



Our ref. 2100240

31 August 2021

Associate to the Hon. Justice Ross AO
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Dear Associate

AM2020/99; AM2021/65 and AM2021/63

1. We refer to the above proceedings, and to the directions of the Fair Work Commission (**FWC**) on 1 July 2021 (amended on 2 August 2021).
2. As required by Direction 5, enclosed with this letter is the Commonwealth's responses to questions 1–3 of the Health Services Union's (**HSU**) schedule of requested information. With the provision of this information, the Commonwealth's view is that it has now complied with Direction 5. The Commonwealth remains committed to assisting the FWC and the parties in this proceeding through the provision of information and data.

Conduct of the 2020 Census

3. All of the information in the enclosed document is drawn from the 2020 Aged Care Workforce Census (**2020 Census**). Below we set out some background matters regarding the 2020 Census, for the context of the FWC and the parties, when considering and drawing on the information and data provided.
 - a. The 2020 Census collected data from residential aged care facilities (**RAC**) and providers of the Home Care Packages Program (**HCPP**) and the Commonwealth Home Support Program (**CHSP**) in relation to their workforce as at the last pay period of November 2020. The response rates were 49 per cent, 47 per cent and 38 per cent respectively.
 - b. Responses have been weighted to provide industry wide numbers. The design of the data collection required providers to submit separate responses for RAC, HCPP and CHSP if they provided services across more than one. This may have resulted in multiple counts of the same staff member across different service care types, however the goal was to obtain an indication of the workforce effort required to service a particular type of care (that is, RAC, HCPP or CHSP).
 - c. It is also noted that staff may work for more than one provider leading to an unknown level of duplication of staff across providers and service types.

- d. The Department of Health is undertaking further work, utilising other data sources including the My Aged Care Portal vaccination data and Multi-Agency Data Integration Project (**MADIP**) data, to remove duplicates and provide a total head count across service types, by state and territory, job classifications and age group. Current estimates are that the total aged care workforce (including the direct care and non-direct care workforce) is in the range of 374,700 to 392,900.
- e. The Australian Institute of Health and Welfare (**AIHW**) has not undertaken any further analysis of the data in relation to the 2016 Aged Care Workforce Census and Survey (**2016 Census**) or the 2020 Census but will be hosting the data for the 2020 Census on its GEN data website which will be accessible through a publicly available data dashboard. The data in respect of the 2016 Census is already publicly available.
- f. The survey design concentrated on providers with active clients and a direct care workforce. This means that providers who did not have active clients or did not employ direct care workers (that is nurses, personal care workers (**PCWs**) or allied care workers), but may have only offered services such as cleaning or gardening were not included in the sample. Subsequently, there is a likely an undercount of the total CHSP workforce as RAC and HCCP are much less likely to meet these conditions.
- g. Given the 2020 Census was undertaken at short notice and with quite severe time constraints due to many providers being under pressure dealing with the effects of the COVID-19 pandemic coupled with the end of year nearing, the 2020 Census was much more abbreviated in comparison to previous aged care workforce census and surveys. Therefore, data was not captured on many items that have been previously investigated, such as award conditions that workers may be operating under. The Commonwealth is therefore unable to present any data in relation to issues raised concerning workers operating under the relevant awards.

Limitations to data

4. Due to the matters set out above, we note that:
 - a. HSU question 1(2) refers to community care workers. This was not a distinct job role referred to in the 2020 Census, and as such the data provided does not include separate data for community care workers. Community care workers are represented in the data for all service care types under the personal care worker category.
 - b. The 2020 Census did not collect data on the share of each occupation in the aged care workforce who hold multiple jobs (HSU Q1(3)). However, the 2020 Census did capture some data on employees who work across multiple settings (RAC, HC and CHSP) with the same provider. The Commonwealth provides this data in lieu of available information or data to directly answer this aspect of HSU Q1(3). In respect of this data, the Commonwealth draws the FWC and parties' attention to the note to the table setting out the limitations to this data.

- c. As noted above, the 2020 Census did not collect data on award conditions that workers may be operating under. As such, the Commonwealth's response to HSU Q2 is limited to data on demographics and skills of the aged care workforce

Yours sincerely



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Response to Question 1 (1) and (2)

Summary - Total staff by service care type and job role

	RAC	HCPP	CHSP
Management and administration	14,021	14,132	13,002
Education and pastoral	1,946	46	50
Ancillary	52,801	2,889	3,268
Registered nurses	32,929	3,082	5,192
Enrolled nurses	16,000	887	1,699
Personal care workers	146,929	56,242	47,128
Allied health professionals	10,604	3,376	4,306
Allied health assistants	2,992	432	705
Total direct care workforce	208,903	64,019	59,029
Total workforce	277,671	80,340	76,096

Notes: Registered nurses includes nurse practitioners. Personal care workers include those also undergoing a formal traineeship. Numbers represent head count figures provided by facilities and providers at the Aged Care Planning Region (ACPR) level and may therefore include duplication.

Response to Questions 1(3) Part 1 and (4): Direct Care Workforce by Occupation Type by Employment type According to Type of Care

• **RAC**

		Permanent Full-Time	Permanent Part-Time	Casual/Contract or - on your payroll	Agency or subcontractor staff Full-Time*	Agency or subcontractor staff Part-Time*	Total headcount	Total FTE**	
Nurses	Nurse Practitioner	104 (51%)	60 (29%)	4 (2%)	0 (0%)	35 (17%)	203 (100%)	163	
	Registered Nurse	4,093 (13%)	21,210 (65%)	7,147 (22%)	40 (<1%)	236 (1%)	32,726 (100%)	20,154	
	Enrolled Nurse	927 (6%)	12,175 (76%)	2,802 (18%)	4 (<1%)	91 (1%)	16,000 (100%)	9,919	
	TOTAL	5,125 (10%)	33,445 (68%)	9,953 (20%)	44 (<1%)	362 (1%)	48,929 (100%)	30,236	
PCWs	PCW	4,887 (3%)	109,132 (76%)	29,372 (20%)	115 (<1%)	785 (1%)	144,291 (100%)	91,893	
	PCW (formal traineeship)	203 (10%)	1371 (66%)	401 (19%)	0 (0%)	112 (5%)	2,087 (100%)	1,221	
Allied health	TOTAL	5,090 (3%)	110,502 (75%)	29,774 (20%)	115 (0%)	898 (1%)	146,378 (100%)	93,115	
	Occupational Therapist	110 (14%)	256 (33%)	59 (8%)	67 (8%)	291 (37%)	783 (100%)	336	
	Physiotherapist	353 (12%)	469 (16%)	163 (6%)	630 (22%)	1258 (44%)	2,874 (100%)	1,622	
	Dietitian	12 (2%)	75 (9%)	38 (5%)	27 (3%)	635 (81%)	787 (100%)	45	
	Exercise Physiologist	19 (10%)	19 (10%)	6 (3%)	0 (0%)	148 (77%)	192 (100%)	34	
	Speech Therapist	10 (1%)	32 (5%)	26 (4%)	31 (4%)	593 (86%)	692 (100%)	29	
	Diversional Therapist	347 (15%)	1599 (71%)	156 (7%)	6 (<1%)	151 (7%)	2,258 (100%)	1,295	
	Aboriginal and Torres Strait Islander Health Worker/Practitioner	4 (3%)	21 (14%)	8 (6%)	0 (0%)	116 (78%)	150 (100%)	N/A	
	Podiatrist	10 (1%)	56 (6%)	47 (5%)	40 (4%)	775 (84%)	928 (100%)	83	
	Psychologist	0 (0%)	18 (10%)	2 (1%)	4 (2%)	161 (87%)	185 (100%)	11	
	Pharmacist	0 (0%)	15 (3%)	8 (2%)	37 (9%)	373 (86%)	433 (100%)	54	
	Social Worker	18 (8%)	49 (22%)	16 (7%)	2 (1%)	135 (61%)	219 (100%)	23	
	Allied health - other	175 (16%)	521 (47%)	73 (7%)	13 (1%)	321 (29%)	1,103 (100%)	545	
	Allied health Assistant	238 (8%)	2,238 (75%)	390 (13%)	2 (<1%)	125 (4%)	2,992 (100%)	1,720	
	TOTAL	1,295 (10%)	5,366 (39%)	993 (7%)	859 (6%)	5083 (37%)	13,596 (100%)	5,801	
	RAC DIRECT CARE TOTAL		11,509 (6%)	149,313 (71%)	40,720 (19%)	1,017 (0%)	6,343 (3%)	208,903 (100%)	129,151

Note: Headcount figures for hours worked by occupation type were converted to FTE using ABS standard 35 hour weeks. *Not paid directly by the provide. **FTE is only for permanent and casual/contractor roles.

- HCCP

		Permanent Full-Time	Permanent Part-Time	Casual/Contractor Full-Time	Casual/Contractor Part-Time	Agency or subcontractor staff Full-Time*	Agency or subcontractor staff Part-Time*	Total headcount	Total FTE**
Nurses	Nurse Practitioner	28 (46%)	9 (16%)	0 (0%)	3 (4%)	8 (13%)	13 (22%)	60 (100%)	28
	Registered Nurse	526 (17%)	1,543 (51%)	78 (3%)	788 (26%)	4 (0%)	82 (3%)	3,022 (100%)	1,241
	Enrolled Nurse	151 (17%)	491 (55%)	37 (4%)	196 (22%)	0 (0%)	13 (2%)	887 (100%)	357
	TOTAL	705 (18%)	2,043 (51%)	115 (3%)	986 (25%)	12 (0%)	109 (3%)	3,969 (100%)	1,625
PCWs	PCW	1,621 (3%)	28,242 (52%)	4,251 (8%)	19,858 (36%)	235 (0%)	630 (1%)	54,837 (100%)	22,224
	PCW (formal traineeship)	58 (4%)	646 (46%)	51 (4%)	600 (43%)	0 (0%)	50 (4%)	1,405 (100%)	546
	TOTAL	1,679 (3%)	28,889 (51%)	4,303 (8%)	20,458 (36%)	235 (0%)	679 (1%)	56,242 (100%)	23,251
Allied health	Occupational Therapist	139 (20%)	245 (36%)	2 (<1%)	38 (6%)	15 (2%)	249 (36%)	688 (100%)	170
	Physiotherapist	101 (12%)	188 (22%)	4 (1%)	43 (5%)	75 (9%)	426 (51%)	838 (100%)	144
	Dietitian	11 (7%)	63 (36%)	0 (0%)	15 (9%)	4 (3%)	78 (45%)	172 (100%)	27
	Exercise Physiologist	69 (29%)	49 (20%)	2 (1%)	23 (9%)	4 (2%)	95 (39%)	242 (100%)	80
	Speech Therapist	21 (23%)	18 (19%)	3 (3%)	5 (5%)	4 (5%)	42 (45%)	93 (100%)	20
	Diversional Therapist	9 (15%)	26 (40%)	0 (0%)	4 (6%)	3 (4%)	22 (35%)	64 (100%)	21
	Aboriginal and/or Torres Strait Islander Health Worker/Practitioner	0 (0%)	4 (29%)	0 (0%)	2 (13%)	0 (0%)	9 (57%)	15 (100%)	N/A
	Podiatrist	33 (6%)	66 (12%)	4 (1%)	25 (5%)	22 (4%)	408 (73%)	558 (100%)	35
	Psychologist	10 (16%)	12 (18%)	0 (0%)	2 (3%)	3 (4%)	39 (59%)	66 (100%)	12
	Pharmacist	0 (0%)	3 (3%)	0 (0%)	0 (0%)	2 (2%)	84 (95%)	89 (100%)	1
	Social Worker	187 (56%)	97 (29%)	0 (0%)	16 (5%)	13 (4%)	20 (6%)	333 (100%)	222
	Allied health - other	12 (6%)	69 (32%)	4 (2%)	7 (3%)	9 (4%)	117 (54%)	218 (100%)	35
	Allied health assistant	81 (19%)	295 (68%)	4 (1%)	46 (11%)	5 (1%)	2 (1%)	432 (100%)	147
	TOTAL	674 (18%)	1,133 (30%)	23 (1%)	226 (6%)	159 (4%)	1,592 (42%)	3,808 (100%)	913
	HCCP DIRECT CARE		3,057 (5%)	32,065 (50%)	4,440 (7%)	21,670 (34%)	406 (1%)	2,381 (4%)	64,019 (100%)
GRAND TOTAL									

Note: Headcount figures for hours worked by occupation type were converted to FTE using ABS standard 35 hour weeks. *Not paid directly by the provider. **FTE is only for permanent and casual/contractor roles.

• CHSP

		Permanent Full-Time	Permanent Part-Time	Casual/Contractor Full-Time	Casual/Contractor Part-Time	Agency or subcontractor staff Full-Time*	Agency or subcontractor staff Part-Time*	Total headcount	Total FTE**
Nurses	Nurse Practitioner	90 (49%)	82 (44%)	0 (0%)	0 (0%)	0 (0%)	12 (7%)	184 (100%)	131
	Registered Nurse	865 (17%)	3,233 (65%)	88 (2%)	738 (15%)	17 (0%)	68 (1%)	5,008 (100%)	2,298
	Enrolled Nurse	177 (10%)	1,174 (69%)	15 (1%)	303 (18%)	0 (0%)	31 (2%)	1,699 (100%)	813
	TOTAL	1,132 (16%)	4,488 (65%)	103 (1%)	1,041 (15%)	17 (0%)	111 (2%)	6,891 (100%)	3,242
PCW		1,050 (2%)	32,639 (71%)	2,075 (5%)	9,259 (20%)	64 (0%)	774 (2%)	45,861 (100%)	15,501
	PCW								
	PCW (formal traineeship)	41 (3%)	692 (55%)	28 (2%)	405 (32%)	49 (4%)	51 (4%)	1,267 (100%)	317
	TOTAL	1,092 (2%)	33,332 (71%)	2,103 (4%)	9,664 (21%)	113 (0%)	824 (2%)	47,128 (100%)	15,818
Allied health	Occupational Therapist	470 (37%)	608 (48%)	4 (0%)	73 (6%)	12 (1%)	97 (8%)	1,265 (100%)	641
	Physiotherapist	202 (22%)	484 (54%)	9 (1%)	62 (7%)	11 (1%)	135 (15%)	903 (100%)	319
	Dietitian	45 (16%)	155 (57%)	9 (3%)	13 (5%)	0 (0%)	51 (19%)	274 (100%)	71
	Exercise Physiologist	112 (47%)	75 (31%)	5 (2%)	7 (3%)	0 (0%)	42 (18%)	241 (100%)	123
	Speech Therapist	29 (25%)	67 (59%)	4 (4%)	6 (6%)	0 (0%)	7 (6%)	113 (100%)	36
	Diversional Therapist	20 (22%)	44 (49%)	5 (5%)	14 (15%)	0 (0%)	7 (8%)	89 (100%)	41
	Aboriginal/Torres Strait Islander Health Worker/Practitioner	4 (18%)	10 (43%)	0 (0%)	2 (7%)	0 (0%)	7 (32%)	23 (100%)	7
	Podiatrist	123 (25%)	206 (41%)	6 (1%)	25 (5%)	2 (0%)	135 (27%)	497 (100%)	135
	Psychologist	24 (34%)	31 (44%)	0 (0%)	12 (17%)	0 (0%)	4 (6%)	71 (100%)	21
	Pharmacist	0 (0%)	0 (0%)	2 (25%)	0 (0%)	0 (0%)	7 (75%)	10 (100%)	-
	Social Worker	146 (47%)	137 (44%)	18 (6%)	7 (2%)	0 (0%)	2 (1%)	311 (100%)	163
	Allied health – other	141 (28%)	260 (51%)	33 (7%)	47 (9%)	0 (0%)	26 (5%)	509 (100%)	276
	Allied health Assistant	122 (17%)	507 (72%)	2 (0%)	72 (10%)	2 (0%)	0 (0%)	705 (100%)	249
	TOTAL	1,437 (29%)	2,584 (52%)	99 (2%)	341 (7%)	27 (1%)	523 (10%)	5,011 (100%)	2,083
	CHSP DIRECT CARE GRAND TOTAL		3,661 (6%)	40,404 (68%)	2,304 (4%)	11,045 (19%)	156 (0%)	1,458 (2%)	59,029 (100%)

Note: Headcount figures for hours worked by occupation type were converted to FTE using ABS standard 35 hour weeks. *Not paid directly by the provider. **FTE is only for permanent and casual/contractor roles. *** Only includes services that responded to both number of workers and number of hours of their workers and is different to the table column Total headcount as a proportion of column Total FTE.

Response to Question 1(3) Part 2: Proportion of providers sharing staff across their other service care types

Residential Care	RAC	HC	CHSP	Total staff
Nurse Practitioner	29.0%	4.8%	6.1%	168
Registered Nurse	3.9%	0.2%	0.1%	32,450
Enrolled Nurse	3.4%	0.3%	0.2%	15,904
Personal Care Worker	2.8%	0.3%	0.3%	145,366
Allied Health Practitioner	18.2%	2.1%	4.9%	4,788
Allied Health Assistant	5.5%	0.8%	2.2%	2,866
Total	3.9%	0.4%	0.4%	

Home Care	RAC	HC	CHSP	Total staff
Nurse Practitioner	0.0%	20.6%	0.0%	40
Registered Nurse	1.8%	9.9%	13.8%	2,935
Enrolled Nurse	2.0%	17.4%	21.3%	875
Personal Care Worker	2.4%	13.0%	27.4%	55,327
Allied Health Practitioner	3.9%	22.7%	39.6%	1,630
Allied Health Assistant	0.5%	7.0%	43.9%	426
Total	2.1%	13.1%	27.1%	

CHSP	RAC	HC	CHSP	Total staff
Residential Care				
Nurse Practitioner	0.0%	2.8%	5.7%	172
Registered Nurse	1.2%	13.1%	10.6%	4,924
Enrolled Nurse	2.8%	11.9%	10.9%	1,669
Personal Care Worker	1.9%	35.7%	24.1%	46,191
Allied Health Practitioner	6.9%	26.2%	24.9%	3,758
Allied Health Assistant	7.6%	30.8%	11.4%	703
Total	2.3%	32.3%	22.4%	

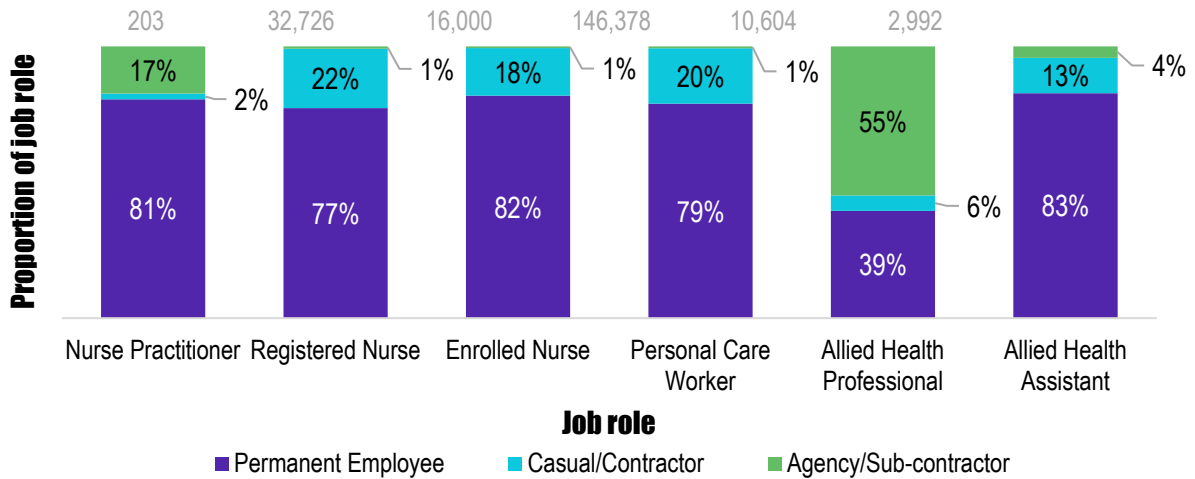
Note: Total staff includes permanent full-time, part-time and casual/on-call staff. Providers were asked only about staff working in other facilities or Aged Care Planning Regions for the same provider. The data does not capture the number of other settings in which individual staff work. The data does not capture staff working for other providers. Total percentages cannot be added to provide a total percentage of all staff working in other settings.

Further Respondent to Questions 1(3) and (4) – Data about employment arrangements by occupation and care type

Direct care staff: Employment arrangements:

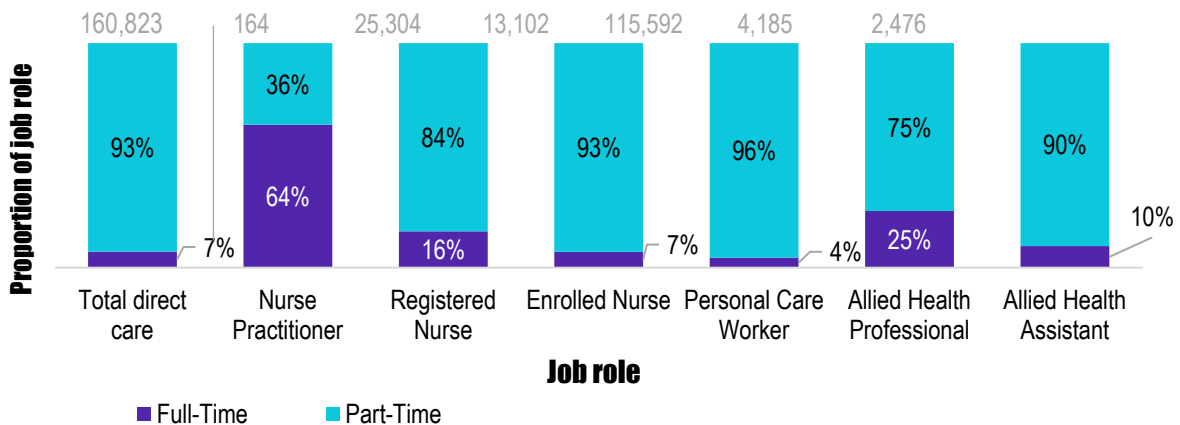
- RAC

Proportion of direct care staff by job role



Note: As workers are reported at a facility level, they may work multiple part-time jobs and work a full-time capacity. In this chart, PCWs include PCWs (formal traineeship). Some columns may not add to 100 per cent due to rounding.

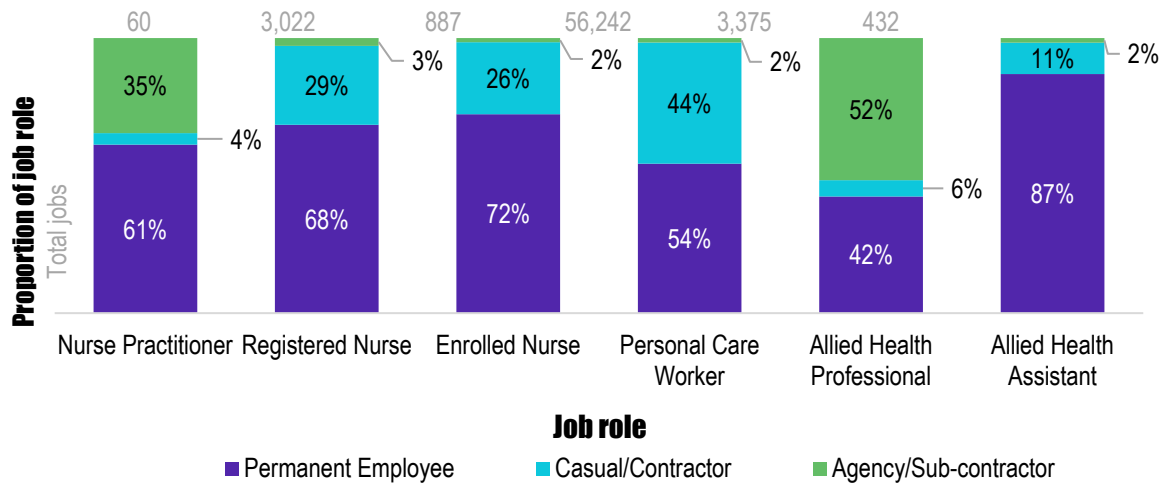
Permanent direct care workforce working full-time and part-time permanent



Note: as workers are reported at a facility level, they may work multiple part-time jobs and work a full-time capacity. PCWs include PCWs (formal traineeship).

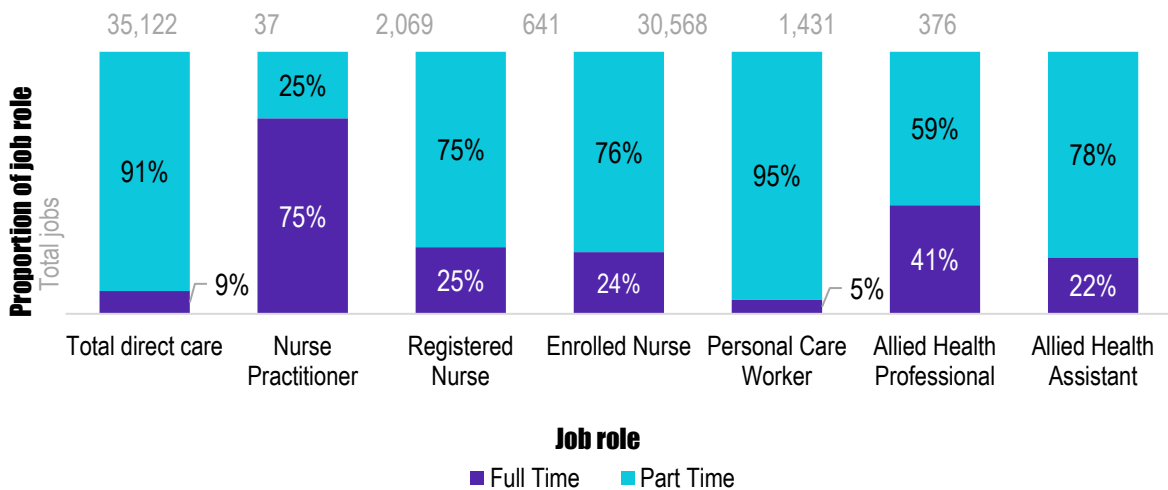
- **HCPP**

Proportion of direct care permanent, casual and agency staff by job role



Note: PCWs include PCWs (formal traineeship)

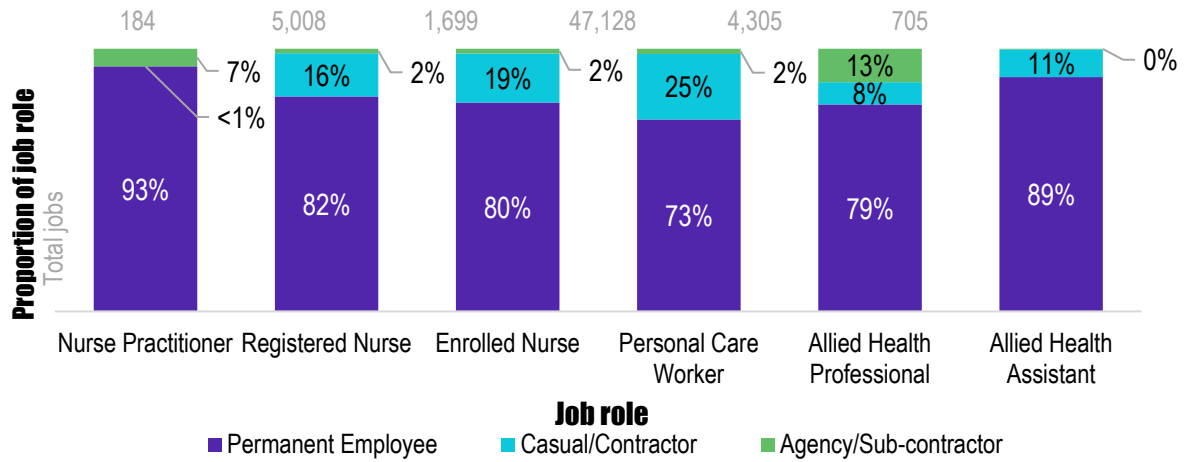
Direct care workforce full-time and part-time permanent staff



Note: workers are reported at a provider level. Therefore, these workers may work multiple part-time jobs and work a full-time capacity. PCWs include PCWs (formal traineeship).

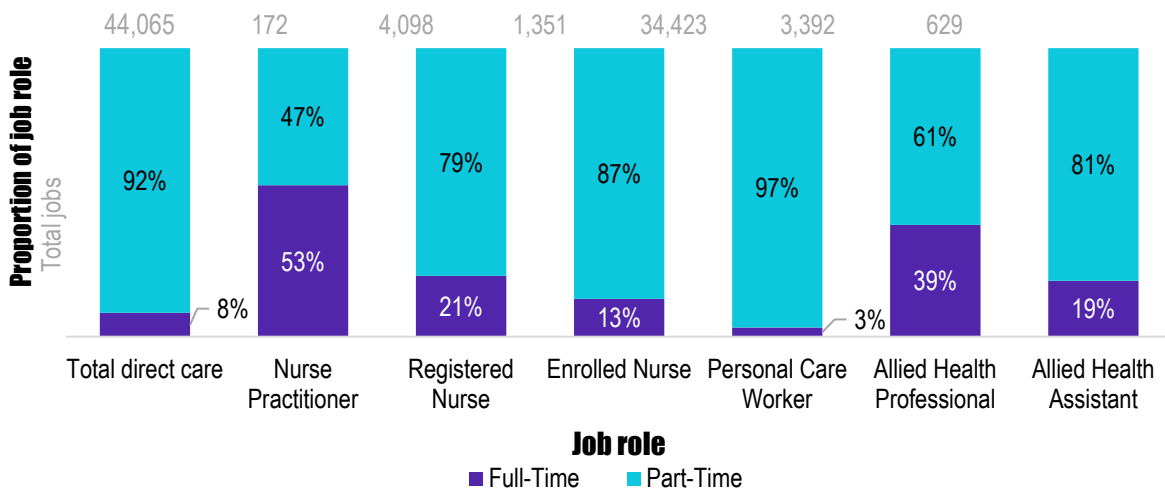
- CHSP

Proportion of direct care permanent, casual and agency staff by job role



Note: Personal care workers includes personal care workers (formal traineeship). Some columns may add to 99 or 101 per cent due to rounding.

Direct care workforce full time and part time permanent staff



Note: Personal care workers includes personal care workers (formal traineeship).

Respondent to Question 2 — Qualifications and Training data:

- RAC**

Number of facilities that report having direct care staff with additional skills to provide specialist care supports

	Nurse Practitioner	Registered Nurse	Enrolled Nurse	Personal Care Worker	Allied health Professional	Facilities with at least one specialist staff member
IPC	116 (81%)	2,037 (86%)	1,275 (76%)	1,684 (73%)	949 (53%)	2,089 (88%)
Dementia Care	92 (64%)	1,927 (82%)	1,248 (75%)	1,740 (75%)	887 (49%)	2,011 (85%)
Medications	94 (66%)	1,929 (82%)	1,228 (73%)	1,362 (59%)	391 (22%)	2,037 (86%)
Elder Abuse	78 (55%)	1,898 (81%)	1,194 (71%)	1,706 (74%)	931 (52%)	1,954 (82%)
Wound Care*	82 (57%)	1,882 (80%)	1,101 (66%)	968 (42%)	562 (31%)	1,930 (81%)
Palliative Care	73 (51%)	1,806 (77%)	1,061 (63%)	1,333 (58%)	524 (29%)	1,866 (79%)
Falls Risk	112 (78%)	1,793 (76%)	1,120 (67%)	1,532 (66%)	973 (54%)	1,874 (79%)
Diversity Awareness	49 (34%)	1,442 (61%)	863 (52%)	1,314 (57%)	761 (42%)	1,529 (64%)
None	11 (8%)	170 (7%)	177 (11%)	251 (11%)	457 (25%)	N/A

*Note: The percentage represents the proportion of facilities that indicated having staff in that job role and completed this Census question and the percentage for all job roles is the proportion of facilities that indicated having one of these job roles and completed this Census question. *Wound Care: Wound Assessment/Care, Pressure Injury Risk Assessment & Skin Integrity*

- **HCPP**

Number and percentage of providers that report having direct care workers with formally obtained specialist skills

	Nurse Practitioner	Registered Nurse	Enrolled Nurse	Personal Care Worker	Allied health Professional	Facilities with at least one skilled worker
IPC	30 (80%)	511 (77%)	200 (71%)	810 (71%)	238 (56%)	905 (77%)
Dementia Care	27 (74%)	460 (69%)	182 (64%)	772 (68%)	161 (38%)	871 (75%)
Medications	23 (61%)	494 (74%)	199 (70%)	707 (62%)	58 (14%)	862 (74%)
Elder Abuse	32 (86%)	434 (65%)	193 (68%)	737 (65%)	189 (44%)	811 (69%)
Wound Care*	23 (61%)	485 (73%)	182 (64%)	271 (24%)	117 (27%)	664 (57%)
Palliative Care	18 (49%)	388 (58%)	128 (45%)	400 (35%)	113 (27%)	620 (53%)
Falls Risk	20 (55%)	411 (62%)	177 (63%)	564 (49%)	207 (48%)	713 (61%)
Diversity Awareness	20 (55%)	385 (58%)	174 (61%)	612 (54%)	200 (47%)	717 (61%)
None	3 (7%)	45 (7%)	40 (14%)	111 (10%)	93 (22%)	N/A

Note: Only includes providers who employ staff in the specific job role and responded to this question in the Census. *Wound Care: Wound Assessment/Care, Pressure Injury Risk Assessment & Skin Integrity

- **CHSP**

Providers with direct care workers with formally obtained specialist skills

	Nurse Practitioner	Registered Nurse	Enrolled Nurse	Personal Care Worker	Allied Health Professional	Providers with at least one skilled worker
IPC	47 (74%)	397 (75%)	175 (62%)	744 (70%)	299 (50%)	902 (70%)
Dementia Care	27 (42%)	295 (56%)	143 (51%)	632 (60%)	176 (30%)	790 (61%)
Medications	17 (28%)	372 (70%)	184 (65%)	617 (58%)	68 (11%)	801 (62%)
Elder Abuse	47 (74%)	350 (66%)	168 (59%)	594 (56%)	263 (44%)	773 (60%)
Wound Care*	20 (32%)	362 (68%)	154 (54%)	172 (16%)	165 (28%)	538 (42%)
Palliative Care	9 (15%)	295 (56%)	109 (39%)	286 (27%)	79 (13%)	521 (40%)
Falls Risk	18 (29%)	304 (57%)	137 (48%)	434 (41%)	266 (45%)	697 (54%)
Diversity Awareness	38 (60%)	267 (50%)	127 (45%)	593 (56%)	240 (40%)	739 (57%)
None	15 (23%)	41 (8%)	46 (16%)	124 (12%)	82 (14%)	N/A

Note: The proportions were taken from the number of providers that employed staff in that job role and responded to this question in the Census. The number of providers that responded none were only those who employed staff in that job role. *Wound Care: Wound Assessment/Care, Pressure Injury Risk Assessment & Skin Integrity

Proportion of personal care workers holding Certificate III qualification or higher

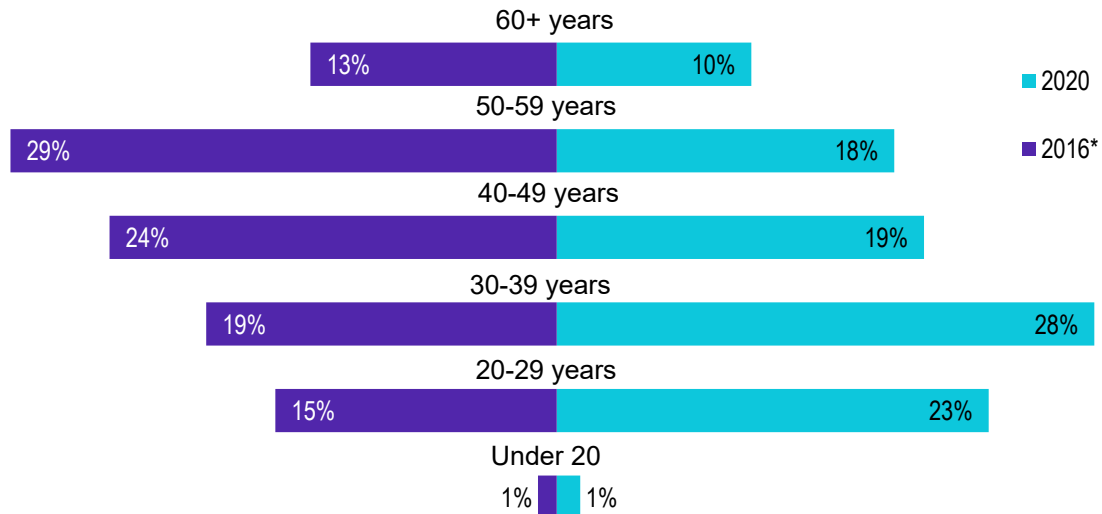
	Certificate III or higher	Currently studying	No response	Unknown by provider
RAC	66%	2%	26%	7%
HCPP	63%	4%	33%	
CHSP	71%	2%	27%	

Response to Question 3 — Demographics of workers:

Age Range Profile

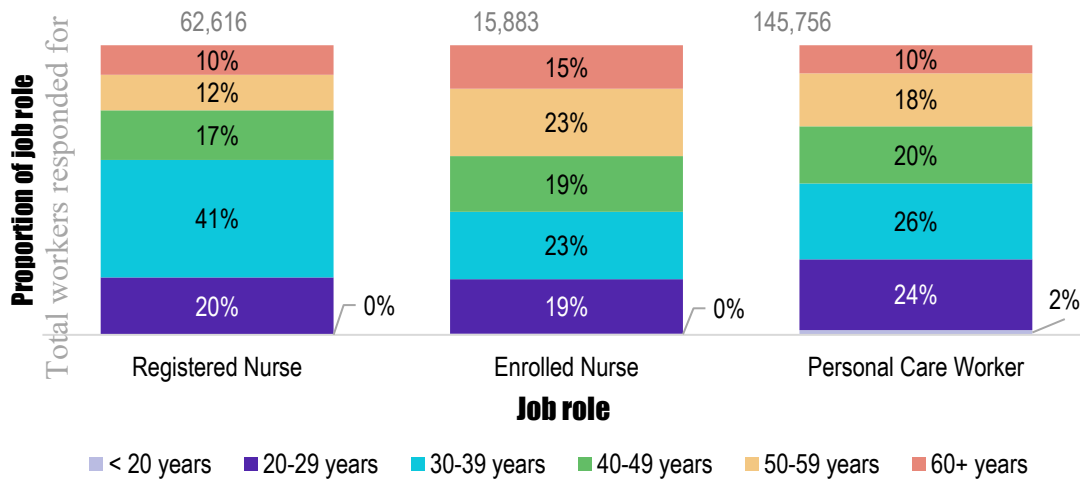
- RAC

Age of direct care workforce in 2016 and 2020



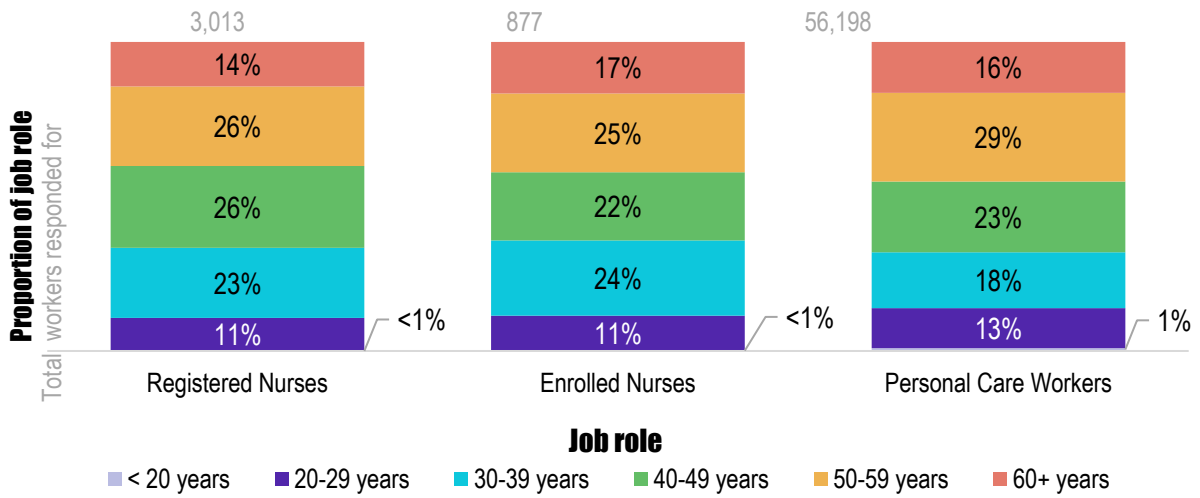
Note: 2016 age brackets were regrouped to 2020 age brackets by distributing workers across ages in line with 2016 national census RAC direct care worker ages. 2016 age totals excluded agency/subcontractor roles, while 2020 responses did not differentiate these roles.

Age of RNs, ENs and PCWs by role type



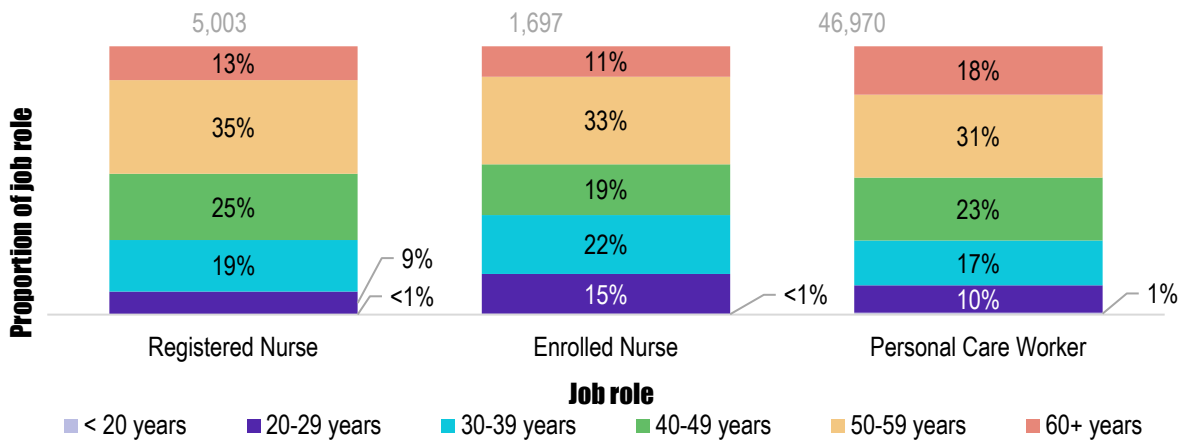
- **HCPP**

Age of RNs, ENs and PCWs



- **CHSP**

Age of RNs, ENs and PCWs



Gender profile:

The RAC workforce is largely female with 86 per cent of the direct care workforce identifying as female.

Proportion of male workers by job role and service care type

	Registered Nurses	Personal Care Worker
RAC	14%	14%
HCPP	7%	11%
CHSP	7%	11%

Cultural profile:

CALD direct care workforce across service types

	RAC		HCPP		CHSP	
Nurses	12,009	35%	664	17%	489	8%
Personal care workers	35,592	36%	12,061	22%	8,342	18%
Allied health	1,874	20%	467	13%	400	8%

Notes: Proportions only taken for facilities and providers which responded to this question.

Aboriginal and Torres Strait Islander direct care workforce across service types

	RAC		HCPP		CHSP	
Nurses	637	1.5%	45	1.1%	125	1.8%
Personal care workers	2,568	2.1%	1,184	2.1%	858	1.8%
Allied health	93	0.9%	0	0%	42	0.9%

Notes: Proportions only taken for facilities and providers which responded to this question.