



October 2021 Newsletter

In this edition

- [CEO Update](#)
- [Workforce forums](#)
- [Building the Aged Care Workforce](#)
- [Projects & initiatives](#)
- [In the media](#)
- [NDIS Workforce Capability](#)
- [Get in touch](#)



CEO Update

Hear the latest from our CEO Jodi Schmidt



This month has provided some interesting opportunities to progress our work and expand our engagement with Ministers, employers, training organisations, government departments, peak bodies and professional networks. Hearing directly from diverse stakeholders has been valuable in deepening our understanding of workforce challenges and shaping the ongoing development of innovative solutions.

Our national series of Workforce Forums is now complete. We have held Roadshow events engaging employers and training organisations in all states and territories. The virtual events have expanded our reach into regional areas and ensured engagement with those experiencing COVID related restrictions. Feedback received has reflected how much stakeholders have valued the data and insights presented, and our interactive approach to enabling participant perspectives on workforce challenges and opportunities. We have really valued the genuine and honest reflections shared, which has expanded our intel on the best ways to achieve needed change. We are now developing key data and outcomes reports from these forums that will soon made available to event participants and via our website.

A reoccurring theme from our stakeholder engagement has been the importance of building public understanding of the value and needs associated with the human services sector workforce. I'm pleased our work has triggered recent interest from media, including Channel 9 and Foxtel. The media attention has provided a way to compliment the wider activities being undertaken to shift public sentiment and interest about the importance of the human services sector in our communities, and the role of VET in growing the workforce required.

I encourage you to stay connected and collaborate with us as we work together to influence public perception and drive sustainable change.

Jodi Schmidt
CEO

HSSO Workforce Forums

The HSSO Workforce Forums have been held across the country through 16 roadshow events. Each forum has generated beneficial discussion and contributed to innovative ideas on attracting, skilling and retaining staff in the human services sectors. We want to thank all attendees for their valuable input and feedback and look forward to sharing outcomes from the roadshows soon. If you would like to provide any further feedback please get in contact with us via communication@hssso.org.au or click on the image below to complete our online survey.



Building the Aged Care Workforce

A Collaborative Approach

The challenges and opportunities of developing the best possible workforce for the aged care sector continues to be a priority issue for both training organisations and employers. Nationally, the Aged Care sector requires an increase of 3,600 Registered Nurses, and 34,200 personal care workers, in next 2 years, with the workforce expected to grow to more than one million people by 2050^[1]. Filling vacancies to support growth in service demand requires coordinated responses across the whole workforce lifecycle. This reflects the approach of the HSSO in developing well informed responses to attract, skill, and retain human services sector staff.

The ongoing implementation of Australia's aged care workforce strategy, outcomes of the Royal Commission into Aged Care Quality and Safety, and investment announcements in the most recent Australian Government budget, all point to the need for a collaborative approach. Government, industry, training organisations, and the community, working together is the best way to ensure workforce transformation to build the capacity of the aged care sector and support Australia's economic recovery.

HSSO engagement across sectors is bringing to light local and national insights directly from stakeholders on where the barriers to workforce growth exist and uncovering approaches that are effective and scalable. Our initiatives, including the Positive Humanity campaign and the Mandatory Work Placements Guide, place an emphasis on partnership approaches to improve their design, relevance, and outcomes.

We are always keen to engage further with stakeholders who share a commitment to collaboration as key to developing sustainable solutions. We encourage you to [get in touch](#) to register your interest and keep updated on any of our projects.

[1] Budget Fact Sheet: Workforce (Pillar 4 of the Royal Commission response) – Growing a skilled and high quality workforce to care for senior Australians

HSSO Projects & Initiatives

Updates on our work plan implementation

If you are interested in hearing more about any of our activities, please email us at projects@hssso.org.au.

- **Positive Humanity Campaign** – This educative campaign connects young people (15-24 years) with information on pathways into human services sector careers. We are currently developing four online modules to form an academy of learning about sector roles, and the personal traits and qualifications valued by employers. We will shortly be engaging sector organisations to be profiled in the campaign, and interviewing younger employees about the rewards of working in human services sectors. 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.
- **'How to Engage' Guide** – This project is nearing completion and we expect to launch the Guide by January 2022. Thanks to all the employers and RTOs who have come together to help us design the guide and suggest case studies. More than 60 organisations across the full range of Human Services sectors have been involved.
- **Mandatory Work Placements Guide** – Survey analysis is complete and RTO's told us they have nearly 12,000 students around Australia seeking work placement to complete their Certificate III in Individual Support. Employers, Students and RTOs have helped to determine what the Guide needs to cover and it is under development. We anticipate the Guide will be available in late 2021.
- **Qualification Reform Trial** - The HSSO Qualification Reform Trial has developed new types of training products for the training and assessment of personal care workers in aged care and disability support. This project is taking a conceptual approach to qualification development and is one of three Skills Organisation trials.
- **Mapping the Sector Project** – We have mapped workforce development and training activities across the Human Services sector to create a single point of truth for the information. We are building a portal to house the information so stakeholders can search as well as help us to expand the projects covered. The portal will be available in late 2021.
- **RPL Assessment Toolkit** – The development of a Recognition of Prior Learning (RPL) Toolkit for the CHC33015 Certificate III in Individual Support (aged care and disability pathways) is underway. Prototypes have been drafted for candidates, employers and assessors. The target audience for the toolkit are existing Human Services workers who do not have a qualification. We anticipate testing the toolkit in pilot sites in early 2022.

To read more about our projects <https://hssso.org.au/projects>

HSSO in the media

Channel 9 News, Foxtel and print newspapers



The importance of the HSSO's work in addressing the significant skills shortages and gaps in the human services workforce has been highlighted in the media over the past month. This included an interview by Channel 9 with our CEO Jodi Schmidt discussing the growth in services, staff turnover and additional roles required in the health and care industry. There was also interest in the disconnect between the training options available and the skills required for human services sector roles. Jodi highlighted how the HSSO is working with industry and key stakeholders to attract, skill and retain staff, and generate improvements to the national training system. Similar media coverage was provided in several local newspapers around the country. **Click the image above to watch** the Channel 9 interview via our LinkedIn page (and give us a follow while you're there to stay in touch).

The HSSO also sponsored a [video](#) that aired on Foxtel during National Skills Week. The program featured the experiences of young and mature aged VET students who had graduated into a range of roles within human services sectors. The case studies highlight the rewarding nature of work in the industry, whilst recognising the commitment and character needed to be successful. The program will continued to be shown on Foxtel over the next two months.

NDIS Workforce Capability Framework

Practical application for trainers and employers

The NDIS Quality and Safeguards Commission recently released the [NDIS Workforce Capability Framework](#). The Framework supports the federal government's NDIS National Workforce Plan (June 2021) and describes the attitudes, skills and knowledge needed by all staff employed to work in the NDIS. Although it isn't considered compulsory, it is designed to provide practical application of the existing [NDIS Rules](#), [Practice Standards](#), and [Code of Conduct](#).

The Framework consists of five objectives that apply to all direct care and support staff, including support workers and allied health assistants. Other non-direct care roles, such as cleaners and administration staff, are also covered by the first three objectives of the Framework.

The Framework's five objectives (found on page 11 of the report):



NDIS providers are encouraged to engage managers and support all other employees to apply the framework as a way of giving clarity on expectations aligned to different roles. It also offers a way to guide staff on best practice and professional development pathways. Training organisations are advised to use the Framework to align training and assessment to deliver against NDIS workforce capabilities.

Are you a training organisation or employer engaging with the framework? We would be interested to hear from you about how the framework may be assisting in you in upskilling or supporting the onboarding or retention of staff. Contact us via communication@hssso.org.au

Get in touch

The HSSO is an employer-led organisation dedicated to driving innovation 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 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.

