



# Rapid recruitment of the right people for aged care

- who wants work?
- who gets work?

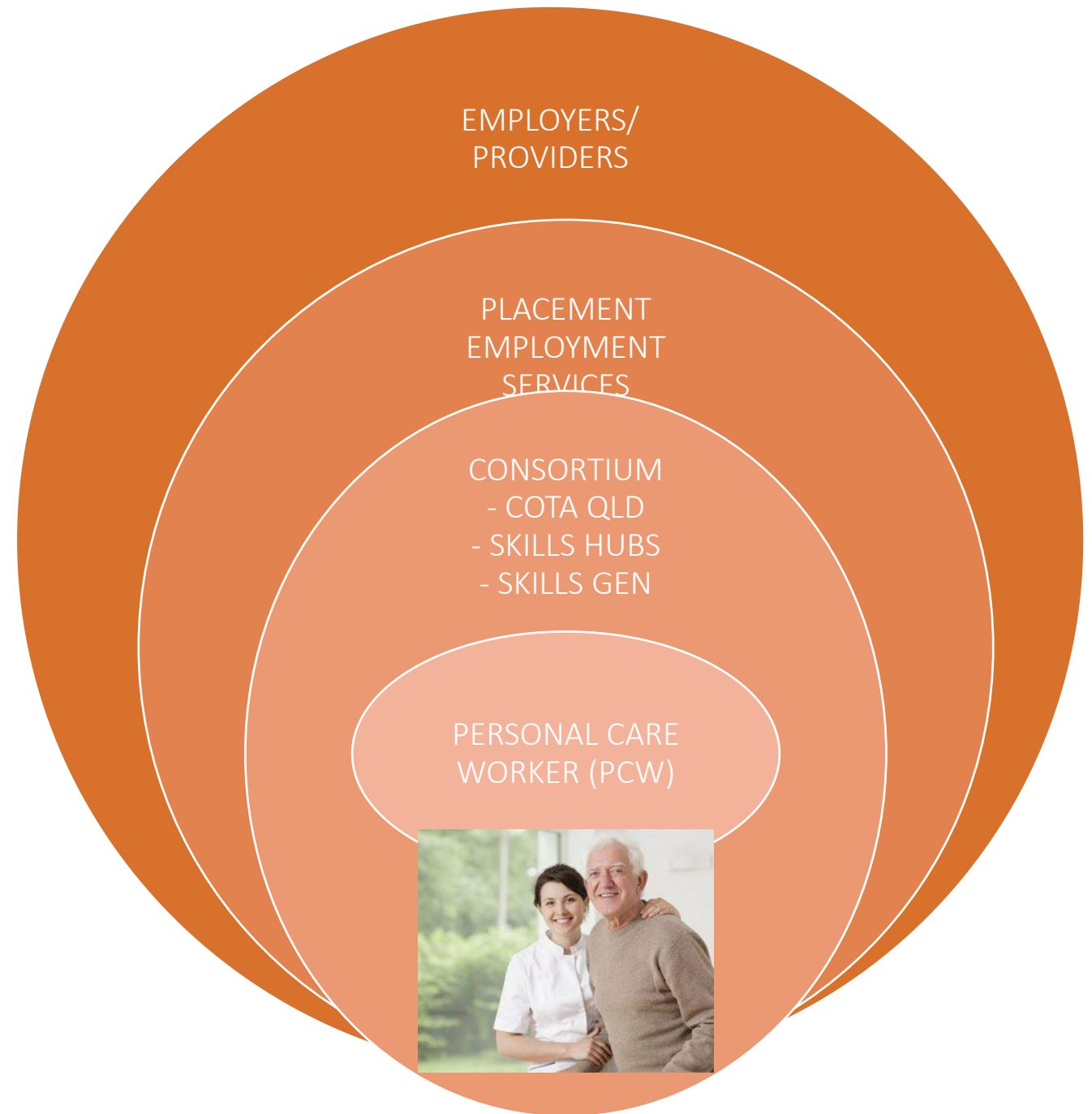
**Emeritus Professor Julie Byles AO and Louise Saxton**  
for the **Evaluation Team**

The University of Newcastle, Australia  
Hunter Medical Research Institute

Home Care Workforce Support Program

Policy and reform

Publicity and public opinion



Older people and those  
who support them



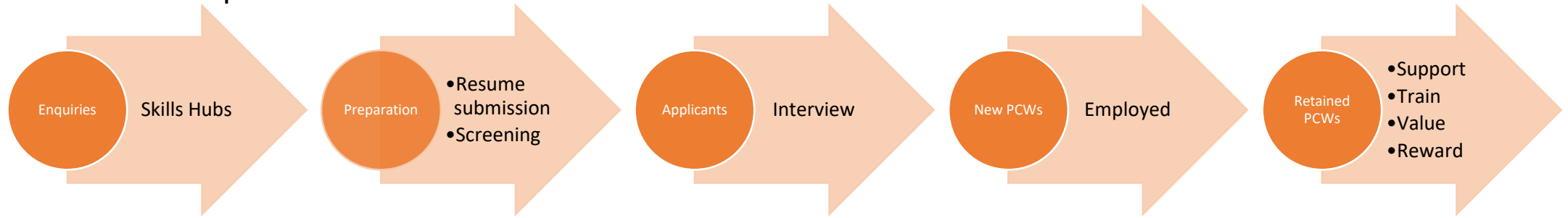
Who wants  
work?

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## ATTRACT and RECRUIT

Estimated >18000 enquiries

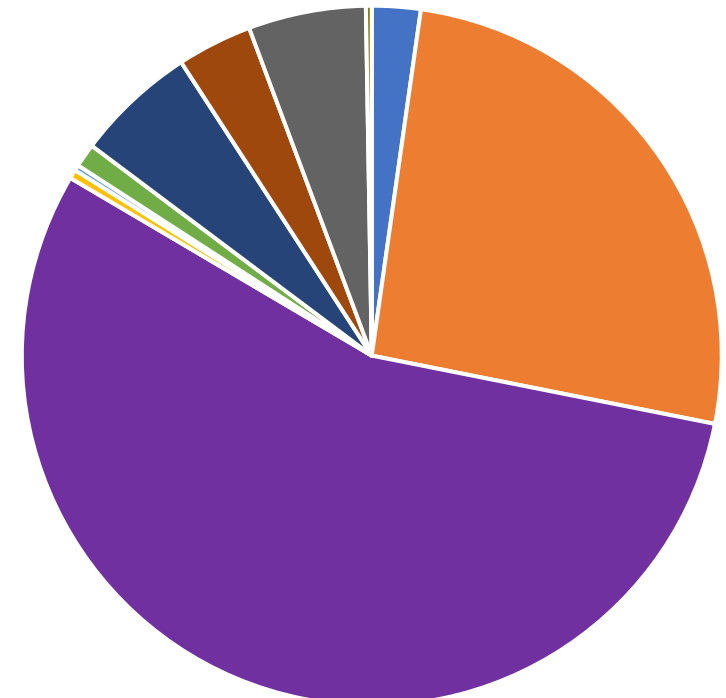
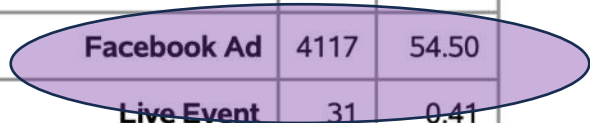


- 40% Assigned to RWC
  - 50% Submitted to an Employer
- 44% Employed

## TRAIN and RETAIN

# LEAD SOURCE

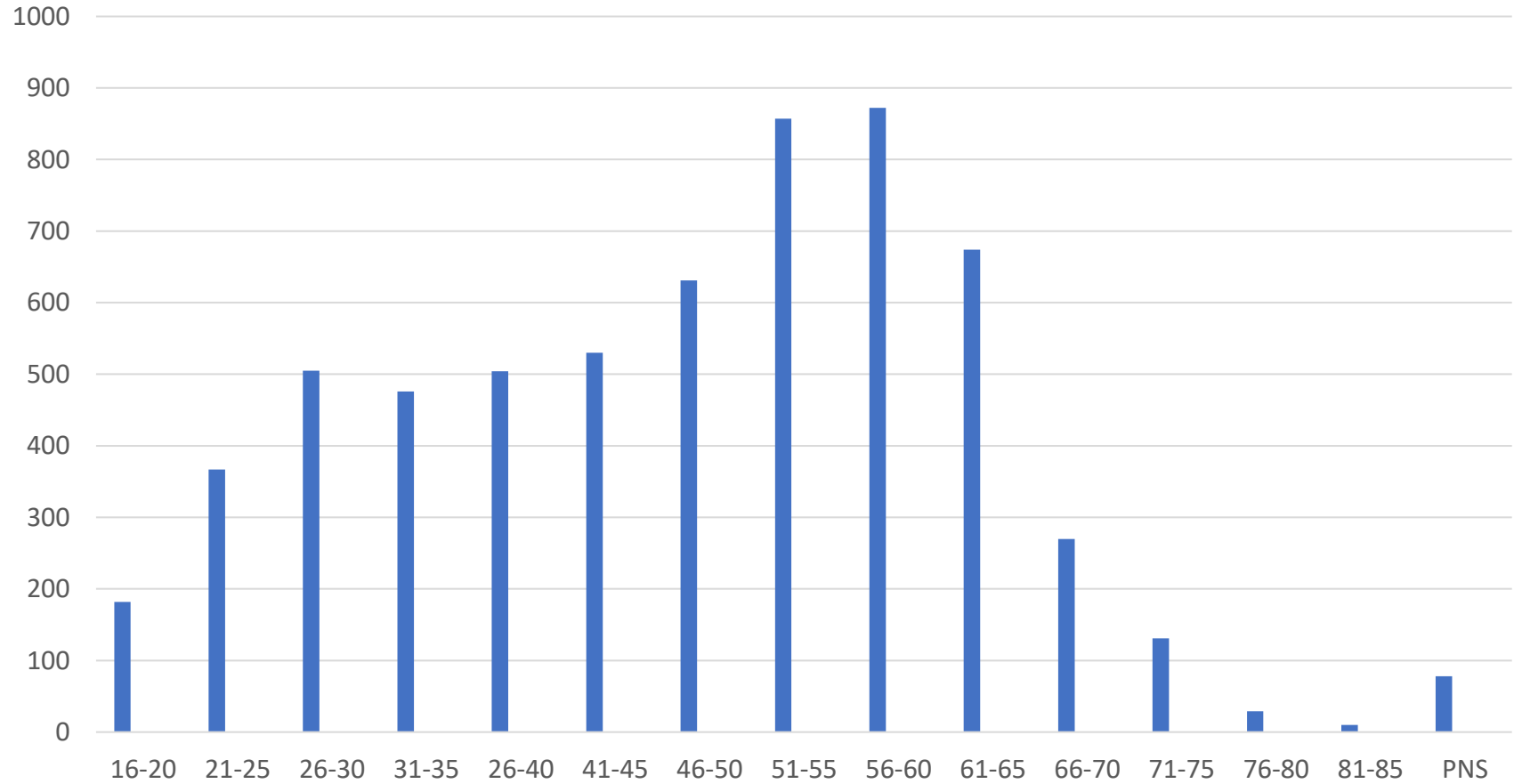
	n	%
<b>Candidate - Lead source (derived)</b>		
missing	116	1.54
Employment Agency	167	2.21
Employment Website	1925	25.48
Facebook Ad	4117	54.50
Live Event	31	0.41
Personal Referral	19	0.25
Pre-employment program	81	1.07
Regional Workforce Coordinator	416	5.51
Registered Training Organisation	258	3.42
Workforce Australia	404	5.35
Other	20	0.26
<b>Total</b>	<b>7554</b>	<b>100.00</b>



■ AGENCY  
 ■ WEBSITE  
 ■ FB  
 ■ EVENT  
 ■ REFERRAL  
 ■ PRE-EMP PRG  
 ■ RWC  
 ■ RTO  
 ■ W'FORCE AUS  
 ■ OTHER

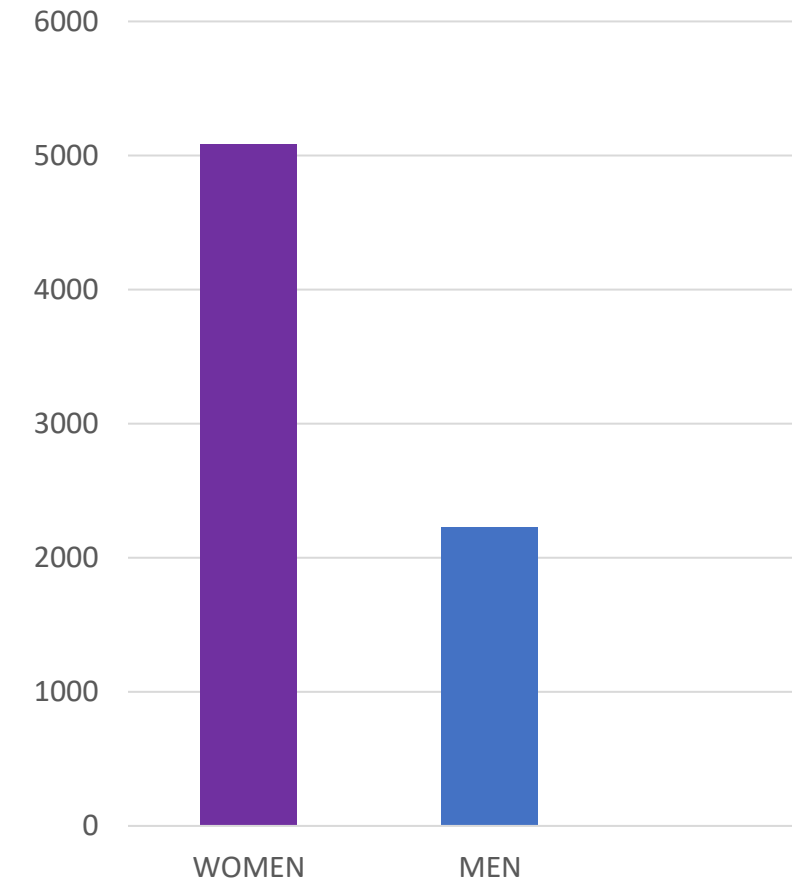
	n	%
<b>missing</b>	1438	19.04
<b>16-20</b>	182	2.41
<b>21-25</b>	367	4.86
<b>26-30</b>	505	6.69
<b>31-35</b>	476	6.30
<b>36-40</b>	504	6.67
<b>41-45</b>	530	7.02
<b>46-50</b>	631	8.35
<b>51-55</b>	857	11.34
<b>56-60</b>	872	11.54
<b>61-65</b>	674	8.92
<b>66-70</b>	270	3.57
<b>71-75</b>	131	1.73
<b>76-80</b>	29	0.38
<b>81-85</b>	10	0.13
<b>Prefer not to say</b>	78	1.03
	7554	100.00

# AGE



# GENDER

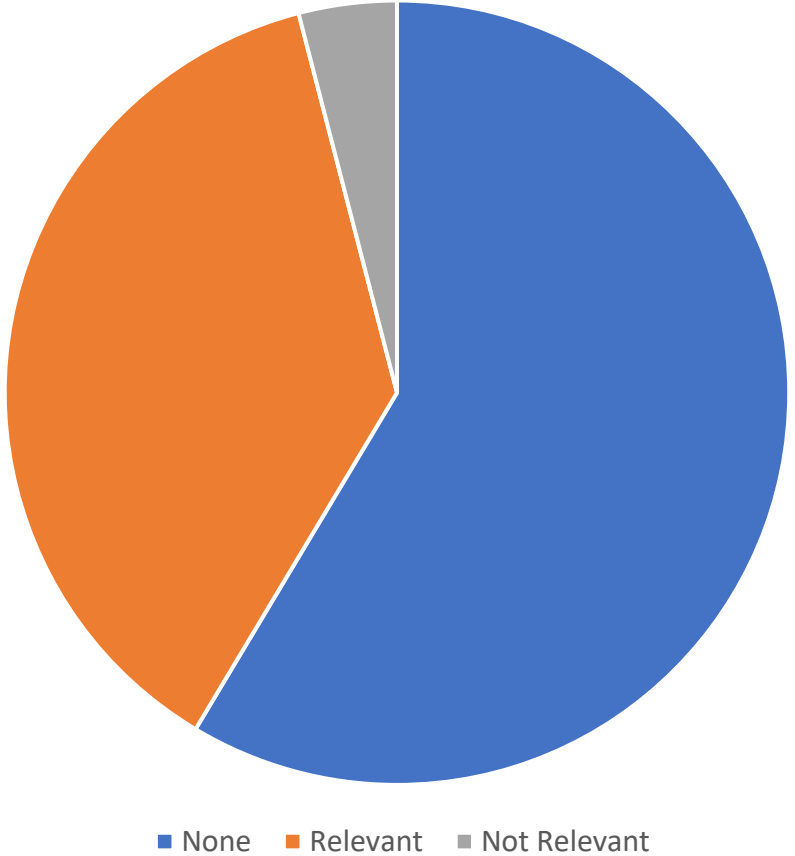
	n	%
<b>Candidate - gender</b>		
missing	247	3.27
Male	2224	29.44
Female	5082	67.28
Other	1	0.01
<b>Total</b>	<b>7554</b>	<b>100.00</b>



- 4% Indigenous
- 29% CALD

# QUALIFICATIONS

	n	%
<b>Highest relevant qualification (completed)</b>		
missing	424	5.61
Registered Nurse	148	1.96
Enrolled Nurse	157	2.08
Cert IV.	347	4.59
Cert III.	1788	23.67
Skill Set	11	0.15
Other (relevant)	437	5.79
Other (not relevant)	297	3.93
None	3945	52.22
<b>Total</b>	<b>7554</b>	<b>100.00</b>





# Key Insights

- Plenty of people want to work in care
- Includes older people
- Includes men
- There appears to be prime interest in supportive work, rather than specialised health care.
- Flexibility in hours is desired by most candidates.



Female  
Domestic Care Work  
No relevant Qual

Female  
Under 45 years  
Domestic Care Work/ Gardening/ PC/Transport  
Relevant Qual

4 Profiles of people who  
want work

Female  
PCW  
Relevant Qual

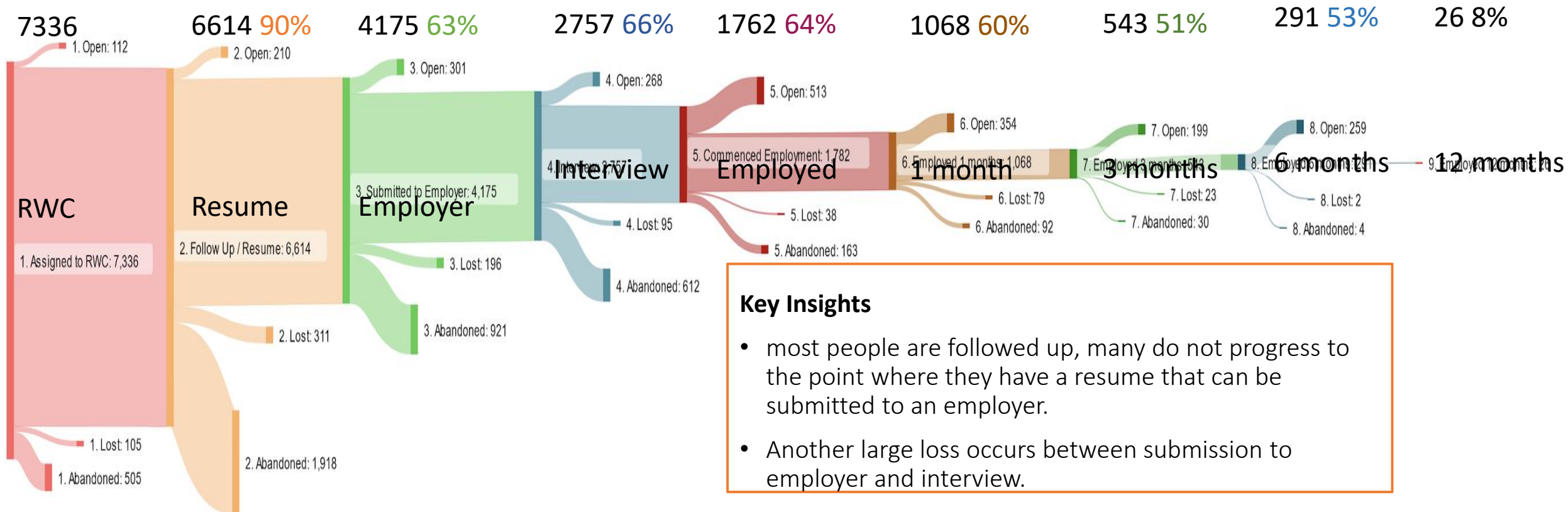
Over 45 years  
Not CALD  
Domestic/ Gardening/ Transport  
No relevant qual

Who gets work?



# Candidate Progression (25 SEPT 23 n=7336 candidates)

Estimated >18000 enquiries



**Key Insights**

- most people are followed up, many do not progress to the point where they have a resume that can be submitted to an employer.
- Another large loss occurs between submission to employer and interview.

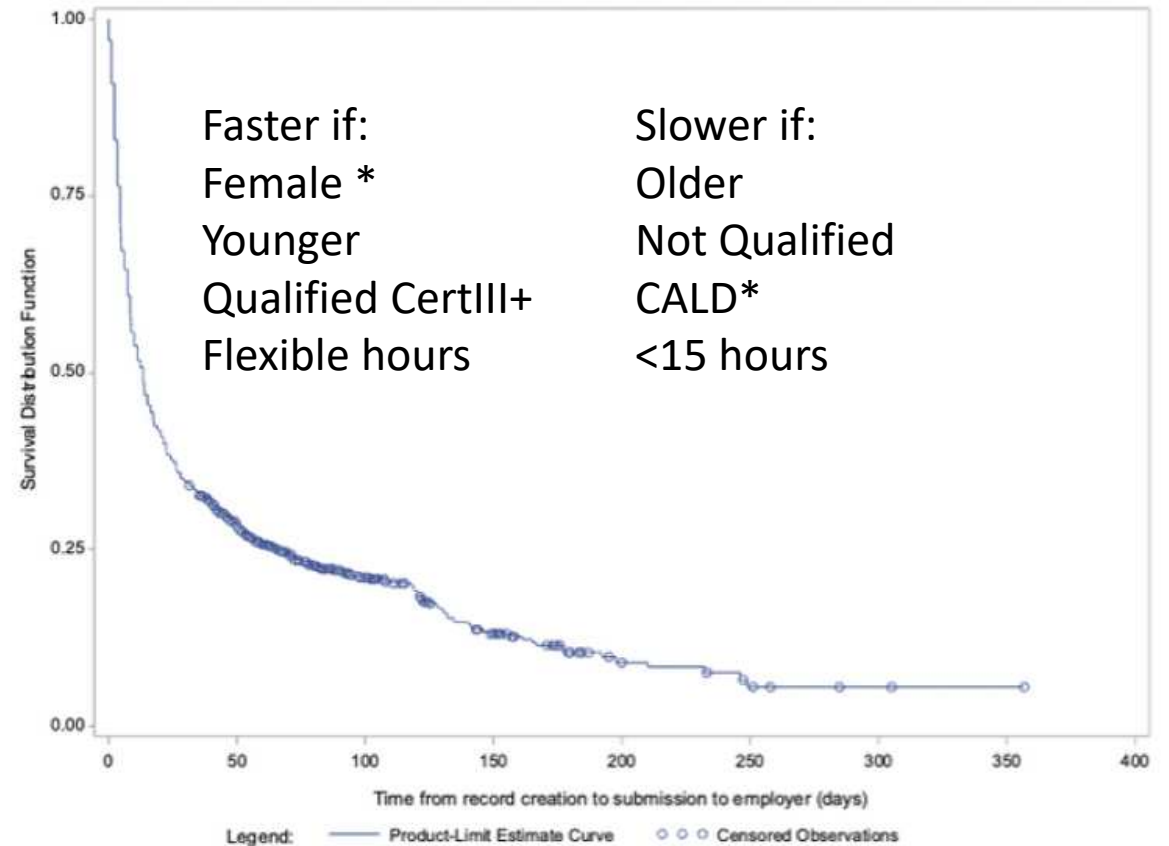
# Skills Hubs Phase - Median 13 days (June 2023)

Candidate Characteristic	Level	n*	Hazard Ratio	95% CI
Gender	Male	356	ref	
	Female	1124	1.097	0.958, 1.255
Age	16-40	374	ref	
	41-65	821	0.864	0.750, 0.995
	65+	90	0.824	0.632, 1.074
CALD**	No	942	ref	
	Yes	401	1.005	0.877, 1.152
Anu Qualification	No	711	ref	
	Yes	266	1.199	1.020, 1.409
Work Hours Preference	Up to 15 hours	153	ref	
	Up to 30 hours	542	1.067	0.864, 1.319
	More than 30 hours	420	1.074	0.863, 1.336
	Flexible	27	1.443	0.926, 2.247

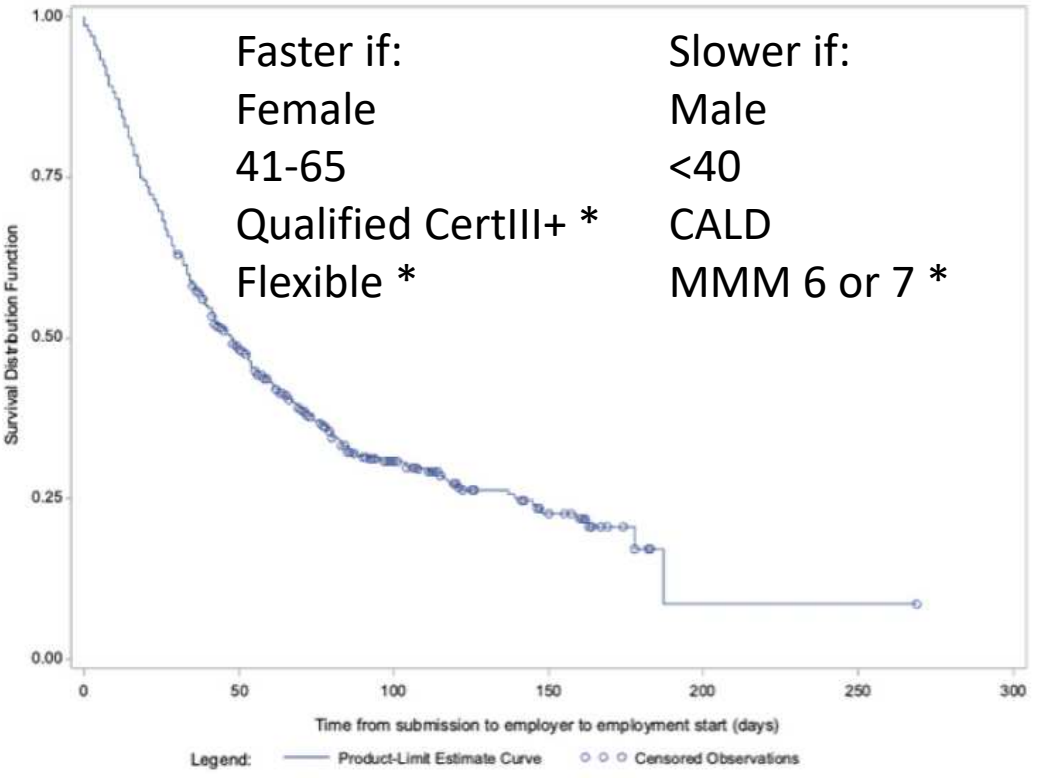
Table 2.3.5 Characteristics hazard ratios based on univariate models of time to stage completion.

\*The different n-sizes are due to missing data. Only candidates with non-missing values per characteristic could be included in the models.

\*\*Candidates who indicated they preferred not to answer the CALD question were not included in the hazard ratio estimate.



# EMPLOYER PHASE – Median 48 days (June 2023)



Candidate Characteristic	Level	n*	Hazard Ratio	95% CI
<i>Gender</i>	Male	253	ref	
	Female	826	1.254	1.042, 1.509
<i>Age</i>	16-40	277	ref	
	41-65	587	1.273	1.044, 1.553
	65+	65	0.947	0.652, 1.374
<i>CALD**</i>	No	694	ref	
	Yes	265	0.836	0.688, 1.016
<i>Anu Qualification</i>	No	480	ref	
	Yes	197	1.030	0.830, 1.279
<i>Work Hours Preference</i>	Up to 15 hours	109	ref	
	Up to 30 hours	374	1.259	0.934, 1.696
	More than 30 hours	286	1.005	0.733, 1.376
	Flexible	23	1.193	0.662, 2.147

*Table 2.3.6 Characteristics hazard ratios based on univariate models of time to stage completion.*

\*The different n-sizes are due to missing data. Only candidates with non-missing vales per characteristic could be included in the models.

\*\*Candidates who indicated they preferred not to answer the CALD question were not included in the hazard ratio estimate.

# Candidate Progression

## **Key Insights**

- In the most part, the time for stage 1 is short. However, there are some large outliers and these need further examination to determine the reasons and impact on progression.
- Time from submission to employment is often greater than 2 months.
- This timeframe is far in excess of the candidate preferences to generally start within 2 weeks.
- The longest median stage is between submission to employer and interview (close to three weeks).

A woman with dark hair, wearing a blue blazer, is looking up and to the left, gesturing with her hands as if in conversation. A man in a blue shirt is partially visible on the left side of the frame, looking towards her. The background is a blurred office or meeting room.

# Employers' Views

- Speed to market is paramount.
- The employment market has now shifted
- Flexibility in terms of who and how to employ
- (and helping clients be open minded)
- Process simultaneously not sequentially
- Remove obstacles such recent references
- Hours to fit staff needs.
- Employee benefits for attraction and retention.
- Work around the car issue
- Employ first, train later, on the job training
- Flexibility and work/life balance
- Review how other providers are presenting and wording their vacancies ads, regularly.





## PCW Survey

- Health – Good 32%; Very Good 35%; Excellent Health 26%
- 1/3 mod-severe bodily pain
- >80% believe can work at least another two years
- Need work not physically demanding 52%
- Adaptable (55% all the time, 39% mostly)
- Resilient – tend to bounce back, OK under pressure, focused, not discouraged

# Reasons for wanting to work in aged care



to help people  
to make a difference in  
people's lives



Work independently



Career advancement



to gain new skills



Flexibility of hours  
Fit with family



Career change

# CASE STUDY 1: **Case Study: Male worker 35-45yrs**

- Has lived experience – currently helps older neighbours
- Altruistic motivations
- People person and eager to work
- Has full driver's license
- Needs \$3k to get his car back on the road but needs a job to do this, and therefore has not been able to secure work.

# CASE STUDY 2: **Female worker 60-70 yrs**

- Extensive professional experience in the health field
- Has lived experience
- Great interpersonal skills
- Altruistic motivations
- Has full driver's license and car
- Willing to travel and eager to work
- Left care work due to personnel issues in HR and different ideas about boundaries



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