

# Home Care Workforce Support Program Prospectus

Attract, upskill, retain & reward quality workforce at zero cost to you.



**1300 292 505**  
[homecarecareers.com.au](http://homecarecareers.com.au)



# Table of Contents

- 3 Home Care Workforce Support Program
- 4 Recruitment Services
- 5 Retention Support Services
  - 5 Employee Engagement
- 5 Retention Reward Scheme
- 6 Costs to Participate
- 6 Products and Services
- 7 Roles and Responsibilities
  - 7 Aged and Community Care Organisations
  - 7 Home Care Retention Specialist Role
  - 8 Talent Acquisition Specialist Role
- 8 Eligibility
- 8 How to Register

# Home Care Workforce Support Program

The Home Care Workforce Support Program (HCWSP) is a part of the government's response to the Royal Commission to strengthen the personal care workforce and help older people live independently at home for longer.

Home Care Careers (HCC) is free to you and 100% funded by the Australian Government until 31 March 2024. It is managed in Victoria and Tasmania by a consortium consisting of; the Aged & Community Care Providers Association, Human Services Skills Organisation and PowerHouse Hub.

The objectives of the program are:

- Offer support to aged care providers in their efforts to attract, nurture, and retain individuals entering the sector, specifically for positions including personal care and support workers, domestic assistants, allied health assistants, and enrolled nurses
- Support providers and new employees for the first year through professional training and development opportunities to enhance the ongoing capability of the workforce.

## Zero cost to you



Our team is recruiting to save you time and money. The program is free to you and 100% funded by the Australian Government.

## The right fit, first time



Simplify your recruitment process and find the right candidate straight up.

## Upskilling your staff



Complementary access to professional development resources for staff to enhance their skillset and knowledge.

## Addressing skill gaps



We will work with you and your staff to arrange training where skill gaps exist. We will research funding options to reduce costs.

## Rewarding retention



Employee retention scheme - \$500 bonus for continuous employment with one employer.

## Focus on quality care

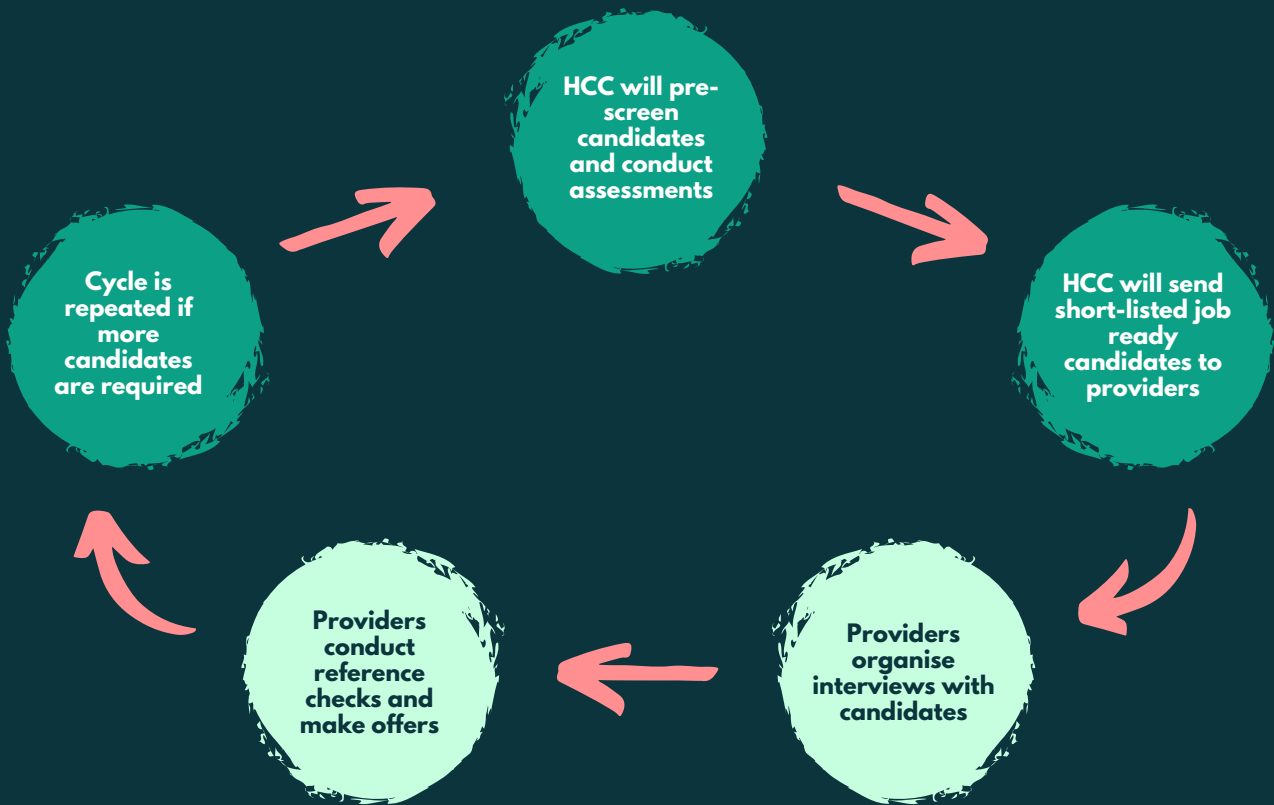


Improve client satisfaction through quality, consistency & reliability of care by attracting and retaining quality workforce.

## Recruitment Services

Building and retaining staff is harder than ever before, with some employers finding themselves on a continuous recruitment cycle. HCC can provide an end-to-end recruitment solution for career seekers and home care providers. Our recruitment service is designed to be an extension of your current recruitment model.

We will work with key stakeholders, focussing on connecting career seekers and employers.



We have built a community of registered training organisations across Victoria and Tasmania to support those candidates who don't have existing experience and/or training.

Home care providers can also register their interest in the program via the Home Care Careers website to start connecting with recruitment support or request other products and services. These products cover retention activities, learning and development opportunities as well as toolkits and are all available free of charge to Victorian and Tasmanian providers.

## Retention Support Services

### Employee Engagement

To support home care workforce retention, the program offers several services to improve employee engagement. A team of home care support specialists are available to all providers that engage in the program.

During the first 12 months new employees will receive personalised contact from the retention specialists along with wellness surveys to gauge employee satisfaction. The aim is to maintain a positive connection with the individual to improve their experience in the aged care sector.

Conducting activities that identify individuals who are considering leaving the role or sector allows for early intervention support. In consultation with the employer, the home care support specialists will be on hand with tools and resources to help support newly appointed home care workers.

## Retention Reward Scheme

The program offers an employee retention incentive bonus to encourage continuous employment.

The retention reward is valued at \$500 per candidate, paid in two instalments. The first instalment, valued at \$100, will be provided to the employee at the completion of one month's tenure. The second instalment, valued at \$400, will be offered at the completion of three month's tenure.

This scheme is available to all candidates who have been recruited by the program or have been employed directly with providers in the roles of domestic assistant, personal care worker/support worker, allied health assistant or enrolled nurse.

**RETENTION REWARD** **BONUS**  
available after just three months  
employment through Home Care Careers  
**\$500**

## Costs to Participate

There is no cost for eligible organisations providing home care services, commonwealth home support across in Victoria and/or Tasmania. This program is also available to other care services including residential care, NDIS, TAC, DVA in regional areas with an MMM rated score of 3-7 across Victoria and Tasmania.

## Products and Services

The following toolkits, best practice guidelines and specialised learning and development products are available to support the retention of home care workers:

1. Enhancing Organisational Culture – Building Employee Value Proposition
2. Frontline Leaders – Delivering Home Care Services
3. Right Start Mentoring Program (to be released)
4. Migrant Toolkit (to be released)
5. Onboarding and Induction Best Practice Toolkit (to be released)
6. Embedding a Peer Support Culture Workshop
7. Psychological Safety and Self-Care
8. Maintaining Connection Program
9. Professional Boundaries and Working within Scope of Practice Webinar
10. Dignity of Risk Program
11. Aboriginal Employment Recruitment and Retention Toolkit
12. First Nations: Yarning Circles
  - Part 1: Connection & Communication
  - Part 2: Healing – Ways of Being
  - Part 3: Creating Culturally Safe and Welcoming Services.

To find out more or to register for the online training, please [join our mailing list](#) today.

Facilitated workshops can be arranged by request provided we have sufficient number of participants attending.



## Roles and Responsibilities

### Aged and Community Care Organisations (Victoria and Tasmania)

Home care service providers in Victoria and Tasmania interested in joining the program are required to complete program registration. This involves agreeing to the program's terms and conditions, which include:

- Active engagement with the HCC team
- Consideration of candidates and employees who are interested in working for them, either on a casual or employee agreement basis
- Preparation of the workplace for new personal care workers, allied health assistants and/or enrolled nurses
- Assistance for candidates eligible for support and skill enhancement, along with concurrent peer assistance
- Support of supervisors and mentors to attend and complete HCWSP professional development sessions and courses
- Integration of HCWSP assessment tools when fostering hands-on learning and development of participants
- Encouraging participants to share feedback on the benefits of the program.

### Home Care Retention Specialist Role

- Engagement activities with home care providers to support the retention of newly employed workforce
- Developing mentoring/peer support strategies and plans for home care providers to enhance retention of the recently onboarded team members
- Coaching and support for managers to improve the employee retention
- Providing courses, induction programs and information that can be easily accessed by employers and candidates
- Conducting activities that identify candidates at risk through surveys, polls and follow up engagement activities
- Identifying key factors contributing to the support retention outcomes
- Producing regular status reports that demonstrate measurable engagement with providers.

## Talent Acquisition Specialist Role

- Submitting job board advertisements
- Processing new candidates through the Home Care Careers portal
- Pre-screening and shortlisting of candidates and supporting them throughout the application process to increase success rate of candidate placements with providers
- Forwarding candidates' documents to providers
- Follow up with providers within 48 hours to assist in interview setup process
- Supporting providers with efficient processing of candidates to improve speed to market
- Attending career expos and events to source candidates.

## Eligibility

In addition to home and community care providers, the following are also eligible to register with the program:

### Residential

Residential Aged Care Providers in rural areas.\*

### Disability

Disability Support Providers in rural areas.\*

### CHSP Providers

Commonwealth Home Support Program Providers (all regions).

### Veterans' Care

Veterans' Care in rural areas.\*

\*MMM regions 3-7

## How to Register

Providers can register directly on the HCC website.

For more information, please contact us on [1300 292 505](tel:1300292505) or email us on [homecareworkforce@accpa.asn.au](mailto:homecareworkforce@accpa.asn.au).