

# Aged Care, Disability, Leisure and Health Qualification Review: Frequently Asked Questions

## Why are we reviewing these courses?

This project has been established to ensure aged care, disability, leisure and health qualifications remain fit for purpose in a time of significant sector reform. It responds directly to major regulatory and policy changes, including the Aged Care Royal Commission, Disability Royal Commission, National Disability Insurance Scheme (NDIS) Review and guidance from the Productivity Commission. Together, these inquiries highlighted the need for stronger workforce capability, clearer qualification pathways and training that reflects contemporary expectations around safety, rights and person-centred support.

## What policy changes and Royal Commission recommendations does this project respond to?

Royal Commissions in both sectors and the NDIS Review called for improvements to workforce skills, including:

- Aged Care Royal Commission recommended a review of aged care qualifications and training (Recommendations 76 to 81), improvements to dementia and palliative care content, stronger professional development and minimum qualifications across the sector
- Disability Royal Commission emphasised the importance of embedding human rights, trauma-informed practice and supported decision-making throughout the workforce, across Volumes 6, 7 and 10. These findings highlight the need for qualifications that better prepare workers to uphold rights, enable choice and control, and provide safe, high-quality support
- NDIS Review echoed the importance of improving workforce skills, and the Productivity Commission has encouraged greater consistency in training across aged care, disability and veterans' services.

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Together, these findings outlined a clear mandate that care and support workers need updated, flexible and relevant qualifications to reflect current practices and future changes to regulation and registration.

### **How does this review support workforce capability and professionalisation?**

As sectors and jobs change, this review aims to equip workers with the appropriate skills.

This means, on the one hand, looking at where workers might have similar skills, and how we can support them to work across aged care and disability services.

It also means considering where workers need specific skills to support clients in either sector, and in different settings such as residential aged care, shared accommodation, support at home or centre-based supports.

Some areas we will look at include cultural safety, a person-centred approach and contemporary practice. We will also look at specialist skills for dementia and palliative care, supported decision-making, active supports, assistive technology, etc.

### **How does this review support emerging roles, sector growth and career pathways?**

The care and support workforce is projected to grow significantly, with demand expected to reach 721,800 workers by 2050. Updating qualifications will prepare sectors for emerging roles such as navigators, enablement specialists and frontline leaders, and incorporate leadership pathways through qualifications like the Diploma of Leadership in Disability Services. This will better define career pathways and support worker attraction and retention.

### **Which roles are in scope for this project?**

The qualifications in this review prepare workers for a range of frontline and specialist roles. These include personal care workers, in-home care workers, nurse's aides, disability support workers, frontline practice leader, team and service leaders, house supervisors, behavioural support officers, food service deliverers, lifestyle and leisure officers, diversional therapists, social educators and trainers.

We are also reviewing multiple skill set training pathways aligned to AQF qualifications to strengthen both specific skills and general capabilities, as well as support broader career opportunities within workplaces and across employers.

## **Why aren't all job roles in the aged care, disability, leisure and health sectors included in the qualification review?**

The aged care, disability, leisure and health sectors include a wide variety of roles, each contributing differently to the support and well-being of individuals and communities. Because the workforce is so diverse, this project focuses on a specific set of roles, rather than every job across the sectors.

If you would like to see how the full range of roles across the sectors connect, including entry points, career development options and role groupings, the [Aged Care Disability Career Pathways project](#) offers a comprehensive overview of the broader workforce and potential career progression pathways.

Other roles fall under different vocational education and training or university level qualifications, such as maintenance workers, chefs and cooks, family support workers, alcohol and other drugs workers, Aboriginal and Torres Strait Islander health workers and practitioners, enrolled nurses, employment support workers, mental health workers and human relations professionals. Some of these roles will be addressed in separate reviews.

## **How will this qualification review improve outcomes for the people they support?**

Ultimately, this review aims to strengthen the skills and knowledge of workers to deliver safe, high-quality, person-centred care, improving outcomes for older Australians and people with disability. By aligning qualifications with contemporary standards and practices, we ensure the workforce is equipped to meet the expectations of clients, families and regulators.