

# Skills in human services

BRISBANE NORTH AGED CARE BREAKFAST FORUM

with Jodi Schmidt, Chief Executive Officer





## **Acknowledgement of Country**

In the spirit of reconciliation the Human Services Skills Organisation acknowledges the Traditional Custodians of Country throughout Australia and their connections to land, sea and community.

We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.



# Outline

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About the Human Services Skills Organisation

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Why we exist

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A showcase of our work, past current and what's next

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HSSO evolution and ways you can be involved

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Q&A and close

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# About the HSSO

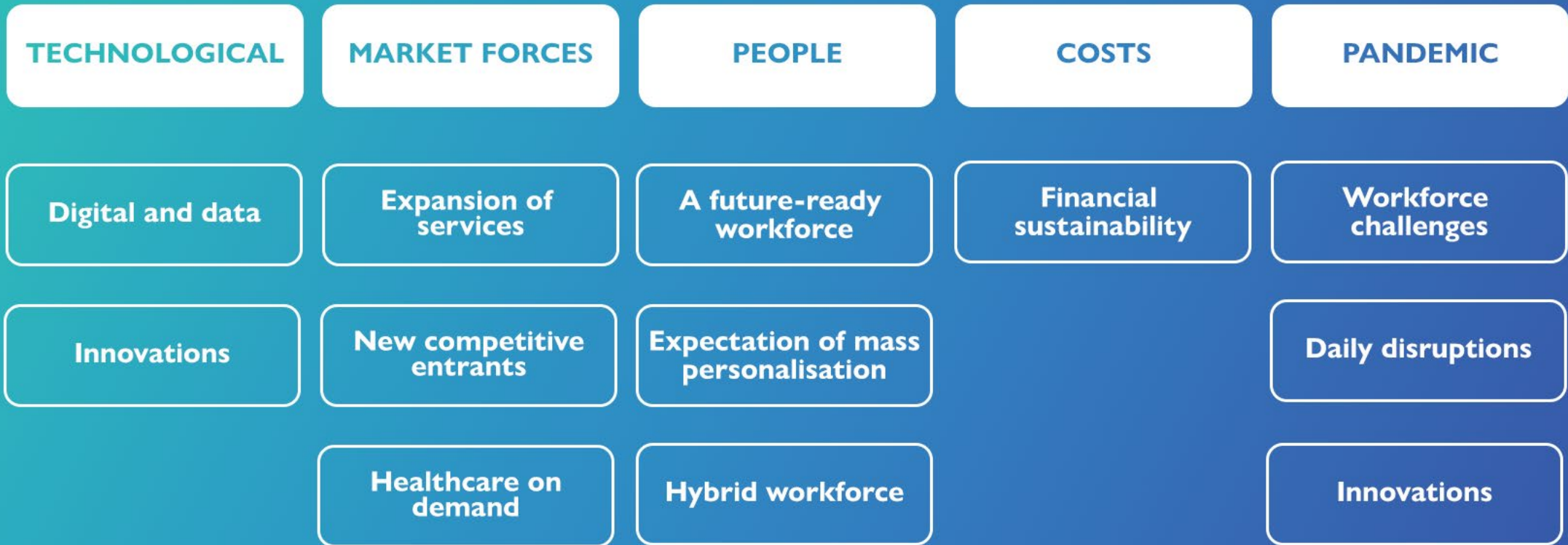
- We are a driver of sustainable change. We are here to improve the skills of the human services sector to deliver the best outcomes for Australians.
- Funded by the Australian Government Department of Education, Skills and Employment through the Delivering Skills for Today and Tomorrow program.

## Some of our work:

- Entry to Care Role Skill Set Evaluation – December 2021
- ‘Positive Humanity’ Campaign – Year13 Partnership – December 2021
- Mapping the Sector/Workforce Development Initiatives Microsite – January 2022
- Qualification Design Trial – final report delivered January 2022
- ‘How to Engage’ Guide – early March 2022
- Mandatory Work Placements Guide – March 2022
- Workforce Forums – National Roadshow Report – 17 March 2022
- Joint Skills Organisations Workforce & Skills Data Portal – March/April 2022
- RPL Toolkit – April 2022
- Aged Care Workforce Rapid Response - ongoing

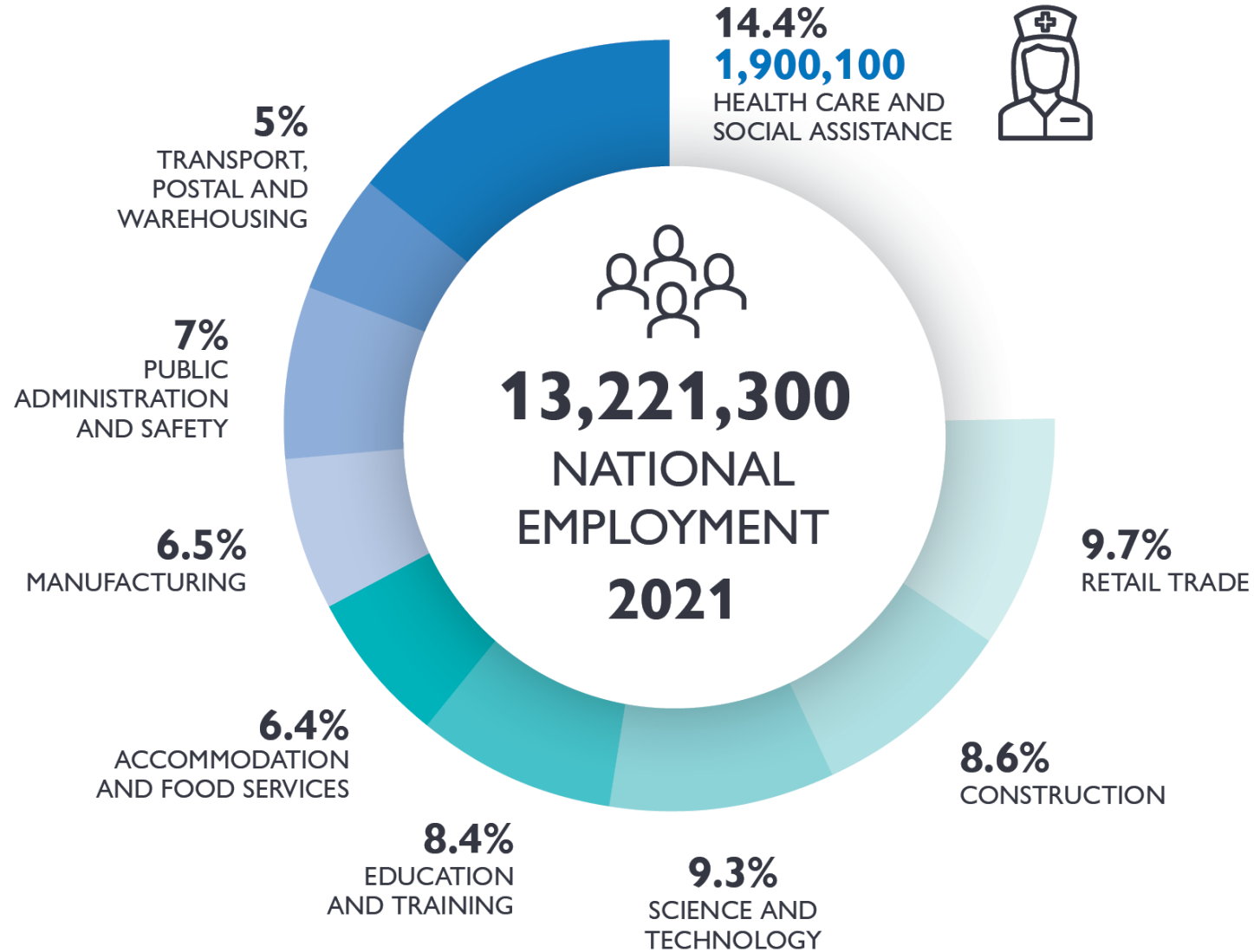
# UNDER PRESSURE

LIKE NO OTHER TIME IN MODERN HISTORY



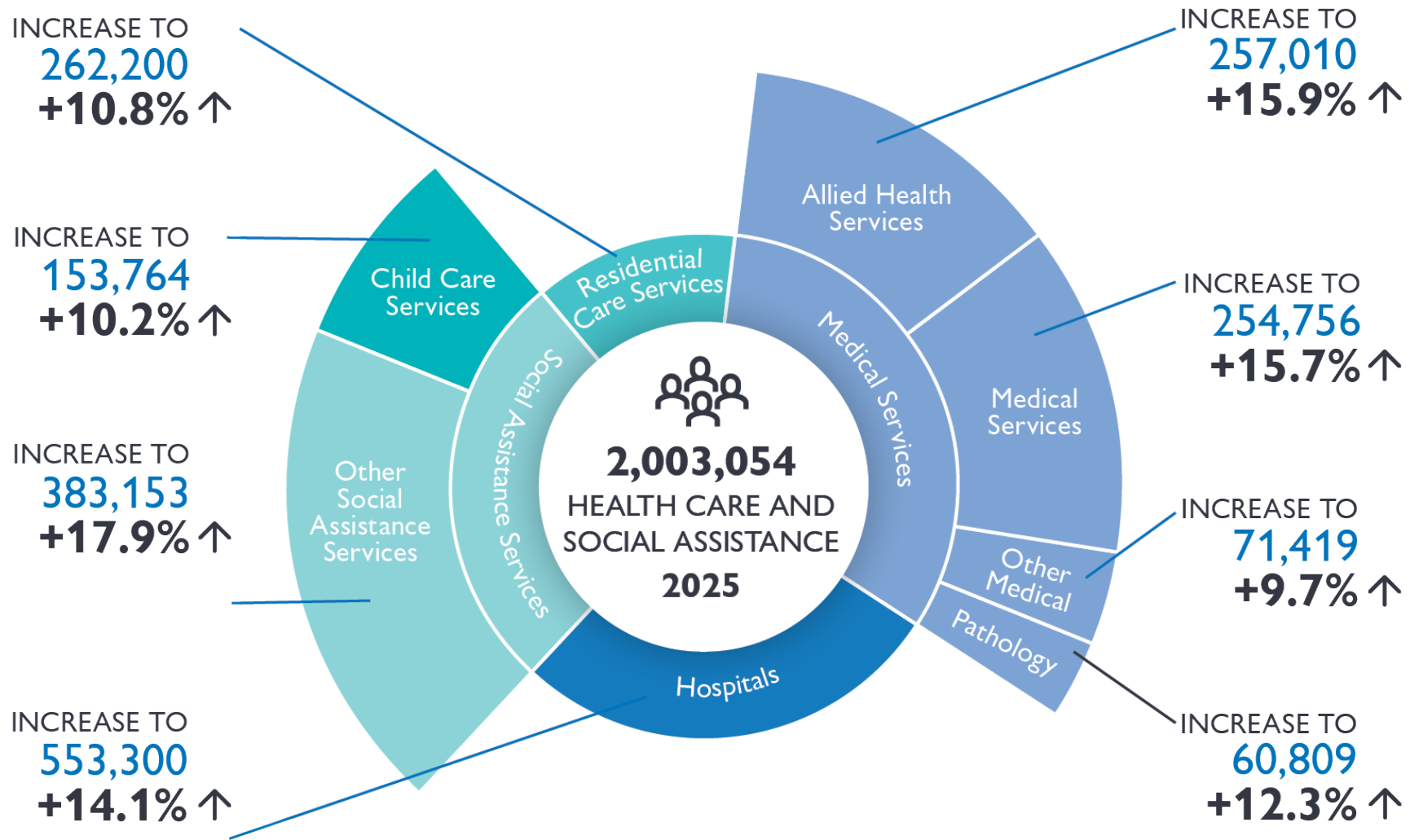
OUR SECTOR | 14 % OF ALL WORKERS IN AUSTRALIA / 1.8 MILLION PEOPLE

# AUSTRALIA'S LARGEST INDUSTRIES 2021



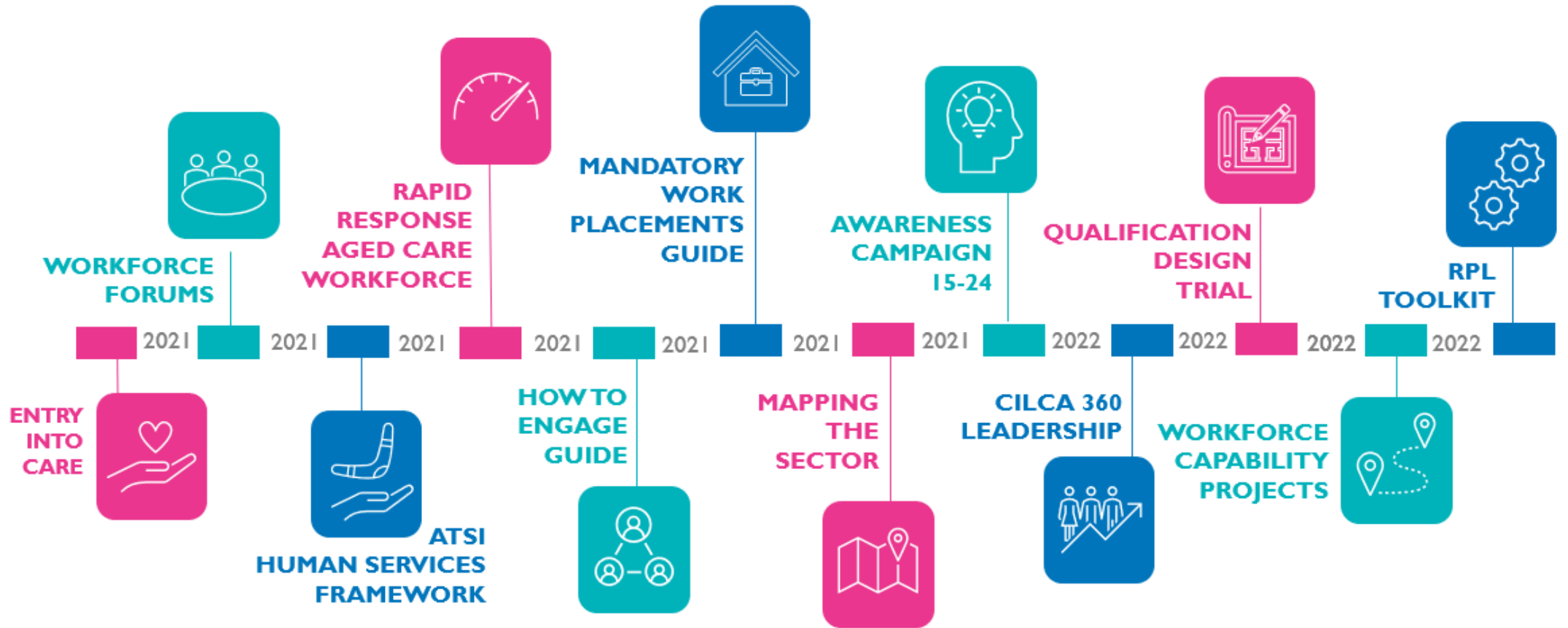
Source: ABS Labour Force Survey November 2021, ABS Trend Data

National employment projections 2020-2025 health care and social assistance



Source: National Skills Commission Projections Nov 2020-2025

# OUR WORKPLAN





# Key Project Outputs to date

1. Entry to Care Role Skill Set Evaluation – December 2021
2. 'Positive Humanity' Campaign – Year13 Partnership – December 2021
3. Mapping the Sector/Workforce Development Initiatives Microsite – January 2022
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# Positive Humanity Campaign

Generating interest from young people (15-24 years) in human services sector careers by pro-actively engaging them through a 12 month educative process of change. The objective is to move young people to the contemplative stage of engagement with the sector and influence an increase in training rates and employment outcomes.



# Human Services Workforce Development Initiatives Portal

A single source of information to share learnings, and to help the sector make future decisions about investment of time and funding. An industry-led collaborative effort hosted by the HSSO and seeking ongoing contributions from stakeholders to strengthen the collection of information.



# Building a Skilled Workforce – A Guide to VET for Human Services Employers

Online and for download, this guide contains tools to accelerate collaborative working relationships between employers and registered training organisations (RTOs), to train, support and assess learners. Focus groups and interviews with employers and training providers have informed this work.





# Mandatory Work Placements Guide

Mandatory Work Placements Guide – a plain English resource for employers and registered training organisations (RTO) to support and simplify the Mandatory Workplace Requirements (MWR) processes for the Certificate III in Individual Support.

**FIGURE 1: WORKFORCE FORUM SUMMARY**

DISCUSSED BARRIERS  
AND OPPORTUNITIES TO  
RECRUITING SKILLED EMPLOYEES  
– NOW AND FOR THE FUTURE



HEARD ABOUT WORKFORCE  
DEVELOPMENT STRATEGIES  
AND HOW THEY CAN HELP



LEARNT ABOUT  
THE DEMAND FOR  
WORKERS AND SKILLS



ENGAGED WITH OTHER  
EMPLOYERS AND TRAINING  
ORGANISATIONS

# Findings from the sector

## Workforce forum report

- Forums held during 2021 – a combination of face-to-face and virtual
- Nearly 500 people attended the events, representing Human Services employers, sector peak bodies and Registered Training Organisations.
- The discussions unearthed nuanced complexities of a sector under pressure from long term and dynamic conditions.

DOWNLOAD

[hssso.org.au](https://hssso.org.au)

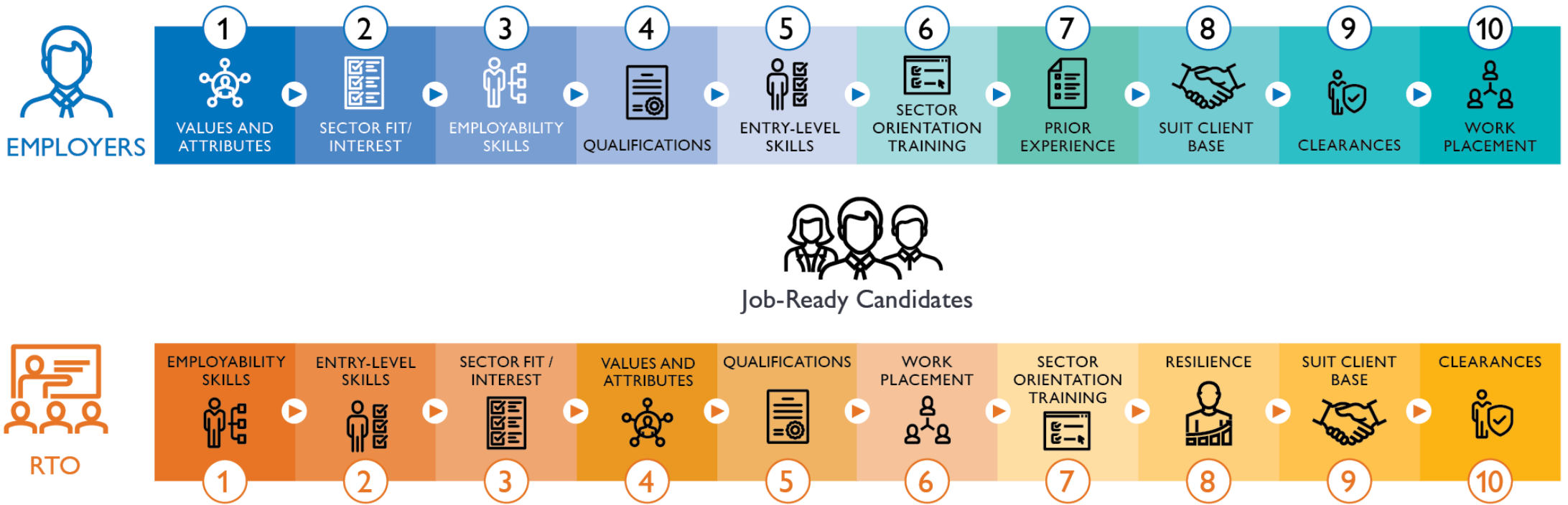


**FIGURE 13: TOP WORKFORCE DEVELOPMENT CONCERNS**



# FIGURE 14: WHAT IS JOB READY

## Top 10 characteristics





## RPL Toolkit

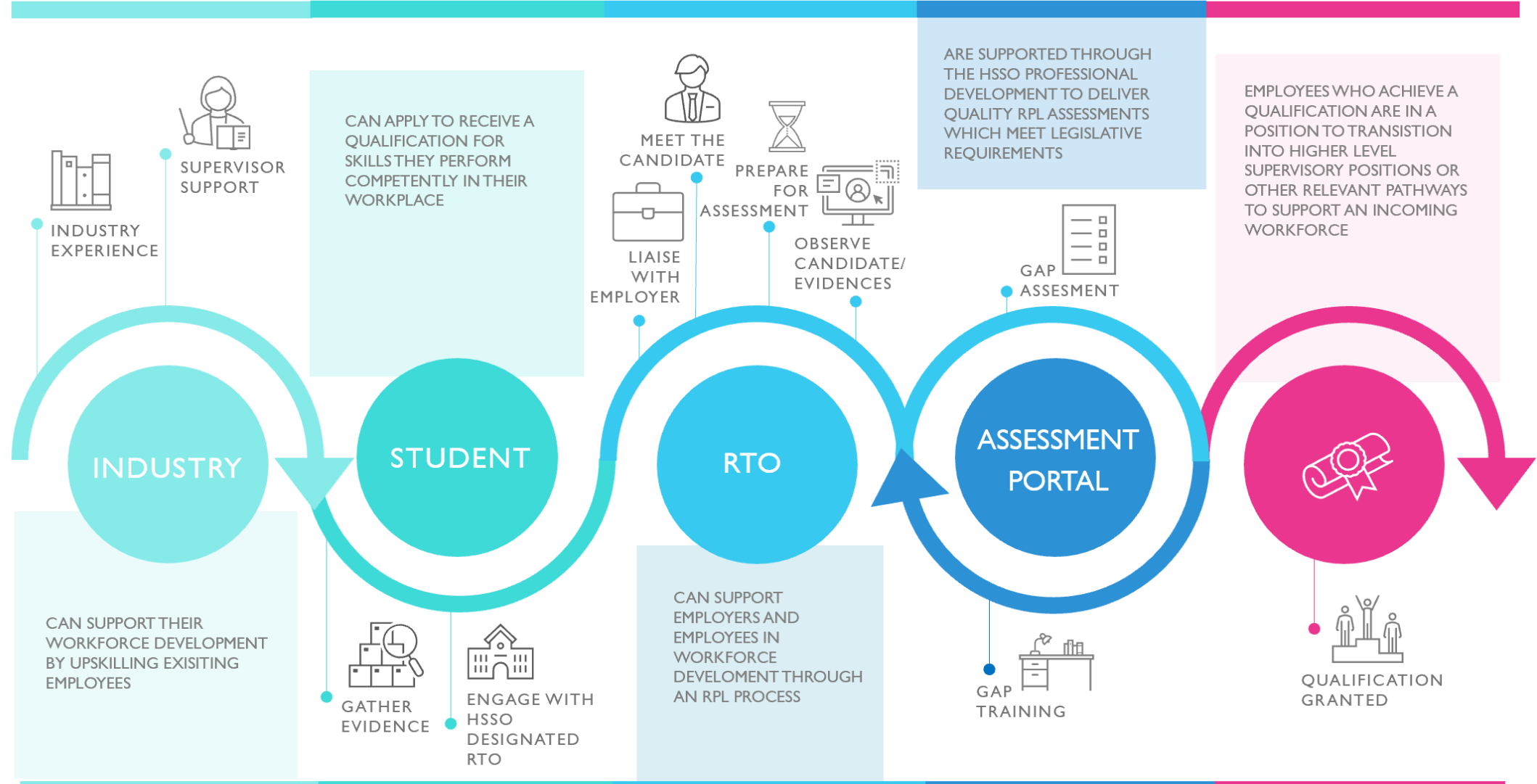
The development of a recognition of prior learning (RPL) toolkit for the Certificate III in Individual Support (CHC33015) aged care and disability specialisations is underway. The RPL model is employer-led and is for existing care and support workers who do not have a qualification.



\*illustrative mock-up only

# RPL Toolkit

## HSSO UPGRADED RPL JOURNEY



## Rapid Response

We have established the Aged Care Workforce Rapid Response Initiative in partnership with the Department of Health specifically to assist students completing their studies in Human Services related qualifications to complete their work placements and secure employment.



# High level overview of workplan – 2022/2023

1. Aboriginal & Torres Strait Islander Human Services Framework (National Partnership Project)
2. Existing Worker/Job Trainer RPL Assessment National Rollout – May 2022 – June 2023
3. CILCA 360 Leadership & Management Project – Nov 2021 - December 2022
4. NDIS Workforce Capability Projects – November 2021 - December 2022
5. Community Services Sector Careers Mapping – July 2022
6. Adaptive Learning Technology Pilot – March 2022 - August 2022
7. Mental Wellbeing & Resilience Support – April 2022 - September 2022
8. Industry Insights 2022 – December 2022

## CILCA 360 Leadership Project

We are working with our partners, employers, and individuals around Australia to understand the skills profile of frontline leadership in the human services sector. We are offering subsidised CILCA 360 assessments for frontline staff. We've partnered with the University of Technology Sydney and Data Drives Insight to gather data using the CILCA360 assessment. This data will give us a better understanding of sector's skills profile and where we need to focus.



# Projects under consideration

- Early Childhood Education & Care – National Workforce Strategy Initiatives
- Aged Care Nursing Pathways
- Research on building meaningful relationships for person-centred care
- Allied Health – research & workforce planning
- World Economic Forum – Australian Skills Accelerator
- Partnership Opportunities – Aged Care Centre for Growth & Translational Research (CGTR)
- Veteran's Employment – cross sector strategies
- Employee Attribute Assessment – Human Services

# AUSTRALIA'S VET REFORM

The Australian Government is committed to improving vocational education and training in Australia. Their reform will help us build better qualifications, better support registered training organisations to deliver high-quality training, and enable the increase in participation of industry and employers in our vocational education and training (VET) sector. There are four pillars.

## 1 Industry engagement

Strengthening the role of industry and empowering them to drive reforms, and the creation of Industry Cluster entities.

## 2 Qualifications reform

Improving the way that qualifications are designed. Simplifying, streamlining and rationalising to strengthen and support Australia's recovery.

## 3 Quality reform

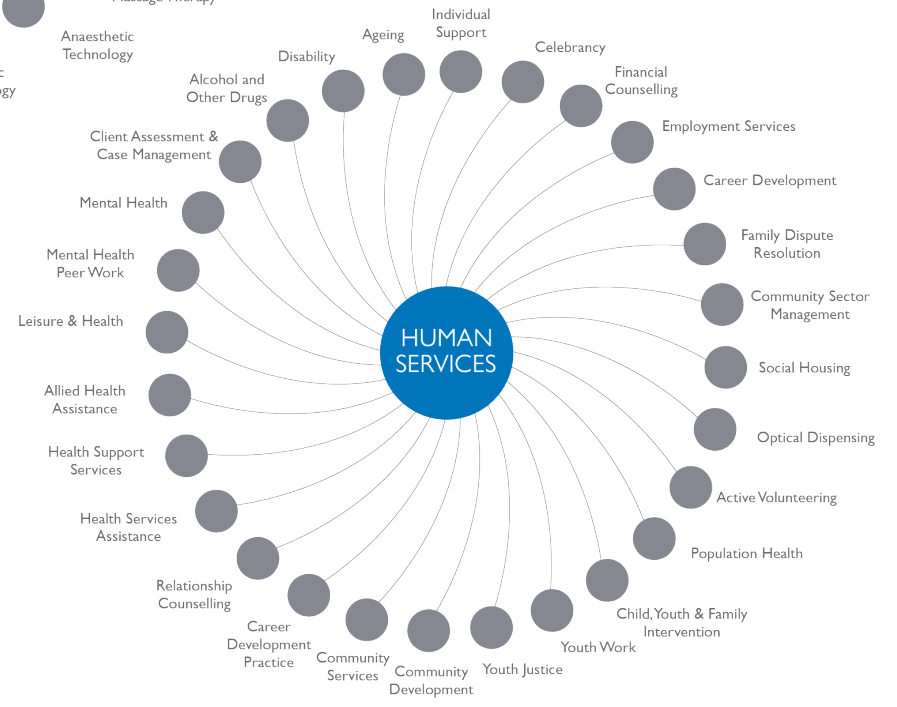
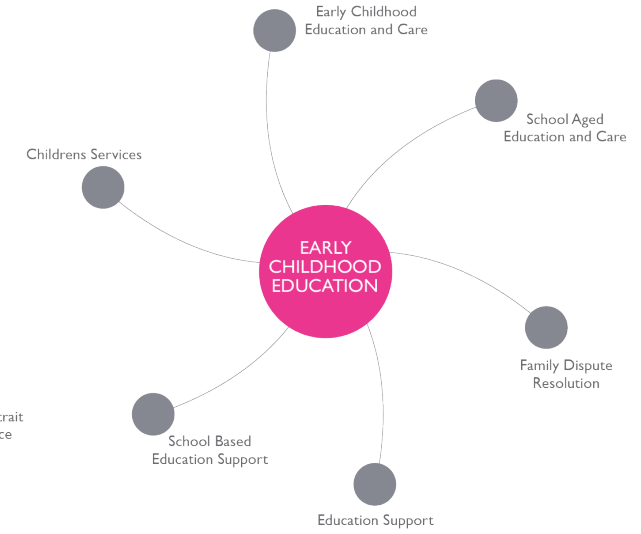
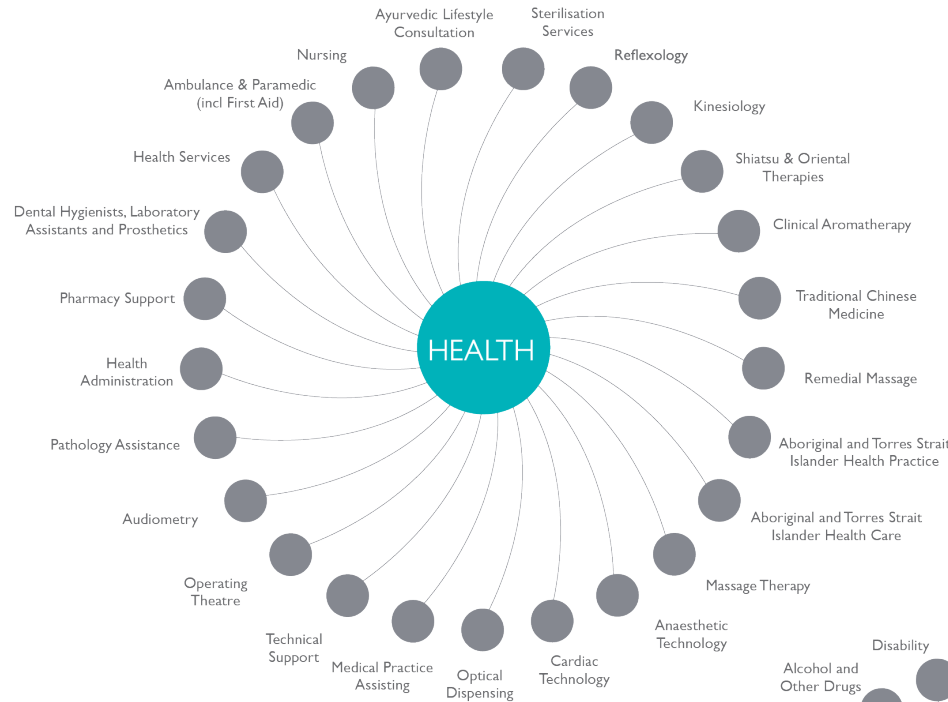
Revising the Standards, improving the capability and capacity of RTOs for continuous improvement, and developing a VET Workforce Quality Strategy.

## 4 VET for secondary students reform

Recent reviews have revealed opportunities to improve VET for secondary students, including by addressing concerns around inconsistent quality, industry value, and limitations of current data collections.

# Our cluster

- This cluster is at the core of Australia.
- The success of Australia’s human services sector is dependent on a workforce that has the skills and qualities necessary to deliver essential, high-quality services. In the next five years, the demand for these services will rapidly escalate and require an additional 250,000 jobs.
- We believe that immediate and sustainable change is needed to ensure we attract, skill and retain the best possible staff to deliver these essential services. Skills are at the heart of what we do in human services.
- The Human Services Skills Organisation is currently preparing an application to become this entity, and together with your support, we can build the workforce of the future.





# COLLABORATION

Three ways industry can help us realise our vision

1

## Letters of support

Letters of support are a powerful acknowledgement. We are welcoming letters from all stakeholders. Template letters have been made available on our website for organisations to adapt and submit.

2

## Logo submission

Showing support visually in our submission by showcasing the brands who want a stronger vocational education and training system. Organisations can send us their logo files to display in our grant submission.

3

## Expression of interest

As part of our approach, we will be bringing together representatives from across the country. Any interested individuals are encouraged to visit our website and to express interest in our sector panels and working groups.

[Visit our website](#)

[hssso.org.au](https://hssso.org.au) > [about us](#) > [industry cluster](#)



[hssso.org.au](http://hssso.org.au)