



Aged Care Reforms

Sector Pulse Survey, October 2023
Adoption, Preparedness and Awareness

We heard from
1,389 people

71%

were aged care providers
or workforce



39%

Aged Care Managers

23%

Aged Care
Nursing
Professionals

13%

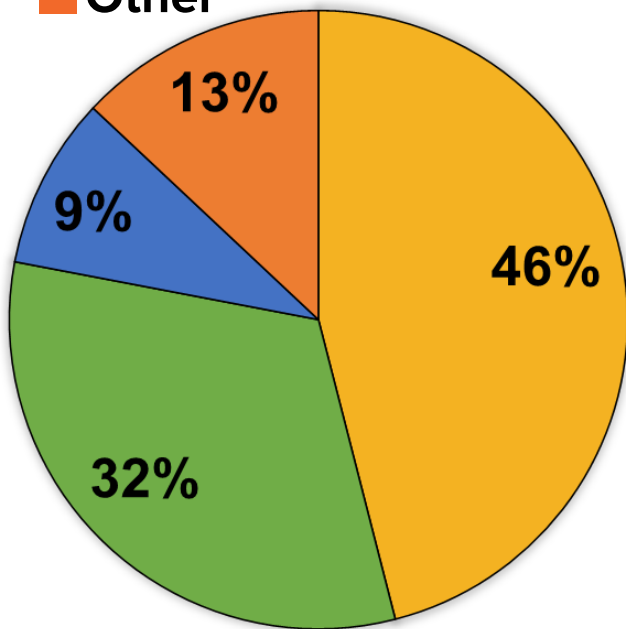
Aged Care Workers

13%

Care/Case Managers
or Administration

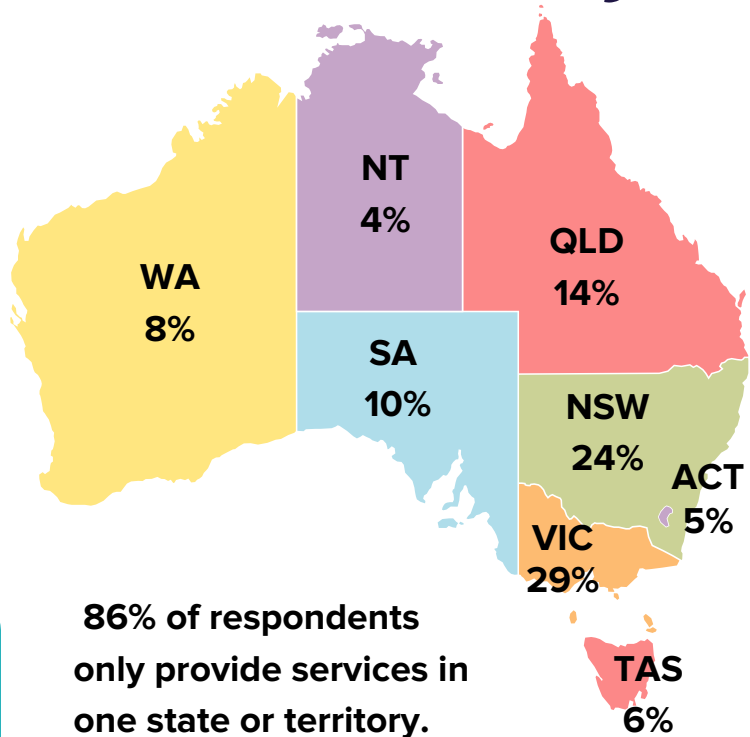
Services they deliver

- Home Care
- Residential Care
- Flexible Care
- Other

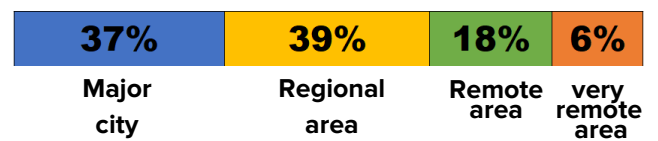


"Workers in the sector do not feel valued or recognised for the difficult job that they do."
Assessor, Western Australia

Where are they



86% of respondents only provide services in one state or territory.



"Worried that many good providers will not be able to withstand the administrative burden of the reforms and will be pushed out of the market by large for-profit providers reducing choice, especially in rural areas"



- Management, CHSP / Home Care

Key themes and findings

Respondents' free text responses noted concerns that the increased administrative burden under the reforms could result in less client contact and care

Aged care providers are overwhelmed by the effort required to keep up with scale and pace of the reforms

Workforce issues continue to feature prominently in the survey. Respondents identified difficulty finding and retaining qualified staff and note they require additional staff to help manage the change

Respondents are seeking information relevant to their role, delivered with sufficient lead time to adopt the change. They requested tailored checklists and timelines to help them transition successfully

Respondents identified formal and informal learning and support networks, within the organisation and across the region/sector, have been useful in preparing them for the reforms. The Sector Support and Development Community of Practice was again called out as a positive program

Reform communications appear to be improving, with overall awareness ratings and the communications index on a positive trajectory across all surveys to date. Respondents also noted webinars worked well as a means of conveying timely and relevant information