



LAUNCESTON
8 Broadland Drive
PO Box 977
Launceston TAS 7250
Phone: 1300 722 400
03 6334 0990
Fax: 03 6365 7229
Email: admin@cct.org.au
Website: www.cct.org.au
ABN: 79 671 001 075

2 July 2020

Mr Don Challen
Chair of PESRAC
secretariat.PESRAC@treasury.tas.gov.au

Dear Mr Challen

The establishment of the Premier's Economic and Social Recovery Advisory Council is very heartening news to all in Tasmania's Aged Care and Disability Sector.

We at Community Care TASMANIA are currently lodging a submission regarding funding of a proposed training facility for \$1.3 million.

There is a critical shortage of support workers in Aged, Disability and Community Care, and in addition the standard of accredited training does not always fully prepare a worker for unsupervised work in the field with vulnerable persons.

To this end, our proposal is to build and service a dedicated training facility, enter partnerships with other stakeholders, including a Registered Training Organisation which can deliver all relevant courses and skillsets. Other community organisations can take advantage of CCT's facility, with only cost recovery model factored into any mutual arrangement.

We request the council consider our application for grant funding as a premium opportunity for economic and social renewal across the state, as we have clients and employees across Tasmania, therefore the benefit and return on investment would be apportioned across the whole of Tasmania, creating employment in construction, training, and the upskilling of a workforce which has a high median age at present, and prepare a new tranche of employees, who are better equipped to work remotely and with a high standard of service to our most vulnerable citizens.

This need is only going to increase as the 'baby boomer' reach the apex in numbers over the coming years, as they are more cognisant of how and where they wish to live, and a high percentage wish to remain at home and receive any care required.

We have attached the submission for your interest and consideration.

Yours sincerely

A handwritten signature in black ink that reads "Wendy Mitchell".

Wendy Mitchell
Chief Executive Officer (CEO)

Community Care TASMANIA

Paper on employment problems and opportunities



Supply and demand for home care direct care workers and home care clients (aged and disability)

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Summary

The Tasmanian community has an escalating problem in Aged Care and Disability Care BUT we have a strategy that will make a big difference – we just need some financial help to implement it.

Community Care TASMANIA has the interest, skills, and capacity to assist the Tasmanian economy by sustaining jobs, maximising employment opportunities, and creating new jobs for Tasmanians seeking work. By doing so, CCT can help the economy, and the welfare of our ageing population and people with a disability.

A moderately small investment in CCT would enable a new cohort of unemployed people or under employed people to enter the workforce. We know from our experience that these trained members then move on to bigger and better jobs, thus contributing to the economic wellbeing of the state.

The additional social benefit to the consumer is through the trained professional who then provides appropriate care to clients in their own homes.

The home care workforce is at a critical junction, we are desperate for workers and clients are desperate for appropriately caring, well trained, empathetic, reliable, honest workers to deliver their in-home care.

- Baby boomers are ageing and rapidly growing in numbers and the NDIS is supporting people with disabilities to achieve their potential and their own goals.
- The Government has concluded that the preferred support model for these people is “self-directed in-home care” compared to the alternative of “prescriptive residential care”.
- A growing population of “support workers” with flexibility is now needed but the industry cannot keep up with the demand.
- The nature of flexible work for many people means these jobs are only temporary until they can find more stable and permanent work. This is reflected in a 70% annual turnover of our “support worker” team across Tasmania.
- Most new “support worker” recruits have inadequate training and are not equipped to undertake safely and effectively their ‘in-home’ care work. So, we need to do extensive training and coaching, and we are very good at it.
- Therefore, our organisational strategy is to build a purpose designed “Live Training and Respite Facility” where we will train our growing number of new recruits for our own needs and potentially other service providers as well.
- We need \$1.3 million capital to add to our approved new administration building costing \$3.3 million (with funds secured, a combination of own and borrowed funds).
- The training will be available to people seeking employment in the home care sector, and would include disability training, respite care and palliative care training
- CCT will work with an accredited RTO (Registered Training Organisation) to effectively partnership this training.
- We will provide industry leading training for new entrants to the care industry which will equip them to provide effective, safe and kind empathetic care to our aged, frail, remote and people with a disability, the care they need and deserve.

About Community Care TASMANIA

Community Care TASMANIA (CCT) is an employer of support workers (sw) across Tasmania providing **HOME CARE** to Veterans, NDIS, Under 65 through the HACC Tas program, over 65 through the Commonwealth Home Support Program (CHSP) and the Home Care Package (HCP) Commonwealth Program. CCT also supplies labour to approximately twelve (12) other providers across Tasmania, for respite, post hospital care and the like. CCT also has a fee-paying service for clients who are not in receipt of a government pension and are not eligible for any of the above-mentioned services or are a top up to insufficient government funded services.

CCT has 35 people working in the office in Launceston and 155 support workers with around 2000 clients across Tasmania.

Support workers use their own vehicle (and are reimbursed .78c per klm), and travel from home to home to provide assistance to clients such as; personal care, shopping, meal preparation, home maintenance, respite and transport, along with social support.

They may have 1 – 8 shifts like this per day, and often must travel quite a distance between clients and their homes.

The Purpose of This Paper

Community Care TASMANIA recognises that it needs to continually train support workers for a growing and demanding home care sector. We struggle with this because of several factors, such as suitable premises in which to train along with other problems, (including a requirement to retrain those who present for jobs but in our opinion have not received adequate training by external providers).

CCT requires a suitable facility in which it can train support workers for a growing demand. We know that we train people only to lose them as they gain experience and confidence and then can apply for other jobs (such as those at residential care and hospitals which provide longer shifts of employment opportunities). CCT wishes to bring to your attention the following facts:

The problem

- There are insufficient support workers in the industry to care for current clients (and we expect massive growth in client numbers)
- A high number of applicants/recruits are not yet work ready; some of these sw have completed an accredited qualification, but we cannot send inappropriately trained workers to a person's home. Sending a sw insufficiently trained presents a risk for the worker as well as potentially for the client, a client who may be frail, aged, with a disability or may have dementia.
- High rate of turnover in support workers employed by CCT, statistically it appears once they have gained experience and skills with CCT, and they are offered more sustainable, permanent shifts with another organisation, they move on, and the investment of recruitment, induction and training begins again.

The problem for clients

- Tasmania has an ageing population that will continue to need home care services
- Tasmanians are increasingly reluctant to move to residential care
- People staying at home are doing so with more complex health needs than ever before
- They need to be well supported with caring, trained, honest and ethical support workers
- Effective home care provides the government with relief from ambulance call outs and expensive hospital admissions and reduces the length of stay when effective home care can be instigated quickly.
- They need well trained, ethical, honest workers coming to their home.

Employment outcomes

- Jobs. More workers trained and skilled ready to take up caring rolls. Support workers are in high demand and we cannot fill the positions we have
- Training. Improved training for workers, retraining people is difficult and needs investment in time and resources. Improved training allows potential workers to move into employment and gradually to higher paid jobs.

Social benefits – economic recovery and renewal

- More people employed, money circulating in the Tasmanian economy, less reliance on social benefits.
- Frail, aged clients and those with a disability get the care they require from better equipped and trained care givers.
- Improved employment outcomes assist Tasmania during the Covid19 recovery
- Further stages that CCT propose will support affordable housing options including those that are frail, aged clients and those with a disability (and especially those younger people with a disability that have great difficulty in finding accommodation and or even appropriate respite care).

How you can help

CCT wishes to enlist your support to help us train more support workers to care for the growing number of clients across Tasmania, by way of an investment of \$1.3 million into our live training respite facilities.

Why your support would be a good investment

- Training support workers meets the supply and demand problem. Tasmanians (older and those with a disability) require care and this we know will only escalate (with the high proportion of ageing baby boomers).
- Tasmanian people are crying out for jobs – we have those jobs.
- The missing link is – appropriate training, we could provide that training.
- CCT would train for other providers as well as itself.
- Support workers learn more effectively in a real and live environment where they can be hands on.
- Appropriately trained workers provide security rather than present as a risk. That is workers who are trained appropriately will look after people in their home environment very well.

Workers who are inappropriately trained may pose a health risk to themselves or to the client who they may be working for. This is because home care by its very nature is a support worker working remotely in a person's home. They are not consistently monitored and supervised. We rely heavily on our training to ensure appropriate care is delivered.

- CCT is already investing heavily, putting its hard-earned funds into the overall project; your investment helps CCT train and support workers who in turn meet the needs of our frail, aged and remote clients (some of which who are disabled).

CCT would team up with an appropriate RTO and supply training for not only our needs but we could train and coordinate with our colleagues/providers in the other services industries to provide well trained and work ready support workers. Workers that have:

- The soft skills
 - Turn up to work on time
 - Look neat and appropriately dressed and groomed
 - Can communicate effectively/appropriately with a client
 - Can read a care plan electronically and deliver that care
- Technical skills
 - Can keep themselves safe
 - Manual handling
 - Hoist training
 - Aggressive clients or problematic behaviours
 - Can shower and dress a client in the appropriate manner
 - Working remotely and without direct daily supervision

The Problem Explained

Over the past 12 months CCT has employed 150 support workers on a consistent and daily basis, however we have **attracted, recruited, trained, and lost 100 of those workers**, and then replaced them over that same period in order to supply care to our many clients around Tasmania.

We currently have 10 full time and 30 part time positions available that we cannot fill. These are across Tasmania from St Helens to Smithton to Hobart to Scottsdale and Launceston.

We are presently saying no to some care requested by clients because we do not have the support workers to provide that care.

This is because it could be said that providers like us sit at the "bottom of the food chain", that is, our work is not as attractive as working in a nursing home or hospital environment where work shifts can be for a longer more attractive period. What CCT offers is casual employment, it is very hard to guarantee hours due to the flexibility arrangements imposed by the government on the "consumer directed care" model.

We train our new workers with considerable effort in resources and expense only to lose a significant number of these workers to other organisations as soon as an opening becomes available that is more attractive to them.

Many of the people seeking work with CCT are new entrants to the job market and many are from a CALD background.



Figure 1 many of our long-term employees are from CALD backgrounds. Community Care Tasmania offers many opportunities for people born overseas in the care industry

Our

Solution

Is to build a purpose-built training room attached to our respite beds so that we can train either on the job or off, in a real and live situation. This type of training facility is unique within Tasmania and we expect graduates from this training will be highly valued within the broader care Industry.

CCT would offer both accredited and non-accredited training. Training in aged care, disability, respite and palliative care.

This training would be available to all stakeholders in the care industry in Tasmania on a cost recovery model.

On the job training combined with classroom learning will allow CCT to provide all the necessary training that sw need before they can safely be allowed to enter an aged, frail, remote or perhaps a clients home where there is dementia. Safety for the client and safety for the sw is paramount. These sw are required to go to a clients own home where they are not supervised and where there are risks to both the sw and to the client if we are not assured that the sw understands the constraints, processes and legalities of entering a private home. All providers are under enormous pressure to get sw quickly trained and into providing direct care; but this is a real concern to CCT and is why this application is so critical.

We are frequently reminded that some sw do not know some simple tasks, for example, how to clean, how to prepare food, how to make a bed, help someone with dementia get showered and

dressed in clean clothes. These are fundamental skills we might expect people to know, but not so in reality.

An additional benefit is when a client comes to the facility for respite, their usual sw could also attend and learn how to care for their client while their needs are changing and perhaps their client’s health is deteriorating.

The building plans for the training room are shown below in Figure 2, depicting training rooms, respite bedrooms, nurses’ station etc.

Below is the table of short courses that CCT currently provide.

CCT SUPPORT WORKER TRAINING PROVIDED 2018-2021	
In addition to the core and elective units of Cert III in Individual Support	
Hand Hygiene	Cultural Diversity
Food Safety	Infection Control
Professional Boundaries	Safe use of Wheelchairs
Fire Safety	COVID 19 Training and Hand Hygiene
Infection Control	How to use PPE
Dementia Responsive Behaviours	Home Improvement Program
Understanding Dementia	NDIS Worker Orientation
Creating Dementia Friendly Communities	Dealing with Client Depression
Managing Behaviours of Concern	Positive Behaviour Support
Elder Abuse Prevention	Asthma Training
Food Handling and Safety	New Aged Care Quality Standards
Disability Skillset Training	Medication Prompting
Auslan Training (Hearing Australia)	Navigating the NDIS and Client Support
Review of CCT Policies	Soft Skills
Manual Handling Statewide	Using Electronic Equipment

But in addition to these we would also like to include training in soft and hard practical skills from using an electronic device, to record client condition, to how to clean and make a bed to a client’s satisfaction. One client complained that a sw cleaned her windows with a shoe polish (hard to believe I know).





Figure 3 Total plan showing staged developments and the 4 stages, including affordable housing options

This total concept plan above (Figure 3) shows the complete ten-year plan for CCT, with the activities for purchase of the land and construction of the office block (in blue) well developed. CCT is now preparing the training and respite facility plans as marked in pink on the plan, Figure 3 above. A later development shaded in yellow (above) is further respite and palliative care rooms to come at a later stage.

Also showing on the Plans in Figure 3 are the independent and dependent living units and or affordable housing units which are part of CCT’s strategic plan.

CCT is using its own funds (accumulated over its 30-year history) to purchase the land and using its own funds and borrowed funds to complete the first stage of the build, (marked in Blue).

CCT seeks a \$1.3 million grant to invest in the training facilities, stage two as shown in BLUE in Figure 2. above, and documented below.

Details

STAGE	DESCRIPTION	PRICE	FUNDER
Stage 1	Purchase land	\$400,000	CCT
Stage 1	Build office facilities	2,900,000	Combination of CCT and borrowed funds (funds secured)
Stage 2	Training facilities with respite beds	1,300,000	Seeking your investment in training
Stage 3	Palliative care beds	Tba	tba
Stage 4	Independent and dependent living units/ affordable housing options	Cost to build one-bedroom unit is \$110,000. Cost to build two-bedroom units is \$230,000 each ¹	CCT is currently seeking investment partners in CCT’s affordable housing options (CCT has the land and designs)



Figure 4 New entrants to the job market are the main group applying for work in the home care sector.

¹ Artas quote 29/6/20

Conclusion

There is considerable information regarding the need for jobs, for aged and disability care and sufficient information regarding the ongoing needs of the baby boomers as they come through the retirement phase. There is ample evidence to show that in-home community care is preferred over residential care. Likewise, there is evidence to show that Tasmanian's health generally is not as favourable as other states.

Therefore, the problem of supply and demand is well accounted for; there is growing demand and a shortage of supply of the workforce.

What CCT is seeking is assistance with the solution. CCT is well respected and has many years of successful and appropriate grant acquittals under its belt. CCT is worthy of investment as it can be trusted to deliver. Recently we were given growth funding from the Commonwealth and more recently emergency funding also from the Commonwealth for Hobart to assist home care clients.

CCT is seeking a grant of \$1.3 million for a live training facility at 7 Techno Park, Launceston.

With that we will work with an RTO to provide both accredited and practical training for the generation of new people wanting employment in the aged care and disability care sector.

Hi Kerrin, Angela, Cristal, Deb, Naomi, Asha & Kirstyn, Rostering Team, I was speaking with Graham yesterday and this morning about various matters and enquired as to how his support was going. As you are all aware – Graham and Gina are going through a very rough time at the moment and Graham said that "this is the worst time in my life but thanks to Community Care TASMANIA I am here in my own home, feeling very supported and cared for – I am doing really well now".

Graham reported that his whole team is absolutely fantastic and he cant thank you all enough. Without your support he said he would be in the depths of depression in respite and very unwell by now he believes. And I believe that too! Graham reports the standard of work you ladies do working in his home with him is second to none "I know I would not be here if it wasn't for them" he said.

He is also very grateful to the team behind the scenes such as rostering and myself and apologized for all the trouble he is causing everyone. I reassured him that this is what we do and it is a pleasure to be able to help him out especially in this awful time.

For those who are not fully aware – Graham is paralyzed from waist down and uses an electric wheelchair for mobility – he is a HCP L4 client from Sisters Beach NW, his wife Gina is a HCP L2 client with multiple health issues also – is currently in hospital in Hobart following surgery to save her leg (still not sure if it will be successful). Graham was in emergency respite for 5 days but begged CM to "get me out of here". Against all odds and some resistance from several areas – CCT respected Clients' choice, weighed up Dignity of Risk and Duty of Care and assisted Graham to come back home where he has thrived.

Figure 5 recent client endorsement



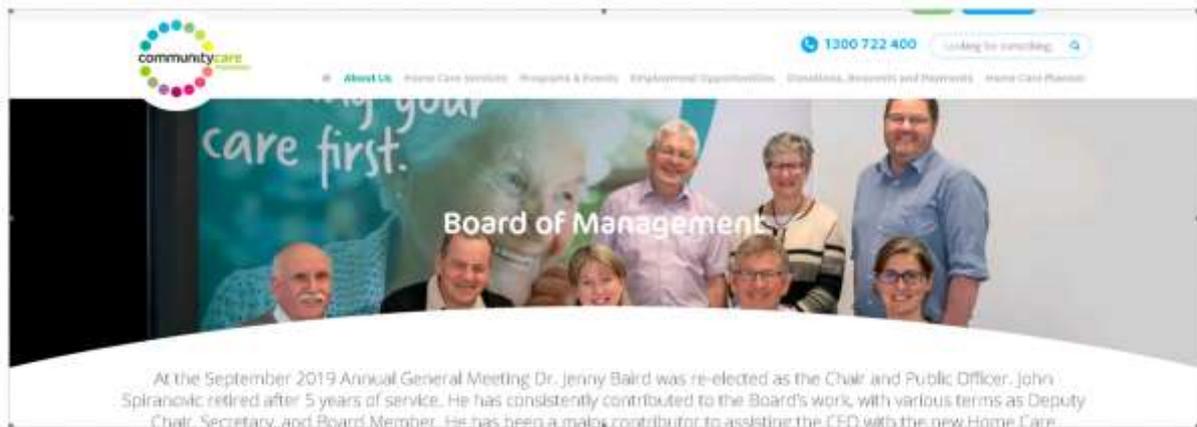
Figure 6 Potential care workers come from all walks of life.

Additional Information

Additional information can be gained from our website – www.cct.org.au

CCT is a registered, not for profit charitable organisation – ABN 79 671 001 075.

It has a strong, skills based Board of Governance <https://www.cct.org.au/about-us/our-staff/board-of-management> CCT has a strong balance sheets over its 30 year history as shown above.



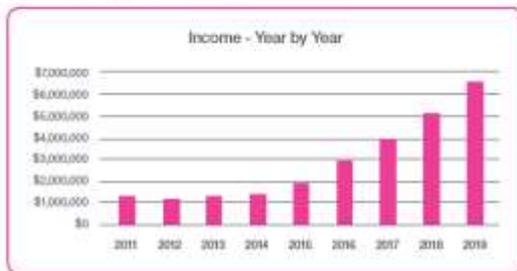
CCT have strong balance sheets over its 30-year history as shown below.

Financial Matters

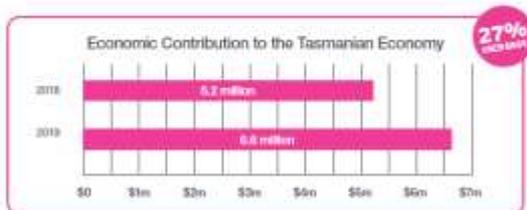
2019 has been another year of remarkable growth for Community Care TASMANIA.

Care hours delivered have increased by 20% from 2016 to a total of 60,996 hours of quality home care provided to our clients across the state. Gross income has increased by 17% from 2018 to \$4.8 million dollars.

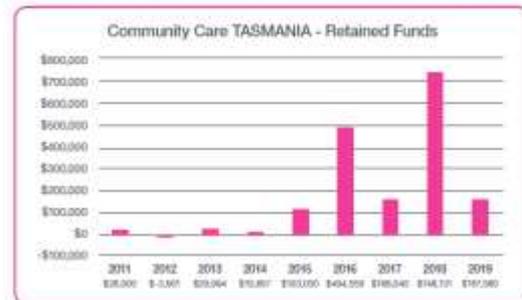
While all programs have seen growth, the full roll out of the NDIS has seen the largest increase come from disability support services. An increase of 50% in revenue from the disability sector is in line with our strategic goal to diversify our income streams to safeguard the organisation from regulatory changes.



Community Care TASMANIA continues to deliver on its key strategic goal of financial sustainability by achieving another excellent financial result for the 2019 financial year.



Retained funds allow us to invest in our people and services to safeguard the organisation in the event of uncertainty. This is evidenced by the strength of our balance sheet and our strong net asset position allows us to seek opportunities as they arise.



The increase in client numbers in all of our programs refers to our excellent reputation within the Tasmanian community. We are consistently chosen by our clients ahead of service increasing number of competitors providing in-home support services.

It is our personalised service that sets us apart from the competition. This service is the result of our strategic goal to strengthen our connectivity with existing and potential clients.

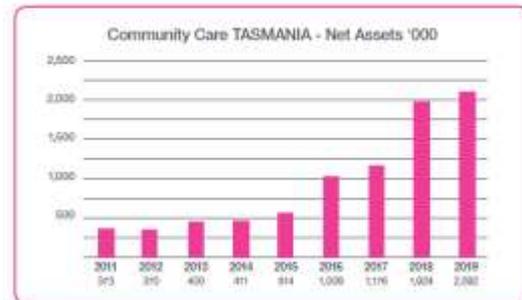
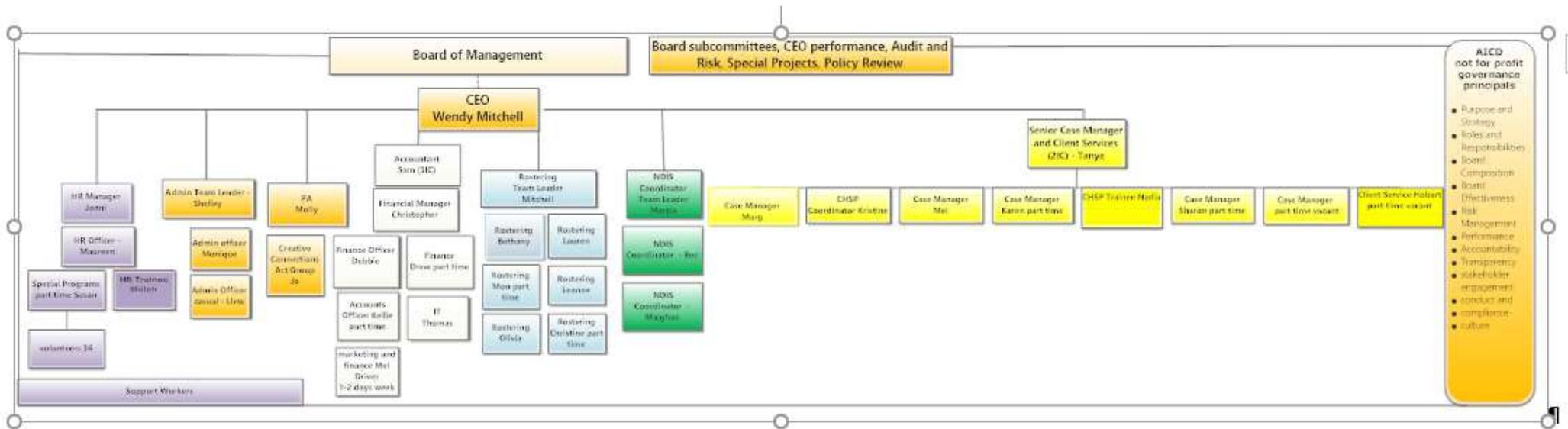


Figure 7 extract from the 2018-2019 Annual Rep

Community Care Tasmania's Organisation Matrix is shown below:



CCT has strong component teams.

- Finance,
- Administration,
- Rostering,
- Human Resources,
- NDIS and Case Management as shown above headed by the
- Strong board of governance structure and its policies and process – www.cct.org.au.

Our Major Successes

We were thrilled and honoured to have made it to the finals for the Tasmanian Community Achievement Awards in the category Employer Excellence in Aged Care. The awards are designed to encourage, acknowledge and reward the valuable contributions that individuals, communities and businesses are making throughout Tasmania.

A gala dinner was held on 23 November at Hotel Grand Chancellor Hobart and we were honoured to have been recognised as a finalist, among a field of other amazing organisations from across the state.

In April 2019, CCT organised our very first Live Well Live Longer Expo. Our aim was to provide the community with information and ideas on how to live their best life. The range of exhibitors participating in the Expo comprised of complementing businesses in the aged care sector, but also stakeholder members from our organisation, including one of our Italian clients for a cooking demonstration of biscotti in the Cooking Hub. We also attracted the goodwill and participation of local celebrities, the three 'Four Roses' flour ladies, who along with our CCT client, volunteered to be the 'face' of the Expo in our marketing campaign, as well as be part of the Cooking Hub.

We received fabulous feedback from clients, visitors and exhibitors.

"You did such a great job organising the expo! ... It was an absolute pleasure to be involved on the day. I found it to be a really great opportunity to learn, as well as showcase services."

We got good feedback from our clients who attended. Needless to say I had a lot of fun and we are very keen to be involved in future events."
- Sabrina Hopewell, Physiotherapist, Physiofit

We are delighted to report that Community Care TASMANIA was announced as the winner of the 2019 Innovation in Service or Design for TAS Aged Care Awards at a cocktail event held in Hobart on Wednesday 31 July 2019.

Winning an industry award is always an important recognition and acknowledgement for an organisation such as ours. The centerpiece for CCT's nomination for the innovation award was our recent Live Well Live Longer Expo.

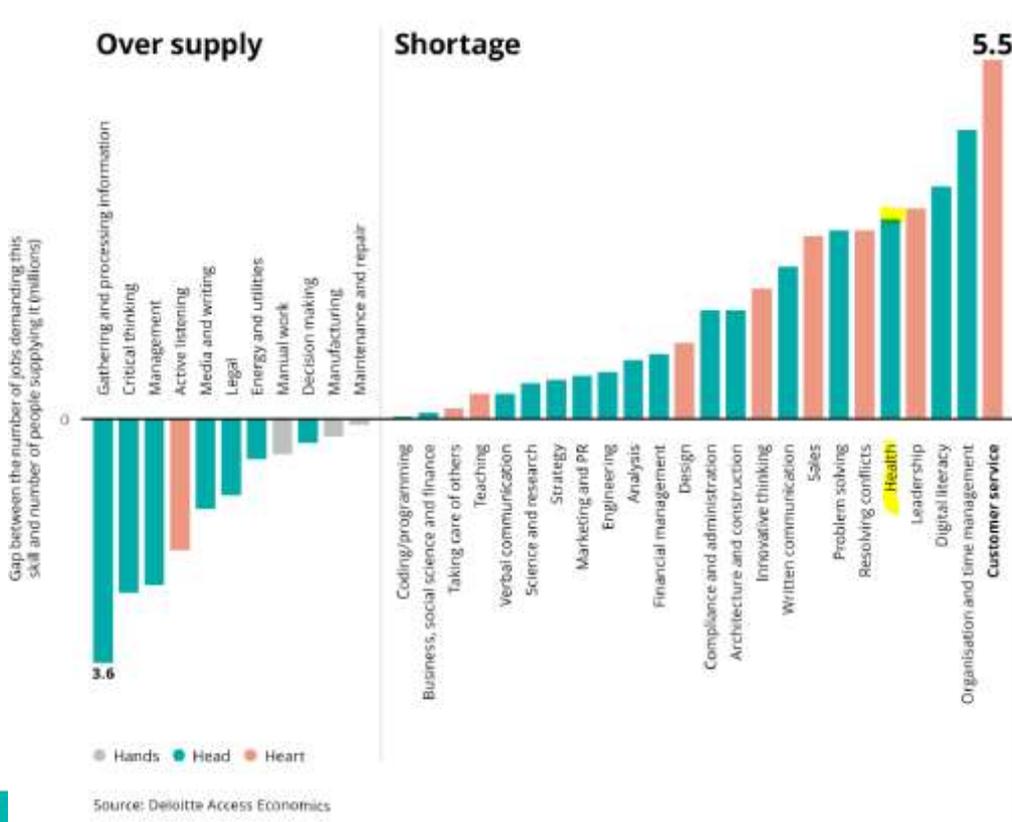


Figure 8 extract from the 2018-2019 annual report. <https://www.cct.org.au/source-assets/images/CCT-Annual-Report-2018-19-Single-pages.pdf>. Reference Material

Tasmanian Development and Resources – Corporate Plan 2019 – 2022

Deloitte suggest with the graph below that the Health industry is and will continue to be a growth industry and there are present shortages in the Health sector.

Figure 9 Deloitte Australia Faces Major Skills Crisis



David Rumbens a Partner at Deloitte Access Economics writes:

“With investment in on-the-job training cheaper, more relevant and more focussed than classroom learning, the future of work will be a combination of learning and work integrated into one. And refreshing the skills of current, experienced workers will be just as critical as producing students and graduates with the skills they need.

“By making workers smarter and better suited to the jobs of the future, and improving the match between what businesses need and what workers have, we will make our workplaces happier and more productive.”

- **Re-train, re-skill, and re-deploy** – People represent competitive advantage. Consider alternatives to redundancy such as re-training, re-skilling, or re-deploying as options to support existing workers reach for new opportunities

- **Use mentoring and apprenticeships** – Micro-credentialing holds the key to unlocking the value of emerging job skills, while apprenticeship models are re-emerging as an effective way for business to develop a future-ready workforce.

Recruit and develop social and creative skills – Recognise and reward social skills such as empathy, judgement, and collaboration when recruiting and developing workers.²

According to Mccrindle Research, *With Australia’s ageing population, increased life expectancy and longevity, there are growing demands for aged care in our nation.*

Australia’s aged care sector is under pressure to meet this growing demand while at the same time facing significant recruitment and workforce challenges with half of the current aged care workforce reaching retirement age in the next 15 years.

*McCrindle crunches the numbers in the latest infographic, the Aged Care Puzzle, to determine the magnitude of the demand versus supply gap; as shown below.*³

*KPMG Palliative Care Report*⁴

The economic case for investing in preventable admissions by palliative care clients. Economic savings and social savings by investing in ‘home palliative care’.

Key recommendations from this 2020 report is an investment in workforce capacity, literacy, and skills.

² Rumbens, D, 2019, <https://www2.deloitte.com/au/en/pages/media-releases/articles/work-human-australia-faces-major-skills-crisis-120619.html>. Viewed 29/6/20

³ Aged Care Puzzle, supply and demand. <https://mccrindle.com.au/insights/blogarchive/demand-vs-supply-australias-aged-care-puzzle/>, viewed 29/6/20

⁴ KPMG, Snow Foundation, 2020, the economics of increased investment in palliative care in Australia, https://palliativecare.org.au/kpmg-palliativecare-economic-report?mc_cid=bf4d39d35d&mc_eid=c277cff104. Downloaded 1/7/20

Deliver system-wide reform to unlock the potential of palliative care	Investment	Return
<p>Recommendation 4.1: Establish a permanent National Palliative Care Partnership Agreement with State and Territory Governments and appoint a National Palliative Care Commissioner</p>		
<p>Recommendation 4.2: Reform funding models to facilitate integrated, patient centred care</p>		Enabling interventions
<p>Recommendation 4.3: Develop a palliative care minimum dataset</p>		
<p>Recommendation 4.4: Expand the palliative care workforce and increase palliative care literacy across the wider health sector</p>		
<p>Recommendation 4.5: Deliver community awareness and education programs</p>		

Source: KPMG 2019

KPMG | 8

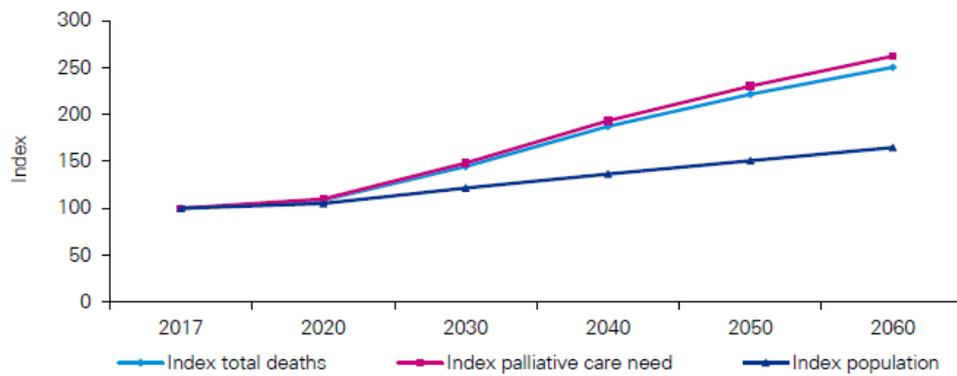
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Figure 10 Extract KPMG Model page 6 recommendation 4.2 and 4.4

2010	<p>Australian Health Ministers ¹⁹</p> <p><i>"Supporting Australians to live well at the end of life"</i></p>	<p>specialists.</p> <ul style="list-style-type: none"> • The focus of the paper was palliative care including improved awareness and understanding, appropriateness and effectiveness, leadership and governance, and capacity and capability. • It highlighted the need for a skilled workforce in palliative care, and recommended improved funding models.
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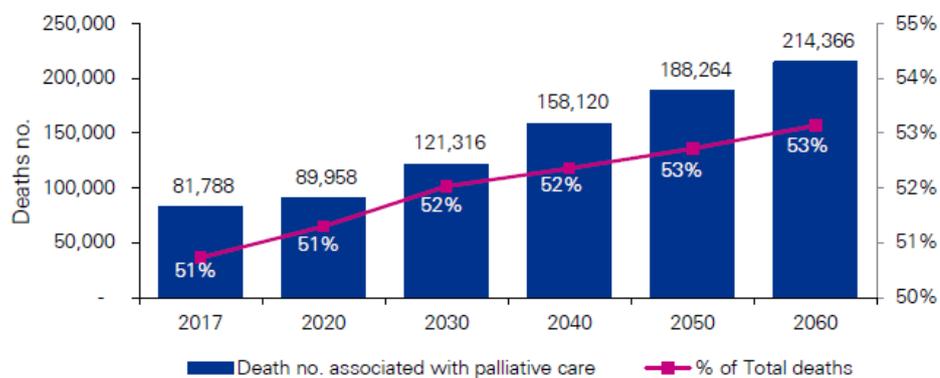
Figure 11 Extract KPMG Palliative Care Paper page 17

Figure 12: Growth in the estimated population, total deaths, and palliative care need (2017-2060)



Sources: KPMG analysis (2019); ABS cat. no. 3303 (2018)

Figure 13: Estimates of need for palliative care in Australia 2017-2060

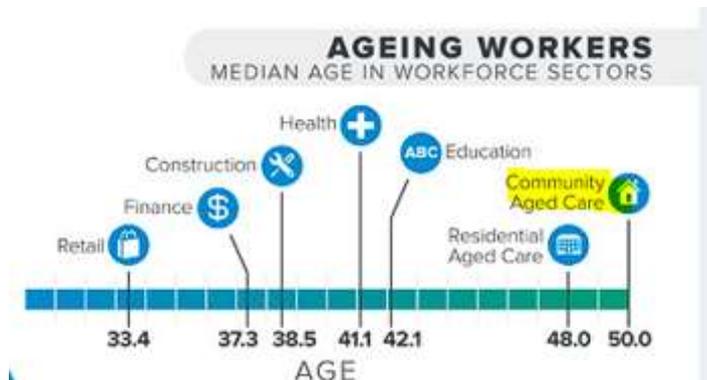
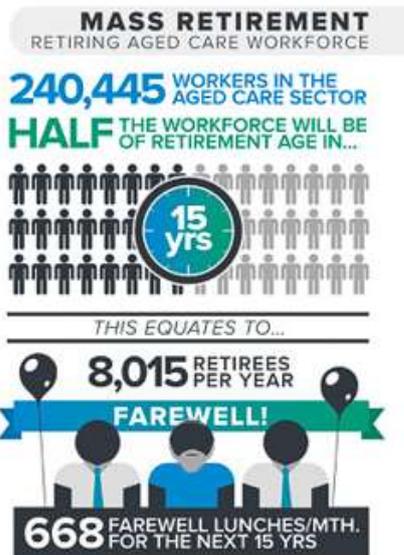


Source: KPMG analysis (2019); Sleeman et al. (2019)

Figure 12 Extract KPMG Palliative Care Paper forward projections, page 32

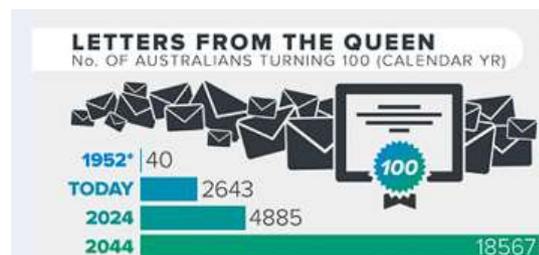
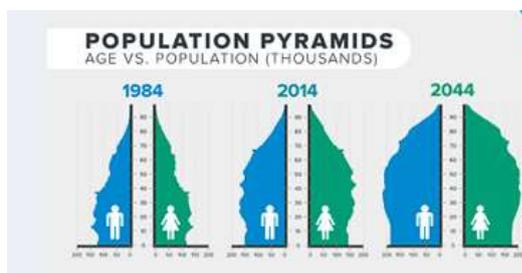
Supply

- Declining workforce
- Ageing workforce
- Retiring older workers from the workforce



Demand

- Growing population of over 65's
- Ageing society – median age
- Increased longevity
- Population pyramids (baby boomer bubbles)
- Growth in over 85+
- Living to 100 years expectancy



The Australian Governments Employment sector notes that the demand for personal care workers is growing.⁵

The department's labour market analyst, Ivan Neville, said Australia's ageing population and the introduction of the NDIS were responsible for a substantial growth in the sector over the past decade.

"Our projections to 2023 suggest that employment for personal care workers will increase by 80,600, or nearly 30 per cent over that five year period," Ivan said.

"Aged and disabled carers are projected to increase by 69,200 jobs while nursing support and personal care workers are projected to increase by 11,400 over the period. This compares with the department's projected growth of 7.1 per cent for all occupations."

"The most common reason for unfilled vacancies was a lack of suitable applicants. Aside from a lack of qualifications and experience, many employers said that applicants' lack of communication skills and availability for work were an issue."



Contact Details



Wendy Mitchell

Chief Executive Officer (CEO)

P: (03) 6334 0990

F: (03) 6365 7229

A: 8 Broadland Drive, Launceston TAS 7250

E: wendy.mitchell@cct.org.au W: www.cct.org.au Local Call: 1300 722 400

Community Care TASMANIA

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⁵ Australian Government, 2019, demand for personal care workers growing, <https://www.employment.gov.au/newsroom/demand-personal-care-workers-growing>, viewed 29/6/20