



Department of Health, Disability and Ageing

Aged Care Provider Workforce Survey

FAQs

13 February 2026

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1. General information

1.1. Why is this survey important?

The Aged Care Provider Workforce Survey 2026 (the Survey) is a critical element of the Australian Government's understanding of the aged care workforce. It will support the development and evaluation of workforce policy decisions and provide vital information that is not collected through other reporting channels. The data will support aged care service providers, the workforce, and older people.

1.2. Who will complete the Survey?

A sample of aged care services has been selected to complete the online Survey. The 2026 Survey will be sampled across residential aged care homes (RACH), Support at Home Program (SAHP) and the Commonwealth Home Support Program (CHSP), with a census used for Multi-purpose Services (MPS) and National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) given the fewer number of services.

If you have been selected to participate in the Survey, you will be sent an email notifying you on 9 February 2026 (one week before the survey opens).

1.3. What information will be collected?

The survey collects detailed workforce information, including staff numbers and demographics, hours worked by these staff, employment conditions, workforce turnover, staff training and qualifications, and whether volunteers work at the service.

1.4. How will the information be used?

All data supplied for the Survey will remain confidential and will not be used for compliance purposes. Summarised, aggregated and de-identified data from the Survey will be published in 2027. Participating services can receive an individualised report on the profile of their workforce if requested.

1.5. When will the survey be open?

The Survey will be open for six weeks, from 16 February 2026 to 27 March 2026.

2. Completing the Survey

2.1. How do I access the Survey?

You will receive a unique Survey link via email (from: acpws@surveys.healthconsult.com.au) for each selected service. You can begin completing the Survey immediately using the link provided.

2.2. What if the pre-filled service details are incorrect?

The service details are pre-filled in your unique Survey link. If these are incorrect select "No" and someone from HealthConsult's Aged Care Provider Workforce Survey team will be in contact. In the meantime, we encourage services to continue on with the survey.

2.3. What if I am incorrectly listed as the service contact person?

Contact details for each service were provided by the Department of Health, Disability and Ageing based on the information in the Government Provider Management System (GPMS). If you believe you are incorrectly listed as the contact person, you can edit this information directly on the Survey and update the details to the correct contact person.

2.4. What if the service listed is not associated with us?

If the service NAPS ID listed is not associated with your Approved Provider NAPS ID, please contact the Survey team by email acpws@surveys.healthconsult.com.au or phone at (02) 8311 0844.

2.5. What is the reference period for workforce information?

Unless otherwise stated, Survey questions relate to the most recent full fortnight pay period in February 2026. You'll need to enter your start date, and the system will automatically calculate the 14-day period. If your pay cycle is 7 days, choose dates that cover the two most recent pay cycles. If you have not completed a pay cycle in February, choose the most recent pay period.

2.6. Which workers should I include in my responses?

Include:

- All workers employed on your payroll (directly employed staff)
- Workers employed indirectly through other organisations (agency staff, independent contractors, sub-contractors)
- Staff on short-term leave (less than 3 months)
- All workers who work at/from your service, even if they also work for your provider at other locations

Do not include:

- Volunteers or other unpaid workers (except in Section 7: Volunteers)
- Students on placement (except in question 5.2)
- Staff on long-term leave (3 months or more)

2.7. What if a worker has multiple roles?

If a worker holds more than one job role, report them only in their **main role** – the role in which they work the most hours.

2.8. Can I save my progress and return later?

Yes, your responses will automatically save when you click outside of the question or move to a new section or page. You can return anytime using your Survey link.

2.9. Is it possible to view a copy of the Survey questions?

Yes, you can view the full list of survey questions in advance. A copy of the Survey can be found [here](#).

3. Support and resources

3.1. Where can I find definitions for key terms used in the Survey?

Key terms are highlighted in **blue bold** text in the Survey. Hover your computer mouse over the word to show the definition.

3.2. Where can I find information about how to complete the Survey?

A how-to guide and video walk through of the Survey can be found on the Survey resources website [here](#).

3.3. What should I do if I'm unsure about how to answer a question?

Take a look at the resources available [online](#).

If you are still unsure, contact HealthConsult's Aged Care Provider Workforce Survey team using the details below and found in your invitation email. Phone and email support will be available during business hours.

Email: acpws@surveys.healthconsult.com.au

Phone: (02) 8311 0844 (Mon-Fri, 8am-6pm AEDT)

Book a time: Schedule one-on-one assistance [here](#).

3.4. What if I have technical difficulties?

Contact HealthConsult's Aged Care Provider Workforce Survey team using the details below and found in your invitation email. Technical support will be available throughout the Survey period.

Email: acpws@surveys.healthconsult.com.au

Phone: (02) 8311 0844 (Mon-Fri, 8am-6pm AEDT)

Book a time: Schedule one-on-one assistance [here](#).

4. Other

4.1. What if I have multiple services selected?

If more than one service at your organisation has been selected to participate in the Survey, you will receive a unique link for each service. When completing the Survey, check that you are entering data for the correct service.

For providers who have more than five services in the Survey, may opt to complete the survey via an Excel-based data collection template. If you would like to complete the survey in this format, please contact acpws@surveys.healthconsult.com.au to request this.

4.2. How is my information protected?

Your data is protected by the *Privacy Act 1988*, Australian Privacy Principles (APPs), and the Australian Government Agencies Privacy Code. All Survey data will remain confidential and will not be used for compliance purposes.

4.3. Will I get a report on my workforce?

Yes, participating providers can receive an individualised report on their workforce profile if formally requested via email to the HelpDesk. The Department will provide an individualised report to services who have requested this. These reports will be available in 2027.

4.4. How will the results be published?

Only summarised, aggregated and de-identified data from the Survey will be published. Individual provider information will not be identifiable in any public reports.

4.5. When and where will the results be published?

It is expected that results will be available in 2027. Once available, the data will be published on the Australian Institute of Health and Welfare [website](#).