

[View this email in your browser](#)



## CEO Update

Hear the latest from our CEO Jodi Schmidt



This month the HSSO team initiated our national roadshow of events. These events will deepen our engagement with industry and training organisations and further develop human services workforce strategies. Whilst COVID-19 restrictions caused postponement of our Sydney event, the HSSO Workforce Forum in Brisbane enabled us to hear directly from employers and separately from training organisations across two tailored events. Feedback from the day indicated stakeholders valued hearing from the HSSO on latest industry data and trends and contributing to organisational and systemic level workforce strategies. We appreciated the honest and thoughtful input from the diverse group

who attended. Outcomes from the day will be shared as a valuable resource and continue to guide our initiatives and priorities. I encourage you to get in touch if you are interested in meeting with us as part of this national engagement process. Further details of our scheduled events are provided in this e-news edition.

The HSSO is pleased to be sponsoring the upcoming National Skills Week from 23 – 29 August 2021. Through activities conducted around Australia, the National Skills Week promotes achievements and career pathways accessible through the vocational education and training (VET) system. The HSSO will use our involvement to increase our reach to a range of schools, job seekers and students and promote a better understanding of how vocational training can lead to great careers in human services sectors. Our involvement will include presenting at the WorldSkills – Skills Expo to discuss emerging skills and diverse careers available in the sector and highlight the work HSSO is doing in this area. We are also collaborating with SkillsOne to develop a program that will air on Foxtel during National Skills Week. The program will present case studies about a variety of employees in human services who are enjoying meaningful work with employers as an outcome of their VET studies.

As part of National Skills Week, I'll be joining the Chief Executives of the other Skills Organisations for another edition of the DESE hosted Workforce of the Future webinar series. In conjunction with Patrick Kidd, Digital Skills Organisation and Dr Gavin Lind, Mining Skills Organisation, we will be reflecting on the contributions made by the Skills Organisations to strengthen Australia's response to meeting workforce needs in collaboration with our respective industries.

Our engagement activities and projects are progressing in line with our workplan and strategic priorities. We're excited by how these initiatives are enabling our employer-led approach to meaningfully assist with workforce development issues across the whole workforce lifecycle. It's a real opportunity for change and working collaboratively with you makes that change relevant and sustainable.

Jodi Schmidt  
CEO

## HSSO Workforce Forums

**HSSO Workforce Forums scheduled for all States and Territories**

HSSO Workforce Forums have been scheduled for each State and Territory between now and the end of October. During the forums the HSSO presents data and information on the business environment and workforce trends local to each region. The events provide stakeholders an opportunity to engage in interactive discussions to collaboratively design innovative and new approaches to attract, skill, and retain the best possible staff. We also share how stakeholders can get involved in HSSO initiatives driving change in human services workforce capabilities.

Feedback we have received from our Brisbane Workforce Forum demonstrated the value of bringing executives together to discuss and address workforce challenges. One attendee, Karen Knaption of Access Community Services (part of the Settlement Services International Group), said of our Brisbane event:

**"I found this event one of the most enjoyable, educational and pro-active events that I have participated in for a long time.."**

Register now to attend any of our upcoming in-person (where possible) or virtual events in your state or territory.

[Event Registration](#)

## New HSSO Ventures

**Developing workforce strategies and resources**

In response to input from the human services sector, the HSSO develops and pilots innovative workforce development and training initiatives. To hear more or get involved, contact us at [projects@hssso.org.au](mailto:projects@hssso.org.au)

- **Positive Humanity Campaign** – this campaign will generate interest from young people (15-24 years) in human services sector careers by pro-actively engaging young people 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.

## Continuing HSSO Initiatives

**Updates on our work plan implementation**

If you are interested in contributing to or hearing more about any of our activities, please email us at [projects@hssso.org.au](mailto:projects@hssso.org.au)

- **'How to Engage' Guide** – the project is developing tools to accelerate best working relationships between employers and registered training organisations (RTOs), to train, support and assess learners. Initial stakeholder interviews have been undertaken to inform a Stakeholder Engagement and Research Plan. Focus groups and interviews with employers and training providers are now being rolled out. If you have experienced valuable relationships between employers and RTOs, please get in touch with our project team via [projects@hssso.org.au](mailto:projects@hssso.org.au)
- **Mandatory Work Placements Guide** – this project will deliver a plain English resource to support and simplify the Mandatory Workplace Requirements (MWR) processes. Focus groups and an RTO Survey are now being implemented to quantify outstanding MWR for the Certificate III in Individual Support and support project outcomes.
- **Qualification Reform Trial** - the trial involves designing job families, career pathways, occupational standards, training and assessment standards for personal care workers and make comparisons to existing training packages. Workshops, research and synthesis phases of the project are being undertaken regarding the pathways concept for the Personal Care Worker role.
- **Workforce Development and Training Programs and Pilots Map** – we are currently analysing the data of over 570 programs mapped, including non-accredited and accredited training, and workforce recruitment and retention initiatives. The information gathered will be used to provide advice and advocacy on reducing duplication, improving funding and making programs more accessible through shared knowledge initiatives.

## DESE Workforce of the Future forum

**Monday 23 August 2021, 11:30 AM – 12:30 PM ACST**



The 7<sup>th</sup> Workforce of the Future Webinar will feature a discussion on Rethinking Skills for the Jobs of Tomorrow. The three Skills Organisation Chief Executive Officers, including the HSSO's Jodi Schmidt, will come together to share their perceptions and discuss their responses to addressing the skills and training needs of their respective industries.

Previous Workforce of the Future Webinars have proven popular to understanding approaches to strengthening workforce capabilities. You can register for this one-hour livestreamed here: [Workforce of the Future – Rethinking Skills for the Jobs of Tomorrow Tickets, Mon, Aug 23, 2021 at 12:00 PM | Eventbrite](#)

## Take our Industry Insights Poll

**Make a quick vote on latest research insights**

In our last e-news edition, we asked you how latest NVGER research recommendations reflect your current involvement or interest in partnerships or initiatives across the skills and human services sectors. You told us that the top 3 initiatives you support are:



This month's quick question poll focuses on recent insights published by the Harvard Business Review (June 2021<sup>[1]</sup>) on the phenomenon of increases in unemployment simultaneous to increases in labour shortage. Although the study focuses on USA experiences, similar issues around declines in applications for work have been reported in human services in Australia. The HBR study highlights solving issues requires a different approach to attraction and recruitment than what's been used previously. Some of the key areas for consideration they suggest include:

- Travel: In casual or lower-salaried positions, location is often a significant but underestimated influence on effective recruiting. Considerations include structuring shifts, relocation incentives and satellite arrangements.
- Value proposition: Considering a range of incentives or targeting specific demographic groups is considered worthwhile given workforce contribution to organisational value creation
- COVID-19: Clarity and communication about organisational safety management of covid is seen as important
- Recruitment strategy: Being willing to make significant changes and be innovative in approaches to recruitment

So we're asking, how do any of these considerations reflect your initiatives in attracting or recruiting staff? Take our quick question poll [here!](#)

[1] Sanandaji, T; Monte, F; Ham, A & Tarki A (June 2021), *Attracting Talent During a Worker Shortage*, Harvard Business Review

[Take the One Question Poll](#)

## National Skills Week

**Get involved in events happening near you**

Now in its 11th year National Skills Week is dedicated to raising the profile and status of vocational learning, dispelling outdated myths and showcasing the attractive career opportunities for all Australians. A key priority for the national economy is to train, reskill and have more people join in a skills based career to meet the needs of our future. We know this is particularly important for the human services sector, given the forecast for significant growth and change. You can find out more [here](#) about events happening during the week and how to be involved.



## 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](mailto:communication@hssso.org.au)

## About the HSSO

The Human Services Skills Organisation (HSSO) is one of three Skills Organisation Pilots established by the Australian Government to deliver a stronger employer-led skills sector and improvements to the national training system.

We are 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.



Copyright © 2021 Human Services Skills Organisation, All rights reserved.

You received this email because of your connection with the Human Services Skills Organisation (HSSO) – having met or corresponded with a member of our team, registered for updates via our website, or submitted an expression of interest through the Department of Education, Skills and Employment.

Want to change how you receive these emails?  
You can [update your preferences](#) or [unsubscribe from this list](#).

Grow your business with mailchimp