



The labour market for personal care workers in aged and disability care, Australia, 2017

Personal care workers provide care, support and services to the elderly and to those with a disability, either in their own home, clinic, hospital, residential care facility, or in a community setting. In August 2018, 277,100¹ people worked as personal care workers, of whom 53% were aged over 45 and 79% were women.²

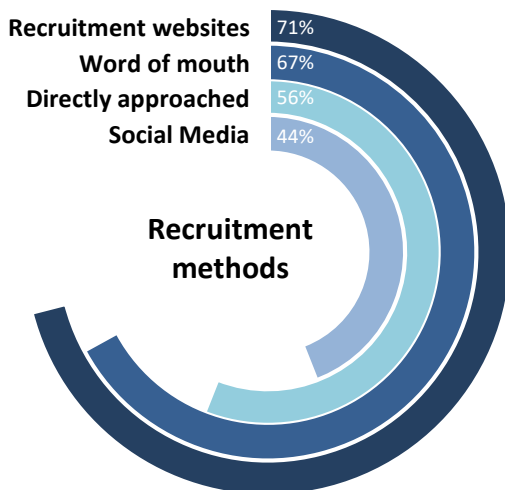
This research is based on a survey of personal care worker employers conducted by the Department of Jobs and Small Business in September-October 2017

Personal Care Worker survey findings:³

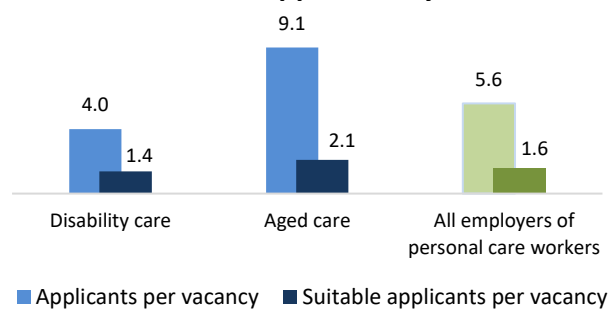
- 80% are working part-time (32% for all employed persons)
- 40% are employed on a casual basis (25.1% for all employed)
- 68% have attained a Certificate III or higher (64% for all employed)

91% of employers undertook recruitment in the previous six months

- Some 94% of these employers recruited to replace staff and 84% recruited to fill new positions
- 97% of disability care employers who recruited, did so to fill new positions, compared with 66% in aged care.



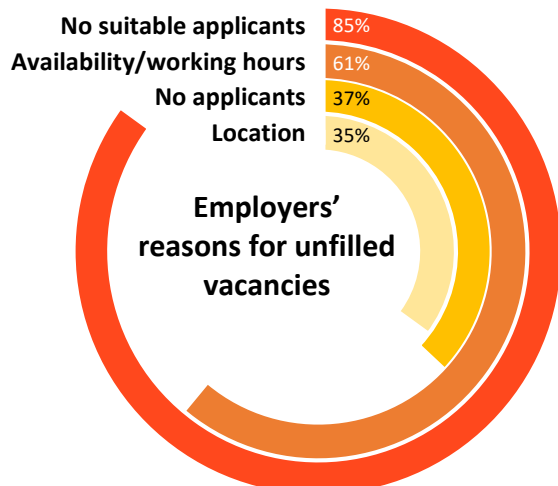
Number of applicants by sector



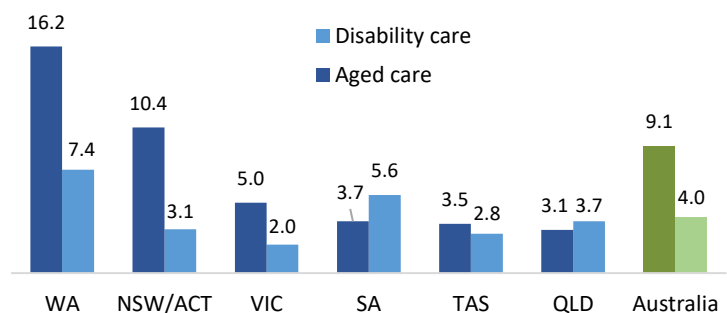
Employers in **aged care** had more than **twice the applicants per vacancy** than employers in **disability care**

76% of vacancies were filled, indicating employers could generally find suitable applicants

A lack of suitable applicants was the main reason vacancies were **not filled**



Number of applicants by state



- Only **South Australia** and **Queensland** had more applicants in **disability care**
- **New South Wales/ACT** had the **greatest disparity** between aged and disability care applicant numbers

Why were applicants unsuitable?

Around 1 in 5 vacancies were not filled due to applicants':



60%

Lack of qualifications



60%

Lack of work experience



58%

Poor communication skills



52%

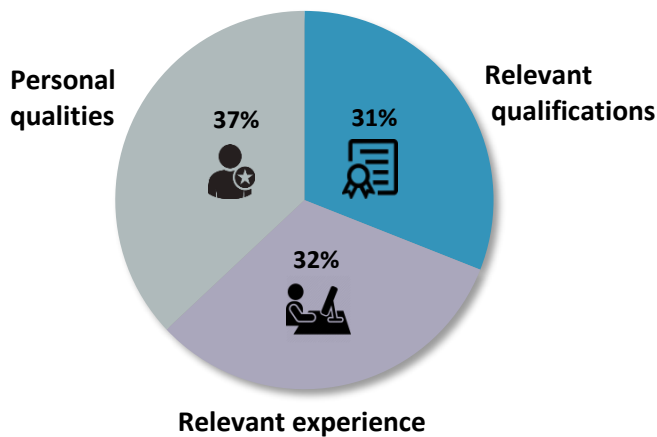
Work availability

35% of employers with unsuitable applicants thought applicants showed a limited interest in the job.

When recruiting, what do employers look for?

- Despite qualifications and experience being important across the industry, employers rated good personal qualities (covering employability, team and people skills) as most important.

Most important characteristics for employers



33% of aged care employers rated **relevant** qualifications as most important (**28%** in disability care).



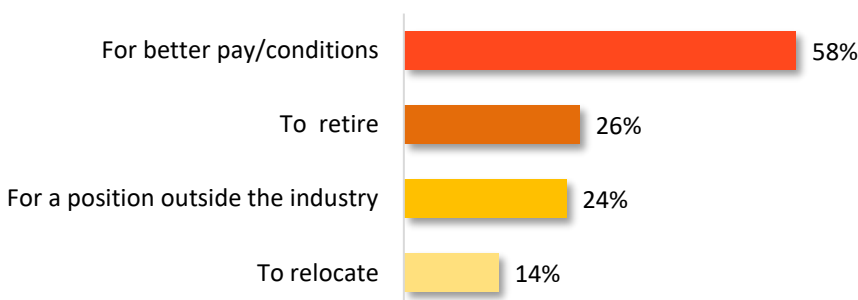
Job seeker tip...

67% of employers recruited by 'word of mouth'. Almost **half** of disability care employers used social media to advertise vacancies.

Personal qualities rated as very important by employers



Why did employees leave their jobs?



54% of employers in the disability care sector indicated staff left their jobs for a position outside the industry compared with **18%** in the aged care sector.

Additional resources

The full report is available at: lmip.gov.au

Australian Jobs publication: jobs.gov.au/Australian-jobs-publication

Guide to Australian careers: joboutlook.gov.au

¹ Department of Jobs and Small Business trend data, ABS, *Labour Force Survey*, August 2018.

² ABS, *Census of Population and Housing*, 2016.

³ Department of Jobs and Small Business, *Personal Care Workers Survey, 2017*; ABS, *Labour Force Survey*, August 2018; ABS, *Census of Population and Housing*, 2016; ABS, *Characteristics of Employment*, Australia, August 2017.