

disabilitycare

Australia

the workforce to
deliver the
vision

*a Practical
Design Fund
Project*



instinct^{and} reason

*predicting the future
where possible,
creating the future
where necessary*

instinct and reason made a successful submission to the Practical Design Fund around workforce capacity and capability. In our previous research and consultancy around the NDIS, we kept hearing people saying “there is going to be a huge expansion of services for people with disabilities”. The question we kept asking was

“who is going to deliver these services?”. So we proposed research to find out. The research was both intensive and extensive and above all...practical!

The study included:

- 1 a review of current literature on the reasons why people join/stay/leave the disability sector and related sectors
- 2 qualitative research among people with disabilities across all Australian capital cities plus regional and rural areas, covering a wide range of circumstances and disabilities, for a needs assessment
- 3 22 focus group discussions among those currently working in the disability sector and potential workers, across those same locations
- 4 targeting four potential worker segments: those working in other sectors with potential to switch; not working but seeking full-time work; not working and seeking limited hours work; and young people
- 5 a survey among 2164 respondents (462 current workers and 1702 potential workers) across Australia and New Zealand
- 6 a discrete choice model exercise covering key attributes known to attract and retain workers, randomising the factors and levels to generate 3000 job offers for potential candidates to choose from
- 7 a Decision Support Tool, built from the choice model analysis, designed for employers to use in assessing the key factors that determine choices and predicting what impact each variable has on propensity to choose a job within the sector...

The research explored the conscious and unconscious choices that workers and potential workers make in relation to decisions to join the sector, stay in the sector or leave the sector

Strong prospects
14%

14% are strong prospects as support workers, rating their likelihood of working in the disability sector as certain, almost sure, very probably or probably

Prospects
16%

a further 16% are prospects for the disability care workforce, rating their likelihood of being a support worker as a good possibility, a fairly good possibility or a fair possibility

Weak prospects
36%

another 36% are weak prospects, rating their likelihood of working in the disability sector as some possibility, a slight possibility or very slight possibility

No prospects
35%

finally for 35% there is no prospect of being a support worker for people with disabilities. It would take a significant change in motivation for them to consider frontline disability care work

The study included the creation of a Decision Support Tool which is now available for employers to use in planning and implementation of recruitment and retention strategies and decisions

	DirectlyForClient	Agency	CareFacility	None
Pay (based on 35 hour week)	\$25 per hour	\$15 per hour	\$20 per hour	
Penalty rates	10% of time	0% of time	5% of time	
Access to non taxable benefits	Tax benefits adds \$5,000 to annual income	Tax benefit adds \$2,500 to annual income	No ability	
Portability of holidays and long service leave	Able to take entitlement job-to-job immediately	Able to take entitlement job-to-job after 2 years	Not able to take entitlement job-to-job	
Nature of Employment	Fixed term contract part time	Fixed term contract full time	Permanent full time	
Type of disability (client group)	All client groups/mix	Neurological (MS, Cerebral palsy)	Intellectual	
Type of work	Only social assistance	Only domestic assistance	Everything excluding high level personal hygiene	
Training and development	Funding provided for training and qualifications	Continuous development	Continuous development	
Flexibility of hours	Able to decide on hours worked each day	Able to change hours in discussion with manager	No Flexibility	
Reward	Awards for high performing staff	Promotion opportunities	None	
Organisational	Support from managers	No Support	Support from counsellors	
Extra holidays	Standard holidays	Two extra weeks holidays per year	One extra weeks holidays per year	
New Share	33.95%	24.33%	6.57%	35.16%
Base Share	12.61%	16.79%	11.44%	59.16%
Change	21.34%	7.54%	-4.86%	-24.00%

Total Sample: 2164 respondents / .initial.CFG



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