# Discussion Paper: Workforce Retention

*For inclusion in your governing body meeting papers, and discussion in your next meeting.*

**Meeting date:** Click or tap here to enter text.

**Agenda item number**: Click or tap here to enter text.

**Paper type**: For discussion

**Keeping your workforce, and keeping them engaged**

Workforce planning and management are crucial elements to delivering quality and safe consumer-centred care that is sustainable, compliant with applicable laws, and meets both individual and community expectations. The governing body and executives must consider how the organisation’s workforce plan attracts, recruits, manages and retains a skilled workforce.

Some strategies to overcome retention challenges

While there are challenges to attraction and retention, these challenges also present opportunities for governing bodies to implement strategies to develop and build an efficient and empowered workforce. Retention strategies may include:

1. Investing in onboarding processes and well-developed induction programs for new staff members, and quality training opportunities for existing staff members
2. Considering implementing reward and recognition initiatives
3. Encouraging coaching and mentoring support to more junior staff to set them up for success, progression and connection
4. Establishing a high-performing culture that still supports staff to raise issues and concerns that enable continuous improvement.

BEFORE THE MEETING

To ensure the most productive discussion within the governing body meeting:

* Complete **Module 8: Workforce** (20min)
* Read **Topic Guide – Workforce Planning & Management** (10min)
* Review **staff retention data specific to your organisation**, including for example: *information relating to onboarding processes, any recent staff grievances, the results of any recent staff engagement surveys and exit surveys, data relating to current workforce profile, staff turnover, average length of employment, and costs associated with recruitment.*

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| QUESTIONS FOR DISCUSSION1. How can our organisation better understand the motivators that initially attract people to work in the aged care sector (and with us) and their reasons for exiting?
2. What data (such as Key Performance Indicators and benchmarking) is our governing body reviewing in order to understand and track trends and progress in this area?
3. What can we be doing differently so that we can attract and retain quality staff in a market where the workforce is in limited supply?
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You might also find it useful to check out the podcast titled **The Aged Care Workforce: Insights from an Aged Care CEO** **featuring Rachel Argaman, CEO of Opal Care.**