



# Aged Care Voluntary Industry Code of Practice

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# Today's presentation



An overview of the Aged Care Workforce Industry Council



What is the Voluntary Industry Code of Practice?



The Council's workplan



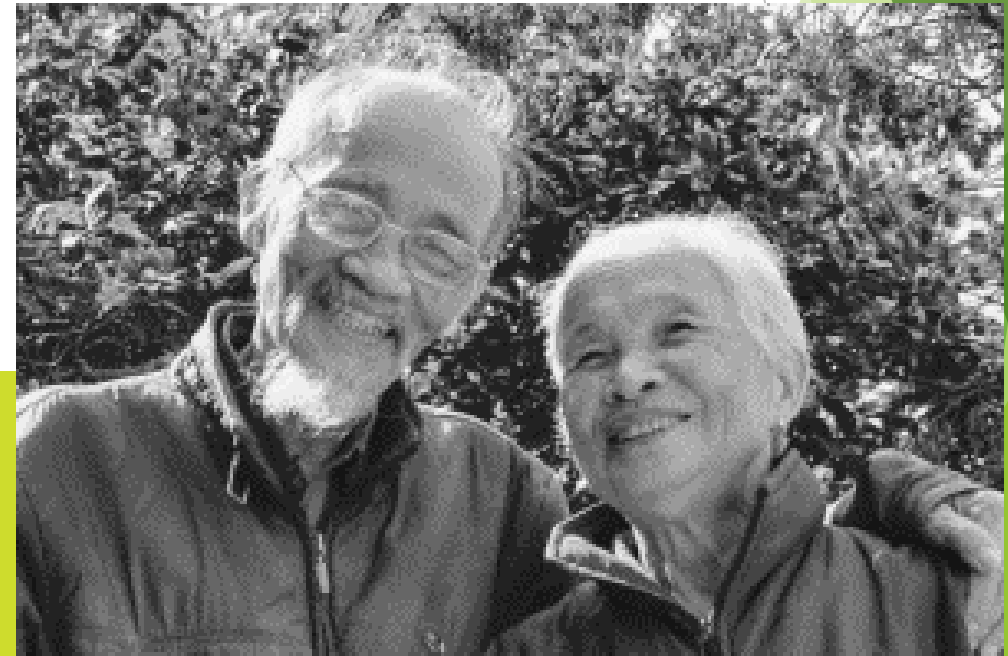
Opportunities to get involved

# Who is the Aged Care Workforce Industry Council (the Council)?

As a **unified leadership group**, we are implementing Australia's Aged Care Workforce Strategy – **A Matter of Care**.

The Council is the **first leadership group** of its kind in Australia's aged care industry.

- We are working with industry, Government, employees and older Australians to empower upskill the workforce.
- We want to ensure it has the means to deliver safe, consistent and high-quality care, irrespective of setting.



# A MATTER OF CARE

Australia's Aged Care Workforce Strategy  
The Aged Care Workforce Strategy Features

June 2019



## A Matter of Care

- To provide a unified industry-led body to oversee, coordinate and sequence the implementation of 'A Matter of Care – Australia's Aged Care Workforce Strategy'
- By working in partnership with industry, Government, consumers and employees, the Council will ensure that the 14 Strategic Actions and supporting recommendations of the Strategy are embedded across the whole aged care sector

# The 14 Strategic Actions

1. Creation of a social change campaign to reframe caring and promote the workforce ★
2. Voluntary Industry Code of Practice ★
3. Reframing the qualification and skills framework ★
4. Defining new career pathways
5. Developing cultures of feedback and improvement
6. Establishing a new standard approach to workforce planning and skills mix modelling ★
7. Implementing new attraction retention strategies ★
8. Developing a revised workforce relations to better reflect the changing nature of work
9. Strengthening the interface between aged care and primary care
10. Improved training and recruitment practices for the Australian government aged care workforce
11. Establishing a remote accord ★
12. Establishing an aged care centre for growth and transitional research ★
13. Current and future funding considerations
14. Transitioning the existing workforce to new standards ★

# Strategic Action 2

## Voluntary Industry Code of Practice



Launched by the Hon. Senator Richard Colbeck on 5 February 2021

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The Code provides practical advice to all aged care organisations and workers on how to **go beyond** delivering the bare minimum required under the quality and safety standards.

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It provides older people, their families and carers with an expectation of what good and great aged care services should look and function like.

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Leaders of provider organisations can pledge their commitment to the Code

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Workers, older people and the organisations that represent them, can make statements of support

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The Code outlines signatories' commitment to continuously aspire higher in the provision of high-quality aged care services

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Each Strategic Action will be implemented under the Code

# Intentions of the Code

## Seven principles:

1. Consumer led and community shared value
2. Living well and integrated models of care
3. Board governance
4. Best practice sharing and industry benchmarking
5. Education and training
6. Workforce planning
7. Proactive assurance and continuous improvement

The Code is **not** a compliance-based framework.

It is not the Aged Care Quality Standards; the Code is based on a quality improvement process – where aged care service providers strive to be better – to continually raise the bar over time.



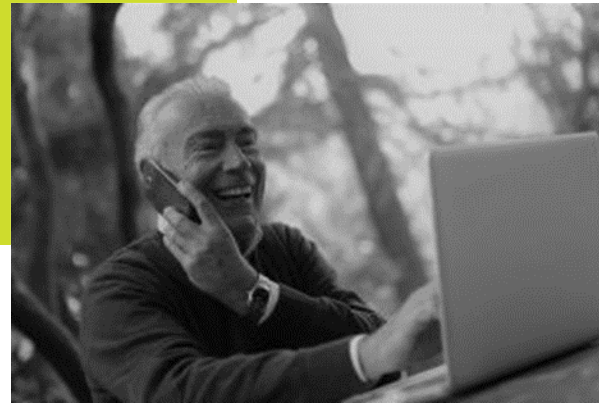


# Consultation

We have now **commenced consultation** across the aged care sector, starting the 27<sup>th</sup> of April and concluding on 28 May 2021.

Consultation sessions will be held by each state and/or territory with each of the **following key groups**:

- Providers
- Employees
- Older Australians, their Families & Carers



The consultations aim to enable the sector to **help shape and refine** the processes around the implementation of the Code.

The Council will:

- Seek and share views and information
- **Listen to the concerns** of all stakeholders
- Consider the **impact on all stakeholders** when decisions are made



# Propose process for monitoring the Code



## Proposed process - discuss:

**Step 1:** Pledged providers publish their statement of intention on their website on the 1st of July.

**Step 2:** After the consultation session have concluded, the Council will circulate the adopted feedback on the narrative guidance & VICOP Plan template, received from the consultations on the 30 June 2021.

**Step 3:** Pledged providers develop their VICOP Plan in the first year – articulating how they will address the principles of the Code from 31 July 2021 – 30 June 2022.

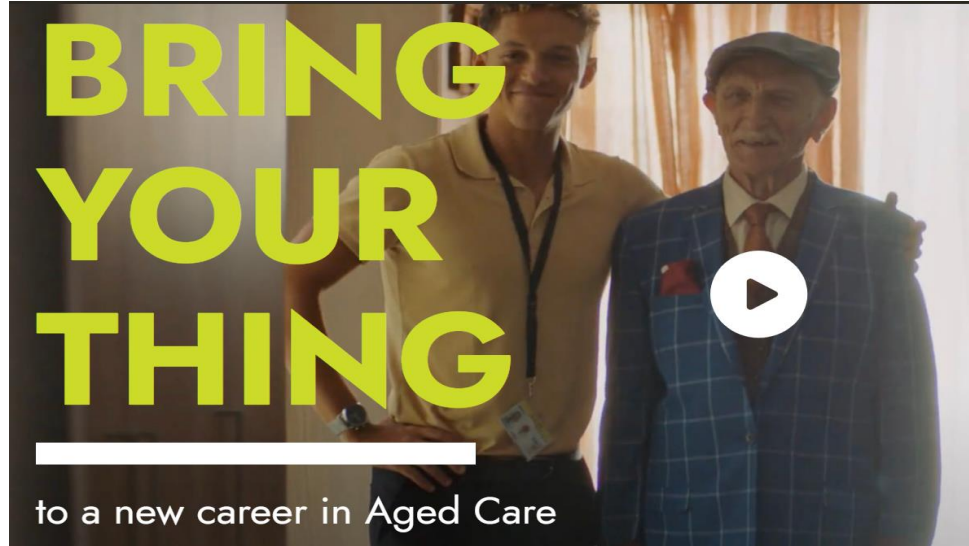
**Step 4:** The Council will review the VICOP Plan the provider submitted to their website and provide them with a CTM badge.

**Step 5:** As an annual review the Council will circulate a Self-Report template to providers so they can perform a review of their achievements against the Code principles they articulated in their VICOP Plan.

**Step 6:** The Council will support providers with their self-report and ensure they are well placed for creating their VICOP Plan for the next year July 2022 - June 2023.

Other work underway:  
Strategic action progress

# Strategic Action 1: Social change



Landing page: [acwic.com.au/careers](https://acwic.com.au/careers)

- Phase 1 of the **Social Change and Workforce Recruitment Campaign** has commenced
- Strong focus on encouraging young and diverse people into the sector while also reframing the public image of ageing
- The campaign has launched on BuzzFeed, Facebook, Instagram and LinkedIn

A potential Instagram story

# Strategic Actions 4, 7, 8, 13

## Jobs, career pathways and modernising the industrial relations framework

A Matter of Care and a number of recommendations from the Royal Commission outline the need to improve remuneration across the aged care sector, as well as improve attraction and retention, career progression and job architecture.

The Council has commenced a comprehensive process to:

- ▶ Develop a contemporary job architecture – which includes new roles to provide more person centred care
- ▶ Detail transparent career pathways – to improve attraction and retention
- ▶ Model the workforce costs to deliver care
- ▶ Use the above information to inform what a contemporary industrial framework could look like to enable the workforce to deliver the care that older people expect

# Strategic Action 6: Workforce planning

Implement a standardised approach to workforce planning.

Understand specific issues individual organisations face in applying the approach in their business.

Examine the availability of technology platforms that can be made available to organisations to allow them to better articulate their workload and workforce requirements.

Define and develop a training program to support the development of workforce planning and skills mix modelling competencies.

# Aged Care Census Database

- **Strategic Action 7** (*Implementing new attraction retention strategies*) is 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:  
<https://bpanz.com/bpa-aged-care-census-database>



# Centre for Growth and Translational Research



**Australian Government**  
**Department of Health**



**∴ Wells Advisory**

Creation of the Centre for Growth and Translational Research, (**Strategic Action 12**) is being led by the Department of Health with the Council

Flinders University and Wells Advisory have developed the model for the Centre to create research that can be understood and actioned by the whole aged care workforce so that it is embedded in everyday practice

We will work closely with the Centre to ensure its research is answering the questions the sector wants answered and provides results that can clearly be translated into practice



# Strategic Action 14: Transitioning the workforce to new standards

- ▶ Strategic Action 14 is focused on an approach by which industry can lead execution of the strategic actions in a coordinated, sequenced and systematic manner through an Aged Services Industry Council.
- ▶ The Aged Care Workforce Industry Council was established to lead implementation of the Aged Care Workforce Strategy
- ▶ ACWIC's governance structure is in place
- ▶ Cross-industry committees have been established to implement the Aged Care Workforce Strategy where appropriate:
  - ✓ Six currently in place for Strategic Actions 1, 2, 6, 7, 8 & 13
  - ✓ The Council works one-on-one with Directors for Strategic Actions 5, 9 and 14
- ▶ The Council is largely dependent on collaboration across the sector to progress implementation of the Strategy

# Other Strategic Actions in progress

**Strategic Action 3:** 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



## Other Strategic Actions About to commence

- SA 5: Developing cultures of feedback and improvement
- SA 9: Strengthening the interface between aged care and primary care
- SASA 10: Improved Training and Recruitment Practices

# How can you engage with the Council's workplan?

- Pledge support to the Aged Care Voluntary Industry Code of Practice
- Participate in consultation sessions on the Code's governance process
- Register for the Aged Care Census Database
- Share any of previous, current or planned relevant workforce research and/or campaigns with the Council
- Promote the Council's social media campaign through your agency's social media account

Questions?