care sector changes are taking place against a backdrop of:

• an ageing population
• changing client preferences (including increasing demand for formal aged care services delivered in a community setting)
• demand for relevant skills from competing sectors such as the NDIS
• a forecast reduction in available informal (i.e. family) care
Question topics that remain unchanged since the 2012 data collection: census

• A profile of facilities
• Facilities’ relationships with broader care and Aged Care services
• Direct care workforce employment and characteristics
  • Age, gender, qualifications
  • Ethnic specialization
  • Skill shortages
  • Vacancies
  • Setting of employment conditions
  • Agency, brokered and self-employed, volunteers
Question topics that remain unchanged since the 2012 data collection: workers survey

- Characteristics: age, gender, qualifications,
- Employment arrangements and hours
- Wages
- Multiple job holding
- Training
- Career paths into aged care, into current job, into the future
- Experiences of working in aged care, job satisfaction, doing the work and job demands
- Work related injury and wellbeing
- Work and non-work responsibilities
- Cultural and linguistic diversity
New features in the 2016 data collections

We would like to elicit the views of managers and of their workers about:

1) the extent to which Aged Care skills are interchangeable with those used in disability support

2) the particular role that agency workers, self-employed, brokered workers, and volunteers play in meeting workforce requirements in the short and medium term
Conclusion

- We know that Aged Care is a dynamic sector with a dynamic workforce. This data collection helps anchor this knowledge on a nationally representative picture.
- The data offers much information on both the “supply of labour” (i.e. how workers feel, how they may responding to change etc.) and the “demand for labour” (i.e. how employers feel and how they are handling change).
- Comparisons with the earlier 2012 collection is vital for tracking how the sector is travelling over time.
The rest of today is about...

- First discuss about you getting prepared for the new 2016 data collection
- Then we will open the floor to further queries and explanations
- The purpose is to provide constructive advice in order for the sector and the workforce to be best represented in the census and survey
2016 National Aged Care Workforce Census and Survey: PART 2

Dr Genevieve Knight

- What to do, what the forms look like and how to complete the census forms
- How to select employees to complete the employee survey
- Deadlines
- Opportunity to ask questions of the presenters
2016 National Aged Care Workforce Census and Survey data collection

- A combination of mail back and web-based questionnaires as the core modes of data collection
- Sent to all aged care providers [based on DoH records]
- Each provider organization postal address has been mailed census and survey package(s): one for each of the Aged Care services their organization provides
- A census and survey package must be sent on by the organization to each of their services (each containing one census form and a set of worker surveys, a set of reply paid envelopes and one cover letter)
2016 National Aged Care Census and Survey

Provider organization receives and distributes census and survey packages to each of their service outlet locations.

Service outlet location Personnel Manager or the person who recruits and manages staff at each of your aged care service locations fills the census and gives surveys to selected workers.

The nominated workers fill their surveys.
What providers receive

Depending upon how many aged services your organization has recorded:

• A set of census and survey packages in envelopes addressed to those aged care services, with a cover letter about distribution to the services

• Large provider organizations with many services will receive at their postal address 3kg post satchel/s containing several packages, with a cover letter about the further distribution to their services
Providers distribute the packages to their service locations

You send each hardcopy census and survey package to the person best suited for completing the census (and distributing the surveys) in each of your aged care service locations: We suggest this to be either the personnel manager or the person who recruits and manages staff at each Aged Care service location.
Providers distribute the packages to their service locations (cont.)

There are two different types of census and survey packages:

• Census of Residential Aged Care Facilities (with a set of Residential Worker Surveys); and

• The Census of Home Care and Home Support Aged Care Outlets (with a set of Home Care and Home Support Worker Surveys).
Census and survey: who completes what

| The Census is completed by the Service outlets | The Survey is completed by the Workers at the service outlets |
# Census and survey packages

<table>
<thead>
<tr>
<th>Census of Residential Aged Care Facilities <strong>BLUE</strong></th>
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<tbody>
<tr>
<td>(with a set of Residential Worker Surveys) <strong>BLUE</strong></td>
</tr>
<tr>
<td>This is for services which provide care under the following programmes:</td>
</tr>
<tr>
<td>• Residential aged care</td>
</tr>
<tr>
<td>• Flexible programmes with residential places: National Aboriginal and Torres Strait Islander Flexible Aged Care Programme; Multi-Purpose Services Programme; Innovative Pool Programme</td>
</tr>
<tr>
<td>• Transition Care (in residential setting)</td>
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<table>
<thead>
<tr>
<th>Census of Home Care and Home Support Aged Care Outlets <strong>PINK</strong></th>
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</thead>
<tbody>
<tr>
<td>(with a set of Home Care and Home Support Worker Surveys). <strong>PINK</strong></td>
</tr>
<tr>
<td>This is for service outlets which provide care under the following programmes:</td>
</tr>
<tr>
<td>• Home Care Packages Programme</td>
</tr>
<tr>
<td>• Flexible programmes with home care places: National Aboriginal and Torres Strait Islander Flexible Aged Care Programme; Multi-Purpose Services Programme; Innovative Pool Programme</td>
</tr>
<tr>
<td>• Commonwealth Home Support Programme</td>
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<tr>
<td>• Home and Community Care (Victoria)</td>
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<tr>
<td>• Home and Community Care (Western Australia)</td>
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<tr>
<td>• Transition Care (in community setting)</td>
</tr>
<tr>
<td>• DVA Community Nursing, Veteran’s Home Care or other DVA administered programme</td>
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Residential and Home care/home support aged care services have different forms to complete
Larger organisations with multiple Aged Care services; co-located services

If your organisation is large and provides multiple aged care services, the census needs to give information for each type of service (Residential and/or Home Care and Home Support – as in this table) in each specific census form and be distributed, at each aged care service location.
Larger organisations with multiple Aged Care services; co-located services (cont.)

• Services that are provided from one location we call co-located services

• If your organisation has co-located services and the workforce for these services is coordinated, only one census and survey pack is required for the co-located services (rather than one for each of the services)

• Please note that where Residential and Home Care/Home Support services are co-located then both Residential and Home Care/Home Support census and survey packages should be completed

E.g. Transition Care complete both. There is a question in each of census type that asks about those staff working in both areas.
## Troubleshooting for providers

<table>
<thead>
<tr>
<th>Query</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>More census and survey packs than service locations</td>
<td>Please call the helpline on 1800 071 735.</td>
</tr>
<tr>
<td>More service locations than census and survey packs</td>
<td>Please call the helpline on 1800 071 735 and request more census and survey packs.</td>
</tr>
<tr>
<td>The services at a single location are of only one type (Residential only or Home Care/Home Support only)</td>
<td>Please call the helpline on 1800 071 735 if you don’t have the correct type of census and survey pack. Distribute only the correct census and survey pack (Residential or Home Care/Home Support) to the service location.</td>
</tr>
<tr>
<td>The services at a single location are of both types (Residential or Home Care/Home Support)</td>
<td>Please call the helpline on 1800 071 735 if you need another type of census and survey pack. Distribute one of each census and survey pack (Residential and Home Care/Home Support) to the service location.</td>
</tr>
</tbody>
</table>
What service outlet location receives
(personnel manager or person who recruits/manages staff)

- Census and survey packages for their location and service type/s
- Each package has one census form and a set of worker surveys, a set of reply paid envelopes and cover letter

**Forms:**
Residential **BLUE**, Home care/home support **PINK**

**Individual reply paid envelopes:**
One for each census; one for each worker survey;

**Cover letter:**
gives guidance/information about census completion and the distribution of surveys to workers
Service outlet location census form
(personnel manager or person who recruits/Manages staff)
A selection of FAQs is now discussed

- I don’t have the information to answer all of the questions, what do I do?
- Census and survey packages for their location and service type/s
- Distributing the Survey of Workers
- To whom do I need to distribute the survey of direct care workers?
- What do I give nominated workers?
- Ethics and privacy considerations
- Closing date
I don’t have the information to answer all of the questions, what do I do?

• Question A9 and most of the questions in section B require you to have knowledge of your staff, including hours worked, awards, and demographic details (age, gender, ethnicity etc); other questions require you to provide information about vacancies, skill shortages, occupational health and safety and training in your outlet

• You are encouraged to refer to HR and payroll records to complete the census

• Some of this information will be held by your provider/organisation head office. They have been informed about the research and will assist you in collating the required information

• If you complete online, you can give them the username and password so that they can complete the questions they have information about
Distributing the Survey of Workers

• A survey of a sample of direct care workers – between 3 and 8 from each aged care facility/service outlet. You play an important role in selecting these workers and inviting them to complete the survey. The person best suited to distribute these surveys is either the manager or director of nursing or care coordinator. If you are not this person, please pass the surveys onto this person, along with the census cover letter.

• Aged-care workers can participate online via a secure website or fill in the survey form and return it in the reply paid envelope.

• The worker survey cover has username/password details for online completion.
To whom do I need to distribute the survey of direct care workers?

When selecting **direct care employees** (including yourself) for participation, please ensure that they are **ABCs**:

A. Work in **direct care** roles (i.e. nurses, allied health professionals, allied health assistants, personal care attendants or community care workers) associated with the aged (i.e. they provide care for persons 65 years and older, or 50 years and older if Indigenous); AND

B. Are employed as **PAYG** staff (i.e. do not include volunteers or agency/brokered/self-employed staff); AND

C. They are randomly selected by choosing employees with a **birthday** closest to today’s date.

*Following the **ABC guidelines**, will ensure that the survey sample will be representative of all aged care workers in all services across Australia.*
What do I give nominated workers?

Give each nominated worker:
1 survey form and 1 reply paid envelope.

I have workers with English literacy problems, will they be able to complete the survey?
A good cross-section of employees included in the survey as this will provide better information about the workforce.

Please provide encouragement and support to assist those with literacy or English language difficulties.
Invitation to participate in the 2016 National Aged Care Workforce Survey

The Australian Government Department of Health has commissioned the National Institute of Labour Studies to conduct the fourth National Aged Care Workforce Census and Survey. More details can be found at Survey.ipas.com.au/NACWCS.

Workers in aged-care services across Australia are being approached to participate in this survey.

In order to provide an accurate picture of the aged care workforce it is important to include information from workers such as yourself. We are interested in your experiences of working in aged care, your characteristic (such as age and gender etc.), the conditions under which you work, and how you feel about what you do.

How to participate in the survey

We are asking you to complete this survey as an employee of the residential aged care services provided at this location.

To take part online go to Survey.ipas.com.au/NACWCS and enter your username and password:

Username: XXXXXX
Password: XXXXXX

You can also fill in this form instead and use the reply paid envelope to return it.

If you have any queries regarding the survey, please contact the free helpline on 1300 071 735.

Ethics and Privacy

All responses to the survey are confidential and identifying details will be removed prior to analysis. The information from your survey will be combined with all other data and no individual site or person will be identified.

The research has been approved by the Australian Bureau of Statistics (Statistical Clearing House approval number 02468 - 01) and the Flinders University Social and Behavioural Research Ethics Committee (Project Number 7069). For more information regarding ethical approval of the project the Executive Officer of the Committee can be contacted by telephone on (08) 8201 3116, by fax on (08) 8201 2035 or by email human.research.ethics@flinders.edu.au. It also complies with the National Privacy Guidelines for all data collection processes undertaken for research.

The National Aged Care Workforce Census and Survey closes on 23 September 2016.

Thank you for your assistance.

Yours sincerely

Professor Kostas Mavromaras
Director, National Institute of Labour Studies
Flinders University, SA

This survey has been approved by the ABS Statistical Clearing House: Approval Number 02468 - 01

1 of 12
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Closing date

23 September 2016
For further help please note:

Website: Survey.ipsos.com.au/NACWCAS

Helpline for further questions:
1800 071 735
Further Questions

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