**A national registration scheme to support personal care workers employed in aged care**

**Consultation survey**

The Australian Government has committed to implementing a national worker registration scheme in aged care, with new training and skills requirements, to support personal care workers employed in aged care.

While this consultation process focuses on aged care, we are interested in understanding how a national worker registration scheme could be designed to support workers across the care and support economy. The care and support economy includes aged care, disability support, veterans’ care and early childhood education and care sectors. There are similar challenges, requirements, and shared workforce opportunities across these sectors, particularly aged care, disability support and veterans’ care.

This consultation will assist the Department of Health and Aged Care (the department) to understand stakeholders’ preferences on outstanding implementation questions. This will inform the design of a detailed model for the design of worker registration in aged care, as well as how this could be expanded across the care and support economy.

Once the detailed design model has been drafted, further stakeholder consultation will be undertaken in mid-2025 to better understand the preferred approach for implementation.

This survey is intended to support interested people, including older people, their carers, friends, families and communities, care and support economy workers, care and support and training providers, along with broader interested community members to provide input to the department.

A consultation paper has also been developed to support you in considering key issues and opportunities. We encourage you to read the consultation paper before completing the survey. The comprehensive consultation paper can be found in the related attachments on the [Consultation Hub page](https://consultations.health.gov.au/market-workforce-division/aged-care-national-worker-registration-scheme).

The consultation paper provides important background and context on the:

* Aged care workforce and personal care workers
* Royal Commission into Aged Care Quality and Safety (Royal Commission), and
* Current reform landscape

Thank you for taking the time to contribute.

Your experiences, thoughts, and expert advice are valued and will provide a critical and up‑to-date understanding of sector views and expectations, building on outcomes from the Royal Commission, while considering opportunities through broader Government reform.

Please click **NEXT**to continue.

**PRIVACY NOTICE**

Your personal information is protected by law, including the Privacy Act 1988 (Privacy Act) and the Australian Privacy Principles (APPs), and is being collected by the Australian Department of Health and Aged Care (the Department), via this survey, for the purposes of understanding the range of views in the community. The Department will collect your personal information at the time that you complete the survey. The current survey form includes collection of sensitive information. Specifically, the survey contains questions that ask you to indicate your:

* Aboriginal and Torres Strait Islander status
* Non-English speaking background status
* Employment description
* Education level

Sensitive information will only be collected with your consent and only if it is directly related to, or reasonably necessary for, the research and consultations we conduct. In the case of the current survey, this sensitive information is being collected to allow the Department to understand the range of views regarding a national registration scheme to support personal care workers employed in aged care. The information collected is for the purposes of this survey only.

You can terminate the survey at any time.

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You can contact the department by telephone on (02) 6289 1555 or free call 1800 020 103 or by using the online enquiries form at [www.health.gov.au](http://www.health.gov.au).

Please click **NEXT** to begin the survey.

# **Primary Demographics**

**[SINGLE]**

**PD1.** Which of the following **best** describes you?

1. Older person (65+ years of age)

2. Older First Nations person (50+ years of age)

3. Family, carer or friend of an older person receiving aged care services

4. Older person or aged care worker advocate

5. Community member

6. Personal care worker in aged care

7. Enrolled or Registered Nurse in aged care

8. Other care and support economy worker (e.g. disability support worker)

9. Aged care provider

10. Other care and support provider

11. Training provider

**[SINGLE]**

**PD2.** In which state or territory do you live, or mostly work or deliver a service?

1. Australian Capital Territory

2. New South Wales

3. Northern Territory

4. Queensland

5. South Australia

6. Tasmania

7. Victoria

8. Western Australia

9. Outside of Australia

10. Prefer not to say **[TERMINATE]**

**[MULTI]**

**PD3.** What care and support programs do you/the older person receive, work in, provide or would like to provide comment on?

*Select all that apply*

1. Commonwealth Home Support Programme

2. Health, Allied Health, and community services

3. Home Care Packages Program

4. Multi-Purpose Services Program

5. National Aboriginal and Torres Strait Islander Flexible Aged Care Program

6. National Disability Insurance Scheme

7. Residential aged care

8. Short Term Restorative Care Program

9. Transition Care Program

10. Veterans’ care – Community Nursing

11. Veterans’ care – Veterans’ Home Care Program

12. Do not receive any aged care services **[SINGLE]**

13. None of the above **[SINGLE]**

14. Prefer not to say **[SINGLE]**

**[OPEN] [ASK IF PD3=13] [SP]**

**PD3O.** What **other** care and support programs do you/the older person receive, work in, provide, or would like to provide comment on?

*Please list all that apply.*

**[SINGLE]**

**PD4.**  Do you speak a language other than English at home?

1. Yes

2. No

3. Prefer not to say

**[SINGLE]**

**PD5.** Do you identify as Aboriginal or Torres Strait Islander?

1. Yes - Aboriginal

2. Yes - Torres Strait Islander

3. Yes - Aboriginal and Torres Strait Islander

4. No

5. Prefer not to say

**[SINGLE]**

**PD6.** What is your age group?

1. 18 or younger

2. 19-29

3. 30-39

4. 40-49

5. 50-59

6. 60 or older

7. Prefer not to say

**[SINGLE]**

**PD7.** What is the highest level of education you have completed?

1. Year 10 Certificate or equivalent

2. Year 12 Certificate or equivalent

3. TAFE Certificate or Diploma

4. Bachelor’s degree

5. Graduate degree or higher

6. Prefer not to say

# **Consultation Survey**

**[MULTI]**

**CS1.** Which sections would you like to provide feedback for?

*Select all that apply*

1. National worker registration scheme design

2. Training requirements

3. Skills and qualification requirements

**[SHOW IF CS1=1]**

**BLOCK\_N**

# **National worker registration scheme design**

The government has committed to implementing a national worker registration scheme, with new training and skills requirements.

Alongside other government commitments, such as the aged care wage increase, this scheme will support the growth of a strengthened and professional personal care workforce, where workers are better valued for the important role they perform, with greater professionalisation opportunities and improved conditions.

The scheme will also form an important part of the government’s vision of making aged care a safe place with important protections for older people.

**Consultation approach**

In this section the department is seeking feedback on the design and implementation of a national worker registration scheme.

This section poses a range of important considerations to support you in providing feedback on your preferred policy and implementation settings.

**[SINGLE]  
N1.** Should there be a public register where people can see that a personal care worker has met their registration requirements?

1. Yes

2. No

3. Don’t know

4. I have another suggestion **[OPEN]**

**[SINGLE]**

**N2.** Who should be responsible for collecting registration requirement evidence?

1. Aged care providers should be responsible for personal care workers

2. Personal care workers should be responsible for themselves

3. Don’t know

4. I have another suggestion **[OPEN]**

**[OPEN]**

**N3.** Are there any other elements that should be considered for inclusion in a national worker registration scheme?

*I.e., should there be different requirements for personal care workers employed in different settings, such as in-home versus residential care?*

**[SINGLE]**

**N4.** Should there be consideration of different registration categories, including, full registration, and provisional registration if mandatory training, skills or qualifications are required as part of the personal care worker role?

*For example, where a worker may be undertaking training, or in cases of demonstrated workforce shortages, with a requirement for a worker to attain full registration within a prescribed timeframe?*

1. Yes

2. No

3. Don’t know

4. I have another suggestion **[OPEN]**

**[SINGLE]**

**N5.** Should the elements of a national worker registration scheme be the same across aged care, disability support and veterans’ care?

1. Yes

2. No

3. Don’t know

**[OPEN] [ASK IF N5=2]**

**N5O.** Which elements should differ and why?

**[OPEN]**

**N6.** What approaches would best support the mobility of workers between aged care and/or other care and support economy employers?

*E.g., an electronic passport that could collect and store registration and skills information.*

**[MULTI]**

**N7.** The below groups may face barriers through the implementation of a national worker registration scheme. Please select any group you would like to provide support suggestions or raise any additional considerations for.

*Select all that apply*

1. First Nations workers

2. Migrant workers

3. Culturally and linguistically diverse workers

4. Workers with disability

5. Workers from low socioeconomic backgrounds

6. Regional, rural and remote workers

7. None of these **[SINGLE]**

**[OPEN] [N7O1, N7O2, NYO3, N7O4, N7O5, N7O6]**

**N7O.** You selected **[INSERT N7 CODE].** What kinds of additional elements or supports for workers of this group need to be considered in the implementation of a national worker registration scheme?

**[OPEN]**

**N8.** What impacts will a national worker registration scheme have on aged care providers and other providers of care and support services?

**[END BLOCK\_N]**

**[SHOW IF CS1=2]**

**BLOCK\_T**

# **Training requirements**

Training is critical in supporting the professionalisation of workers.

Training provides greater opportunity for workers to explore career progression and mobility, and supports workers in having the right skills, knowledge and confidence to deliver safe and high-quality care and support services.

A registration scheme, with an ongoing training or continuing professional development requirement, was also recommended for personal care workers and disability support workers by the Royal Commission into Aged Care Quality and Safety and the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

**Consultation approach**

In this section, ongoing training requirements would relate to continual training that a personal care worker would need to undertake.

This section provides opportunities to provide feedback on policy and implementation settings.

**[MULTI]**

**T1.** What type of ongoing training requirement model should be considered?

*Select all that apply*

|  |  |
| --- | --- |
| 1. | Personal care workers should be required to undertake set specified skill sets, subjects, or shorter non-accredited training (for example, micro-credentials) to support national consistency |
| 2. | Personal care workers should have an amount of continuing professional development hours to complete each year, to support workers to undertake relevant training and development opportunities based on their identified needs and preferences |
| 3. | Aged care providers should be responsible for determining the training and development needs of personal care workers, and should provide professional development opportunities. |
| 4. | Other |
| 5. | Don’t know |

**[SINGLE]**

**T2.** Should ongoing training requirements be the **same** or **different** for workers employed in different aged care settings?

*For example,* ***in home care*** *and* ***residential aged care*** *would count as* ***different*** *aged care settings.*

1. Ongoing training requirements should be **the same**

2. Ongoing training requirements should be **different**

3. Don’t know

4. I have another suggestion

**[OPEN] [ASK IF T2=1,2 OR 4] [SP]**

**T2O.** Please explain your answer.

**[OPEN]**

**T3.** What types of implementation support should be introduced to aid the introduction of **training requirements**?  
  
*Implementation support could include support for First Nations workers, migrant workers, culturally and linguistically diverse workers, workers with disability, workers from low socioeconomic backgrounds, or workers in regional, rural and remote settings.*

**[OPEN]**

**T4.** What should be considered when thinking of how **training requirements** could be expanded to other sectors in the care and support economy?

**Please note:**

* The care and support economy includes aged care, disability support, veterans’ care and early childhood education and care sectors. There are similar challenges, requirements, and shared workforce opportunities across these sectors.
* More information on the care and support economy and on opportunities and additional considerations can be found in the consultation paper.

Please provide your response below.

**[OPEN]**

**T5.** What transition timeframes, or phasing arrangements, should be considered to support the successful implementation of **training requirements?**

**[MULTI]**

**T6.** Aside from training requirements, what else would best support the uplift and uptake of aged care training opportunities for personal care workers?

*Select all that apply*

|  |  |
| --- | --- |
| 1. | Direct government funding and provision of additional online short courses and resources for personal care workers (e.g., building on existing available short courses through the Equip Aged Care Learning Packages program). |
| 2. | The aged care sector should explore the development of a professional network that could support the promotion of high-value training opportunities, provide peer mentoring, and support professional development opportunities. |
| 3. | The aged care sector should explore portable training opportunities for personal care workers working across multiple providers. |
| 4. | The aged care sector should explore avenues to better support backfilling for staff undertaking training, peer support and mentoring, and supervision costs for personal care workers interested in undertaking additional relevant care and support training |
| 5. | Don’t know |
| 6. | Other **[OPEN]** |

**[END BLOCK\_T]**

**[SHOW IF CS1=3]**

**BLOCK\_S**

# **Skills and qualification requirements**

Currently there is no formal industry standard for an entry-level qualification, or required skills, to work as a personal care worker in aged care. This is similar for disability support workers employed in the disability support sector.

A range of veterans’ care and support programs already include qualification and skills and training requirements for personal care and nursing support workers. Workers delivering Veteran’s Home Care services (except for domestic assistance and home, garden maintenance) and personal care workers delivering personal care under Community Nursing have a requirement to hold a relevant Certificate III.

The Royal Commission into Aged Care Quality and Safety recommended that there should be a mandatory minimum qualification for personal care workers performing paid work in aged care, and that this qualification should be a Certificate III. Data from recent aged care workforce collections indicate between 48 and 66 per cent of personal care workers hold a Certificate III, or higher-level qualification, related to their work.

The National Disability Insurance Scheme Provider and Worker Registration Taskforce recommended that a registration scheme to support disability support workers should include a worker training and qualifications framework (including minimum training and qualification requirements).

There are also a range of other important skills, including English language and communication skills that have been recommended through reviews and inquiries in recent years.

Mandatory skills and qualification requirements would provide greater assurance to older people, and the community more broadly, that workers have minimum-level knowledge and skills in the delivery of safe and high-quality care. This would also support having a more professional, confident and valued workforce with the right skills and knowledge to meet the needs and rights of older people.

**Consultation approach**

In this section, the skills and qualification requirements would relate to specific skills, or qualifications, that a personal care worker would need to hold, or undertake.

This section provides opportunities to provide feedback on policy and implementation settings. Final policy and implementation settings are subject to government consideration

**[OPEN]**

**S1.** If the government was to establish mandatory minimum skills and qualification requirements for personal care and/or disability support workers, what minimum skills and qualifications should be considered?

*Please list all minimum skills and qualifications that come to mind.*

**[SINGLE]**

**S2.** Should there be different requirements for **new workers** compared to workers who already work in aged care, disability support or veterans’ care?

1. Yes

2. No

3. Don’t know

**[OPEN] [ASK IF S2=1]**

**S2O.** Please outline what the different requirements for new workers should be.

**[SINGLE]**

**S3.** Should personal care workers be able to undertake study to attain a mandatory qualification while employed?

|  |  |
| --- | --- |
| 1. | **Yes,** personal care workers should be supported to attain their qualification while employed in the aged care sector |
| 2. | **No,** personal care workers should demonstrate meeting the minimum qualification requirement prior to being employed in the aged care sector |
| 3. | Don’t know |

**[MULTI] [ASK IF S3=1] [SP]**

**S3O.** Please provide any information for each of the following that may be relevant if personal care workers were allowed to undertake study to attain a mandatory qualification while employed.

|  |  |
| --- | --- |
| 1. Timeframes | **[OPEN] [NM]** |
| 2. Study load | **[OPEN] [NM]** |
| 3. Potential job role limitations | **[OPEN] [NM]** |

**[SINGLE]**

**S4.** Minimum English language and communication skills are often recommended for workers, including by the Royal Commission into Aged Care Quality and Safety.

Would the introduction of a mandatory minimum qualification meet this recommendation?

1. Yes

2. No

3. Don’t know

**[OPEN] [ASK IF S4=1 OR 2] [SP]**

**S4O.** Please explain your response in the box below.

**[OPEN]**

**S5.** What supports and/or exemptions should be put in place to minimise risk of direct and indirect discrimination from a mandatory minimum English language proficiency requirement?

**[OPEN]**

**S6.** What types of support should be considered to assist with the successful implementation of any **skill or qualification requirement** for personal care workers employed in the aged care sector?

**[OPEN]**

**S7.** What should be considered when thinking of how these requirements could be expanded to other sectors in the care and support economy?

*E.g., should the same mandatory minimum skills and qualification requirements apply for personal care and disability support workers across aged care, disability support and veterans’ care?*

**Please note:**

* The care and support economy includes aged care, disability support, veterans’ care and early childhood education and care sectors. There are similar challenges, requirements, and shared workforce opportunities across these sectors.
* More information on the care and support economy and on opportunities and additional considerations can be found in the consultation paper.

**[OPEN]**

**S8.** What types of implementation support should be considered to aid the introduction of any **skill or qualification requirement**?  
 *E.g., supports for First Nations workers, migrant workers, culturally and linguistically diverse workers, workers with disability, workers from low socioeconomic backgrounds, or workers in regional, rural and remote settings.*

**[OPEN]  
S9.** How might an increase in mandatory skill-based requirements affect the supply of personal care workers in aged care, disability support and/or veterans’ care?

**[END BLOCK\_S]**

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You can obtain a copy of the Department’s privacy policy by telephone on (02) 6289 1555 or freecall 1800 020 103 or by using the online enquiries form at [Australian Government Department of Health and Aged Care](https://www.health.gov.au/).

Your personal information is protected by law, including the Privacy Act 1988 (Privacy Act) and the Australian Privacy Principles, and is being collected by the Department for the purposes of conducting a consultation survey on a national personal carer registration scheme in aged care. The Department will collect the information provided in this survey upon the submission of your responses.

**[SINGLE]**

**CONPUB.** Do you consent to your submission being published?

1. Yes

2. No

Thank you for your contribution.  
  
Please click **‘SUBMIT’**to finalise your responses.

**END SURVEY**