

Administrative Information

Industry Reference Committee (IRC) name: Community Sector and Development Industry Reference Committee (IRC)

Skills Service Organisation (SSO) name: SkillsIQ Limited

Training Package name examined: CHC Community Services Training Package

Methodology of case for change development: IRC input through Discussion Points paper, Community Services survey results, and desktop research

Background

SkillsIQ has been commissioned by the Australian Industry and Skills Committee (AISC) to complete the necessary research and consultation to develop a proposal that presents the strategic and evidentiary Case for Change regarding Community Services Training Package Products.

The proposed update will seek to ensure that workers within the sectors covered by the Community Sector and Development IRC have access to appropriate skills and knowledge to meet the current and future needs of communities, including those in metropolitan, regional and remote areas. Underpinning this work will be the relevant recommendations of the Victorian *Royal Commission into Family Violence*, the Northern Territory's *Royal Commission into the Protection and Detention of Children* and the Australian Government's *Royal Commission into Institutional Responses to Child Sexual Abuse*.

Training Package Products Proposed for Update

This Case for Change proposes an update of the following current Community Services Training Package Products:

- 9 x Qualifications
- 6 x Skill Sets
- 71 x Units of Competency

The Training Package update will include:

- A change in the packaging rules, including updates to the core and elective Units of the Qualifications.
- An update of current unit content and, if identified, the creation or inclusion of new units of competency based on identified skills and knowledge gaps.
- Update of unit content to address relevant recommendations of the various Royal Commissions mentioned above along with other relevant inquiries and reports.
- Inclusion of content that reflects the principles of Trauma-Informed Care into appropriate units of competency, in line with industry best practice.

See **Attachment A** for the full list of Training Package Products proposed for update.

Advice on New Training Package Products

This Case for Change is proposing to develop a new Qualification and new Units of Competency covering the following key areas:

- Certificate III in Community Safety Patrol
 - 15 units of competency

The Case for Change

The Drivers for Change, and the Evidence on which the IRC Recommendations are Based

Community Services

Update: CHC42015 Certificate IV in Community Services; CHC2015 Diploma of Community Services.

Community Services are provided by qualified individuals who have the knowledge, skills, and values to work with clients, families, social groups and communities, to promote, facilitate, or restore social functioning and inclusion.

Given the complexity of the community services sector (e.g. working with people with complex needs, family dysfunction, etc), it is crucial that qualifications are able to ensure workers are equipped with accurate and fundamental knowledge through core units. A recent survey of Registered Training Organisations (RTOs) undertaken by the Australian Community Workers Association (ACWA) found that while it was identified that the number of electives did allow scope for a broad number of specialisations, the Diploma of Community Services has too few core units and too many electives, leading to learners completing their training without gaining the requisite basic skills to complete the requirements of their job roles. It also revealed that there was a mistaken assumption that the Diploma was undertaken by individuals who had already completed the Certificate IV and were already working within the sector. The reality is that a significant number of learners take direct entry to the Diploma, which is an industry benchmark for entry to the workplace in some states (such as Victoria). This significantly places those students yet to enter the sector at a distinct disadvantage. Providers also indicated that it was difficult to teach the core units to people not already in the workforce. A gap analysis conducted by the IRC found that the current content needs to be repackaged, in particular in the Certificate IV and Diploma.

There is inconsistency across the jurisdictions about educational requirements to enter the Community Services sector. In states where the Diploma provides direct entry to the sector, industry believes that it will become obsolete if it is not significantly updated in terms of the generic skills required across community services, as well as providing opportunities for specialisations, including those relating to alcohol and other drugs, family violence, family support and mental health issues. In Victoria, the budget for family services exceeds \$100 million, and industry is of the view that a Certificate IV is insufficient to equip workers with the necessary skills and knowledge to address the increasing complexity of issues, especially in light of recent Royal Commissions.

Anecdotal evidence from industry maintains that Certificate IV is currently widely used in both Aged Care and the Disability sectors instead of or in addition to sector-specific qualifications. If this is the case, consideration needs to be made regarding including electives specific to those sectors, particularly given the recent establishment of the *Royal Commission into Aged Care Quality and Safety* and the *Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability*. The outcomes of the current development of the Certificate III in Ageing Support by the Aged Services IRC will be taken into account in this regard, however, qualifications in the Community Services qualifications will still need retain aspects of aged care and disability support in order to provide the requisite skills for Community Services workers.

Also worth noting is that industry has identified that some crucial content was deleted during the last update to these Training Package Products, which was done in 2013 to transition to the *Standards for Training Packages*. These Training Package Products were transitioned very early in the change to the Standards, before the process was fully defined and as such, changes were made that have resulted in the loss of critical content from the various Units of Competency. Industry is keen to ensure that where relevant, this content is reinstated, rather than being mentioned in a non-mandatory companion volume and relying on RTOs to include in their curriculum on a voluntary basis.

Child, Youth and Family Intervention

Update: CHC40313 Certificate IV in Child, Youth and Family Intervention; CHC50313 Diploma of Child, Youth and Family Intervention; CHC81215 Graduate Certificate in Statutory Child Protection.

Workers in the Child, Youth and Family Intervention space include Child Protection Workers, Family Support Officers, In-Home Support Workers, and Housing Officers. Case management skills and trauma-informed care are central to these roles. Turnover in the sector is traditionally high given the intensity of the work, and the demands it places on individual workers.

In Victoria, Certificate IV is now mandatory for everyone working in Children's Residential Services (out-of-home care services) which collectively comprises 1,900 workers. To make this transition, the Victorian Government has invested \$8 million to create an individualised plan to bring all workers to the equivalent of the Certificate IV, taking into account any previous study they may have undertaken. More than 1,000 people participated in 2017 and 2018. However, in Child Protection, the Diploma is the minimum qualification requirement and most Victorian child protection workers have a degree. At present, 1,200 people in Victoria are doing the gap training to boost their qualification Certificate IV level.

Industry has identified the following knowledge gaps within the Child, Youth and Family Intervention sector:

- Understanding Child Development
- Trauma-informed care (distinct from the impact of trauma on an individual)
- Understanding family violence
- The ability to identify best response to family violence
- Vicarious trauma, self-care, resilience and emotional self-regulation
- Having the confidence to make family violence referrals to the appropriate authorities where indicated.

Youth Work

Update: CHC40413 Certificate IV in Youth Work; CHC50413 Diploma of Youth Work.

Youth workers work primarily with young people aged between 12 and 25 years. They work within teams to develop and deliver services and programs to local youth. People who believe in the importance of education and want to be involved with assisting young people to learn will be suited to these jobs.

A current challenge for youth workers is caseload management. Caseload management involves dealing with diverse and vulnerable clients, ranging from individuals to families and/or community groups. Most of the cases are complex and sensitive, therefore workers need skills in self-care and caseload management such as self-management, resilience and emotional intelligence. Other critical skills include recognising, confidence in reporting/referring and the ability to respond appropriately in family violence situations.

It is currently possible to transition from the Diploma seamlessly to a Degree, but in order to do this, the Diploma has to be completed. Currently, 9,000 learners enrol but only 1,000 complete. In Victoria, there are only three institutions offering a degree in Youth Work, and the enrolment numbers are quite low. Only 120 students graduate on an annual basis from the three institutions combined.

Youth Justice

Update: CHC40513 Certificate IV in Youth Justice; CHC50513 Diploma of Youth Justice.

The Northern Territory's *Report of the Royal Commission into the Protection and Detention of Children* highlighted significant issues in youth justice services in the NT. These issues are not unique to the NT, and so the inquiry is being used to inform the improvements of the youth justice systems in other jurisdictions. Workforce training and development were identified as ways to improve the youth justice system, including topics such as: trauma-informed care, youth suicide prevention, the needs and experiences of children with a disability, and mental health. Cultural competency training has also been recommended to better engage with youth from different backgrounds, including Aboriginal and Torres Strait islander communities, and culturally and linguistically diverse (CALD) backgrounds. Additionally, the Report recommended that youth justice officers be required to obtain a Certificate IV in Youth Justice in the first 12 months of their employment. Recommendations from the Australian Government's *Royal Commission into the Institutional Responses to Child Sexual Abuse*, particularly those related to training and professional development, support the need to update Certificate IV in Youth Justice.

In Victoria, Certificate IV was previously the minimum qualification within this sub-sector, however the qualification is now being reassessed by Corrections, Prisons and Parole Victoria. In WA, Youth Justice requires Certificate IV as the basis for working within the Probation sub-sector. The qualification needs to meet new requirements for Youth Justice officers, and it therefore needs to be shaped to meet the needs of people assisted by this workforce.

Community Safety Patrol

Develop new qualification: Certificate III in Community Safety Patrol.

The Industry Skills Advisory Council NT (ISACNT) has identified strong demand for the 10357NAT Certificate III in Community Night Patrol, which was developed as an Australian Skills Quality Authority (ASQA) accredited course in 2013. The course was successfully delivered across the Northern Territory (NT) for a duration of five years, expiring in April 2018. Extensive consultation by ISACNT with community groups, industry, government and other key stakeholders in 2018 saw great support for this course, with the suggestion of the more inclusive course title of "*Certificate III in Community Safety Patrol*" to encapsulate its breadth (not just night patrols).

The aim of Certificate III in Community Night Patrol was to provide learners with meaningful training which was fit for local purpose and would lead to ongoing employment in their community. ISACNT's research, comparison, and assessment could not identify national vocational qualifications that could meet the workforce needs of the following three Community Safety Patrol job roles:

- Day Patrol Officer, Night Patrol Officer and Youth Patrol Officer: These officers assist vulnerable people, refer them to other services for ongoing assistance, ensure children and youth are safe, and work in partnership with local police to adhere to the requirements of the criminal justice system. They promote and raise awareness of community safety in the community.

Strong uptake of 10357NAT Certificate III in Community Night Patrol and positive outcomes have shown the benefit of this qualification and it is now seen to be appropriate to transition this to a national training package qualification. Given the purpose of accredited courses is to meet industry needs until Training Packages can "catch up," the intervening five years has proved industry need, and therefore it is now time to re-accredit this qualification inside a national training package for ongoing national delivery.

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Industry Support for Change

Method and Scale of Stakeholder Consultation

See **Attachment B** for the full list of stakeholders who took part in the consultation process.

Identified Issues

Sensitivities

No sensitivities have been identified to date. Any issues which arise following public consultation will be identified and addressed.

Impact of Change

Impact Analysis

The impacts of the proposed changes on stakeholders can be summarised as follows:

Industry and Employers

Access to a skilled workforce and Qualifications that support the delivery of the skills and knowledge as defined by industry is critical. Further, industry and employers would significantly benefit from clearer training pathways and strengthened Qualifications to address current gaps.

Registered Training Organisations (RTOs)

Increased relevance of the Training Products will improve opportunities for Registered Training Organisations (RTOs) to partner with industry to provide training better aligned to job outcomes. Although changes to Units of Competency and Qualifications create flow-on impacts and costs for RTOs in relation to administrative systems, training resources and assessment materials, a positive impact for all RTOs will be improved clarity around training outcomes and assessment expectations, and higher rates of post-training employment.

The risk of **no** change is that the training offered may not match industry needs, and the quality and reputation of the course delivery may be compromised.

Learners

Learners will benefit from improved clarity and updated Training Products that industry confirms reflect the current skills and knowledge required for job roles in the sector.

The risk of **no** change is that learners may graduate with insufficient skills to support the sector and therefore their employability may be compromised.

General Public

The enhancement of skills for the Community Services workforce will have a direct positive impact on the Australian community, especially the vulnerable who access services in the community services, child, youth and family intervention, youth work, youth justice, and community safety sectors.

The incorporation of recommendations from Royal Commissions in Victoria, South Australia, the Northern Territory, nationally, and a major Queensland report into the Training Package will have a further positive impact on the community. For example, the inclusion of more trauma-informed practice components will see a more tailored approach, particularly in the child, youth and family services sectors.

The establishment of a Certificate III in Community Safety Patrol will provide skills development to meet specific remote community needs, with real potential to increase engagement with otherwise disengaged community members, and to instil safety in these communities. Through the establishment of community patrols, communities will feel safer and better protected.

Estimated Timeframes

Central to the update process is the ongoing involvement of industry and national stakeholder engagement. It is estimated that development will take approximately twelve months from approval of this Case for Change. This work will be conducted under the guidance of the Community Sector and Development IRC.

Broad consultation with employers, industry professionals, graduates and training providers across Australia, including those in metropolitan, regional and rural areas, will be conducted in relation to draft Training Package

Products, ensuring that the resulting Training Package Products are strongly aligned to the current skills needs of the workforce.

Implementing the COAG Industry and Skills Council Reforms for Training Packages

The recommended work in this Case for Change is consistent with the COAG Industry and Skills Council (CISC) reforms for Training Packages by:

- Identifying and removing obsolete Training Package Products from the system, where possible. In this instance, the most recent update saw significant rationalisation, so there may be no obsolete Units
- Documenting industry expectations for training delivery and assessment through the Companion Volume Implementation Guide
- Enhancing portability of skills between occupations and removing unnecessary duplication within the Training Package, as well as ensuring that elective units provide opportunities to gain skills that are applicable across more than one aspect of community services
- Identifying where Skill Sets can enhance the flexibility of the Training Package.

This Case for Change was agreed to by the Community Sector and Development IRC.

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ATTACHMENT A - Training Package Components to Update or Develop

SkillsIQ Limited

Contact details: Melinda Brown, General Manager

Date submitted: xx/xx/xxxx

Material for update:

- Qualifications: 10 (9 existing and 1 new)
- Skill Sets: 6
- Units of Competency: 71

Training Package Code	Training Package Name	Qualification Code	Qualification Name	Unit of Competency Code	Unit of Competency Name
Qualification					
CHC	Community Services	CHC42015	Certificate IV in Community Services		
CHC	Community Services	CHC52015	Diploma of Community Services		
CHC	Community Services	CHC40313	Certificate IV in Child Youth and Family Intervention		
CHC	Community Services	CHC50313	Diploma of Child Youth and Family Intervention		
CHC	Community Services	CHC40413	Certificate IV in Youth Work		
CHC	Community Services	CHC50413	Diploma of Youth Work		
CHC	Community Services	CHC40513	Certificate IV in Youth Justice		
CHC	Community Services	CHC50513	Diploma of Youth Justice		

Training Package Code	Training Package Name	Qualification Code	Qualification Name	Unit of Competency Code	Unit of Competency Name
CHC	Community Services	CHC81215	Graduate Certificate in Statutory Child Protection		
CHC	Community Services	NEW	Certificate III in Community Night Patrol		
Skill Sets					
CHC	Community Services	CHCSS00073	Case management skill set		
CHC	Community Services	CHCSS00074	Child Protection skill set		
CHC	Community Services	CHCSS00061	Family support services work skill set – provide support		
CHC	Community Services	CHCSS00063	Working with families skill set		
CHC	Community Services	CHCSS00090	Supporting Children and Families with Complex Needs		
CHC	Community Services	CHCSS00110	Mediation Skill Set		
Units of Competency					
				CHCCSM001	Facilitate goal directed planning
				CHCCSM002	Implement case management practice
				CHCCSM003	Work with carers and/or families in complex situations
				CHCCSM004	Coordinate complex case requirements
				CHCCSM005	Develop, facilitate and review all aspects of case management
				CHCCSM006	Provide case management supervision
				CHCCSM007	Undertake case management in a child protection framework
				CHCCSM008	Undertake advanced client assessment
				CHCPRT001	Identify and respond to children and young people at risk
				CHCPRT002	Support the rights and safety of children and young people

Training Package Code	Training Package Name	Qualification Code	Qualification Name	Unit of Competency Code	Unit of Competency Name
				CHCPRT003	Work collaboratively to maintain an environment safe for children and young people
				CHCPRT004	Work effectively in child protection to support children, young people and families
				CHCPRT005	Work within a practice framework
				CHCPRT006	Build professional practice and sectoral expertise
				CHCPRT007	Provide supervision in the community
				CHCPRT008	Provide supervision in a secure system
				CHCPRT009	Provide primary residential care
				CHCPRT010	Work with children and young people with complex trauma and attachment issues and needs
				CHCPRT011	Develop and implement a multi-agency investigation and child risk assessment strategy
				CHCPRT012	Undertake and implement planning with at-risk children and young people and their families
				CHCPRT013	Support the progress and development of young people
				CHCPRT014	Interact with the legal system to protect children
				CHCPRT015	Respond to needs of youth justice clients
				CHCPRT016	Work in the youth justice environment
				CHCPRT017	Support Aboriginal and/or Torres Strait Islander young people in youth justice system
				CHCPRT018	Prepare young people for reintegration
				CHCPRT019	Develop and support youth justice team
				CHCPRT020	Manage complex child protection risk assessments and case strategies
				CHCPRT021	Manage and monitor child protection orders
				CHCPRT022	Develop, implement and monitor safety strategies in child protection work

**COMMUNITY SECTOR & DEVELOPMENT INDUSTRY REFERENCE COMMITTEE (IRC)
CASE FOR CHANGE**

Training Package Code	Training Package Name	Qualification Code	Qualification Name	Unit of Competency Code	Unit of Competency Name
				CHCPRT023	Plan, implement and monitor provision of out of home care
				CHCPRT024	Promote positive development of children and young people in out of home care
				CHCDEV001	Confirm client developmental status
				CHCDEV002	Analyse impacts of sociological factors on clients in community work and services
				CHCDEV003	Analyse client information for service planning and delivery
				CHCCDE001	Support participative planning processes
				CHCCDE002	Develop and implement community programs
				CHCCDE003	Work within a community development framework
				CHCCDE004	Implement participation and engagement strategies
				CHCCDE005	Develop and support relevant community resources
				CHCCDE006	Work to empower Aboriginal and/or Torres Strait Islander communities
				CHCCDE007	Develop and provide community projects
				CHCCDE008	Support community action
				CHCCDE009	Develop and support community leadership
				CHCCDE010	Develop and lead community engagement strategies to enhance participation
				CHCCDE011	Implement community development strategies
				CHCCDE012	Work within organisation and government structures to enable community development outcomes
				CHCCDE013	Establish and develop community organisations or social enterprises
				CHCCDE014	Facilitate the development of community capacity to manage place making
				CHCCDE015	Develop and implement a community renewal plan

Training Package Code	Training Package Name	Qualification Code	Qualification Name	Unit of Competency Code	Unit of Competency Name
				CHCCDE016	Deliver emergency relief services
				CHCMED001	Prepare for mediation
				CHCMED002	Facilitate mediation
				CHCMED003	Consolidate and conclude mediation
				CHCPAS001	Plan for the provision of pastoral and spiritual care
				CHCPAS002	Provide pastoral and spiritual care
				CHCSET001	Work with forced migrants
				CHCSET002	Undertake bicultural work with forced migrants in Australia
				CHCYTH001	Engage respectfully with young people
				CHCYTH002	Work effectively with young people in the youth work context
				CHCYTH003	Support young people to create opportunities in their lives
				CHCYTH004	Respond to critical situations
				CHCYTH005	Develop and implement procedures to enable young people to address their needs
				CHCYTH006	Work with young people to establish support networks
				CHCYTH007	Undertake youth work in specific communities
				CHCYTH008	Support young people to take collective action
				CHCYTH009	Support youth programs
				CHCYTH010	Provide services for young people appropriate to their needs and circumstances
				CHCYTH011	Work effectively with young people and their families
				CHCYTH012	Manage service response to young people in crisis

*Units of Competency packaged in other qualifications within the same IRC

Attachment B: Stakeholder Consultation Method and Scale

Stakeholder Consultation

Name of Stakeholder	Organisation	Detail Method(s) and Scale of Consultation
Community Sector and Development Industry Reference Committee (IRC)		
Sha Cordingley (Chair)	Australian Community Workers Association	IRC Member
Nigel Brand (Deputy Chair)	Victorian Department of Health and Human Services	IRC Member
Debra Bennett	Territory Families (NT Government)	IRC Member
Andrew Fleming	Community Services & Health Industry Training Board (Victoria)	IRC Member
Helen Westwood	Australian Services Union	IRC Member
Additional Stakeholders		
Judith McKay	Industry Skills Advisory Council NT (ISACNT)	Submission paper
Caroline Thompson	Community Services Health and Education Training Council WA	Submission paper

Additional stakeholders will be added following public consultation