

# NSW Community Services and Health ITAB

## Our HACC / Community Care Workforce





WHO ARE WE???

## CSH ITAB

### ***ITAB Board***

Employer, Peak and Union Representatives

### ***Executive Director***

Susan Scowcroft

***Workforce Development  
Officer***

***Administrative Officers***

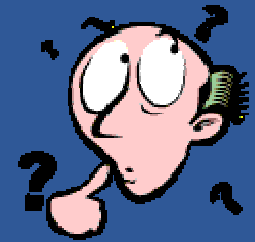
***Members***

***Industry  
Reference Groups***

***Project Consultants***



# OUR ROLE



## Community Services and Health ITAB

2 way advice and  
information

### Industry

**Feedback** from all sectors on workforce issues, specific skills needs & training gaps

**Advice to** industry via conferences, forums, resource development, newsletters

### RTOs

**Feedback** on qualification delivery and implementation issues

**Advice** on training package updates, course accreditation, audit and registration processes

### Government

**Advocacy** for all sectors' training needs, traineeship & VET in Schools pathways, implementation issues, accreditation of courses, VET policy development

### Industry Skills Council

**Information and updates** on developments and review of national framework

**Advice** on NSW validation, project partnerships etc.

# Demystifying the maze

Workforce development

Recognition of existing skill

Implementation of National Framework

Consistency and rigor across sectors



RTO liaison

Advice to government

VET in Schools

Traineeships

Workplace learning

University articulation

Accredited courses



# Industry overview

- Community Services and Health employs over 10% of the workforce
- It is the fastest growing workforce in Australia with a growth rate of 3%/year
- It provided 20% of all new Australian jobs over the past 10 years
- 25% of all new Australian jobs between 2015-2016
- 46% of workers are over 45 (9% above all industry average)
- 87% female workforce
- 52% part time workforce
- Large volunteer & unpaid carer base



# Workforce profile

- 50% w/f 45 – 64 years (30% nat average)
- Median age is 43 (39 all industries)
- 47 in residential care
- 34 in children's services

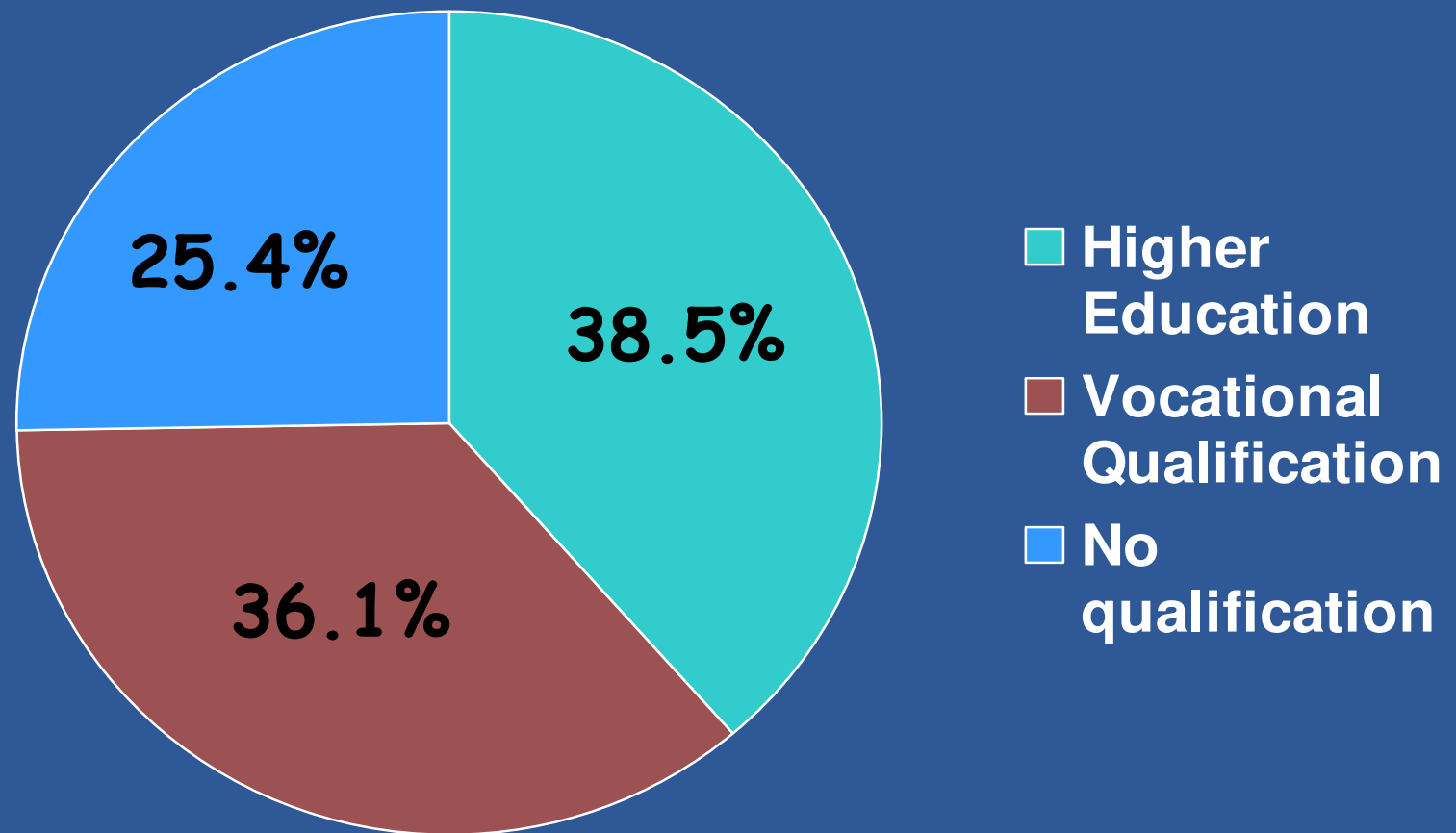
## H&CS share of national w/f

- 45 – 54 years is 28%
- 15 – 44 years is 52% (62% industry av)

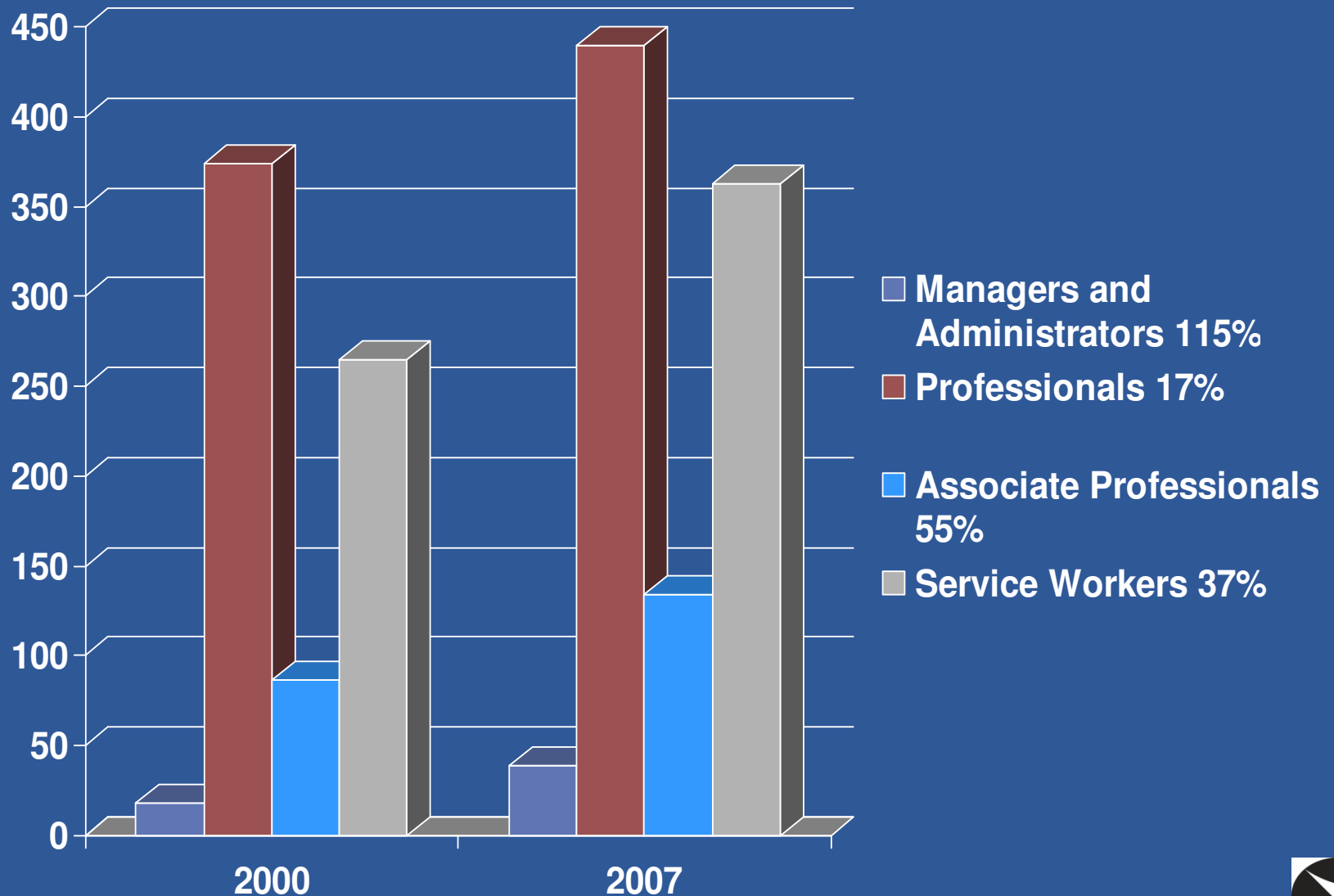


# Industry overview

The skill mix in Community Services and Health is:

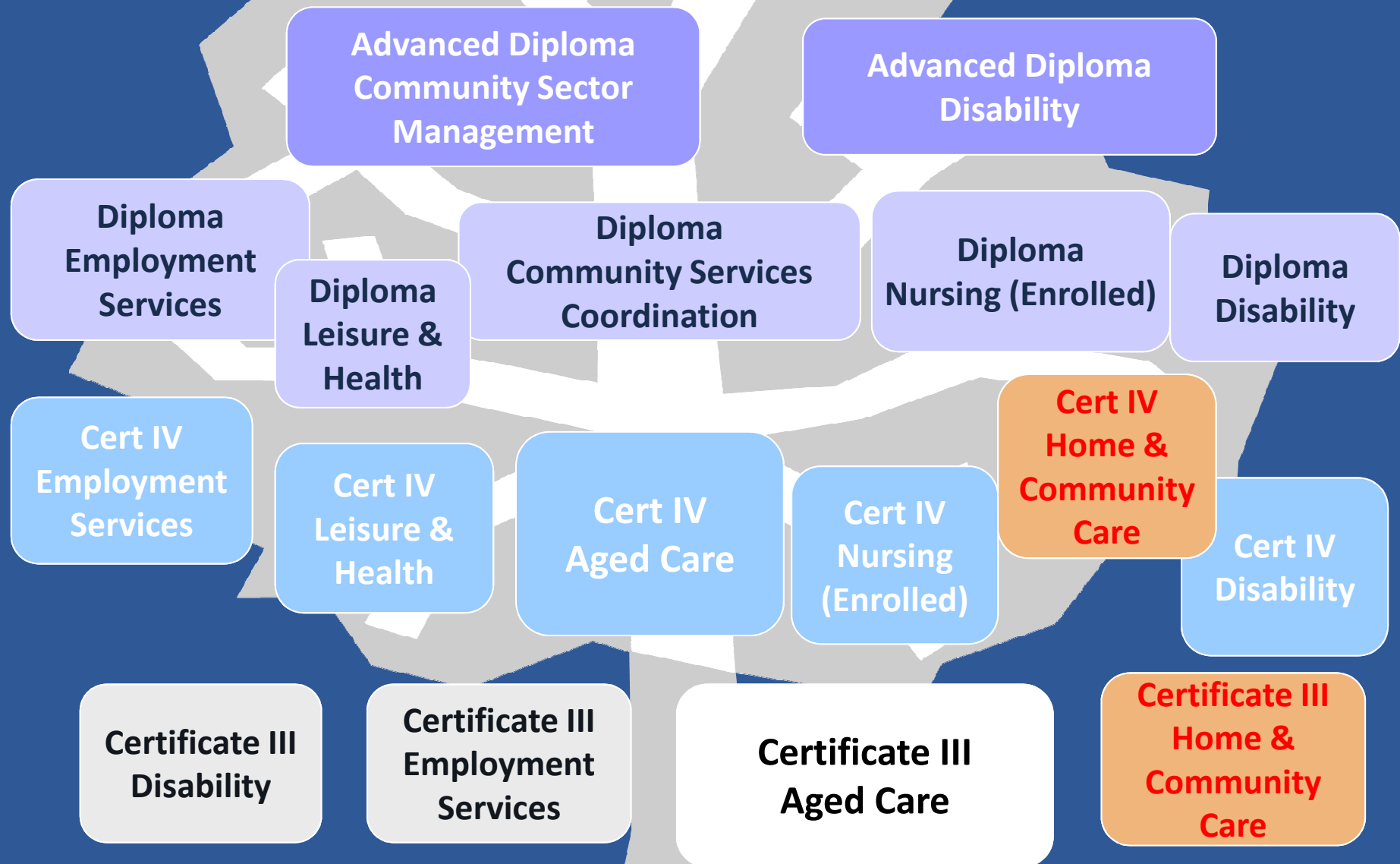


# Community Services and Health Workforce Growth





# Career Opportunity Tree



# VET PLACE IN AQF

## VET Vocational Education and Training

Vocational Graduate Diploma (8)

Vocational Graduate Certificate (8)

Advanced Diploma AQF6

Diploma AQF5

Certificate IV AQF4

Certificate III AQF3

Certificate II AQF2

Certificate I AQF1

## HIGHER EDUCATION

Includes:  
(10) Doctorate  
(9) Masters  
Graduate Certificate  
(8) Graduate Diploma  
Bachelor (7)

## SECONDARY SCHOOLS

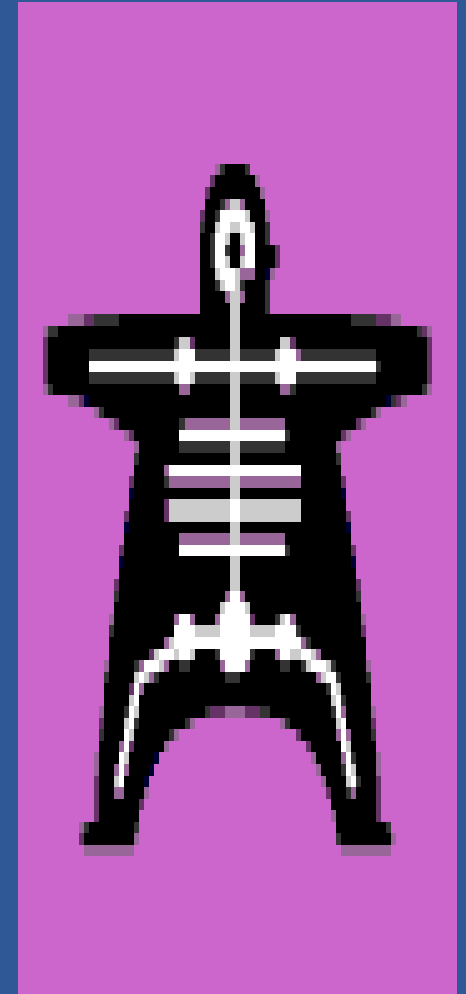
Senior  
Secondary  
Certificate  
of Education

(3)



# A Training Package is....

- A nationally developed set of **industry skills** reflecting job roles
- Grouped into **qualifications** with assessment guidelines
- Delivered and assessed by or in partnership with a **Registered Training Organisation**



# HACC pathways

- Certificate III in HACC 14 units
- Certificate IV in HACC 15 units  
(with 3 pre requisites from Cert III)
- **Electives:** medication, disability, mental health, children and young people, oral health, client support, aged care,
- **Skill sets:** professional development opportunities



# Skill sets

Single unit or combinations of units of competency which link to a license, regulatory requirement or defined industry need

## Designed to:

- build on a relevant qualification not to replace qualifications
- enable candidates to broaden their skill base in relation to services they provide
- enable candidates to move laterally into work areas addressed by the skill set



# Individual Client Support Skills Sets

There are **22 skill sets** in this category including:

- Basic foot care
- Dementia support
- Disability work
- High support and complex needs
- Leisure and recreation
- Medication assistance
- Mental health
- Palliative approach
- Quality systems





# ▶ Competency

Knowing how to do a job

Being able to apply skills consistently

Understanding why it should be done this way

Understanding policy and procedures

Fitting in with others in the workplace

Dealing with every day problems

Being able to do different tasks at the same time

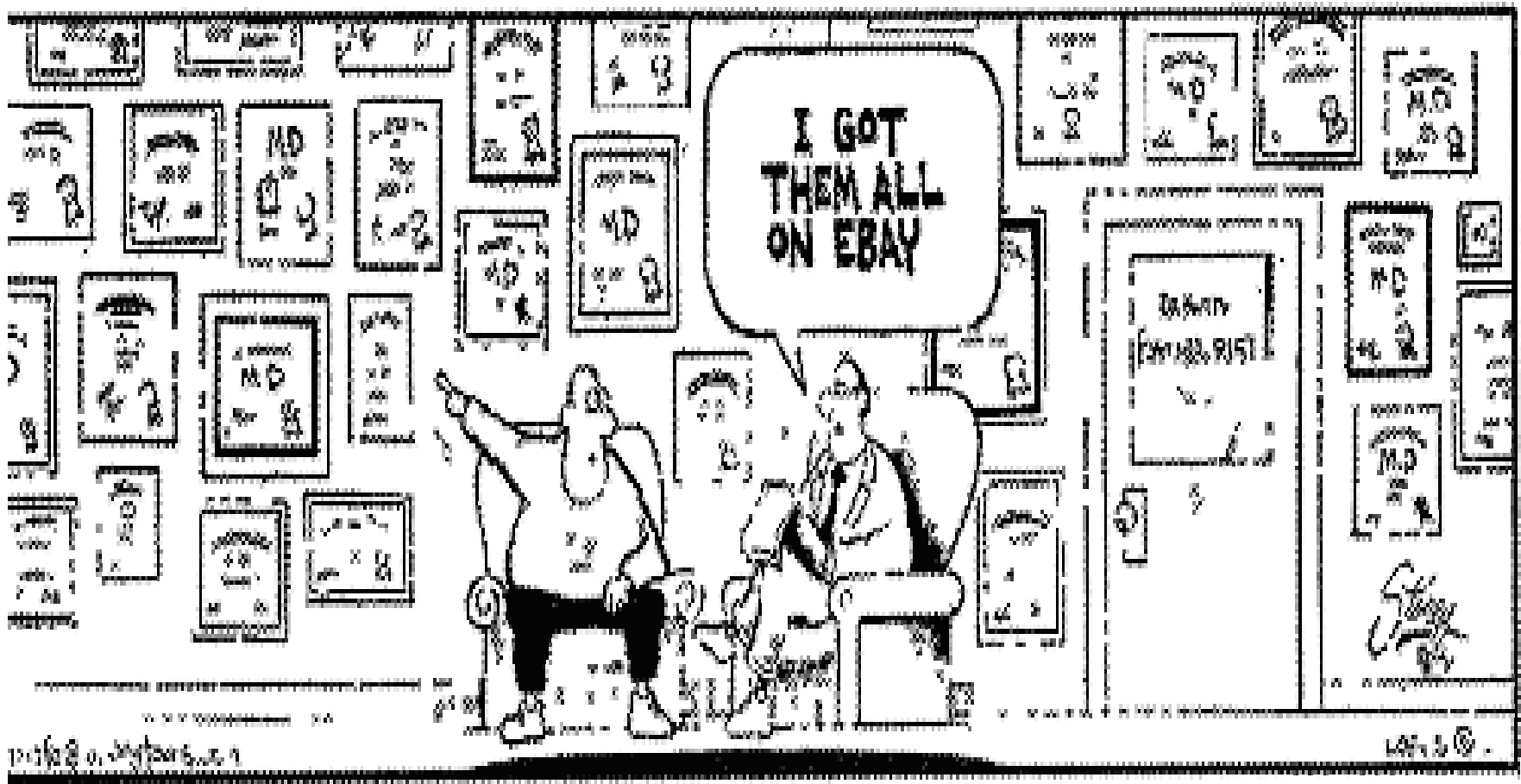
Being able to transfer skills to different situations



Being  
competent  
means



# Why a national framework?



# Using the National Training Framework

Identify capabilities needed for job roles and/or job responsibilities: Knowledge, Skills, Attitudes (personal attributes)

Identify matching qualification pathways and learning, assessment and recognition models

So that you can create a **systematic and responsive approach** to workforce development



# Workforce development

*This includes a wide range of activities, policies and strategies to manage and skill a workforce such as:*

- ❖ **Recruitment and selection**
- ❖ **Orientation and induction**
- ❖ **Recognition of existing skills**
- ❖ **Supporting internal transfer**
- ❖ **Learning and development**
- ❖ **Performance management**



# How can we attract our workforce?



# The challenge for the future workforce

is

- not only an **increase in numbers**

but also .....

- the **realignment in roles and functions** to support quality service delivery



# Learning resources for CC workers

Oral health in aged care

Workforce Building Blocks –  
LLN for aged care workers

Policy@MyPlace

[www.workplace skills.com.au](http://www.workplace skills.com.au)

