



2022 in review

2022 has been a very busy year for the HSSO, with many projects, events and conferences, resources published, products developed and so much more.

Confronting the Challenge

We ended the year with our national roadshow series, *Confronting the Challenge: The future care and support workforce* bringing together thought leaders from Australia and the United Kingdom with industry leaders to discuss how we build a sustainable workforce for the future.



It is well known that the biggest challenge facing the care and support sector in Australia is attracting and retaining quality workers to meet increasing demand. We are not alone in this challenge; the shortage of health and care workers is widespread across the globe with the World Health Organisation (WHO) estimating that there will be a shortage of 15 million health and care professionals by 2030.

It will take all stakeholders – employers, peak bodies, unions, education and training organisations and government to develop innovative, evidence-based solutions to deliver a skilled and adaptable workforce. We need to invest the time, effort and resources and then share successes and work out how to scale them if we are to build a high-quality care and support sector.

If you missed it, you can find the speaker presentations, recordings and state by state data on our [website](#) along with Bernard Salt's report ['The Big Care Shift'](#) which gives insight into the demographics that show the Care and Support sector will be the fastest growing and the most populous industry for jobs in Australia for the next decade.



Project Work

The focus of our project work in 2022 has continued to be on co-designing projects and resources that are free to use and specifically benefit and respond to sector needs. Those released this year include:

- [A Guide to VET for Human Services Employers](#), is a practical, easy to understand guide on the VET system and advice on how to build and maximise relationships with training organisations.
- A [Mandatory Work Placements Guide](#) has been developed to support quality experiences for mandatory work placements for students completing the Certificate III in Individual Support (CHC33015) and is also intended for employers, registered training organisations and learners to make the most of the experience.
- The [Human Services Workforce Development Initiatives Portal](#) is a central portal housing information on workforce development and training activities across the Human Services sector to create a single platform for good quality information to inform strategy and reduce duplication.
- The [RPL Toolkit for Personal Care Workers](#) an innovative approach to delivering RPL to existing workers to recognise their skills and unlock career pathways in Aged Care and Disability Support, the national rollout commenced in September 2022.
- A [Positive Humanity](#) campaign, in collaboration with our Year 13 project, is raising awareness of the wide range of opportunities and encouraging young people to consider a career in the human services sector with over 40,000 young people engaging with the Academy.

Much of our time was also spent supporting and contributing to National Workforce Strategies' and key policy initiatives through government, departments, regulators and peak bodies. We have throughout 2022 continued to work in close partnership with:

- Department of Health and Aged Care and the Aged Care Workforce Industry Council (ACWIC)
- Department of Social Services and Boosting the Local Care Workforce (BLCW)
- National Disability Insurance Agency
- National Indigenous Australians Agency and the Coalition of Peaks, and
- Department of Employment and Workplace Relations and the Australian Skills Quality Agency (ASQA)



We continue to be active participants in working groups, reviews, enquiries, Ministerial Roundtables, Program Boards, Policy Working Groups, Advisory Groups and Expert Panels across the Human Services sectors representing employer and industry needs.

Being a data-driven organisation, the HSSO has always treated data as a strategic asset, but in 2022 we went further and led the development of the Skills Organisation Data Portal (SODP). The HSSO in conjunction with the Digital and Mining Skills Organisations retained Nous to build a tool that automatically collects, transforms and presents workforce, training and industry demand data in a way that facilitates rapid generation of decision-relevant insights. We look forward to continuing to build on this platform and share the data to assist the sectors to better understand their local environment through insights and real-time data.

Lastly, 2022 saw the HSSO form a consortium with the Aged & Community Care Providers Association (ACCPA) and PowerHouse Hub to deliver the Home Care Workforce Support Program in Victoria and Tasmania. An initiative of the Department of Health and Aged Care and funded until 2024, the program provides targeted support to assist the aged care sector to increase the size of the Home Care workforce critical to meeting demand. For more information and to get involved visit www.homecarecareers.com.au.



So, what's in store for 2023?

Early next year we will release a suite of videos and support resources which aim to raise awareness and help support the wellbeing of workers in the residential care, home care and disability sectors as well as introduce key concepts of trauma-informed care through our [Care and Support Mental Health Resources](#).

We are working hard to launch a platform to support students and their supervisors with resources to improve work placements in the care and support sector through our [Work Placement Visual Learning Resources](#).



In March 2023, we will co-host a Workforce Summit in partnership with the National Aboriginal Community Controlled Health Organisation (NACCHO). This three day event will bring together Aboriginal Community Controlled Health Organisations

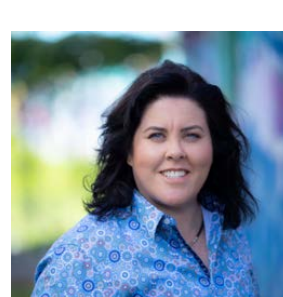
(ACCHOs), Aboriginal community-controlled RTO's (ACCRTOs) and relevant government and sector stakeholder groups, to develop strategies to increase both service and training availability and boost workforce numbers across Aboriginal and Torres Strait Islander communities. Keep an eye on our [project page](#) where you will find more information as it becomes available.

I would like to personally thank you for your ongoing support and engagement with the important work we are doing to support the Human Services Sectors.

But most importantly, I would like to thank our staff for their tireless work and our Board for their ongoing support as leaders in the sector. The success of our projects is built on the efforts of our employees and in this past year, we have enjoyed many successes.



We at the HSSO wish you and your families a safe, healthy, and very happy holiday and look forward to continuing to work with you in 2023.



Jodi Schmidt
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