HealthConsult

Department of Health, Disability and Ageing

Aged Care Provider Workforce Survey

How-to Guide

12 February 2026

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Contents

1.   Introduction

The Aged Care Provider Workforce Survey 2026 (the Survey) is a critical data collection initiative conducted by the Department of Health, Disability and Ageing (the Department). This Survey provides essential workforce information to support policy decisions and service improvements in the aged care sector.

HealthConsult is conducting the fieldwork for the Survey on behalf of the Department.

1.1.   Survey Purpose

To collect comprehensive data about the aged care workforce across residential aged care homes (RACH), Support at Home Program (SAHP), Commonwealth Home Support Programme (CHSP), Multi-purpose Services (MPS), and the National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC) Program.

Data collected through this Survey is not collected through other programs.

1.2.   Estimated Completion Time

We recommend having all required data on hand before commencing the Survey.

If you have all the required data available, it should take 30-45 minutes to complete the Survey. Note that it may take some time to collate all the required data from across the organisation. The list of information required to complete the survey can be found in Section 2 of this Guide.

1.3.   Important Notes

- All data remains confidential and will not be used for compliance purposes.

- You can save your progress and return to complete the Survey later.

- Participating providers can receive an individualised workforce report if requested.

1.4.   Survey questions

You can find a copy of the Survey here. You can use this to collate your data offline in advance of entering the data into the Survey platform.

1.5.   Support and resources

We understand that participating in this Survey may present some challenges, and we're committed to providing comprehensive support throughout the process.

In addition to this How-to guide, we will provide a suite of support materials. These will include:

- A video walk-through

- Regularly updated FAQs on the website

- Glossary of key terms used in the Survey

All of these resources can be found on the [Survey resource website](#).

1.5.1. Helpdesk function

There is a helpdesk function that can be accessed:

- **Email support**: [acpws@Surveys.healthconsult.com.au](#)

- **Dedicated phone number**: (02) 8311 0844 (Mon-Fri, 8am-6pm AEDT)

- **Online booking**: Schedule one-on-one assistance [here](#)

If you need assistance or have any questions, please contact the Helpdesk.

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2. Before You Begin - Essential Preparation Checklist

2.1. Required Documents and Information

We recommend having all required data on hand before commencing the Survey.

✓ **Staff Records (for the most recent fortnight pay period in February 2026):**

☐ Complete employee roster/payroll records

☐ Employment classification for each employee

☐ Main job role for each employee (if multiple roles, select their primary role)

☐ Staff demographic information (age, gender, cultural background, visa status)

☐ Qualification records for all directly employed Directors of Nursing/Nursing Managers and personal care workers

☐ Cross-site employment records (employees working across multiple services)

☐ ICP Lead certification records

☐ Leave records (including total paid hours during fortnight by role and employment type and unplanned leave hours)

✓ **Recruitment and Retention Data:**

☐ Hiring records from 1 February 2025, onwards

☐ Staff departure records from 1 February 2025, onwards

☐ Current vacancy information by role and employment type

☐ Average recruitment timeframes

☐ Records identifying graduate nurses, or nurses in their first year of practice

✓ **Training and Development Records:**

☐ Records of training programs delivered over the past 12 months

☐ Completion of training records by role

☐ Student placement information

☐ Details of paid study leave provisions

✓ **Volunteer Information:**

☐ Volunteer numbers and hours worked during the fortnight period

☐ Volunteer activities and roles undertaken

☐ Volunteer coordinator employment record and hours worked

✓ **Other:**

☐ National Disability Insurance Scheme (NDIS) / Department of Veterans' Affairs (DVA) participation

2.2. Key Definitions to Understand

Some key definitions are provided here. Refer to the Glossary ([available online here](#)) for all definitions.

- **Direct Care Staff**: Clinical staff (including registered nurses, enrolled nurses, nurse practitioners, allied health professionals, doctors, oral health practitioners and other recognised health practitioners) and personal care workers.

- **Directly Employed**: Workers who are employed by an approved aged care provider as a permanent employee (either full time or part time), or on a casual or fixed-term contract. This does not include agency/labour hire workers, contractors/subcontractors or workers sourced through a gig economy platform.

- **Indirectly Employed**: Workers who are not directly employed by an approved aged care provider. Examples include agency or labour hire workers, subcontractors, independent contractors or workers sourced through a gig economy platform.

- **Full-time**: 35+ hours per week (70+ hours per fortnight)

- **Part-time**: Less than 35 hours per week (less than 70 hours per fortnight)

- **Fortnight Pay Period**: 14-day period in February 2026

Terms highlighted in **blue** are defined within the Survey; hover your mouse over the text to view the definition.

Figure 1: Screenshot of blue defined terms in the Survey

3.   Survey Navigation and Structure

3.1.   Section Menu System

After initial setup, you'll access a menu allowing you to complete sections in any order (except **Section 1, which must be completed first**):

Section 1: Workforce numbers and demographics (*Must complete first*)

Section 2: Qualifications

Section 3: Hours worked (*not required for all care types*)

Section 4: Vacancies, recruitment and retention

Section 5: Training

Section 6: Volunteers

Section 7: Other programs and settings

3.2.   Saving Your Progress

- Enter responses for each question on a page.

- Your responses will automatically save when you click outside of the question box or move to a new section or page.

- You can return anytime using your Survey link.

- **IMPORTANT**: To ensure your Survey saves correctly, do not open the Survey in more than one tab in your browser. Be aware that your browser may time you out if you are inactive for a period (usually around one hour), which could result in you losing data in the question you are in. Ensure you click outside the question box to save your progress.

3.3.   Tips and tricks

Most questions will have drop-down sections containing **more information**, and what data to **include** or **not include** (see Figure 2). Click the down arrows to bring up the information. Please read this for each question to ensure you provide the right information each time.

Figure 2: Drop-down menus

The Survey has been designed to help you minimise data entry errors and pick up inconsistencies across questions. Examples are provided in the guidance section.

Most fields only allow you to enter a whole number (you can't input decimals). If you are getting an error after inputting a number, check that there is no space before or after the number.

4. Section guidance

This section provides guidance for completing each section of the Survey. It outlines the specific data requirements for each section and any important information you should be aware of.

4.1. Initial Setup and Confirmation

This section requires you to confirm the details for your service.

4.1.1. Pay Period Selection

What You Need to Do:

1. **Select the start date** of your latest complete fortnight pay period in February 2026. If your pay cycle is seven days, choose dates that cover the two most recent pay cycles.

2. **System will auto-calculate** the end date (13 days later).

3. **For weekly pay cycles**: Choose dates covering two complete pay cycles.

4. **Verify the 14-day period** is accurate.

Example: If you select 2 February 2026 as start date, end date will be 15 February 2026 (see Figure 3 for example).

Figure 3: Screenshot of an example pay period selection

Question A.1.

When responding to this survey:

- Please report on the workforce at your , including workers that provide in-home care outside the location.
- We are asking whether there are staff who may primarily work in aged care within your organisation and an estimate of their numbers. This information will help with estimating the total number of aged care workers across Australia.
- Unless otherwise stated, questions in this survey relate to the most recent full fortnight pay period in February 2026.
  - The period should be 14 days. If your pay cycle is 7 days, choose dates that cover the two most recent pay cycles.
- In the survey, some questions have terms in bold blue with definitions provided. When you hover the computer mouse over the bolded blue term, the definition will appear.

Fortnight pay period start date (DD/MM/YYYY): `10/02/2026`

Based on the start date entered, the fortnight pay period ends on: 23/02/2026

Question A.2.

Please indicate whether your organisation delivers home care services to aged care clients.

	Yes	No
Support at Home	◉	○
Commonwealth Home Support Program	○	◉
MPS-funded Home Care	◉	○

Previous | Next

4.1.2. Service Details Confirmation

What You'll See: Pre-filled information, including (see Figure 4):

- Care type (e.g. Residential Aged Care)
- Service name and Service NAPS ID
- Physical address

In addition, you will also see the details of the registered provider that operates the service, including:

- Provider name
- Provider ABN
- Provider ID

The final details shown on this page will be pre-filled contact details for the service's designated **contact person**.

You will then be asked if the service details are correct, as in the example below (Figure 4). If the details are **not correct** a team member from HealthConsult will contact you to update or correct the details. In the meantime, we encourage services to continue on with the survey.

Figure 4: Screen shot of pre-filled service details example

> Question A2.1.
> **Service details**
> This survey is being completed for the below. Please check that the details are correct.
>
> Care type: MPS
> Service name: Test Support at Home
> Service (NAPS) ID: NAPS-4567
> Service physical address: 123 Test Street
>
> Provider name: Test Aged Care Limited
> Provider ID: PRV-1234
> Provider ABN: 6384562984

What You Need to Do:

1. **Review all pre-filled** details carefully.
2. **If any service details are incorrect,** contact the Survey team at the Helpdesk immediately.
3. **You can update the contact person details,** if someone other than the named contact person completes the Survey. We recommend you also contact the Helpdesk so we can update our records.
4. **Click "These details are correct"** to proceed.

Figure 5: Screen shot of pre-filled contact person details (editable)

4.2. Section 1: Workforce Numbers and Demographics

This section seeks information about your overall workforce numbers and their demographics.

Data requirements
☐ Complete staff roster for the fortnight pay period
☐ Employment classification for each worker
☐ Main job role for each employee (if multiple roles, select primary role)
☐ Staff demographics (gender, age, languages spoken, Aboriginal and/or Torres Strait Islander identity, Visa status).

Question 1.1: Employee Headcount by Job Role

This question must be completed first. Other questions rely on the data entered in this question.

Question structure:

The table includes columns for different employment types by for each job role (see Figure 3):

- **Directly Employed**: Permanent full-time, part-time, casual/fixed term

- **Indirectly Employed**: Agency staff, sub-contractors, independent contractors

- **Other arrangements**: Brokerage, unknown arrangements

Figure 6: Screenshot of question 1.1

	Directly employed			Indirectly employed			Other	
	Permanent full-time employees	Permanent part-time employees	Casual or fixed-term contract employees	Agency or labour hire staff	Sub-contractors (engaged by a contractor of the provider)	Independent contractors (e.g. through gig economy platforms)	Other, or unknown employment types (e.g brokerage)	Total
Nursing and personal care								
Nurse practitioner	1							1
Registered nurse								0
Enrolled nurse		2						2
Personal care worker (including Assistant in nursing)	3		1					4
Personal care worker (formal traineeship)								0
Director of nursing / nursing manager								0
Care partner								0
Allied health professionals and assistants								
Audiologist					1			1
Chiropractor / Osteopath					1			1
Dietitian / Dietetic care								0
Exercise physiologist								0
Occupational therapist								0
Optometrist					1			1

Instructions to complete:

For each role:

- Count **each worker only once** in their main role (e.g., if a person works as a personal care worker and a lifestyle worker count them only once in the role they work the most hours in)

- Include staff on short-term leave (less than 3 months)

- Include all workers at this service, even if they work elsewhere for the same provider

- Exclude volunteers and unpaid workers (e.g., students on placements)

Important Notes:

- **For MPS services only**: Include staff only if most of their role involves working in the aged care service

- **Numbers must be actual headcount, not FTE**

- **System will calculate totals automatically**

- The numbers provided in this question will be used to validate subsequent questions (i.e., subsequent questions should total the same as provided in this question).

Questions 1.2–1.5: Demographics for Direct Employees

These questions apply only to **directly employed staff in nursing, personal care, and allied health roles**.

Only roles that have at least 1 person in Q1.1 will appear in this block of questions.

Important notes:

1. Each question applies to the workforce entered in Q1.1. That is, the workforce for the last fortnight pay period in February 2026 you entered on the first screen.

2. The totals must match the numbers entered in Question 1.1. The Survey will tell you the number entered in Q1.1. It will alert you to whether the responses entered match (green tick), no values have been entered (red cross), or values are over or under the expected total, and by how many (yellow exclamation mark). See the example in Figure 7.

Figure 7: Screenshot showing example of Survey warnings

4.3. Section 2: Qualifications

This section seeks information about the formal qualifications of **directly employed Director of Nursing/Nursing Managers and Personal Care Workers**. Ensure the number of staff who have each listed qualification match the total number of staff entered previously in Section 1 (see Figure 8).

These questions appear only if you have entered in Q1.1 that you have directly employed staff in these roles.

Data requirements

☐ Educational qualification records for all directly employed Directors of Nursing/Nursing Managers and personal care workers

Important notes:

1. Numbers cannot exceed totals from Question 1.1 – the Survey will highlight the numbers entered in 1.1 and alert you to any issues.

Figure 8: Screenshot of example employee qualifications data entered

Expected from Q1 (Personal Care Worker): **4** ✓ Match

	Counts
Higher than Certificate IV	1
Certificate IV	1
Certificate III	0
Certificate II	1
Certificate I	0
Other certificate / post-secondary qualification	0
Secondary school	1
Don't know	0
Total	4

4.4. Section 3: Hours Worked

This section captures actual hours worked by nursing staff and personal care workers during the fortnight pay period. **This section only applies to MPS, NATSIFAC and CHSP.**

Only roles that have at least 1 person in Q1.1 will appear in this block of questions.

Data requirements

☐ Total paid hours during fortnight by role and employment type
☐ Unplanned leave hours
☐ IPC Lead certification records

Important notes:

1. Numbers cannot exceed totals from Question 1.1 – the Survey will show you the data entered against each role in Q1.1.

2. Include actual hours worked including overtime.

3. Requirements for IPC Lead:
   - Must have completed identified IPC course
   - Must meet requirements per [government guidelines](#)

4. This question must be completed with correct information before proceeding to the next section.

Figure 9: Screenshot of example hours worked for one nurse practitioner

4.5. Section 4: Vacancies, recruitment and retention

This section captures information on workforce turnover and current workforce gaps.

Data requirements
☐ New hires and departure records since 1 February 2025
☐ Current vacancy information by role and employment type
☐ Recruitment timeframes
☐ Records identifying graduate nurses/in first year of practice

Instructions to complete:

- You will be asked to input the number of workers who have been hired into and have left specific roles within the selected fortnight pay period.

- A column with your previously completed employee numbers by role from Section 1 will appear on the left as guidance.

- Use your best estimates when calculating the average recruitment timeframes.

- Count **each worker only once** in their main role.

See Figure 10 as an example of Question 4.1.

Figure 10: Screenshot of example recruitment and retention numbers by role

	Directly employed staff in last fortnightly pay period	Number of new directly employed workers who commenced at this since 1 February 2025	Number of directly employed workers who have left this since 1 February 2025
Nurse practitioner	1	1	0
Registered nurse	0	0	0
Enrolled nurse	2	1	0
Personal care worker (including Assistant in nursing)	4	0	0
Personal care worker (formal traineeship)	0	1	1
Director of nursing / nursing manager	0	0	0

Important notes:

1. Don't count internal transfers/promotions if within the same service. However, those who move to another service within the provider should be counted in the numbers who have left this service.

2. For nurses in their first year of practice (graduate nurses), if they previously worked in another role (e.g., enrolled nurse or personal care worker), do not count time spent working in their previous role.

3. When considering time to fill a vacancy, think about how long it takes between the role being advertised and a new worker commencing in the role. Make your best estimate; only use 'don't know' if you cannot make an estimate.

4. Only count business days in reporting the number of days vacant.

4.6. Section 5: Training

This section captures information on professional development and training for directly employed nursing staff and personal care workers. See Figure 11 for an example of how to enter the number of trainings and participants for each training by role.

Data requirements

- ☐ Records of training programs delivered over the past 12 months
- ☐ Completion of training records by role
- ☐ Student placement information
- ☐ Details of paid study leave provisions

Important notes:

1. The reference period for this question is the **last 12 months** (not fortnight).

2. Include all training, whether face-to-face, online or hybrid.

3. Count all training delivered by your organisation and by external organisations.

Figure 11: Screenshot of example training delivered and participants by role

	Number of training sessions delivered	Personal care workers (excluding trainees but including Assistants in Nursing)	Nurse practitioners	Registered nurses	Enrolled nurses
Clinical and special care					
Medication safety					
Basic life support					
Continence					
Immunisations	4	2	1	0	1
Resident/care recipient mental health, loneliness, other psychosocial conditions					
Clinical skills for high/complex care needs					
Assessment of the older person					
Infection prevention and control					

4.7. Section 6: Volunteers

This section captures information on volunteer contributions at this service.

Data requirements
☐ Volunteer numbers and hours worked during the fortnight period ☐ Volunteer activities and roles undertaken ☐ Volunteer coordinator employment and hours

Important notes:

1. **Exclude students** on placement from volunteer counts.

2. A volunteer coordinator is responsible for overseeing volunteer activities within the service.

3. Volunteer coordinators may have other primary roles. For this question, count **only the hours spent working on volunteer coordination**.

4.8. Section 7: Other programs and settings

This section captures information about other service types delivered at this service site and within your organisation.

Data requirements
☐ Information about NDIS and DVA service provision ☐ Number of staff who work across multiple services within your organisation

Important notes:

1. **Questions 7.3A** and **7.3B** will only appear if you directly employ nursing and personal care staff. Only roles with at least 1 person in Q1.1 will be displayed in 7.3B.

2. **Question 7.3B** asks you to provide the number of staff employed in specific nursing and personal care positions, by the service type/s they are employed in. If a worker is employed in multiple services run by your organisation (provider), **include their head count within each service type**. For example, if a Registered Nurse works for three services under the same provider (Residential Care, NDIS services and DVA services), include them as an employee across each of these services (as a count of one for each). See Figure 12 as an example.

Figure 12: Screenshot of example employees working across multiple services

	In-home care (Support at Home and/or CHSP)	Residential aged care setting or services	NDIS services	DVA services	Total
Nurse practitioner	1	1	1		3
Enrolled nurse		1			1
Personal care worker (including Assistant in nursing)	4		2	1	7

4.9. Final review

Before you submit the Survey, the final review page will highlight sections where issues should be addressed before submitting (Figure 13).

Figure 13: Screen shot of final review page showing issues to be fixed

Final Review.
Review your answers before submitting

- ⚠ Section 1: Workforce numbers and demographics
  - ⚠ Question 1.2 Mismatch between sum of total gender value entered and Question 1 directly employed values.

- Section 2: Qualifications
- ⚠ Section 3: Hours worked
  - ⚠ Question 3.3 IPC leads exceed number of eligible nurses.
- Section 4: Vacancies, recruitment and retention
- Section 5: Training
- Section 6: Volunteers
- Section 7: Other programs and settings

⚠ **Some sections have errors that must be corrected before submitting.**

Use the Table of Contents (≡) on the left of the page to navigate back to the sections with errors. To find the exact question within a section, you may need to use the red "Next" and "Previous" buttons.

You won't be able to submit the Survey until all sections are completed. Once all issues have been resolved you will be able to submit the Survey; the 'Next' button will remain grey until issues are resolved (Figure 14).

Figure 14: Screen shot of successful Survey completion
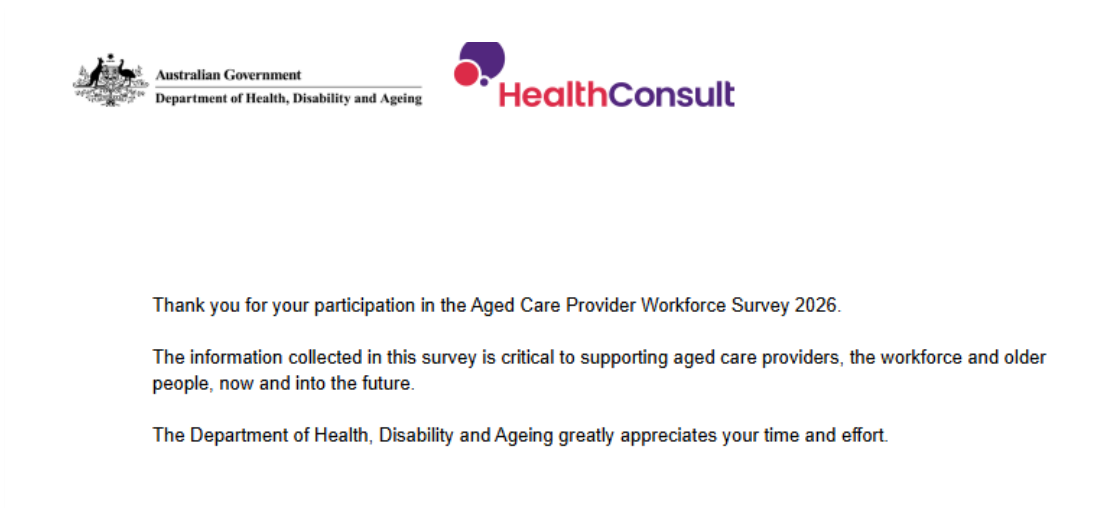
4.9.1. Confirm completion

The final Survey page will ask you to confirm you have completed and reviewed all sections and would like to submit your data.

Once you click 'Submit Survey' you will no longer be able to return to the Survey. You can navigate through the Survey to review sections using the Table of Contents.

If you need assistance or have any questions, please contact the Helpdesk for assistance.

Appendix A Glossary of key terms

The terms and abbreviations listed below are used throughout the Survey. If you are unsure of what a term references, or if it is different to the terminology used by your service or provider, please ensure you use the terms below to ensure you input Survey data correctly.

Glossary

Key terms	Meaning

Allied health professional	An allied health professional as a person who is any of the following:
	• A registered health practitioner who:
	    ○ is registered under the National Law to practise an allied health profession, other than as a student (within the meaning of the National Law); or
	    ○ holds nonpracticing registration under the National Law in an allied health profession.
	• an Aboriginal or Torres Strait Islander Health Worker
	• an art therapist
	• an audiologist
	• a certified practicing nutritionist
	• a counsellor
	• a dietitian
	• an exercise physiologist
	• a genetic counsellor
	• a music therapist
	• an orthoptist
	• an orthotist
	• a pedorthist
	• a prosthetist
	• a recreational therapist
	• a rehabilitation counsellor
	• a social worker
	• a sonographer
	• a speech pathologist.

Allied health assistant	A worker who assists and supports the work of an allied health professional, working under the supervision and delegation instruction of an allied health professional to perform clinical and non-clinical duties.
Australian Business Number (ABN)	An 11-digit number that identifies a business to the government and community.

Key terms	Meaning
Agency staff	An arrangement where a worker from a recruitment agency is utilised by the provider for an agreed amount of time. This does not include workers sourced from gig economy platforms.
Assistant in nursing (AIN)	See *Personal care worker (PCW)*.
Ancillary care worker	A worker who does not provide direct care to recipients (that is, they provide non-direct care). Examples include workers who primarily provide food preparation, gardening, maintenance and cleaning services. See *Non-direct care.*
Brokerage	An arrangement where a provider uses a third-party service to deliver services to care recipients.
Casual employee	A worker employed by an employer without a firm advance commitment about the work arrangement.
Commonwealth Home Support Programme (CHSP)	Program that provides entry-level support to assist older people to remain living independently and safely in their home and community.
Care partner	A staff member allocated to older care recipient by aged care provider (e.g in Support at Home program) to help older people understand what services can use based on their aged care assessment; how your provider will deliver the services.
Contractor	See *Independent Contractor* and *Subcontractor*. Contractors, including independent contractors and subcontractors, run their own business and sell their services to others. They may negotiate their own fees and working arrangements and can work for more than one client at a time.
Direct care staff	An aged care worker of a registered provider who is any of the following: (a) a registered nurse; (b) an enrolled nurse; (c) a nursing assistant; (d) a personal care worker; (e) a person prescribed by the rules.
Directly employed staff	Workers who are employed by an approved aged care provider as a permanent employee (either full time or part time), or on a casual or fixed-term contract. This does not include agency/labour hire workers, contractors/subcontractors or workers sourced through a gig economy platform.
Director of Nursing/Nursing Manager	Manages the delivery of health care services to aged care recipients in line with individualised care plans and/or clinical care requirements. In some services, this may be the Clinical Care Manager role.

Key terms	Meaning
Enrolled nurse (EN)	A nurse who has completed a 2-year Diploma of Nursing and works under the supervision of a registered nurse. An enrolled nurse is registered to practice as an enrolled nurse with the Nursing and Midwifery Board of Australia.
Full time employee	A worker who works 35 hours or more per week (70 hours per fortnight).
Headcount	The total number of individuals in a single role employed by a single aged care service.
Independent contractor	A person or entity who provides their services to another business as needed, including workers sourced from gig economy platforms. They are not employed by the business they provide services to.
Indirectly employed staff	Workers who are not directly employed by an approved aged care provider. Examples include agency or labour hire workers, subcontractors, independent contractors or workers sourced through a gig economy platform.
Infection prevention and control (IPC)	Practices which reduce the risk of transmission of infection between patients, healthcare workers and others in the healthcare environment.
Infection prevention and control (IPC) nurse	A nurse who is the lead person for infection prevention and control at an aged care facility. They must have completed an identified infection prevention and control course and have met other requirements. See www.health.gov.au/initiatives-and-programs/infection-prevention-and-control-leads
Labour hire	An arrangement where a worker from a labour hire business is utilised by the provider for an agreed amount of time. This does not include workers sourced from gig economy platforms.
Multi-Purpose Services (MPS) Program	The Multi-Purpose Service Program (MPSP) delivers integrated health and aged care in rural and remote Australia, helping older people stay close to family and friends through flexible, community-based services tailored to local needs.
National Approved Provider System identifier (ID)	NAPS identifier – this is the National Approved Provider System number. You can find your NAPS ID on your funding statements from Services Australia or your My Aged Care Provider portal details.
National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFAC)	The National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) provides flexible, culturally safe aged care services. The program makes it easier to remain close to home and community.
National Disability Insurance Scheme (NDIS)	Provides funding to eligible people with disability to gain more time with family and friends, greater independence, access to new skills,

Key terms	Meaning
	jobs, or volunteering in their community, and an improved quality of life.
Nurse practitioner	A registered nurse with a Masters degree, endorsed by the Nursing and Midwifery Board of Australia. NPs are authorised to deliver advanced, autonomous and multidisciplinary care, including diagnosis, treatment, management, ordering tests, and prescribing medications.
Oral health professionals	Practitioners registered with the Australian Health Practitioner Regulation Agency (AHPRA) who deliver oral health care: dentists, dental hygienists, dental therapists and oral health therapists.
Part time employee	A worker who works less than 35 hours per week (less than 70 hours per fortnight).
Permanent employee	A worker directly employed by a business on an ongoing basis.
Personal care worker/assistant in nursing (PCW/AIN)	An aged care worker whose services primarily consist of assisting with daily living activities, attending to personal hygiene, physical, administrative and cognitive needs and assisting with clinical care and provision of medical treatments and procedures where qualified to do so. They directly provide personal care services to care recipients under the supervision of a registered or enrolled nurse. *This includes home support workers working in Support at Home or CHSP services.*
Personal care worker (formal traineeship)	A formal traineeship is a paid employment-based training program for new or existing aged care workers who want to complete a qualification as a personal care worker.
Recipient	A person who receives care and support, either in their own home or in a residential aged care facility.
Registered nurse (RN)	A nurse who has completed a 3-year Bachelor of Nursing and is registered to practice as a registered nurse with the Nursing and Midwifery Board of Australia.
Service	Services are delivered in an approved residential care home, or a home or community setting, and are delivered by entities known as registered providers
Subcontractor	A worker who is employed by a contractor of the provider.
Support at Home program	The Support at Home program delivers government-funded aged care services to help older people to stay at home for longer. On 1 November 2025, it replaced the Home Care Packages Program and Short-Term Restorative Care Programme. Learn how the new program works.

Key terms	Meaning
Unplanned leave	Leave taken by an employee due to unforeseen circumstances.
Volunteer	The provision of unpaid help willingly given in the form of time, service or skills. Volunteer does not include students undergoing compulsory work placements.
Volunteer coordinator	A person(s) responsible for overseeing volunteer activities within an organisation. A volunteer coordinator may also be referred to as a volunteer program coordinator, leisure or lifestyle coordinator or a volunteer manager.

Abbreviations

Abbreviation	Definition
AIN	Assistant in nursing
CHSP	Commonwealth Home Support Programme
DVA	Department of Veterans' Affairs
EN	Enrolled nurse
IPC	Infection prevention and control
MPS	Multi-Purpose Services
NAPS ID	National Approved Provider System ID
NATSIFAC	National Aboriginal and Torres Strait Islander Flexible Aged Care
NDIS	National Disability Insurance Scheme
PCW	Personal care worker
RN	Registered nurse
SaH	Support at Home