

2019

DIRECT CLIENT CARE AND SUPPORT

INDUSTRY REFERENCE COMMITTEE
INDUSTRY SKILLS FORECAST



SKILLSIQ

CAPABLE PEOPLE MAKE CLEVER BUSINESS

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Executive Summary

The Direct Client Care and Support (DCCS) Training Package Products support a diverse range of health care and social assistance sectors, including:

- Disability
- Mental Health
- Alcohol and Other Drugs
- Aged Care and Home Care
- Allied Health Assistance
- Leisure and Health
- Health Services Assistance
- Health Support Services.

The DCCS Training Package Products include 14 qualifications packaged within the HLT Health Training package and the CHC Community Services Training Package, that support pathways to employment in multi-levelled and multi-skilled roles across the DCCS sectors.

The latest data shows there are 175,800 carers for aged persons and people with a disability, 97,900 nursing support and personal care workers, 46,700 welfare support workers and 19,600 health and welfare service managers in Australia. The overall health care and social assistance industry workforce is expected to grow significantly over the next five years, with forecasts indicating it will reach 1.9 million workers in 2023. This growth will undoubtedly include many job roles supported by the DCCS Training Package Products.

To support the growing DCCS workforce, it is important to respond to the following key challenges and opportunities:

- Skill shortages – needed to assist those with chronic health conditions, and in the areas of dementia care and palliative care, as well a need for workers with technological and interpersonal skills
- Government policy / legislation changes – relating to the National Disability Insurance Scheme (NDIS) and government expenditure in the Aged Care sector
- An ageing workforce
- A lack of career progression, a lack of career pathways and an increased casualisation of the workforce.

No Training Package development work has been proposed by the Direct Client Care and Support IRC for 2019–2020, as there are currently projects awaiting completion pending the conclusion of activities being undertaken by the new Aged Services IRC and the Disability Support IRC. Training Package Products under the scope of the Direct Client Care and Support IRC have been proposed for review in 2020–2021.

There is also currently work in progress to update the Allied Health Assistance and Health Support Services qualifications.

Note: The National Schedule details the Training Package update and development work commissioned by the Australian Industry and Skills Committee (AISC). The National Schedule is informed by this Industry Skills Forecast, which outlines the proposed timing for the update of existing Training Package Products. This Forecast has been compiled using a number of information sources, including academic literature, statistical data, Industry Reference Committee (IRC) member input and expertise, feedback received via public consultation, SkillsIQ's 2019 *Future Skills Survey*, and an industry analysis of both new and emerging workforce skills needs overseen by the Direct Client Care and Support IRC.

Administrative Information

Industry Reference Committee (IRC)

Direct Client Care and Support

The Direct Client Care and Support (DCCS) Industry Reference Committee (IRC) is responsible for ensuring national Training Package qualifications deliver the skills and knowledge required to equip the sectors under its remit with a highly skilled workforce. Sectors under its remit include Disability, Mental Health, Alcohol and Other Drugs, Aged Care and Home Care, Allied Health Assistance, Leisure and Health, Health Services Assistance and Health Support Services.

Skills Service Organisation (SSO)

SkillsIQ Limited

SkillsIQ supports 19 IRCs representing diverse 'people-facing' sectors. These sectors provide services to people in a variety of contexts such as customer, patient or client. The IRCs are collectively responsible for overseeing the development and review of Training Package Products, including qualifications, serving the skills needs of sectors comprising almost 50 per cent of the Australian workforce.

SkillsIQ's Industry Reference Committees (IRCs)

- Aboriginal and Torres Strait Islander Health Worker
- Aged Services
- Ambulance and Paramedic
- Children's Education and Care
- Client Services
- Community Sector and Development
- Complementary Health
- Dental
- Direct Client Care and Support
- Disability Support
- Enrolled Nursing
- First Aid
- Local Government
- Personal Services
- Public Sector
- Sport and Recreation
- Technicians Support Services
- Tourism, Travel and Hospitality
- Wholesale and Retail Services.

“ It takes skill to make a difference. We will only get skilled, valued and rounded workers when training provider, employee and employer are connected in their views on continuous learning. ”

SkillsIQ's Cross-sector Skills Committee

IRC Sign-off

Sign-off of this Industry Skills Forecast and Proposed Schedule of Work has been confirmed by the Direct Client Care and Support Industry Reference Committee.

Amanda Calwell-Smith,
Chair

A. Skills Forecast

A.1 Sector Overview

Introduction

Direct Client Care and Support (DCCS) includes a range of multi-skilled and multi-levelled job roles in diverse health care and social assistance sectors. People working in these job roles are involved in undertaking administrative, assistant, operating (i.e. technician), direct personal care and/or supervisory activities in the following sectors:

- Disability
- Mental Health
- Alcohol and Other Drugs
- Aged Care and Home Care
- Allied Health Assistance
- Leisure and Health
- Health Services Assistance
- Health Support Services.

Organisations Involved

Organisations operating within the range of service areas outlined above represent a range of government and non-government entities (for-profit and not-for-profit) of different sizes located across the country. Some examples and counts of relevant organisation types that employ workers under the scope of the combined DCCS sectors across Australia include:

- 1,833 aged care residential services¹
- 2,296 disability support service agencies²
- 134 public community mental health organisations³
- 836 alcohol and other drugs treatment services⁴
- 6,262 physiotherapy services⁵
- 695 public hospitals (2016–17) and 630 private hospitals (2015–16).⁶

Other types of organisations involved in hiring workers supported by this IRC's Training Package Products include community service and home care organisations.

Stakeholders

Key stakeholders represent a range of organisations that perform a variety of strategic, regulatory and operational roles in the DCCS sector, within the wider health and social assistance industry. Stakeholders play an important

role during Training Package reviews by supplying industry insights to ensure updates are in line with current, emerging and future industry needs.

Examples of stakeholder organisations include:

- Government departments and agencies (Commonwealth and state/territory-based)
- Peak bodies and industry associations (i.e. across the sectors listed above)
- Employee associations
- Registered training organisations (RTOs) both public and private and their representative bodies
- Small, medium and large-sized government and non-government employers across metropolitan, regional, rural and remote areas, including for-profit and not-for-profit organisations.

Challenges and Opportunities

Note: These findings are based on desk research and SkillsIQ's 2019 *Future Skills Survey* (conducted between November 2018 and January 2019) which have been filtered to include stakeholders from the Direct Client Care and Support sector only. Insights and advice from IRC members and public consultation have also been used to compile and validate the information provided.

Skills shortages

The DCCS sector client base has changed over time, as the prevalence of mental health and alcohol and other drug-related conditions, as well as other chronic conditions such as asthma, diabetes, obesity and arthritis, increases. The inclusion and participation in the community of people with a disability, or people with mental health conditions, have improved over the years, instigated by legislative changes affecting mental health, disability and aged care, and supported by stakeholders across the DCCS sectors. For example, in 2017, the Australian Department of Health introduced a *National Strategic Framework for Chronic Conditions* which provides guidance for the development and implementation of policies, strategies, actions and services

to reduce the impact of chronic conditions and manage multiple comorbidities in Australia. Health service providers (as an example) operate in consideration of the strategic framework, making it important for staff in the range of roles supported by the DCCS Training Package to possess skills and knowledge that are relevant to the changing nature of their clients.

In addition to increased demand for skills relating to the care of individuals with chronic mental health conditions, or those individuals who need care as a result of their usage of alcohol and other drugs, there are also workforce deficiencies in skills related to dementia care, palliative care, and a need for individuals with technological, communication and interpersonal skills, most noticeably in the aged and disability care sectors. By 2056, Alzheimer's Australia predicts dementia will be experienced by over one million people. A focus on updating the workforce skills mix is therefore of high priority. There are a multitude of challenges influencing the skills shortages, however, across all DCCS workforces, and these include:

- A scarce supply of skilled trainers
- A lack of investment in workplace training, compounded by funding limitations
- Limited opportunities for continual training (e.g. continued professional development)
- No formal requirement for aged care-related training before entering the aged care workforce, and the onboarding of unqualified staff
- A disassociation between components of training and industry needs (e.g. skills areas such as technology, communication, customer service, negotiation, risk-assessment skills, etc.)
- Poor language, literacy and numeracy (LLN) skills
- The high cost of training to both workers and employers, especially where there are no subsidised training places to meet particular sector demands.

Government policy / legislation changes

The National Disability Insurance Scheme (NDIS) provides an individualised approach to funding and connecting individuals who have a permanent and significant disability to services that will support them in their daily

lives and help them to achieve their goals. The NDIS is currently in the final stages of rolling out over a three-year period, from 2016 to 2019.⁷ A challenge to the implementation of NDIS is an insufficient number of staff employed to create NDIS plans (i.e. individualised care plans) which is a critical component of the Scheme. The significant labour shortages in this area have resulted in employers having little choice but to hire people regardless of their level of skills and experience. During the NDIS trial phase (2013–2016), 30,000 Australians were signed on to the NDIS.⁸ As at 30 September 2018, there were 202,137 Australians accessing the NDIS, an almost six-fold increase over a two year period.⁹

Despite the additional recruitment of staff external to the public sector workforce,¹⁰ the incremental level of demand has resulted in a pressurised process and, as a result, a significant number of NDIS plans are unsatisfactory, meaning they are not reflective of the clients' wishes or situations.¹¹ Those individuals conducting assessments require specialised skills in order to understand the complexity of clients' needs, and in order to put together NDIS plans that best meet their requirements. With a certain portion of NDIS plans not catering to the full breadth of client concerns, it is possible that the disability support workforce may face flow-on difficulties in providing holistic care to clients. For example, there is often a need to work with families and existing care networks. Individualised plans can also result in limited economies of scale for organisations providing services. This can result in organisations 'cherry picking' clients based on the level and complexity of need, leaving those with more complex needs without support.

In the aged care sector, the Australian Government is the main funder and regulator. However, aged care services can also be funded by state/territory governments, non-government organisations and the individuals receiving care themselves.¹² There are a range of funding programs and subsidies available and examples include the Commonwealth Home Support Programme (CHSP),¹³ Home Care Packages (HCP) Programme, Residential Aged Care subsidies and supplements calculated using the Aged Care Funding Instrument (ACFI), as well as flexible care programs (e.g. Innovative Care Programme, Multi-



Purpose Services (MPS) Programme, etc.).¹⁴ The latest spend data available shows that government expenditure on aged services in 2017–18 was \$18.4 billion, with the majority of funds going towards residential care. While the latest budget announcements by government have committed additional funding to the sector (i.e. the 2018–19 budget indicated an increase of 14,000 home care packages over four years at a cost of \$1.6 billion),¹⁵ businesses (e.g. service providers and facilities) have publicly stated that they are making a loss, especially in the delivery of residential care.¹⁶ As demand for residential care and other aged care services continues to increase, both funding and the costs of provision will be dominant issues across industry, and will likely impact workforce areas including staff numbers and work conditions.

Ageing workforce

The Australian Bureau of Statistics (ABS) expects the number of people aged 65 or over in Australia will increase by approximately 25% between 2017–2066, from 15% to 21% of the population.¹⁷ The labour force

participation rate of people in this age group will also increase, from 12.9% to 17.3% from 2014–2054.¹⁸ The implications of an ageing workforce mean that the sector is likely to experience high levels of staff leaving the workforce due to retirement or making lifestyle, financial or health-based choices to reduce their working hours. The sector's employers are challenged to adapt or introduce workplace arrangements to encourage a substantial number of mature-age workers to remain in paid employment. Advantages of retaining mature-age workers include their extensive work experience and maturity levels/professionalism, a strong work ethic and reliability.¹⁹

Some examples of efforts to retain mature-aged employees include providing flexible work conditions²⁰ and two-way mentoring between younger and older workers (e.g. younger workers can train older workers regarding technology use, and experienced older workers can impart best practices to younger workers).²¹ An ageing workforce presents an opportunity to establish more inclusive workplace practices to secure a strong workforce.

Lack of career progression

Within the DCCS sector, employees experience limited career progression opportunities. For instance, the Parliament of Australia's report, *Future of Australia's aged care sector workforce*, highlights the fact that one of the key challenges to attracting and retaining workers in the aged care sector is the lack of career paths and professional development opportunities.²² Career progression is a necessary consideration for both the DCCS workforce and the overall quality of client care. For example, a survey of Queensland nurses, which included Enrolled Nurses (ENs), regarding their perspectives on their career progression indicated that nurses who were undertaking further education programs were more satisfied with their career progression.²³

Casualisation of the workforce is a growing trend across Australia, and the DCCS sectors, especially those involved in disability support and care, are specifically hiring large numbers of part-time workers. In small and medium-sized organisations, casual employment is the most common type of employment. Casualisation trends mean that the opportunities to establish and progress in long-term careers are limited. Other factors such as wages, work conditions and a lack of formal employment pathways that acknowledge and remunerate staff with training qualifications are also factors impacting career progression opportunities across the sector, and subsequently impacting the attraction and retention of staff.

A review of the current and future professional development opportunities and career pathways available to DCCS workers will be beneficial to workers' job satisfaction as well as the quality of client care. Career progression is one of a handful of critical factors which employees subjectively take into account when determining their employment conditions and satisfaction levels, and established career pathways can help to improve staff retention.

Vocational Education and Training (VET) Qualifications Supporting Industry

The nationally recognised VET qualifications that cater to this sector are:

Individual Support

- CHC33015 Certificate III in Individual Support

Disability

- CHC43115 Certificate IV in Disability

Alcohol and Other Drugs

- CHC43215 Certificate IV in Alcohol and Other Drugs
- CHC53215 Diploma of Alcohol and Other Drugs

Mental Health

- CHC43315 Certificate IV in Mental Health
- CHC43515 Certificate IV in Mental Health Peer Work
- CHC53315 Diploma of Mental Health

Leisure and Health

- CHC43415 Certificate IV in Leisure and Health
- CHC53415 Diploma of Leisure and Health

Health Support Services

- HLT23215 Certificate II in Health Support Services
- HLT33215 Certificate III in Health Support Services

Allied Health Assistance

- HLT33015 Certificate III in Allied Health Assistance
- HLT43015 Certificate IV in Allied Health Assistance

Health Services

- HLT33115 Certificate III in Health Services Assistance.

Table 1: Number of Registered Training Organisations (RTOs) by nationally recognised Direct Client Care and Support qualifications on scope – Direct Client Care and Support Training Package Products

Qualification Code	Qualification title	No. of RTOs with Qualification on Scope
Individual Support		
CHC33015	Certificate III in Individual Support	489
Disability		
CHC43115	Certificate IV in Disability	221
Alcohol and Other Drugs		
CHC43215	Certificate IV in Alcohol and Other Drugs	42
CHC53215	Diploma of Alcohol and Other Drugs	27
Mental Health		
CHC43315	Certificate IV in Mental Health	87
CHC43515	Certificate IV in Mental Health Peer Work	22
CHC53315	Diploma of Mental Health	36
Leisure and Health		
CHC43415	Certificate IV in Leisure and Health	86
CHC53415	Diploma of Leisure and Health	17
Health Support Services		
HLT23215	Certificate II in Health Support Services	49
HLT33215	Certificate III in Health Support Services	26
Allied Health Assistance		
HLT33015	Certificate III in Allied Health Assistance	50
HLT43015	Certificate IV in Allied Health Assistance	52
Health Services		
HLT33115	Certificate III in Health Services Assistance	83

Source: Training.gov.au. RTOs approved to deliver this qualification. Accessed 25 January 2019.



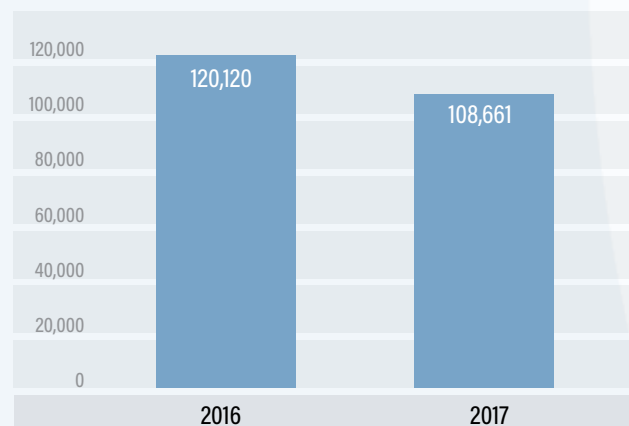
Enrolments and Completions

In 2017, there were almost **109,000 enrolments** across all VET qualifications catered for by the DCCS Training Package Products. This represents a decrease of 9.5% (equivalent to 11,459 enrolments) from the previous year (see Figure 1).

The most popular qualifications in 2017 were:

- CHC33015 Certificate III in Individual Support (61,935 enrolments); and
- HLT33115 Certificate III in Health Services Assistance (14,094 enrolments).

Figure 1: Total number of enrolments (Total VET Activity [TVA]) by nationally recognised qualifications on scope - Direct Client Care and Support Training Package Products - 2016 to 2017

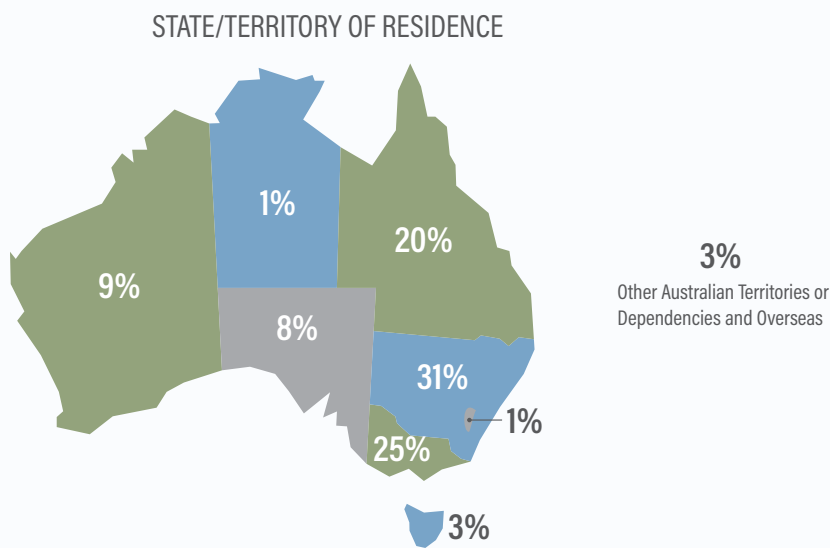
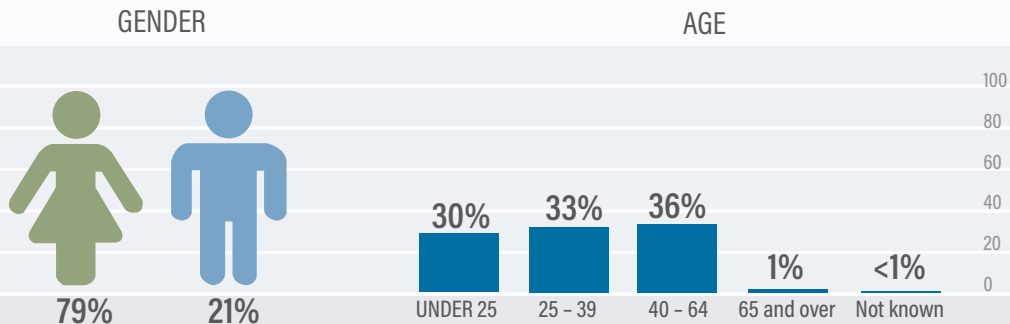


Source: NCVET, Program enrolments 2017

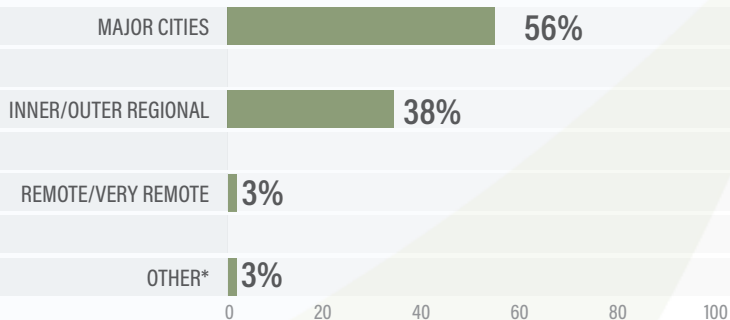
A snapshot of key traits of the *Direct Client Care and Support Training Package* enrolments for 2017 is provided below, followed by a breakdown of enrolments and completions for individual qualifications (see Table 2 and Table 3).

2017 ENROLMENT SNAPSHOT

DIRECT CLIENT CARE AND SUPPORT TRAINING PACKAGE PRODUCTS



STUDENT REMOTENESS REGION
2011 Accessibility and Remoteness Index of Australia (ARIA+)



Source: NCVER VOCSTATS (Program enrolments 2017 by various breakdowns)

*Includes 'Outside Australia' and 'Not known.'

General notes on statistics:

1. Enrolment data is sourced from NCVER VOCSTATS (Program enrolments 2017), accessed August 2018.
2. It is important to note that not all training providers were required to submit enrolment and completion data at the time of collection, and some figures presented may therefore under-represent the true count of enrolments and completions for a qualification. From 2018, **all** training providers were required to submit data, and current discrepancies noted in the national NCVER figures versus actual attendance should therefore be minimal in future releases. The data presented in this report is shown for indicative purposes.
3. Figures reflect public and private RTO data.
4. Completion data for 2017 represents preliminary outcomes (i.e. not a full year).
5. *Superseded qualifications and their respective enrolment data are in italics.*

Table 2: Total number of enrolments (Total VET Activity [TVA]) by nationally recognised qualifications on scope – Direct Client Care and Support Training Package Products, 2016–2017

Qualification	2016	2017	TOTAL
Individual Support			
CHC33015 Certificate III in Individual Support	35,177	61,935	97,112
<i>CHC30212 Certificate III in Aged Care</i>	<i>25,035</i>	<i>225</i>	<i>25,260</i>
<i>CHC30312 Certificate III in Home and Community Care</i>	<i>4,714</i>	<i>24</i>	<i>4,738</i>
<i>CHC30408 Certificate III in Disability</i>	<i>4,626</i>	<i>31</i>	<i>4,657</i>
Disability			
CHC43115 Certificate IV in Disability	5,699	9,442	15,141
<i>CHC40312 Certificate IV in Disability</i>	<i>6,229</i>	<i>86</i>	<i>6,315</i>
Alcohol and Other Drugs			
CHC43215 Certificate IV in Alcohol and Other Drugs	1,409	2,050	3,459
<i>CHC40412 Certificate IV in Alcohol and Other Drugs</i>	<i>1,067</i>	<i>25</i>	<i>1,092</i>
CHC53215 Diploma of Alcohol and Other Drugs	625	838	1,463
<i>CHC50212 Diploma of Community Services (Alcohol and Other Drugs)</i>	<i>80</i>	<i>1</i>	<i>81</i>
Mental Health			
CHC43315 Certificate IV in Mental Health	3,339	5,449	8,788
<i>CHC40512 Certificate IV in Mental Health</i>	<i>2,584</i>	<i>39</i>	<i>2,623</i>
CHC43515 Certificate IV in Mental Health Peer Work	367	613	980
<i>CHC42912 Certificate IV in Mental Health Peer Work</i>	<i>89</i>	<i>0</i>	<i>89</i>
CHC53315 Diploma of Mental Health	1,097	1,826	2,923
<i>CHC50312 Diploma of Community Services (Mental Health)</i>	<i>154</i>	<i>6</i>	<i>160</i>
Leisure and Health			
CHC43415 Certificate IV in Leisure and Health	1,288	2,510	3,798
<i>CHC40608 Certificate IV in Leisure and Health</i>	<i>1,659</i>	<i>3</i>	<i>1,662</i>
CHC53415 Diploma of Leisure and Health	257	335	592
<i>CHC50512 Diploma of Leisure and Health</i>	<i>62</i>	<i>0</i>	<i>62</i>
Health Support Services			
HLT23215 Certificate II in Health Support Services	209	3,137	3,346
<i>HLT21212 Certificate II in Health Support Services</i>	<i>3,061</i>	<i>313</i>	<i>3,374</i>
HLT33215 Certificate III in Health Support Services	135	520	655
<i>HLT32812 Certificate III in Health Support Services</i>	<i>960</i>	<i>172</i>	<i>1,132</i>
Allied Health Assistance			
HLT33015 Certificate III in Allied Health Assistance	2,001	3,354	5,355
<i>HLT32412 Certificate III in Allied Health Assistance</i>	<i>1,534</i>	<i>12</i>	<i>1,546</i>
HLT43015 Certificate IV in Allied Health Assistance	3,320	4,746	8,066
<i>HLT42512 Certificate IV in Allied Health Assistance</i>	<i>1,614</i>	<i>47</i>	<i>1,661</i>
<i>HLT31512 Certificate III in Nutrition and Dietetic Assistance</i>	<i>447</i>	<i>0</i>	<i>447</i>
Health Services			
HLT33115 Certificate III in Health Services Assistance	8,538	14,094	22,632
<i>HLT32512 Certificate III in Health Services Assistance</i>	<i>6,014</i>	<i>278</i>	<i>6,292</i>

Source: NCVET VOCSTATS, accessed December 2018.

Table 3: Total number of completions (Total VET Activity [TVA]) by nationally recognised qualifications on scope – Direct Client Care and Support Training Package Products, 2016–2017

Qualification	2016	2017	TOTAL
Individual Support			
CHC33015 Certificate III in Individual Support	11,096	24,215	35,311
<i>CHC30212 Certificate III in Aged Care</i>	14,222	30	14,252
<i>CHC30312 Certificate III in Home and Community Care</i>	3,694	2	3,696
<i>CHC30408 Certificate III in Disability</i>	2,768	12	2,780
Disability			
CHC43115 Certificate IV in Disability	1,016	2,757	3,773
<i>CHC40312 Certificate IV in Disability</i>	3,582	23	3,605
Alcohol and Other Drugs			
CHC43215 Certificate IV in Alcohol and Other Drugs	132	422	554
<i>CHC40412 Certificate IV in Alcohol and Other Drugs</i>	501	5	506
CHC53215 Diploma of Alcohol and Other Drugs	37	180	217
<i>CHC50212 Diploma of Community Services (Alcohol and Other Drugs)</i>	35	0	35
Mental Health			
CHC43315 Certificate IV in Mental Health	367	939	1,306
<i>CHC40512 Certificate IV in Mental Health</i>	1,337	5	1,342
CHC43515 Certificate IV in Mental Health Peer Work	90	164	254
<i>CHC42912 Certificate IV in Mental Health Peer Work</i>	26	0	26
CHC53315 Diploma of Mental Health	57	189	246
<i>CHC50312 Diploma of Community Services (Mental Health)</i>	82	0	82
Leisure and Health			
CHC43415 Certificate IV in Leisure and Health	208	733	941
<i>CHC40608 Certificate IV in Leisure and Health</i>	1,011	2	1,013
CHC53415 Diploma of Leisure and Health	15	77	92
<i>CHC50512 Diploma of Leisure and Health</i>	24	0	24
Health Support Services			
HLT33215 Certificate III in Health Support Services	8	124	132
<i>HLT32812 Certificate III in Health Support Services</i>	423	79	502
HLT23215 Certificate II in Health Support Services	31	1,811	1,842
<i>HLT21212 Certificate II in Health Support Services</i>	1,804	165	1,969
Allied Health Assistance			
HLT33015 Certificate III in Allied Health Assistance	178	490	668
<i>HLT32412 Certificate III in Allied Health Assistance</i>	828	9	837
HLT43015 Certificate IV in Allied Health Assistance	328	675	1,003
<i>HLT42512 Certificate IV in Allied Health Assistance</i>	475	12	487
<i>HLT31512 Certificate III in Nutrition and Dietetic Assistance</i>	204	0	204
Health Services			
HLT33115 Certificate III in Health Services Assistance	1,962	4,509	6,471
<i>HLT32512 Certificate III in Health Services Assistance</i>	2,778	2	2,780

Source: NCVET VOCSTATS, accessed December 2018.

A.2 Employment and Skills Outlook Overview

Employment – Current and Projected

Note: The principal data source that provides workforce data and trends regarding roles of relevance to this Training Package at a national level is Census data collected by the Australian Bureau of Statistics (ABS) and the Department of Jobs and Small Business. The workforce statistics and projections presented in this section are based on Census collections and are reported according to prescribed Australian and New Zealand Standard Industrial Classification (ANZSIC) and Australian and New Zealand Standard Classification of Occupations classifications (ANZSCO).

The current definitions, and the labelling used for some ANZSIC and ANZSCO codes, as well as the aggregation of roles across codes, can be limited in providing a true picture of some sectors' workforces. Sectors can host a multitude of job functions, and consequently are comprised of job titles which go beyond the categories listed in ANZSCO. The statistics in this section are provided as an indicative overview of the sector only.

Job roles supported by the DCCS Training Package Products, including higher-level positions where the Training Package can provide pathways (e.g. to Manager roles) are mostly captured across the following ANZSCO categories:

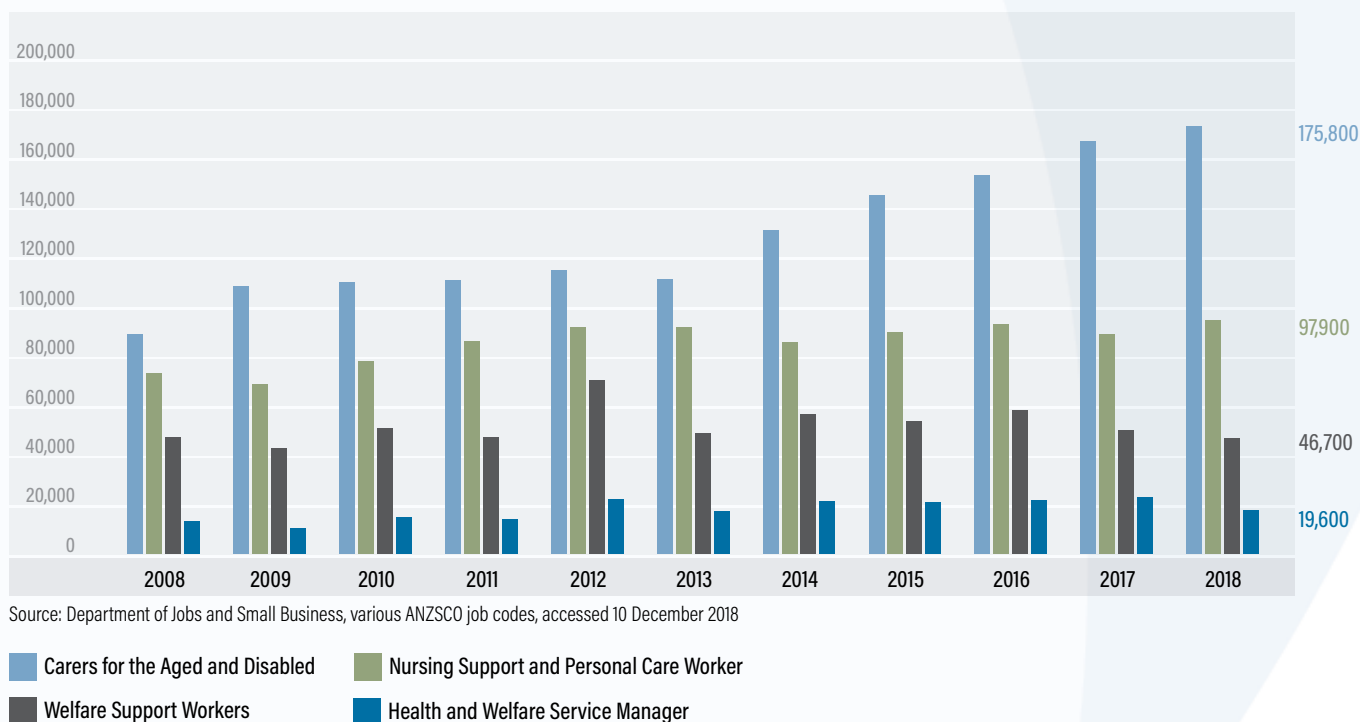
- ANZSCO 4231 **Carers for the Aged and Disabled**²⁵
- ANZSCO 4233 **Nursing Support and Personal Care Workers** – representing in aggregate Hospital Orderlies, Ward Persons, Nursing Support Workers, Personal Care Assistants and Therapy Aides.
- ANZSCO 4117 **Welfare Support Workers** – representing in aggregate Disabilities Services Officers and Residential Care Officers (as well as Community Workers, Family Support Workers, Parole/Probation Officers and Youth Workers).

- ANZSCO 1342 **Health and Welfare Service Managers** – representing in aggregate Medical Administrators, Nursing Clinical Directors, Primary Health Organisation Managers, Welfare Centre Managers and Other Health and Welfare Service Managers.

Please note this list is not exhaustive and the DCCS sector hosts an extensive list of job roles which are currently not identifiable via the ANZSCO classifications. For example, data for Lifestyle Support Workers, Diversional Therapy Assistants, Mental Health Workers and Alcohol and Other Drugs Support Workers is not available. The data presented in this section is therefore limited in providing a true picture of the DCCS workforce supported by the Training Package.

As at May 2018, there were **175,800** Carers for the Aged and Disabled, **97,900** Nursing Support and Personal Care Workers, **46,700** Welfare Support Workers and **19,600** Health and Welfare Service Managers (see Figure 2).

Figure 2: Employment levels of selected occupations in Direct Client Care and Support - 2008 to 2018



Key traits of the workforce across the four main job categories charted above are outlined below in Table 4.

Table 4: Workforce traits of selected occupations supported by the Direct Client Care and Support Training Package (2017)

Traits	Carers for the Aged and Disabled	Nursing Support and Personal Care Workers	Welfare Support Workers	Health and Welfare Service Managers
Average age	45 years (National average 40 years)	43 years (National average 40 years)	42 years (National average 40 years)	48 years (National average 40 years)
Gender - female	77.1% (National average 46.7%)	75.9% (National average 46.7%)	67.3% (National average 46.7%)	70.4% (National average 46.7%)
Full-time employment	36.2% (National average 40.2%)	40.2% (National average 40.2%)	67.6% (National average 40.2%)	85.5% (National average 40.2%)
Location	NSW – 26.4% VIC – 25.1% QLD – 20.3% SA – 12.1% WA – 10.8% TAS – 3.5% NT – 0.8% ACT – 0.9%	NSW – 29.4% VIC – 29.0% QLD – 19.8% SA – 8.1% WA – 8.9% TAS – 2.3% NT – 1.0% ACT – 1.6%	NSW – 30.5% VIC – 21.9% QLD – 18.6% SA – 10.1% WA – 10.4% TAS – 3.2% NT – 3.0% ACT – 2.4%	NSW – 38.5% VIC – 22.8% QLD – 11.9% SA – 9.4% WA – 9.9% TAS – 3.1% NT – 2.3% ACT – 2.1%

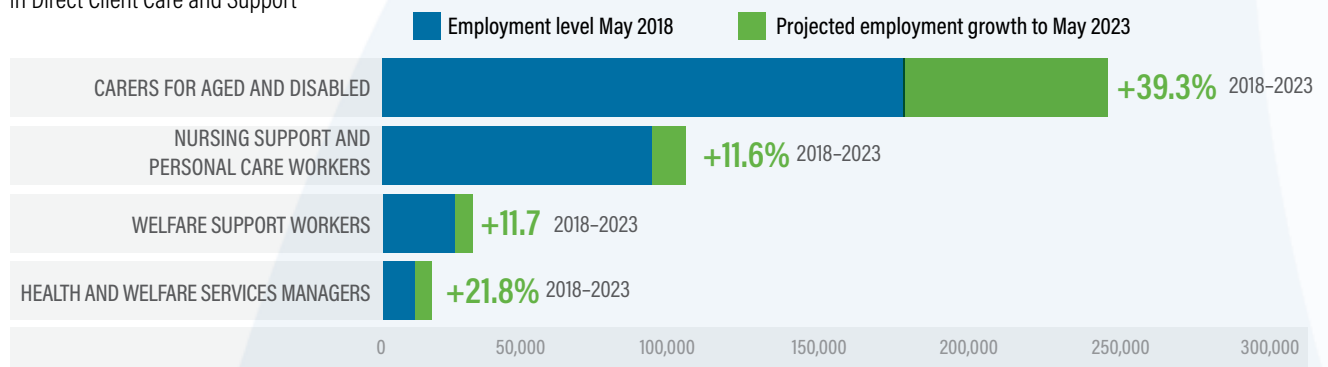
Source: Department of Jobs and Small Business – Job Outlook, various ANZSCO job codes, accessed 25 January 2019



Overall, the **health care and social assistance industry workforce is expected to grow significantly** over the next five years, with forecasts indicating it will reach 1.9 million workers in 2023. This growth will undoubtedly include many job roles supported by this Training Package. For example, **Carers for the Aged and Disabled** job roles are expected to increase by 39.3% over the next five

years reaching 245,000 workers in 2023 (see Figure 3).²⁶ Growth across all job roles in the chart is expected to be strong, and it will therefore be critical to ensure that the supply of entrants to the DCCS workforce matches these growth estimates so the sector can meet demand across all client groups.

Figure 3: Employment levels (May 2018 and May 2023) and forecasted % growth to May 2023 for selected occupations in Direct Client Care and Support



Source: Department of Jobs and Small Business, 2018 Occupational Projections - five years to May 2023, accessed October 2018

Other forecasts show that an additional 90,000 full-time equivalent (FTE) staff will be needed to assist in the delivery of services through the NDIS, representing a mix of both highly skilled positions and also roles not requiring formal qualifications.²⁷

Future Skills

Note: These findings are based on desk research as well as SkillsIQ's 2019 Future Skills Survey (conducted between November 2018 and January 2019) which have been filtered to include stakeholders from the Direct Client Care and Support sector only. Insights and advice from IRC members and public consultation have also been used to compile and validate the information provided.

The work environment across all industries is continuously evolving to adapt to external and internal industry trends. Technology, automation, Artificial Intelligence

(AI), globalisation, an ageing population, and shifts in workforce demographics and industry (i.e. the transition from manufacturing and production to a largely service-based economy) are just some of the ongoing trends driving change.

The DCCS sectors, like others, have been impacted by these trends and, as a result, so too have the skills needs of the workforce. Whilst technical skills to perform job tasks are imperative, employers in the short-to-medium future will be looking beyond these and have indicated that it will be important for workers in their organisations to be **equipped with key employability skills, including:**



EMOTIONAL INTELLIGENCE



TEAMWORK AND COMMUNICATION



RESILIENCE, STRESS TOLERANCE AND FLEXIBILITY



PROBLEM SOLVING



SELF-MANAGEMENT



TECHNICAL / JOB-SPECIFIC SKILLS

These results are in line with wider studies, including the World Economic Forum and its *Future of Jobs Survey 2018* which indicates that the top skills in demand in 2022 will include **analytical thinking** and **innovation, creativity, originality** and **initiative, critical thinking, complex problem solving, leadership** and **emotional intelligence**.²⁹

The VET system plays a pivotal role in supporting employers and employees in adapting to technologies and changes in the workplace. Its role in skilling the workforce with current and emerging skills in demand will only grow more strongly in the future as it continues to support individuals entering the workplace or transitioning into different roles.³⁰

The 12 generic skills listed below, including the descriptors, were provided by the Department of Education and Training for the purpose of being ranked by industry representatives. For the 2019 ranking exercise, an 'Other' generic skill option was included in the list to capture any additional key skills considered important for an industry. Please note that, in this case, no other generic skills were identified.

Key Generic Skills – Ranked in Order of Importance

1	Communication / Collaboration including virtual collaboration/ Social intelligence - Ability to understand and apply the principles of creating more value for customers with fewer resources (lean manufacturing) and collaborative skills. Ability to critically assess and develop content that uses new media forms and leverage these media for persuasive communications. Ability to connect to others in a deep and direct way, to sense and stimulate reactions and desired interactions.
2	Customer service / Marketing - Ability to interact with other human beings, whether helping them find, choose or buy something. Ability to supply customers' wants and needs both via face-to-face interactions or digital technology. Ability to manage online sales and marketing. Ability to understand and manage digital products.
3	Learning agility / Information literacy / Intellectual autonomy and self-management - Ability to identify a need for information. Ability to identify, locate, evaluate, and effectively use and cite the information. Ability to discriminate and filter information for importance. Ability to do more with less. Ability to quickly develop a working knowledge of new systems to fulfil the expectations of a job.
4	Language, Literacy and Numeracy (LLN) - Foundation skills of literacy and numeracy.
5	Design mindset / Thinking critically / System thinking / Solving problems - Ability to adapt products to rapidly shifting consumer tastes and trends. Ability to determine the deeper meaning or significance of what is being expressed via technology. Ability to understand how things that are regarded as systems influence one another within a complete entity, or larger system. Ability to think holistically.
6	Managerial / Leadership - Ability to effectively communicate with all functional areas in the organisation. Ability to represent and develop tasks and work processes for desired outcomes. Ability to oversee processes, guide initiatives and steer employees toward achievement of goals.
7	Technology use and application skills - Ability to create and/or use technical means, understand their interrelation with life, society, and the environment. Ability to understand and apply scientific or industrial processes, inventions, methods, etc. Ability to deal with increasing mechanisation and automation and computerisation. Ability to do work from mobile devices rather than from paper.
8	Data analysis skills - Ability to translate vast amounts of data into abstract concepts and understand data-based reasoning. Ability to use data effectively to improve programs, processes and business outcomes. Ability to work with large amounts of data: facts, figures, number crunching, analysing results.
9	Environmental and Sustainability - Ability to focus on problem solving and the development of applied solutions to environmental issues and resource pressures at local, national and international levels.
10	Entrepreneurial - Ability to take any idea, whether it be a product and/or service, and turn that concept into reality and not only bring it to market, but make it a viable product and/or service. Ability to focus on the very next step to get closer to the ultimate goal.
11	Financial - Ability to understand and apply core financial literacy concepts and metrics, streamlining processes such as budgeting, forecasting, and reporting, and stepping up compliance. Ability to manage costs and resources, and drive efficiency.
12	Science, Technology, Engineering and Maths (STEM) - Sciences, mathematics and scientific literacy.



A.3 Key Drivers for Change Overview

Key Drivers

No Training Package development work has been proposed by the Direct Client Care and Support IRC for 2019–2020, as there are currently projects awaiting completion pending the conclusion of activities by the recently formed Aged Services IRC and the Disability Support IRC. The Aged Care IRC is currently repackaging current Units of Competency from the *Certificate III in Individual Support (Ageing)* into a stand-alone *Certificate III in Ageing Support*, to better meet the immediate and critical needs required by the aged care workforce. This project also involves a second phase that includes a full review and update of the Units of Competency relevant to aged care, to ensure they are fit for purpose and meet industry's ongoing needs.

It is not yet clear what the Disability Support IRC will propose in relation to the disability support Units of Competency within the *Certificate III in Individual Support*. This will be clarified once the new IRC is established.

Training Package Products under the scope of the Direct Client Care and Support IRC have been proposed for review in 2020–2021. These Training Package Products were initially scheduled for review in 2019–2020. However, industry notes that it is vital to allow for the proper implementation and use of the Training Products, which were extensively reviewed in 2015, before recommending any further revisions.

Current projects

Work is currently awaiting commencement pending the conclusion of activities on the part of the Aged Services IRC and the establishment of the Disability Support IRC, and pending the subsequent delegation of responsibilities between IRCs, as noted above. There is currently work under way to update the following qualifications:

- HLT33015 Certificate III in Allied Health Assistance
- HLT43015 Certificate IV in Allied Health Assistance
- HLT23215 Certificate II in Health Support Services
- HLT33215 Certificate III in Health Support Services.

A.4 Consultation Undertaken

A widespread **multi-channel consultation** involving the following stakeholders has been conducted to identify and substantiate the key skills gaps and training needs of the sector, and to determine whether or not there is a need to update the respective Training Package Products:

- All Direct Client Care and Support Industry Reference Committee (IRC) members representing the following key bodies:
 - Aged and Community Services Australia
 - Aged Care Services Australia Group / Japara Healthcare
 - Australian Community Workers Association
 - Australian Nursing and Midwifery Federation
 - Australian Services Union
 - Charles Darwin University
 - Guide Dogs Queensland
 - Dietitians Association of Australia
 - Fiona Stanley Hospital
 - Health Services Union
 - Health Workforce Principal Committee
 - Mental Health Coordinating Council
 - National Disability Services
 - South Australian Network of Drug and Alcohol Services
 - TAFE Queensland.
- Networks of the Direct Client Care and Support IRC members.
- A national online survey (*2019 Future Skills Survey*) was distributed via the SkillsIQ database between November 2018 and January 2019 which sought to identify top skills needs and priority industry issues
- Public consultation on the draft Industry Skills Forecast took place in early 2019, and notifications of this were distributed by email to over 17,000 stakeholders registered in SkillsIQ's database network
- The Industry Skills Forecast, including the Proposed Schedule of Work, was promoted to stakeholders and made available via SkillsIQ's website.

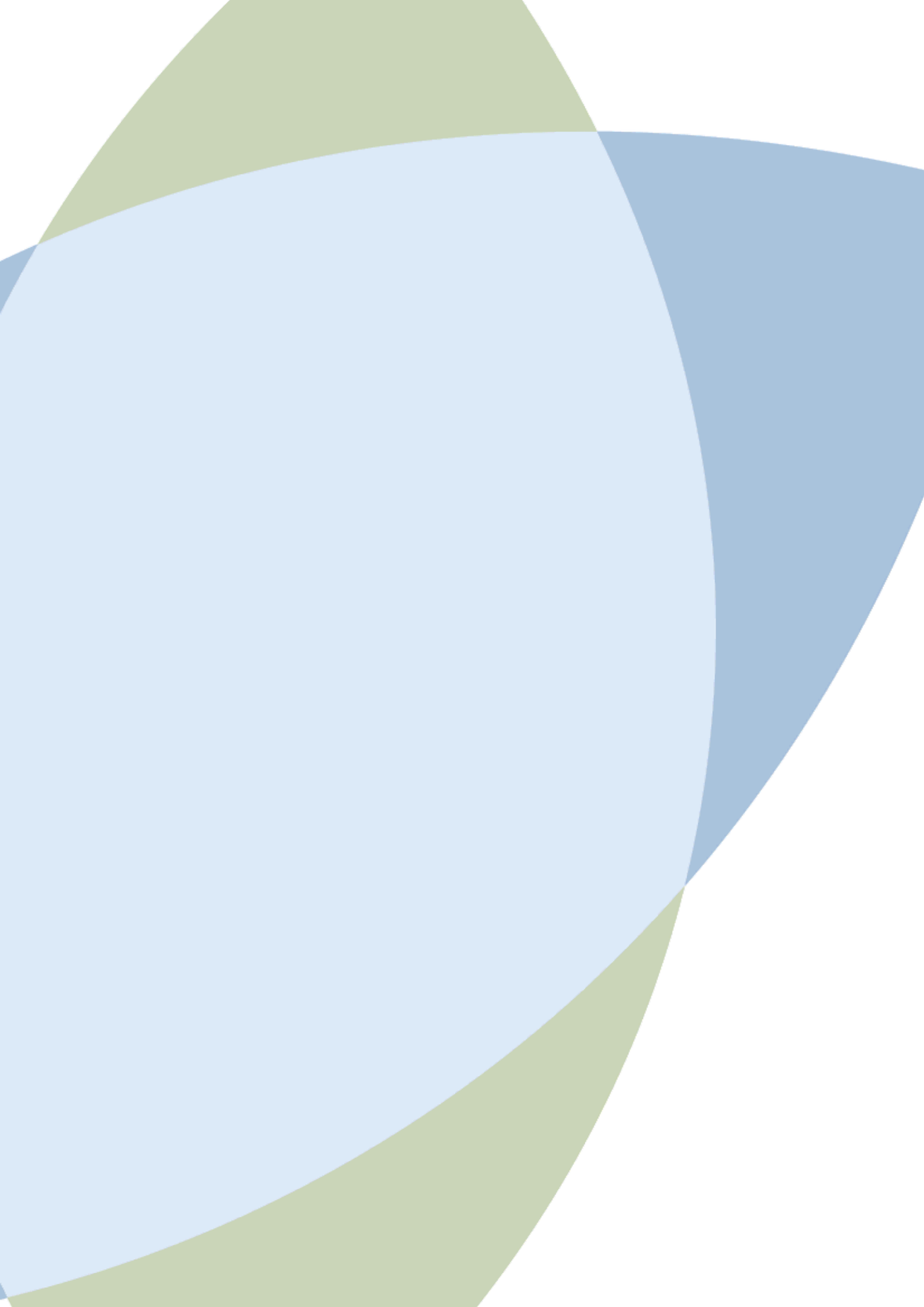
B. Proposed Schedule of Work

2020–21

YEAR	PROJECT TITLE AND DESCRIPTOR
2020–21	<p>Mental Health</p> <p>The IRC proposes to update the following qualifications and any associated skill sets and Units of Competency relating to Mental Health job roles:</p> <ul style="list-style-type: none"> • CHC43515 Certificate IV in Mental Health Peer Work • CHC43315 Certificate IV in Mental Health • CHC53315 Diploma of Mental Health
2020–21	<p>Alcohol and Other Drugs</p> <p>The IRC proposes to update the following qualifications and any associated skill sets and Units of Competency relating to Alcohol and Other Drugs-related job roles:</p> <ul style="list-style-type: none"> • CHC43215 Certificate IV in Alcohol and Other Drugs • CHC53215 Diploma of Alcohol and Other Drugs
2020–21	<p>Leisure and Health</p> <p>The IRC proposes to update the following two qualifications and any associated skill sets and Units of Competency relating to Leisure and Health job roles:</p> <ul style="list-style-type: none"> • CHC43415 Certificate IV in Leisure and Health • CHC53415 Diploma of Leisure and Health
2020–21	<p>Health Services Assistance</p> <p>The IRC proposes to update the following qualification and any associated skill sets and Units of Competency relating to Health Support job roles:</p> <ul style="list-style-type: none"> • HLT33115 Certificate III in Health Services Assistance
2020–21	<p>Cross-sectoral Units of Competency</p> <ul style="list-style-type: none"> • The IRC proposes to update the remaining cross-sectoral Units of Competency in the HLT Health and CHC Community Services Training Packages.

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