



December 2021 Newsletter

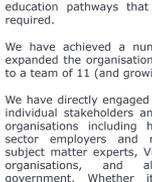
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CEO UPDATE

Hear the latest from our CEO Jodi Schmidt



As the year draws to a close it is a natural point of reflection. Just over 12 months ago I was appointed CEO of the HSSO. I saw the opportunity to build an organisation uniquely positioned to contribute to solving a complex problem, ensuring Australia has a suitably skilled and effective workforce to provide support to some of the most vulnerable people in our communities. Importantly, the HSSO was underpinned by a business model that ensured we would represent and engage human services sector employers, to shape the training and education pathways that enable the growth and quality of the workforce required.

We have achieved a number of milestones since this beginning. We have expanded the organisation from 3 people working around a dining room table to a team of 11 (and growing) spread across the country.

We have directly engaged with over 1500 individual stakeholders and close to 800 organisations including human services sector employers and representatives, subject matter experts, VET and training organisations, and all levels of government. Whether it be via our forums, project groups, surveys, meetings, phone conversations or emails, I am always impressed by how open our stakeholders are, and their willingness to collaborate.

We have initiated 8 projects, of which 5 are still ongoing and 3 are nearing completion. Several have already provided outcomes that have contributed to change, and all have been developed in collaboration with key sector stakeholders as we jointly wrestled with the most pressing workforce issues identified.

- 8 projects**
- 16 workforce forums**
- 800+ organisations**
- 1500+ individual stakeholders**

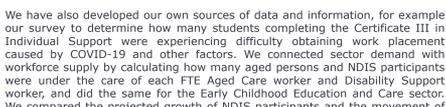
We've analysed and connected data from more than 30 national and local sources and created a range of unique data snapshots to support human services stakeholders. By bringing these sources together we could provide a more detailed picture of the human services sector, delivering valuable and timely insights for employers, training organisations and other sector stakeholders particularly through our presentations and forums.

We used national statistical databases such as the National Skills Commission's projections, Australian Bureau of Statistics (ABS) survey data, Productivity Commission reports, Labour Market Information portal dashboards, NDIS Workforce estimates, NCVET data, and many reports and data initiatives from state and territory governments to produce our infographics and inform consultations. We answered crucial questions like;

"What is the gap between supply and demand in the human services sector workforce?"

"How does the number of human services graduates correspond with employment projections?"

"How have the demographics of the sector changed over time?"



We have also developed our own sources of data and information, for example our survey to determine how many students completing the Certificate III in Individual Support were experiencing difficulty obtaining work placement caused by COVID-19 and other factors. We connected sector demand with workforce supply by calculating how many aged persons and NDIS participants were under the care of each FTE Aged Care worker and Disability Support worker, and did the same for Early Childhood Education and Care sector. We compared the projected growth of NDIS participants and the movement of the care and support workforce in different locations. We listened to employers about their experiences with the stories behind these numbers: what it means when they don't have enough staff, the challenges involved in supervising work placements, the impact of staff turnover on teams.

We connected data to clearly understand where the actions are most needed and what can be done to help deliver sustainable change, supporting the human services sector to grow and prosper. We look forward to releasing more data snapshots with current sector intelligence early in the new year.

As we look to 2022, the ambition for driving change continues to grow. Stakeholders continue to reach out and look to be informed by and help contribute to the work of the HSSO. Future initiatives planned will continue to provide innovative ways to attract, skill and retain the human services workforce and deliver outcomes through employer-led approaches.

We will also continue to actively participate in consultations and reform agendas influencing the human services sector. This includes the new Industry Cluster model that will ensure employer and learner needs are central to the VET system. The focus on enabling the voice and facilitating the connection of industry with training organisations is central to how the HSSO operates and aims to impact the human services sector.

As we reflect on these achievements from 2021 we would like to extend our sincere thanks to our key partner organisations and stakeholders across the country. We appreciate your contributions of time, effort and intel to our work this year and wish you a safe and happy festive season. Our team will be taking a well-deserved break from 5:00pm on the 24th of December to the 10th of January, and we are excited for the opportunities to connect further with you in 2022.

Jodi Schmidt
CEO

Emerging Themes in Recruitment

HSSO CEO Jodi Schmidt recently presented at a webinar hosted by the Department of Social Services and SEEK in support of the 'A Life Changing Life' campaign. Jodi discussed strategies and ideas for attracting staff to the sector, highlighting a number of different recruitment pathways into and across human services roles. Stephanie Hutton, SEEK Success Manager, also presented on practical ways to improve effective recruitment of workers, with a particular focus on how to write compelling job ads.

During our national roadshow series of Workforce Forums, employers regularly reported achieving better outcomes when they hired for personal qualities over qualifications. While the concept 'hire for attitude, train for skill' is nothing new, it is particularly relevant when looking to fill entry-level roles. Current government subsidies and traineeships can assist employers to find the right staff and invest in their ongoing development whilst on the job. Check out the 'A Life Changing Life' [website](#) for information and resources on current initiatives available.

Employers have informed us that some of what they value the most in potential employees is good communication skills, reliability and integrity. Defining and promoting organisational values can help potential employees recognise how their personal values and beliefs align with job opportunities. New recruits with unfinished or non-sector related qualifications can then be supported to gain the necessary qualifications and skills. You can watch a recording of the webinar that explores these pathways further via the link below.

[Watch Replay](#)

SECTOR NEWS

Aligning regulation across the Aged Care, Disability Support, and Veterans' Care sectors

The Australian Government is seeking to align regulation across the Aged Care, Disability Support and Veterans' Care sectors. The objective of these reforms is to improve quality and safety for participants/consumers and remove unnecessary duplication of obligations for employers and workers. This would enable more seamless opportunities for staff to work across different types of care. Submit your written feedback on the development of the 'Roadmap' to guide reforms to the current regulations across these sectors. [Submissions](#) close 17 December 2021.

A growing focus on disability employment outcomes

The Department for Social Services (DSS) is currently undertaking [consultation](#) on the proposed new Disability Employment Support (DES) model, commencing 2023. The DSS [Consultation Paper](#) states that in line with the National Skills Commission forecasts for the creation of almost a million new jobs by 2025, people with disability must also benefit from the related economic and employment opportunities.

NDIS providers are likely to be experiencing the effects of the gradual shift towards the model, designed to increase the number of people with a disability in employment. The NDIA set an objective to achieve employment for 30% of working-age NDIS participants by 30 June 2023. They are implementing strategies that include increasing participant employment goals in NDIS plans and encouraging sector-led communities of practice. NDIS Funding arrangements for disability supports changed in July 2020, enabling participants to use core support funding for ongoing employment supports in any workplace. Australian Disability Enterprises (ADEs) must also transition to associated new pricing from 1 January 2022.

Australia's Disability Strategy 2021-2031 was also unveiled on 3rd December 2021, providing a national disability policy framework to be administered at all levels of government. The Strategy has 7 outcome areas that include Employment and Financial Security, and Training and Education. The federal government also announced investment of \$250 million to implement the strategy.

In November 2021, the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability hearings focused on [employment outcomes](#) for people with a disability. Their [issues paper](#) highlighted that in 2018 53.4% of people with a disability were employed, compared with 84.1% of people without disability. Consultation on the new DES Model includes a focus on eligibility, assessment processes, best practices, education and training pathways, youth engagement, funding arrangements and increasing employment rates and employer support. The closing date for receiving [submissions](#) is 4 January 2022.

A Life Changing Life

The **A Life Changing Life** campaign launched by the Australian Government to attract prospective new employees to the care and support sector has resources aimed at students, job searchers and professionals to both consider a career in care and support and take action.

Research shows a key reason people work in the sector is the warm and mutually beneficial relationships they develop with the people they support. The campaign shares the fulfilling stories of real care and support workers, and the people they support – not actors.

The initiative is backed by a practical resources kit for both potential job seekers and employers wanting to attract and retain quality team members. More information for employer campaign engagement opportunities can be found at: [careandsupportjobs.gov.au](#)



HSSO PROJECTS & INITIATIVES

Rapid Response Aged Care Workforce Initiative

We have launched an initiative in partnership with the Department of Health to provide additional workers for the residential aged care sector. This will be achieved by connecting students with residential aged care providers (employers) via an online platform.

The Rapid Response Aged Care Workforce Initiative provides a streamlined approach to connect and match students undertaking a Certificate III in Individual Support (Ageing) with employers looking for personal care workers.

The aim of the initiative is to support the growth of a skilled aged care workforce by;

- providing employers looking for employees, access to a pool of people who have relevant skills and experience; and
- supporting students to complete their Certificate III in Individual Support (Ageing) through completion of their mandatory workplace placement.

We have established a fit-for-purpose online platform which hosts student profiles. Employers can access these student profiles in their geographic location. Other information is available to view including skills and experience, police check, and vaccination status. The platform supports the matching of students in accordance with the identified skills and experience sought by the employer.

Once a suitable candidate has been identified, the employer will work with the Registered Training Organisation and student to negotiate the details of the work placement.

As part of this initiative, it is expected that the students will be paid a wage by the residential aged care provider while undertaking placement hours, with the view for longer-term employment opportunities following successful completion of the Certificate III in Individual Support (Ageing).

Residential aged care providers who want to participate in this initiative can [sign-up here](#)

For more information about the Aged Care Rapid Response Initiative please contact [careers@hssso.org.au](#)

CILCA 360 Leadership Assessments

We have partnered with Data Drives Insight and Aged Care and Disability peak bodies to provide subsidised access to a leadership assessment tool for frontline leaders and middle managers in aged care and disability support services. This opportunity is open to service providers across Australia who want to understand how best to support and develop their frontline management teams.

CILCA360 is a reliable assessment that is aligned to the Aged Care Leadership Capability Framework and incorporates aspects of both the Aged Care Quality Standards and The National Disability Practice Standards.

Each assessment includes a personalised report with self-development plan, a confidential one hour debrief with an accredited CILCA360 practitioner and access to an online self-development guide.

For more information on this opportunity please contact [projects@hssso.org.au](#)

Positive Humanity
Encouraging young people to work in the human services sector

December sees the launch of our educative campaign [Positive Humanity](#). Aimed at young adults aged between 15 and 24 the campaign is hosted by our partners Year13 on an online platform. It has been designed to encourage participants to contemplate a career in human services and achieve an increase in training and employment rates.

The campaign will showcase fifteen sector agencies and provides information on the diverse roles available across aged care, disability care, veterans' care, allied health, youth services, and early childhood education. The HSSO and Year13 will be undertaking a comprehensive suite of promotional activities to drive young people to the campaign over the next twelve months, as well as measuring and tracking uptake and sentiment.

Keep an eye on our [LinkedIn](#) and [Twitter](#) where we will be sharing updates and links. You are welcome to re-share these to your networks so that collectively we can encourage more young people into the sector.

Get in touch

The HSSO is an employer-led organisation dedicated to driving innovative solutions to the workforce needs of the human services sector. This means we are always keen to hear about your ideas, successes and challenges in shaping our work and strengthening our advocacy. Please get in touch with us to share your thoughts via [communication@hssso.org.au](#).

About the HSSO

The Human Services Skills Organisation (HSSO) is an employer-led body addressing the growing and evolving workforce needs of the human services sectors through cross-industry collaboration and innovation. We represent employers across aged care, disability care, veterans' care, allied health, community health, youth services, and early childhood education and care, and work in partnership with training organisations, industry experts, peak and workforce bodies, and government, to develop, pilot and deliver responsive, fit-for-purpose workforce development and training programs.



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