Aged Care Provider Workforce Survey 2022-23 Questionnaire

Online survey design notes

The formatting within this document is:

- Standard text: Question text
- *Italics: guiding text for the respondent*
- **Bold underlined text**: definition provided in glossary
- Blue text: question mechanic – do not appear in the final survey

Aged Care Provider Workforce Survey 2022-23 Questionnaire

The Australian Government is committed to improving the care of our older people and supporting the dedicated workforce who care for them.

The Aged Care Provider Workforce Survey 2022-23 is an important opportunity for providers of aged care services to inform the Government's response to ongoing workforce challenges in the aged care sector.

The information collected in this survey is critical to supporting aged care providers, the workforce and older people. It will provide a unique snapshot of the aged care workforce and vital information that is not collected through other reporting channels. The data will support development and evaluation of workforce policy decisions.

Aged care workforce data was previously collected as a census involving all aged care providers. Based on feedback received after the 2020 Workforce Census and extensive consultation, this data collection is being conducted as a survey targeting a sample of providers.

The survey approach aims to improve the response rate and ensure data is representative of the sector. Stakeholders have been consulted on this approach and the survey questions.

The Department of Health and Aged Care will run this survey every 2 years to collect updated information about the aged care workforce.

It is mandatory for selected providers to participate.

All data supplied for the survey will remain confidential. It will not be used for compliance purposes.

Summarised, de-identified data from the survey will be published. Participating providers can receive an individualised report on the profile of their workforce.

Your support for this important work is appreciated. Please click 'Next' to continue.

How to complete this survey

When responding to this survey:

- Residential aged care providers should report on the workforce at their facility. Responses to this survey will be collected for selected individual facilities.
- Multi-Purpose Services (MPS) and National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFAC) services should report on the workforce at their facility, including workers that provide in-home care outside the facility. In the case of MPSs, we are asking an additional question as to whether there are staff who may primarily work in aged care within your organisation and an estimate of their numbers. This information will help with estimating the net number of aged care workers across Australia.
- In-home care providers should also report on the workforce associated with their service, as defined by Service (NAPS) ID. This includes providers of Home Care Packages (HCP) and Commonwealth Home Support Programme (CHSP) services.

In the survey, some questions have terms in bold blue with definitions provided. When you hover the computer mouse over the bolded blue term, the definition will appear.

Survey overview

This survey is presented in sections:

A. Preliminary questions

1. Workforce numbers and demographics

2. Qualifications

3. Hours worked

4. Vacancies, recruitment and retention

5. Employment conditions and wages

6. Training

7. Volunteers

8. Other programs and settings

9. Nursing programs

10. Feedback

Important note: You will complete Sections A (Preliminary questions) and 1 (Workforce numbers and demographics) first. As most of the remaining sections will refer to the information entered in these sections, you will not be able to change your answers once completed.

On the next few screens, you will be asked the preliminary questions. This includes nominating the fortnightly pay period in March 2023 that your survey responses will relate to.

If you are unable to complete a question in one sitting, you can save your answers and continue at another time. Please ensure that you enter a response for each question on the page and click the 'Save and Close' button. Simply closing the browser will not save your responses.

If you have any questions about completing the survey, please contact the Aged Care Provider Workforce Survey 2022-23 team. The details are at the bottom of every screen.

Please click 'Next' to continue to the preliminary questions.

Start – Confirm details

Facility/Service details

This survey is being completed for the facility/service below. **Please check that the details are correct.**

Service type:

Facility/Service name:

Facility/Service (NAPS) ID:

Facility/Service physical address:

Approved Provider Name:

Approved Provider NAPS ID:

Approved provider ABN:

If this facility/service NAPS ID is not associated with the Approved Provider NAPS ID, or if you are not associated with the facility/service or provider, please contact the Aged Care Provider Workforce Survey 2022-23 team (details at the bottom of the page).

Contact person details

Please provide details for the person to be contacted in case of any queries about this survey. This would usually be the person who completes the survey.

Contact person name:

Contact person position title:

Contact person phone number:

Contact person email address:

[ ] I confirm that the above details are correct.

Section A: Preliminary questions

Question A.1:

Does your facility/service currently employ staff that provide <u>direct care services</u> to at least one aged care <u>recipient</u>?

*Direct care services include those delivered by <u>**registered nurses**</u>, <u>**enrolled nurses**</u>, nurse practitioners, <u>**personal care workers**</u> or allied health staff.*

Include staff who are employed on your payroll, or indirectly through other organisations.

1. Yes
2. No

Question A.2:

Please enter the start date of the first fortnightly pay period in March 2023 in this facility/service.

Choose the first full fortnightly pay period in March 2023. For example, you may select a start date of 6 March 2023 for a fortnightly pay period spanning 6 to 19 March.

The period should be 14 days. If your pay cycle is 7 days, choose dates that cover the first 2 pay cycles in March.

Fortnightly pay period start date:

Fortnightly pay period end date:

Unless otherwise stated, questions in this survey relate to this fortnightly pay period.

Question A.3:

Please indicate whether your organisation delivers home care services to aged care clients.

	Yes	No
Home Care Packages Program		
Commonwealth Home Support Programme		

Question A.4

Please provide any comments on how you manage your workforce in order to deliver home care services (Home Care Packages Program and/or Commonwealth Home Support Programme) to aged care clients.

[   ]

Code 99: No comments

Section menu

Please select from the sections below.

- Section 1 will be available first. You will not be able to return to Section 1 after it has been completed.
- Sections 2-9 will become available after Section 1 is completed.

You can choose to complete Sections 2-9 in any order. You will need to complete it before you return to this menu.

Once you've completed and reviewed all the sections, please select 'Complete' to submit your answers.

- Section 1 - Workforce numbers and demographics
- Section 2 - Qualifications
- Section 3 - Hours worked
- Section 4 - Vacancies, recruitment and retention
- Section 5 - Employment conditions and wages
- Section 6 - Training
- Section 7 - Volunteers
- Section 8 - Other programs and settings
- Section 9 - Nursing programs
- Complete (Important note: Only select this option when you're ready to submit your answers)

If you are unable to complete a question in one sitting, you can save your answers and continue at another time. Please ensure that you enter a response for each question on the page and click the 'Save and Close' button. Simply closing the browser will not save your responses.

If you have any questions about completing the survey, please contact the Aged Care Provider Workforce Survey 2022-23 team. The details are at the bottom of every screen.

Confirm Complete:

Before you submit your answers, please ensure that you have completed and reviewed all sections.

Would you like to submit your answers?

Important note: If you select 'Yes' below and click 'Next', you will no longer be able to return to the Section menu. If you would like to review your previous answers, select 'No', and click 'Next'.

1. Yes   2. No

Question A.5:

From the list below, please select the job roles for all workers in your facility/service as at the pay period [dates selected in QA.2]. The next question will ask for headcount of each job role selected.

*Please select only one job role for each worker. If a worker holds more than one job role, please only select the **main role** (the role in which they usually work the most hours).*

Include:

- *staff on short term leave. By short term leave, this means staff who are on leave for less than 3 months*
- *all workers who work at / from your facility/service, even if they also work for this provider at / from other facilities/services*

Do not include:

- <u>***volunteers***</u>

Section 1: Workforce numbers and demographics

Question 1.1A:

As at the pay period [dates selected in QA.2], how many workers (by headcount) do you have in each of the following job roles in your facility/service?

*Please enter the **number of workers** in each category.*

Count each worker only once.

*If a worker holds more than one job role, please include only the **main role** (the role in which they usually work the most hours).*

Include:

- *staff on short term leave. By short term leave, this means staff who are on leave for less than 3 months*
- *all workers who work at / from your facility, even if they also work for this provider at / from other facilities*

Do not include:

- ***volunteers***

For the purpose of the Aged Care Provider Workforce Survey 2022-23:

- *full time workers are those who work 35 or more hours per week (70 hours or more per fortnight).*
- *part time workers are those who work less than 35 hours per week (less than 70 hours per fortnight).*

	Directly employed staff			Indirectly employed staff			Other	
	Permanent full time employee	Permanent part time employee	Casual or fixed term contract employee	Agency or labour hire staff	Sub-contractors (engaged by a contractor of the provider)	Independent contractors (e.g. through gig economy platforms)	Other, or unknown, employment arrangements (e.g. brokerage)	Total
Nursing and personal care								
Nurse practitioner								
Registered nurse								
Enrolled nurse								
Personal care worker (including Assistant in nursing)								
Personal care worker (formal traineeship)								
Clinical care manager								
Allied health professionals and assistants								
Audiologist								
Chiropractor/Osteopath								
Dietitian								
Exercise physiologist								
Occupational therapist								
Pharmacist								
Physiotherapist								
Podiatrist								
Psychologist								
Speech pathologist								
Social worker								
Allied health assistant								
Allied health - other								

Management and administration								
Management								
Administration								
Other								
Aboriginal and/or Torres Strait Islander health practitioner								
Diversional therapist								
Oral health professional								
Pastoral / spiritual care worker								
Ancillary care								
Other roles not defined above								
Total [calculated]								

Question 1.1B:

As at the pay period [dates selected in QA.2], how many workers (by headcount) are primarily employed in delivering aged care within your MPS in each of the following job roles in your facility?

*Please enter the **number of workers** in each category.*

*Include workers **only if the majority of their routine work is spent caring for aged care clients.** If no staff work on this basis, record '0'.*

Count each worker only once.

*If a worker holds more than one job role, please include only the **main role** (the role in which they usually work the most hours).*

Include:

- *staff on short term leave. By short term leave, this means staff who are on leave for less than 3 months*
- *all workers who work at / from your facility who are primarily employed in delivering aged care, even if they also work for this provider at / from other facilities*

Do not include:

- *volunteers*

- *staff who do not spend the majority of their routine work caring for aged care clients.*

For the purpose of the Aged Care Provider Workforce Survey:

- *full time workers are those who work 35 or more hours per week (70 hours or more per fortnight).*
- *part time workers are those who work less than 35 hours per week (less than 70 hours per fortnight).*

Question 1.1C

If you wish, please comment on the numbers of workers primarily engaged in aged care within your MPS.

[   ]

Code 99: No comments

Question 1.2:

How many directly employed workers in this facility/service in nursing and personal care roles identify as the following genders?

Important note: *Please count all workers and not just those who may work primarily in aged care. This applies for the remaining questions in the survey. Please check that the total for each role matches what was entered in the previous headcount question.*

Count each worker only once. If a worker holds more than one job role, please report only the main role that they undertake.

	Man or male	Woman or female	Other	Unknown	Total
Nurse practitioner					
Registered nurse					
Enrolled nurse					
Personal care worker (incl. Assistant in nursing)					
Personal care worker (formal traineeship)					
Clinical care manager					

Question 1.3:

How many directly employed workers in this facility/service in nursing and personal care roles are in each of the following age groups?

Count each worker only once. If a worker holds more than one job role, please report only the main role that they undertake.

	24 years or younger	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 years or over	Unknown	Total
Nurse practitioner								
Registered nurse								
Enrolled nurse								
Personal care worker (including Assistant in nursing)								
Personal care worker (formal traineeship)								
Clinical care manager								

Question 1.4:

How many directly employed workers in this facility/service in nursing and personal care roles identify as Aboriginal and/or Torres Strait Islander?

Count each worker only once. If a worker holds more than one job role, please report only the main role that they undertake.

	Aboriginal and/or Torres Strait Islander	Not Aboriginal and/or Torres Strait Islander	Unknown	Total
Nurse practitioner				
Registered nurse				
Enrolled nurse				
Personal care worker (including Assistant in nursing)				
Personal care worker (formal traineeship)				
Clinical care manager				

Question 1.5:

How many directly employed workers in this facility/service in nursing and personal care roles are permanent or temporary Australian residents?

Count each worker only once. If a worker holds more than one job role, please report only the main role that they undertake.

	Australian/New Zealand citizens, or Australian permanent residents	Temporary residents		Unknown	Total
		Student (subclass 500) visa holders	Other temporary visa holder		
Nurse practitioner					
Registered nurse					
Enrolled nurse					
Personal care worker (including Assistant in nursing)					
Personal care worker (formal traineeship)					
Clinical care manager					

Question 1.6:

Does your organisation collect information on the cultural and/or linguistic diversity of your workers?

1. Yes
2. No

Question 1.6b:

Why doesn't your organisation collect information on the cultural and/or linguistic diversity of your workers?

Section 2: Qualifications

Question 2.1:

What is the highest level of education completed by the directly employed clinical care manager(s) in your facility /service?

Please enter the headcounts below, and ensure that it matches the total number entered previously.

*Please report study that has been **completed** only. Please do not report study that the clinical care manager(s) is currently undertaking.*

Total number of clinical care managers entered previously:

Postgraduate Degree (including Masters Degree and PhD)	Counts
Graduate Diploma/Graduate Certificate	
Bachelor Degree	
Advanced Diploma/Diploma	
Certificate III/IV	
Certificate I/II	
Other certificate/post-secondary qualification	
No level of post-secondary study completed	
Don't know	

Question 2.2:

What are the fields of study for the highest level of education completed by the clinical care managers in this facility /service?

Please enter the headcounts below, and ensure that it matches the total number entered previously.

More than one response is allowed.

Total number of clinical care managers entered previously:

Nursing	Counts
Allied Health	
Health Service Management	
Business Management	
Financial Management	
Administration	
Property Management	
Other field(s) of study (please specify in the next screen)	
Don't know	

Question 2.2_Other

Please specify the other field(s) of study for the highest level of education completed by the clinical care manager(s) in this facility /service.

[   ]

Question 2.3:

What is the highest level of education completed, in an area related to their aged care work, by the directly employed personal care worker(s) in your facility /service?

Examples include Certificate III in Individual Support or Certificate IV in Aged Care.

Please enter the headcounts below, and ensure that it matches the total number entered previously.

*Please report study that has been **completed** only. Please do not report study that the personal care worker(s) is / are currently undertaking.*

Do not include personal care workers (formal traineeship).

Total number of personal care workers entered previously:

Postgraduate Degree (including Masters Degree and PhD)	Counts
Graduate Diploma/Graduate Certificate	
Bachelor Degree	
Advanced Diploma/Diploma	
Certificate IV	
Certificate III	
Certificate II	
Certificate I	
Other certificate/post-secondary qualification	
No level of post-secondary study completed	
Don't know	

Question 2.3a:

Are any of the directly employed personal care workers in your facility/service currently studying in an area related to their aged care work?

1. Yes
2. No
3. Unsure

Question 2.3b:

What is the level of qualification that the directly employed personal care worker(s) will hold upon completion of this study?

Please enter the headcounts below.

Total number of personal care workers entered previously:

Postgraduate Degree (including Masters Degree and PhD)	Counts
Graduate Diploma/Graduate Certificate	
Bachelor Degree	
Advanced Diploma/Diploma	
Certificate IV	
Certificate III	
Certificate II	
Certificate I	
Other certificate/post-secondary qualification	
Don't know	

Question 2.4:

How many of the directly employed nurses working at this facility/service during the period [dates selected in QA.2] are infection prevention and control (IPC) nurses?

An IPC nurse is the lead person for infection prevention and control at an aged care facility. They must have completed an identified infection prevention and control course and have met other requirements, as per https://www.health.gov.au/our-work/infection-prevention-and-control-leads

Total number of nurses entered previously:

Nurse practitioner	Counts
Enrolled nurse	
Registered nurse	

Section 3: Hours worked

Question 3.1A:

Enter the total number of hours worked in this facility /service during the period [dates selected in QA.2] for nurse practitioners by employment category.

*If a worker holds more than one job role, please include all of their hours worked (in all roles) in the category that reflects the **main role** they undertake (as reported at Question 1.1).*

Include:

- *Actual hours worked*
- *Paid work only*
- *Overtime*

Do not include:

- *Hours of leave*

For the purpose of the Aged Care Provider Workforce Survey:

- *full time workers are those who work 35 or more hours per week (70 hours or more per fortnight).*
- *part time workers are those who work less than 35 hours per week (less than 70 hours per fortnight).*

If hours worked information is not available for all workers in a category, please enter the number of workers the total hours relate to.

Role	Total hours worked during the period	Number of workers these hours relate to
Nurse practitioner – Permanent full time employee		
Nurse practitioner – Permanent part time employee		
Nurse practitioner – Casual or fixed term contract employee		
Nurse practitioner – Agency or labour hire staff		
Nurse practitioner – Sub-contractors (engaged by a contractor of the provider)		

Nurse practitioner – Independent contractors (e.g. through gig economy platforms)		
Nurse practitioner – Other, or unknown, employment arrangements (e.g. brokerage)		

Note: Repeat Q3.1A for Q3.1B - Registered nurses, Q3.1C - Enrolled nurses, Q3.1D - Personal care workers, Q3.1E - Personal care worker trainees and Q3.1F - Clinical care managers >0.

Question 3.2:

During the period [dates selected in QA.2], for how many hours were directly employed workers in this facility /service in nursing and personal care roles on unplanned leave? *For example, unplanned personal or sick leave.*

Of these hours, how many hours were due to COVID-19 (including illness, self-isolation, or care for others with COVID-19)?

Nursing and personal care role	Total number of hours on unplanned leave	Total number of these hours of unplanned leave that were due to COVID-19 (such as illness, self-isolation, care for others)
Nurse practitioner		
Registered nurse		
Enrolled nurse		
Personal care worker (incl. Assistant in nursing)		
Personal care worker (formal traineeship)		
Clinical care manager		

Question 3.3:

During the period [dates selected in QA.2], did this facility /service have a registered nurse onsite for 24 hours every day?

1. Yes
2. No
3. Unknown

Question 3.4:

What were all the reasons why this facility /service did not have a registered nurse onsite for 24 hours every day during the period [dates selected in QA.2]? *Select all that apply.*

1	No registered nurses available to roster
2	Registered nurse had unscheduled absence
3	Registered nurse was on call
4	Registered nurse was roaming between facilities
5	Other – please specify [Text field]

Section 4: Vacancies, recruitment and retention

Question 4.1:

The next questions relate to turnover of nursing and personal care workers. Please provide:

- **the number of new directly employed nursing and personal care workers who commenced at your facility/service since 1 March 2022, by job role**
- **the number of directly employed nursing and personal care workers who have left your facility/service since 1 March 2022, by job role**

For reference, the table below is populated with the number of directly employed nursing and personal care workers in each job role for the period [dates selected in QA.2] (as provided earlier in the survey).

In the count of workers who have left the facility /service:

- *include workers who left your facility /service but remained employed by the provider in another location*
- *do not count workers who were promoted or moved to another job role within your facility /service*

If a worker holds more than one job role, please include only the main role that they undertake.

Job category	A Directly employed staff in first fortnightly pay period in March 2023	B Number of new directly employed workers who commenced at this facility since 1 March 2022	C Number of directly employed workers who have left this facility since 1 March 2022	D Staffing numbers 12 months ago
Nurse practitioner				
Registered nurse				
Enrolled nurse				
Personal care worker (including Assistant in nursing)				
Personal care worker (formal traineeship)				
Clinical care manager				

Question 4.2:

Considering all new workers hired in these job roles since 1 March 2022, how many were temporary visa holders?

Job category	Temporary visa holders	Unknown visa status
Nurse practitioner		
Registered nurse		
Enrolled nurse		
Personal care worker (incl. Assistant in nursing)		
Personal care worker (formal traineeship)		
Clinical care manager		

Question 4.3

How many of the directly employed nurses working at this facility /service during the period [dates selected in QA.2] were nurses in their first year of practice (also known as graduate nurses)?

Do not consider any time the nurse in their first year of practice spent working in another job role. For example, for a registered nurse in their first year of practice, do not consider any time spent working as an enrolled nurse or personal care worker.

Number	Nurse in first year of practice
	Enrolled nurses in first year of practice
	Registered nurses in first year of practice

Question 4.4:

How many vacant positions did you have for directly employed staff in each nursing and personal care job role as at [end date selected in QA.2]?

Please provide the number of workers (headcount) for each job role.

For the purpose of the Aged Care Provider Workforce Survey 2022-23:

- *full time workers are those who work 35 or more hours per week (70 hours or more per fortnight).*
- *part time workers are those who work less than 35 hours per week (less than 70 hours per fortnight).*

	Permanent full-time	Permanent part-time	Casual or fixed term contract (employed by the provider)	Total
Nurse practitioner				
Registered nurse				
Enrolled nurse				
Personal care worker (including Assistant in nursing)				
Personal care worker (formal traineeship)				
Clinical care manager				
Total				

Q4.4A In regard to recruitment of allied health professionals (i.e., physiotherapists, occupational therapists, etc), please insert any comments in the text box below.

We are interested in knowing about ease or otherwise of recruiting any specific roles and how they are normally recruited or obtained, such as through direct employment, contractual arrangements or an agency. [Free text]

Question 4.5:

From the time of advertising the position, please estimate how many business days it would take for this facility/service to fill a vacancy in each nursing and personal care job role?

Consider the time between the vacancy being advertised and a new worker commencing in the role. So, if the job was advertised today, how long do you expect it to take before the position is filled. For example, if you expect it to take 3 weeks, enter 15 business days. If unsure, please provide a best estimate.

	Number of business days to fill vacancy
Nurse practitioner	
Registered nurse	
Enrolled nurse	
Personal care worker (including Assistant in nursing)	
Personal care worker (formal traineeship)	
Clinical care manager	

Question 4.6:

- A. **What is the most challenging role to recruit in the last 12 months?**
- B. **What is the second most challenging role to recruit in the last 12 months?**
- C. **What is the third most challenging role to recruit in the last 12 months?**

Nurse practitioner

Registered nurse
Enrolled nurse
Personal care worker (including Assistant in nursing)
Personal care worker (formal traineeship)
Clinical care manager

Question 4.7:

    A. **What is the biggest challenge for recruiting workers in this facility/service?**

    B. **What is the second biggest challenge for recruiting workers in this facility/service?**

    C. **What is the third biggest challenge for recruiting workers in this facility/service?**

Not enough applicants
Applicants do not have suitable qualifications or skills
Lack of appropriate housing/accommodation for staff
Applicants are unable to meet the requirements of the position/s (e.g. hours of work required / physical requirements of position)
Wages and benefits are not attractive
Competition with other providers or industries for staff
Visa-related reasons
Other – please specify [Text field]
No challenges recruiting workers in this facility/service

Question 4.8:

    A. **In your view, what would most help to attract and retain registered nurses in aged care?**

    B. **In your view, what is the second most helpful option to attract and retain registered nurses in aged care?**

C. In your view, what is the third most helpful option to attract and retain registered nurses in aged care?

Financial incentives
Early career training
Mentoring opportunities
Scholarships for further study
Clinical supervision
Remuneration and working conditions
Continuing professional development appropriateness and availability
Other - please specify [Text field]
None

Section 5: Employment conditions and wages

Question 5.1:

Which modern awards are your workers employed under? *Select all that apply.*

	Aged Care Award 2010
	Nurses Award 2020
	Social, Community, Home Care and Disability Services Industry Award 2010 – Home care stream (Schedule E)
	Social, Community, Home Care and Disability Services Industry Award 2010 – Social and Community Services stream (Schedule B)
	Other modern award/s - please specify [Text field]
	None of these

Question 5.2: **Are any of your workers covered by an enterprise agreement (EA) / enterprise bargaining agreement (EBA)?**

1. Yes
2. No

Question 5.3:

Question 5.3_1. Which worker categories are covered by an EA / EBA?

Question 5.3_2. If they are covered by an EA / EBA, is this EA / EBA nominally expired?

Worker category	Covered by EA / EBA	EA / EBA nominally expired?
Nurse practitioner		
Registered nurse		
Enrolled nurse		
Personal care worker (incl. Assistant in nursing)		
Personal care worker (formal traineeship)		
Allied health assistant		
Clinical care manager		

<u>Ancillary care</u>	

Q5.3_a In regard to allied health professionals, please supply any advice in the text box below regarding payment arrangements against specific roles.
For example - physiotherapists normally obtained on contractual basis with rates negotiated; or physiotherapists obtained through a mix of arrangements, such as some permanent part-time (specify payment basis) supplemented with others on a fee for service basis. [Free text]

Question 5.4:

For which worker categories, if any, does the EA / EBA provide for the payment of above award base pay rates?

If the EA / EBA identifies multiple 'levels' within a worker category, and the base pay rate under the EA / EBA for that level is above the award rate, select 'yes'.

Worker category	EA /EBA provides for payment of above award base pay rate?	
Nurse practitioner	Yes	No
Registered nurse	Yes	No
Enrolled nurse	Yes	No
Personal care worker (incl. Assistant in nursing)	Yes	No
Personal care worker (formal traineeship)	Yes	No
Allied health assistant	Yes	No
<u>Ancillary care</u>	Yes	No

Question 5.5:

What is the highest above award base pay rate by worker category, under the EA / EBA?

Please provide the highest above award base pay rate by worker category under the EA / EBA, regardless of the proportion of all workers in this category who are paid at the highest above award base pay rate.

Please express the highest above award base pay rate as an hourly rate.

Worker category	Hourly rate
Nurse practitioner	
Registered nurse	
Enrolled nurse	
Personal care worker (incl. Assistant in nursing)	
Personal care worker (formal traineeship)	
Allied health assistant	
Ancillary care	

Question 5.6:

For the pay period [dates selected in QA.2], what was the average base hourly rate for each worker category?

We are trying to understand the average base hourly rate for each worker category where an above award rate exists. We understand that there may be a mix of workers at different levels within a worker category, and that some might be on the award rate, and others might be on above award rates.

Worker category	Average base hourly rate
Nurse practitioner	
Registered nurse	
Enrolled nurse	
Personal care worker (incl. Assistant in nursing)	
Personal care worker (formal traineeship)	

Allied health assistant	
Ancillary care	

Question 5.7:

You indicated previously that this facility/service has employed **[nurse practitioners / registered nurses / enrolled nurses / personal care workers (incl. assistants in nursing) / personal care workers (formal traineeship) / clinical care managers]** on a non-direct basis.

Please indicate below any reasons why. *Select all that apply*.

Ask for nurse practitioner, registered nurse, enrolled nurse, personal care worker, personal care worker (traineeship), and clinical care manager where there is indirect employment at Q1.1

	Employees prefer these type of arrangements
	These are the only type of staff currently available
	Workload reasons, e.g. work in your organisation is not regular enough to hire permanent employees
	Financial reasons, e.g. your organisation cannot afford the overheads for permanent staff
	Need some immediate surge staff due to unforeseen staff absences
	Other - please specify [Text field]

Section 6: Training

Question 6.1A and Q6.1:

Q6.1A. In the last 12 months, what topics of training have been delivered by your organisation to directly employed personal care workers, registered nurses, enrolled nurses and nurse practitioners in this facility/service?

A training program is an online or in-person program organised by the aged care provider to equip employees with the knowledge and skills to perform a set of responsibilities in the workplace.

Include all programs whether delivered face-to-face, online, zoom or hybrid, by your organisation or by a training organisation contracted by your organisation

Q6.1. Please enter the number of nursing and personal care workers who completed the training programs below.

	Training delivered	Number of workers completed			
		Personal care workers	Nurse practitioners	Registered nurses	Enrolled nurses
Clinical and special care					
Medication safety					
Basic life support					
Continence					
Immunisations					
Resident/care recipient mental health, loneliness, other psychosocial conditions					
Clinical skills for high/complex care needs					
Assessment of the older person					
Infection prevention and control					
Falls risk					
Nutrition, hydration and food safety					

Oral hygiene					
Hearing loss					
Wound assessment/care, pressure injury risk					
Assessment and skin integrity					
COVID-19 related training					
Dementia care					
Diabetes					
Parkinson's care					
Behaviour support					
Palliative care/end of life care					
Social					
Cultural safety					
Diversity awareness					
Elder abuse					
Non-clinical					
ICT/IT					
Leadership					
Staff resilience/mental health					
Workplace health and safety					
Code of conduct					
Other – please specify [Text field]					
No training delivered					

Question 6.2:

In the last 12 months, did any students outside of those employed by your organisation attend clinical placements at this facility/service in order to complete the practical component of their course? *Select all that apply.*

For example, consider clinical placements completed by undergraduate or postgraduate nursing or allied health students, or students studying for their Certificate III in Individual Support or Certificate IV

1. Yes, for a Certificate III qualification
2. Yes, for a Certificate IV qualification
3. Yes, for an undergraduate or postgraduate qualification
4. Yes, for another study type (please specify) [Text field]
5. Unknown
6. No

Question 6.3:

In the last 12 months, was paid study leave provided to any workers in this facility/service? *Select all that apply*.

1. Yes, to complete study towards a Certificate III qualification
2. Yes, to complete study towards a Certificate IV qualification
3. Yes, to complete study towards an undergraduate or postgraduate qualification
4. Yes, to complete another or unknown study type (please specify) [Text field]
5. Unknown
6. No

Section 7: Volunteers

Question 7.1

How many <u>volunteers</u> worked in this facility/service in the period [dates selected in QA.2]? *Please enter a number.*

Question 7.2

What was the total number of hours worked by all volunteers in the period [dates selected in QA.2]? *Please enter a number.*

Question 7.3

What are all the tasks or roles that volunteers undertake in this facility/service? *Select all that apply.*

	Home activities including cleaning, removal of rubbish, administration
	Respite care
	Support to participate in social activities
	Planned group activity
	Home maintenance assistance
	Gardening assistance
	Transport assistance
	Shopping/appointments assistance
	Meal preparation/delivery assistance
	Companionship/friendship
	COVID-19 screening/prevention activities
	Other (please specify)	[Text field]
	Other (please specify)	[Text field]
	Other (please specify)	[Text field]

Question 7.4

Is there a volunteer coordinator in this facility/service?

Volunteer coordinators are responsible for overseeing volunteer activities within an organisation. Their duties include interviewing and hiring volunteers, placing and training volunteers in different roles and maintaining accurate volunteer records. Volunteer coordinators provide ongoing management and support to volunteers and are the main point of contact for volunteers.

A volunteer coordinator may also be referred to as a volunteer program coordinator, leisure or lifestyle coordinator or a volunteer manager.

Include where a worker performs the volunteer coordinator role even if it is not their main job role.

1. Yes
2. No
3. Unknown

Question 7.5

How many hours, on average, does the volunteer coordinator usually work?

Include all hours worked to complete volunteer coordination activities.

Include hours worked by volunteer coordinators or workers performing a volunteer coordination role, even if it was not their main job role.

Enter hours, then select the period (week / fortnight / month / year).

[   ] hours

Please select the period.

- Per week
- Per fortnight
- Per month
- Per year

Section 8: Other programs and settings

Other services

Question 8.1

Does this facility/service currently provide services under the National Disability Insurance Scheme (NDIS)?

1. Yes
2. No

Question 8.2

Does this facility/service currently provide services to the Department of Veterans' Affairs (DVA)?

1. Yes
2. No

Question 8.3A

For the question below, please think of nursing and personal care workers that work in this facility/service and also work in another facility/service (setting) within your organisation (i.e., for the same provider).

Do any of the directly employed nursing and personal care workers in your facility/service who worked in the period [dates selected in QA.2] also work in other settings within your organisation?

1. Yes
2. No

Question 8.3B

How many of the directly employed nursing and personal care workers in your facility/service who worked in the period [dates selected in QA.2] also work in other settings within your organisation?

If a worker works in multiple settings within your organisation, you may count the worker once for each relevant setting.

	In-home care (HCP and/or CHSP)	Residential aged care facility	NDIS services	DVA services
Nurse practitioner				
Registered nurse				
Enrolled nurse				
Personal care worker (incl. Assistant in nursing)				
Personal care worker (formal traineeship)				
Clinical care manager				

Section 9: Nursing programs

Question 9.1

The Department of Health and Aged Care has implemented a range of programs to attract, retain and upskill nurses in the aged care sector, 3 of which are listed below.

Please select the statement that best applies to this facility/service's awareness of / participation in each program:

	Program name	Not aware of this program	Aware of this program but have not participated in the last 12 months	Participated in the last 12 months
a	Aged Care Transition to Practice Program	1	2	3
b	Aged Care Registered Nurses' Payment	1	2	3
c	Aged Care Nursing Scholarships	1	2	3

Question 9.2a

Why didn't you participate in the Aged Care Transition to Practice Program in the last 12 months?

Free text

Question 9.2b

Why didn't you participate in the Aged Care Registered Nurses' Payment program in the last 12 months?

Free text

Question 9.2c

Why didn't you participate in the Aged Care Nursing Scholarships program in the last 12 months?

Free text

Question 9.3a

How beneficial has the Aged Care Transition to Practice Program been to your organisation to attract, retain and upskill registered nurses?

1. Not at all beneficial
2. Somewhat beneficial
3. Very beneficial

4. Can't say

Question 9.3c

How beneficial has the Aged Care Registered Nurses' Payment program been to your organisation to attract, retain and upskill registered nurses?

1. Not at all beneficial
2. Somewhat beneficial
3. Very beneficial
4. Can't say

Question 9.3c

How beneficial has the Aged Care Nursing Scholarships program been to your organisation to attract, retain and upskill registered nurses?

1. Not at all beneficial
2. Somewhat beneficial
3. Very beneficial
4. Can't say

Section 10: Feedback

Question 10.1

Thank you for submitting your answers! The last 3 questions are about survey feedback.

Approximately how long did it take you to prepare for and complete this survey?

Question 10.2

How easy or difficult was it to obtain the information needed to complete this survey?

	Survey section	**Easy** to obtain the information required	**Somewhat easy** to obtain most of the information but there were some difficult questions	**Difficult** to obtain the information	**Very difficult** and could not complete all questions	Can't say
1	Workforce numbers and demographics	1	2	3	4	5
2	Qualifications	1	2	3	4	5
3	Hours worked	1	2	3	4	5
4	Vacancies, recruitment and retention	1	2	3	4	5
5	Employment conditions and wages	1	2	3	4	5
6	Training	1	2	3	4	5
7	Volunteers	1	2	3	4	5
8	Other programs and settings	1	2	3	4	5
9	Nursing programs	1	2	3	4	5

Question 10.3

Please provide any additional comments related to the Aged Care Provider Workforce Survey 2022-23.

Free text

Closing screen

Thank you for your participation in the Aged Care Provider Workforce Survey 2022-23.

The information collected in this survey is critical to supporting aged care providers, the workforce and older people, now and into the future.

The Department of Health and Aged Care greatly appreciates your time and effort.