



**SKILLSIQ**

CAPABLE PEOPLE MAKE CLEVER BUSINESS

STAKEHOLDERS



OUTCOMES



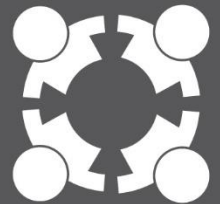
INTEGRITY



BOLDNESS



TEAMWORK



Client Services

Industry Reference Committee

2019 Industry Skills Forecast

DRAFT

## Contents

Administrative Information .....	3
IRC Sign-off.....	3
A. Skills Forecast.....	4
A.1 Sector Overview.....	4
Introduction .....	4
Organisations Involved .....	9
Stakeholders .....	10
Challenges and Opportunities.....	10
Vocational Education Training (VET) Qualifications Supporting Industry.....	14
Enrolments and Completions.....	15
A.2 Employment and Skills Outlook Overview.....	18
Employment – Current and Projected .....	18
Future Skills.....	20
Key Generic Skills – Ranked in Order of Importance .....	21
A.3 Key Drivers for Change and Proposed Responses Overview.....	22
Key Drivers .....	22
Current Work in Progress.....	22
A.4 Consultation Undertaken .....	23
B. Proposed Schedule of Work .....	24
2020-21 .....	24
Appendix A Stakeholder Consultation to date.....	25

## Administrative Information

Industry  
Reference  
Committee  
(IRC)

### Client Services

The Client Services Industry Reference Committee (IRC) provides the industry engagement mechanism at the centre of Training Package Product development for the sectors covering client service areas such as career development, employment services, counselling, financial counselling, family dispute resolution and celebrancy. Its primary purpose is to provide advice to the Australian Industry and Skills Committee (AISC) about the skills and knowledge required to equip its sectors with a highly skilled workforce, both now and into the future.

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% 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 and 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 Client Services Industry Reference Committee.

---

**Jackie Brady**  
Chair

## A. Skills Forecast

### A.1 Sector Overview

#### Introduction

The Client Services sector supported by the Vocational Education and Training (VET) Training Package refers to a range of services mainly delivered across the community services industry. The Training Package specifically covers seven key sub-sectors as shown in **Figure 1**.

**Figure 1:** Client Services Training Package – Overview of Sectors



Workers can perform a variety of roles and can be involved in undertaking operational, service-based and/or supervisory and management activities across the community services industry. Job roles include:

- Career Development Practitioner
- Career Information Officer
- Case Coordinator/Worker
- Celebrant
- Child Protection Worker
- Client Assessment Coordinator
- Community Care Manager
- Counsellor
- Employment Consultant
- Family Dispute Practitioner
- Financial Counsellor
- Relationship Counsellor.

The sub-sectors are described as follows:

#### *Career development*

As outlined by Career Development Association of Australia (CDAA), career development involves ‘...enabling people to understand and develop their skills and preferences to manage these challenges, make good decisions about their working lives, and maximise their contribution to the communities in which they live and work’.<sup>1</sup> Services provided to the community can involve the dissemination of information and guidance, and provision of advice and/or coaching .

Career development practitioners can work within a diverse range of businesses in both the public and private sector, including education and training, vocational rehabilitation, elite athlete programs, hospitals and prisons. Career development practitioners can provide services under various job titles including career counsellor, employment counsellor, career educator, career information specialist, career management consultant, career coach, rehabilitation counsellor, work experience and

<sup>1</sup> Career Development Association of Australia (CDAA) *About Career Development* [Available at: <https://www.cdaa.org.au/about-career-development>] [Accessed 22 March 2019]

structure workplace learning coordinator, employment support worker, job placement officer, vocational rehabilitation worker and vocational counsellor.

### *Celebrancy*

For thousands of years, all cultures have used ceremony to inspire and support the well-being of individuals, families and communities adapting to major personal and social changes in roles and life stages as well as major environmental changes such as those due to natural cycles (seasons) or natural and man-made disasters.

For this purpose, celebrants provide a range of ceremonies, celebrations, and related services for major life events from birth to death – generally grouped as those related to love, life or loss.

Marriage is the only ceremony regulated in Australia. To perform a valid marriage under Australian law, the celebrant must be registered by a State Registrar (Subdivisions A and B) or authorised by the Commonwealth Registrar (Sub-divisions C and D).<sup>2</sup> Currently only Commonwealth registered marriage celebrants must complete VET training prior to registration<sup>3</sup>. 2018 ABS Statistics indicated marriage rates continued to decline.<sup>4</sup>

In our multi-cultural and increasingly secular society, with an ageing population<sup>5</sup> where illness and death require skilled loss related work, there is an increased need for independent civil celebrants to be well trained and recognised for providing a range of loss related services. Increased opportunities for ceremonies and celebrations other than marriage, are indicated by Australian population statistics<sup>6</sup> that show twice as many births to deaths, and more arrivals and departures than births and deaths.

Civil marriage celebrants (Subdivision C) perform the majority of marriages in Australia. In 2017, civil celebrants conducted 78% of all marriages.<sup>7</sup>

### *Counselling*

The Psychotherapy and Counselling Federation of Australia provides an overarching definition of counselling as being *'...a safe and confidential collaboration between qualified counsellors and clients to promote mental health and wellbeing, enhance self-understanding, and resolve identified concerns'*.<sup>8</sup> Counsellors work with an extensive range of clients including children, youth, adults, couples, families and groups. Counselling services may be provided over a short-term, long-term or

---

<sup>2</sup> Part IV—Solemnisation of marriages in Australia Division 1—Authorised celebrants

<sup>3</sup> Australian Marriage Act 1961 Section 39C and Marriage Regulations 2017 Division 2—Marriage celebrants Subdivision A—General provisions Section 39

<sup>4</sup> Australian Bureau of Statistics (ABS) (2017) 3310.0 – Marriages and Divorces, Australia, 2017 [Available at: <https://www.abs.gov.au/ausstats/abs@.nsf/mf/3310.0>] [Accessed 22 March 2019]

<sup>5</sup> Older Australia at a glance. The Australian Institute of Health and Welfare (AIHW) Cat. no: AGE 87 <https://www.aihw.gov.au/reports/older-people/older-australia-at-a-glance/contents/demographics-of-older-australians/australia-s-changing-age-and-gender-profile>

<sup>6</sup> Population clock Information as at April 2019 Australian Bureau of Statistics (ABS) that states “these assumptions are consistent with figures released in Australian Demographic Statistics, September Quarter 2018 (cat. no. 3101.0).

<http://www.abs.gov.au/ausstats/abs@.nsf/0/1647509ef7e25faaca2568a900154b63?OpenDocument>

<sup>7</sup> Australian Bureau of Statistics (ABS) (2017) 3310.0 – Marriages and Divorces, Australia, 2017 [Available at: <https://www.abs.gov.au/ausstats/abs@.nsf/mf/3310.0>] [Accessed 22 March 2019]

<sup>8</sup> Psychotherapy and Counselling Federation of Australia. *Definition of Counselling* [Available at: <https://www.pacfa.org.au/definition-of-counselling/>] [Accessed 22 March 2019]

lifetime period, dependent on the client's needs. Counsellors effectively assist their clients by applying empathy and deep listening skills to establish a positive working relationship.

### *Financial Counselling*

At its core, financial counselling involves providing information, support and advocacy to assist people experiencing financial difficulty.<sup>9</sup> Examples of financial difficulty include struggling to purchase food, struggling to pay rent/mortgage and managing numerous debts. The main causes of financial difficulty include unemployment/under-employment, illness, relationship breakdown, low income or poverty, exploitive or unfair financial practices and addiction.<sup>10</sup>

Financial counselling is largely funded by the federal and state governments and is offered to the community as a free service that can be accessed via community agencies. Financial counsellors are adept with a large scope of law and policy, including consumer credit law, debt enforcement practices, bankruptcy regime, industry hardship policies and government concession frameworks. Due to the nature of financial counselling work, e.g. providing advice regarding credit contracts or bank accounts, some activities are regulated by the Australian Securities and Investments Commission (ASIC). Financial counselling agencies are exempt from needing to obtain relevant licences, subject to their financial counselling staff being adequately trained and eligible to join the peak financial counselling body in their respective state.

### *Employment Services*

There are three main groups of entities in the employment services industry, including:

1. **Employment service providers:** the Federal Government contracts employment services providers to provide labour market assistance to Australian job seekers and employers.
2. **Individual Federal Government Departments** responsible for managing particular employment service contracts, for example:
  - a. **jobactive:** includes *Work for the Dole* and is managed by the Department of Jobs and Small Business. In the 2018, jobactive reached one million job placements since its inception in July 2015. In 2017-18 the program achieved 351,647 job placements.<sup>11</sup>
  - b. **Disability Employment Services (DES):** is managed by the Department of Social Services. The DES assists job seekers who have a disability, injury or health condition and require assistance finding a job as well as either *occasional* workplace support to maintain a job (Disability Management Services (DMS)), and job seekers who have a *permanent* disability and require assistance finding a job as well as *ongoing* workplace support to maintain a job (Employment Support Services (ESS)).<sup>12</sup>
  - c. **Community Development Program (CDP):** is managed by the Department of Prime Minister and Cabinet to focus on employment in rural and remote Australia. In 2017, the CDP was delivered in 60 regions or more than 1,000 communities across

---

<sup>9</sup> Financial Counselling Australia. *About Financial Counselling* [Available at:

<https://www.financialcounsellingaustralia.org.au/Corporate/Financial-Counselling>] [Accessed 22 March 2019]

<sup>10</sup> Financial Counselling Australia. *Financial Counselling in a nutshell* [Available at:

<https://www.financialcounsellingaustralia.org.au/getattachment/Corporate/Publications/financial-counselling-infographic.pdf>] [Accessed 22 March 2019]

<sup>11</sup> Department of Jobs and Small Business (2018) *Annual Report 2017-18* [Available at: <https://www.jobs.gov.au/annual-report-2017-18/outcome-1>] [Accessed 25 March 2019]

<sup>12</sup> Department of Social Services (2018) *Disability Employment Services* [Available at: <https://www.dss.gov.au/our-responsibilities/disability-and-carers/programmes-services/disability-employment-services>] [Accessed 25 March 2019]

Australia. CDP providers support more than 33,000 people, more than 80% of whom are Aboriginal and Torres Strait Islander people.<sup>13</sup>

- d. **Complementary programs to more targeted groups:** for example, Transition to Work, ParentsNext, Youth Jobs PaTH, Time to Work, the New Enterprise Incentive Scheme (NEIS) etc.
3. **National Employment Services Association (NESA):** is the peak body for the employment services sector. The association facilitates information flow between providers and government departments, advocates for the employment services sector and provides capacity development, professionalisation and project management services across the sector.

Job seekers may experience disadvantage in the labour market due to various factors, including disability, mental health issues, age, ethnicity and language. Addressing these barriers can include discussing homelessness, family violence, literacy, motivation and confidence, and numerous other non-vocational support issues. As a result, frontline employment consultants require excellent communication skills, as well as time management and awareness of the policy landscape, to effectively provide opportunities for clients on a case-by-case basis.

### *Child Protection*

State and territory governments have a responsibility for funding and/or providing child protection services in their respective states. As a result, each jurisdiction has its own legislation that determines the child protection system's policies and practices, however the intent is similar across jurisdictions.<sup>14</sup> The child protection system exists to support and assist children who are unable to reside with their parents, due to numerous reasons that can include: deceased parents, parents have a serious drug or mental health problem, child has been sexually or physically abused, parents subject child to emotional abuse, and parents are incapable of caring for their child.

In 2009, the Council of Australian Governments (COAG) released a *National Framework for Protecting Australia's Children 2008-2020: Protecting Children is Everyone's Business* (the Framework). The overall goal of the Framework is to ensure "Australia's children and young people are safe and well."<sup>15</sup> The target is for a "substantial and sustained reduction in child abuse and neglect in Australia over time." The following trends will illustrate the Framework's level of success in achieving its target:

- trends in key national indicators of children's health, development and wellbeing
- trends in hospital admissions and emergency department visits for neglect and injuries to children under three years
- trends in substantiated child protection cases
- trends in the number of children in out-of-home care.

---

<sup>13</sup> Department of Prime Minister and Cabinet (2017) *Community Development Programme Regions* [Available at: <https://www.pmc.gov.au/sites/default/files/publications/cdp-regions.pdf>] [Accessed 25 March 2019]

<sup>14</sup> Productivity Commission (2018) *Report on Government Services 2018 – Child protection services* [Available at: <https://www.pc.gov.au/research/ongoing/report-on-government-services/2018/community-services/child-protection>] [Accessed 25 March 2019]

<sup>15</sup> Department of Social Services (2009) *National Framework for Protection Australia's Children 2009-2020* [Available at: <https://www.dss.gov.au/our-responsibilities/families-and-children/publications-articles/protecting-children-is-everyones-business?HTML>] [Accessed 25 March 2019]

The *National Standards for Out-of-Home Care* (the National Standards) are a priority under the Framework. The National Standards have been designed to drive improvements and deliver consistency in the quality of care so that children in out-of-home care have the same opportunities as their peers to reach their potential in life wherever they live in Australia. The National Standards focus on children under 18 whose care arrangements were ordered through the relevant children's court and parental responsibility for the child was transferred to the Minister/Chief Executive.<sup>16</sup>

It is important to note that Victoria and more recently Queensland have addressed this issue by introducing minimum requirements for staff working in Residential and Out of home care with vulnerable children and young people. For staff without an approved qualification, both Victoria and Queensland have identified *CHC40313 Certificate IV in Child Youth and Family Intervention* as the desired minimum qualification.

While this IRC deals specifically with a Post-Graduate qualification in Statutory Child Protection, it is important to note that many workers engaged in protecting and supporting children hold qualifications covered by other reference groups.

Furthermore, the release of the Report of the Royal Commission and Board of Inquiry into the *Protection and Detention of Children in the Northern Territory* in 2017, provides useful insight to other states and territories for improving their respective juvenile justice systems. The details of insight include training of workers in the sector and framing the way in which career pathways can be progressed to improve youth justice and child protection outcomes.

### *Family Dispute Resolution*

Under the *Family Law Act 1975* (Cth), separating families who have a dispute relating to property, money or children must make a genuine effort to try to resolve it through family dispute resolution (FDR) before filing an application in court. Before an application for an order in relation to a child under Part VII of the Act can be filed (often dealing with parenting orders/arrangements) a certificate from an registered FDR practitioner must accompany an application to the Family Court or the Federal Circuit Court of Australia (with some exceptions). Under the law, family dispute resolution is defined as a process (other than a judicial process) in which an FDR practitioner, as an independent party, helps people affected, or likely to be affected, by separation or divorce to resolve some or all of their disputes with each other.<sup>17</sup>

FDR does not focus on the emotional side of relationships. It concentrates on resolving specific disputes. The FDR practitioner can help to explore family issues objectively. FDR services are provided by a range of individuals and organisations; for example, Family Relationship Centres, community organisations, Legal Aid commissions, and individuals such as lawyers, social workers or psychologists. For people in remote areas, FDR services can be accessed via telephone to provide dispute resolution services for families in conflict, sometimes as part of the Family Law system.

To be a certified FDR practitioner a person must meet the accreditation standards in the *Family Law (Family Dispute Resolution Practitioners) Regulations 2008*, which include having been assessed as

---

<sup>16</sup> Department of Families, Housing, Community Services and Indigenous Affairs (2011) *An outline of National Standards for out-of-home care* [Available at [https://www.dss.gov.au/sites/default/files/documents/pac\\_national\\_standard.pdf](https://www.dss.gov.au/sites/default/files/documents/pac_national_standard.pdf)]

<sup>17</sup> *Family Law Act 1975* (Cth), s. 10F



competent in units that involve screening and assessing families for family violence and child abuse. This Commonwealth Attorney-General's Department manages the accreditation of FDR practitioners in Australia. Practitioners can meet this accreditation requirement by:

- completing a full Vocational Graduate Diploma the or *Graduate Diploma of Family Dispute Resolution* (or the higher education provider equivalent);
- having an appropriate qualification and competency in the six compulsory units from the Vocational Graduate Diploma or *Graduate Diploma of Family Dispute Resolution* (or the higher education provider equivalent); or
- having accreditation under the National Mediation Accreditation Scheme and competency in the six compulsory units from the Vocational Graduate Diploma or *Graduate Diploma of Family Dispute Resolution* (or the higher education provider equivalent).<sup>18[2]</sup>

There are early signs that the recently introduced increase in supervision hours from 10 hours to 50 hours is impacting on costs of attaining the relevant qualifications.

## Organisations Involved

Entities operating in the service areas outlined earlier represent a range of public and private, small, medium and large enterprises, and are spread across the country. A significant share of the organisations within the scope of this IRC however are not-for-profit. For example, child protection support worker roles, community workers, financial counsellors and case managers can be found in the not-for-profit sector. Examples of sub-sectors that work outside the not-for-profit sector include celebrants operating as sole traders, and certain counsellors operating in sole or multi-professional group practices. Some examples and counts of relevant business types involved in hiring workers supported by the Client Services Training Package across Australia include:

- 7,243 employment placement and recruitment services (2017)<sup>19</sup>
- 186 financial counselling organisations (2019)<sup>20</sup>
- 221 non-government child protection organisations<sup>21,22</sup>
- 695 public hospitals (2016-17) and 630 private hospitals (2015-16)<sup>23</sup>
- 311 nationally recognised community housing providers (2018)<sup>24</sup>
- 2,296 disability support service agencies<sup>25</sup>.

---

<sup>18</sup> Australian Government (2012) Attorney-General's Department, *Fact sheet: Accreditation as a family dispute resolution practitioner*. Accessed from:

<https://www.ag.gov.au/FamiliesAndMarriage/Families/FamilyDisputeResolution/Documents/FactSheetAccreditationasaFamilyDisputeResolutionPractitioner.pdf>

<sup>19</sup> Australian Bureau of Statistics (ABS)(2018) *Counts of Australian Businesses, including Entries and Exits, Jun 2013 to Jun 2017*, cat. no. 8165.0. Canberra.

<sup>20</sup> Data supplied by Financial Counselling Australia (15 February 2019)

<sup>21</sup> Families Australia (2019) *National Coalition on Child Safety and Wellbeing* [Available at: <https://familiesaustralia.org.au/national-coalition/>]

<sup>22</sup> **Note:** Figure also includes researchers committed to the [National Framework for Protecting Australia's Children 2009-2020](#).

<sup>23</sup> Australian Institute of Health and Welfare 2018. *Australia's hospitals 2016-17 at a glance*. Health services series no. 85. Cat. no. HSE 204. Canberra: AIHW.

<sup>24</sup> National Regulatory System Community Housing (NRSCH)(2018) *National Provider Register* [Available at: [http://www.nrsch.gov.au/national\\_register/](http://www.nrsch.gov.au/national_register/)][Accessed 16 January 2019]

<sup>25</sup> Australian Institute of Health and Welfare (AIHW)(2018) *Data tables: Disability support services: services provided under the National Disability Agreement 2017-17*. [Available at: <https://www.aihw.gov.au/reports-data/health-welfare-services/disability-services/data/>] [Accessed 25 January 2019]

## Stakeholders

Key stakeholders represent a range of organisations that perform a variety of strategic, regulative and operational roles in the Client Services sectors. Stakeholders play an important role during training package reviews by supplying industry insights to ensure updates are in line with 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 earlier)
- Employee associations
- Registered training organisations, both public and private, and their representative bodies
- Small, medium and large-sized private and public employers across metropolitan, regional, rural and remote areas, including for-profit and not-for-profit organisations.

## Challenges and Opportunities

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

### Government policy / legislation changes

The broadening of the definition of marriage in December 2017<sup>26</sup> has not delivered a significant increase in the number of weddings against the backdrop of declining marriage rates in Australia -. the first six months averaging an increase of less than 0.5 marriages per celebrant.<sup>27</sup>

- Over the last twenty-five years, various changes to the Commonwealth Marriage Celebrant Program mean marriage work is no longer the stable core of the independent civil celebrant's work. The average number of weddings per celebrant pa is 10, compared with 35 in 1999, and 64 in 1995.<sup>28</sup> The peak celebrant body, the Coalition of Celebrant Associations (CoCA) Inc continues to advocate for a review of the Commonwealth Marriage Celebrant Program.<sup>29</sup>
- Despite 90% of celebrants offering other ceremonies, 77% of independent marriage celebrants earn less than \$20,000 gross pa, and less than 2% an average wage equivalent from all their celebrancy work. 77% would like more wedding and/or other ceremony work opportunities.<sup>30</sup>

---

<sup>26</sup> Marriage Amendment (Definition and Religious Freedoms) Bill 2017 Part 3 Subsection 5(1) (definition of marriage) Omit "a man and a woman", substitute "2 people".

<sup>27</sup> Australian Bureau of Statistics (ABS) (2017) 3310.0 – Marriages and Divorces, Australia, 2017 [Available at: <https://www.abs.gov.au/ausstats/abs@.nsf/mf/3310.0>] [Accessed 22 March 2019]

<sup>28</sup> CoCA Inc Survey of Independent Celebrants 2019 - raw data Question 9 <https://www.coalitionofcelebrantassociations.org.au/for-celebrants/137-coca-celebrant-survey-2019/655-coca-inc-survey-of-independent-celebrants-2019-raw-data>

<sup>29</sup> CoCA Inc Submission to the 2018 Expert Panel on Religious Freedoms Item 2. Summary of Recommendations: Recommendation 5 <https://www.coalitionofcelebrantassociations.org.au/issues/134-expert-panel-on-religious-freedoms/600-2-summary-of-recommendations>

<sup>30</sup> CoCA Inc Survey of Independent Celebrants 2019 - raw data Questions 2, 14 and 15 <https://www.coalitionofcelebrantassociations.org.au/for-celebrants/137-coca-celebrant-survey-2019/655-coca-inc-survey-of-independent-celebrants-2019-raw-data>

- So, there are opportunities for the VET system to address the needs of younger people entering the industry and ensuring existing celebrants who want further training have access to nationally accredited courses for viable work roles in all ceremonies, if they choose. CoCA has also advocated for all Subdivision A and B marriage celebrants to undertake a unit of study on marriage law.<sup>31</sup>
- Improving the depth and breadth of initial and continued training to equip independent celebrants for all occasions to provide quality services in a professional manner to their communities should increase the general public's confidence in and respect for independent celebrants thus increasing access to work.

On 20 March 2019, the Federal Government announced its plans for a major restructuring of the mainstream employment services program, Jobactive. Initial trials are being run in two locations in preparation for a full roll-out in 2022. The new model introduces optional digital self-servicing, freeing up providers to offer more individualised Enhanced Services to job seekers who need them, and streamlines the licensing process for providers.

Specifically in relation to FDR, the Operational Guidelines for Family Relationship Centres and a recent funding allocation (for 5 year funding grant) for these services now provide funding to each FRC to deliver property/financial FDR. It is voluntary and not mandatory but does provide much broader scope for the government funded services to provide property/financial dispute resolution at reduced rates for clients (as compared with lawyers/fee for service providers/independent FDR's). This therefore will necessitate the upskilling of larger numbers of FDRPs to be able to provide property/financial FDR.

All sectors are strategically impacted by changes to funding. These changes are often driven by wider- government policy developments. Levels of funding, how funding is allocated and the processes by which these things are determined all have an impact on the attraction and retention of staff within the Client Services sector.

### **New technologies**

Due to mass-adoption of online and social media by customers, it is important for almost all industries to establish and maintain a high profile on social media. And so, there is an ever-present need for students enrolled in Client Services Training Package Products to develop 'online and social media skills' as a foundation for work-readiness. Reflecting this, Commonwealth-registered marriage celebrants are required to complete five hours of ongoing professional development (OPD) activities each calendar year<sup>32</sup>, which can include 'online and social media' activities such as:<sup>33</sup>

- social media marketing
- how to create awesome social media content
- creating and maintaining a social media presence

<sup>31</sup> CoCA Inc Submission to the 2018 Expert Panel on Religious Freedoms Item 2. Summary of Recommendations: Recommendation 6 <https://www.coalitionofcelebrantassociations.org.au/issues/134-expert-panel-on-religious-freedoms/600-2-summary-of-recommendations>

<sup>32</sup> Australian Government Attorney-General's Department (2019) *Ongoing professional development* [Available at: <https://www.ag.gov.au/FamiliesAndMarriage/Marriage/marriagecelebrants/Pages/opd.aspx>] [Accessed 15 March 2019]

<sup>33</sup> Federal Register of Legislation (2019) *Marriage (Celebrant Professional Development) Statement 2019* [Available at: <https://www.legislation.gov.au/Details/F2019L00138>] [Accessed 15 March 2019]

- social media as a marketing tool
- networking using social media.

Recent studies indicate that the advent of online video counselling (OCV) has the potential to improve service delivery options in counselling and family dispute resolution. An assessment conducted by the Department of Veteran Affairs on online video counselling concluded OCV is promising in comparison to face-to-face counselling for mental health concerns.<sup>34</sup> Similarly, there is evidence to show that OCV can work as effectively as face-to-face resolution for family disputes, particularly in cases where parties are situated in different locations; there is a need to remove emotion; or for relationships with a history of violence.<sup>35</sup> OCV can be utilised in instances where rural/regional/remote areas do not have access to face-to-face counselling services, or in instances where clients require time flexibility.<sup>36</sup> Due to the growing interest of online video application in counselling and family dispute resolution, it is important for staff in these industries to be pro-actively aware and open to related technologies and training.

Basic digital and social media skills are now essential in job roles. The financial services sector, government services and creditors (essential service providers, telecommunications companies, etc.) interact with customers online, so it's important that financial counsellors can also navigate these spaces. The introduction of open data, beginning with Open Banking in 2020, is likely to increase the importance of financial counsellors being digitally literate.

As with the family dispute resolution, the technology available will shift the way that financial counselling services are provided. The National Debt Helpline, for example, will soon have a chat function. This means that the sector will need financial counsellors who are equipped and comfortable working online.

➤ **Low language, literacy and numeracy (LLN) skills**

Deficient LLN skills is an issue facing many adults across Australia. The most recent international survey on literacy and numeracy by the Organisation for Economic Co-operation and Development (OECD) *Programme for the International Assessment of Adult Competencies (PIAAC)*, reports 44% of adult Australians possess literacy proficiency skills below level three, a level considered as the minimum requirement to operate effectively in workplaces and society.<sup>37</sup> In regards to numeracy skills, 55% of adult Australians hold numeracy proficiency skills below a level three, a decline from previous results.

Currently, the Australian government addresses the issue of low LLN skills through Commonwealth-funded skills programs provided under the *Industry Skills Fund*,<sup>38</sup> following the discontinuation of the

<sup>34</sup> Commonwealth of Australia, Evidence Compass (2017) *Is online video counselling at least equally acceptable and equally as effective as in-person counselling?* [Available at: <https://www.dva.gov.au/sites/default/files/Question%2013%20Online%20Video%20Counselling%20Summary%20Report%20March%202017.pdf>] [Accessed 15 March 2019]

<sup>35</sup> Australian Government Australian Institute of Family Studies (2009) *Online counselling, therapy and dispute resolution: A review of research and its application to family relationship services* [Available at: <https://aifs.gov.au/cfca/publications/online-counselling-therapy-and-dispute-resolution-review>] [Accessed 15 March 2019]

<sup>36</sup> Commonwealth of Australia, Evidence Compass (2017) *Is online video counselling at least equally acceptable and equally as effective as in-person counselling?* [Available at: <https://www.dva.gov.au/sites/default/files/Question%2013%20Online%20Video%20Counselling%20Summary%20Report%20March%202017.pdf>] [Accessed 15 March 2019]

<sup>37</sup> The Australian Industry Group (2016) *Tackling Foundation Skills in the Workforce* [Available at: [http://cdn.aigroup.com.au/Reports/2016/AIG9675\\_EMAIL.pdf](http://cdn.aigroup.com.au/Reports/2016/AIG9675_EMAIL.pdf)] [Accessed 18 March 2019]

<sup>38</sup> The Australian Industry Group (2016) *Tackling Foundation Skills in the Workforce* [Available at: [http://cdn.aigroup.com.au/Reports/2016/AIG9675\\_EMAIL.pdf](http://cdn.aigroup.com.au/Reports/2016/AIG9675_EMAIL.pdf)] [Accessed 18 March 2019]

*Workplace English Language and Literacy (WELL)* program in 2014.<sup>39</sup> It is necessary to ensure staff in the Client Services industry possess a strong foundation of LLN skills for several reasons including:

- to allow for development of technical skills
- to adequately support their customer base if in front-line job roles
- to ensure staff in certain sectors can write accurate case notes and other client-related documents, which will minimise potential ramifications if not accurately written e.g. poor client care.

At the Federal level, there is a driving force for services funded by government to move towards outcomes measurement frameworks. As such, there is also an emerging need for practitioners working across a broad range of services to be able to understand data capture, to have solid data entry skills and to be able to read and understand data reports.

➤ **Self-care and staff retention**

Self-care and an awareness of burnout and compassion fatigue within all sub-sectors of this IRC are issues that need to be addressed.<sup>40</sup> Frontline work is significantly stressful, emotionally demanding and, at times, can lead to vicarious trauma. Furthermore, statutory child protection organisations frequently experience high turnover and staff shortages, which contributes to adverse workplace cultures and additional stress for existing staff. Child protection workers, case managers, financial counsellors and counsellors are commonly required to manage relatively large volumes of complex cases, which can create stress, emotional fatigue and potentially trauma.

In Queensland, one of the factors attributing to staff turnover is burn-out of staff.<sup>41</sup> In New South Wales, the Public Service Association has identified that within a context of increased children requiring out-of-home care, the Department of Family and Community Services is under-resourced and in need of additional caseworkers.<sup>42</sup> Meanwhile, the Victorian government's focus in 2017-18 on developing and growing the child protection workforce presents the challenge of recruiting an additional 453 positions in Victoria's Health and Human Services department.<sup>43</sup> Whilst the examples presented are based on child protection job roles and work environments, the issue of self-care is significant for other sub-sectors including counselling.

---

<sup>39</sup> Adult Learning Australia (2018) *Re-imagining WELL in the 21<sup>st</sup> Century* [Available at: <https://ala.asn.au/wp-content/uploads/2018/06/Re-imagining-WELL-in-the-21st-Century.pdf>] [Accessed 18 March 2019]

<sup>40</sup> Australian Government Department of Veterans' Affairs (2019) *Practitioner Self-Care and Workplace Wellbeing* [Available at: <https://at-ease.dva.gov.au/professionals/professional-development/practitioner-self-care-and-workplace-wellbeing>] [Accessed 29 March 2019]

<sup>41</sup> Queensland Government Family & Child Commission and Health and Community Services Workforce Council (2016) *Your Workforce Your Future* [Available at: <https://www.qfcc.qld.gov.au/sites/default/files/For%20professionals/your%20workforce%20your%20future%20report%20final.pdf>] [Accessed 29 March 2019]

<sup>42</sup> New South Wales. Parliament. Legislative Council. General Purpose Standing Committee No. 2 (2017) *Child protection* [Available at: <https://www.parliament.nsw.gov.au/committees/DBAssets/InquiryReport/ReportAcrobat/6106/Final%20report%20-%20Child%20protection.pdf>] [Accessed 29 March 2019]

<sup>43</sup> Victorian Government Department of Health and Human Services (2018) *Child protection workforce strategy 2017-2020* [Available at: [https://childprotectionjobs.dhhs.vic.gov.au/sites/default/files/inline-files/CP\\_workforce\\_strategy\\_2017%E2%80%932020.pdf](https://childprotectionjobs.dhhs.vic.gov.au/sites/default/files/inline-files/CP_workforce_strategy_2017%E2%80%932020.pdf)] [Accessed 29 March 2019]

The growth of all sectors within this IRC translates to an increased volume of innately complex cases. As such, it is of high importance to develop skills within the Client Services workforce such as self-care and awareness of burnout and compassion fatigue to mitigate workplace safety risks.

### Vocational Education Training (VET) Qualifications Supporting Industry

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

- CHC41015 Certificate IV in Celebrancy
- CHC41115 Certificate IV in Employment Services
- CHC41215 Certificate IV in Career Development
- CHC51015 Diploma of Counselling
- CHC51115 Diploma of Financial Counselling
- CHC81015 Graduate Diploma of Relationship Counselling
- CHC81115 Graduate Diploma of Family Dispute Resolution
- CHC81215 Graduate Certificate in Statutory Child Protection
- CHC81315 Graduate Certificate in Career Development Practice
- CHC82015 Graduate Certificate in Client Assessment and Case Management.

**Table 1:** Number of Registered Training Organisations (RTOs) by nationally recognised **Client Services** qualifications on scope – Client Services Training Package Products

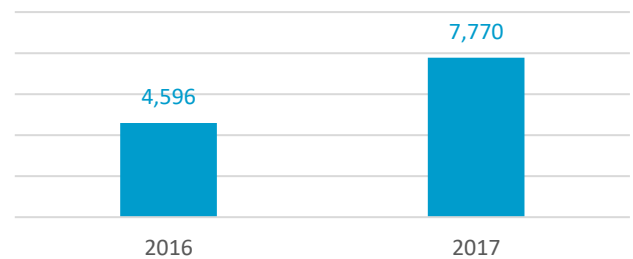
Qualification Code	Qualification name	No. of RTOs with qualification on scope
CHC41015	Certificate IV in Celebrancy	12
CHC41115	Certificate IV in Employment Services	20
CHC41215	Certificate IV in Career Development	9
CHC51015	Diploma of Counselling	62
CHC51115	Diploma of Financial Counselling	7
CHC81015	Graduate Diploma of Relationship Counselling	7
CHC81115	Graduate Diploma of Family Dispute Resolution	6
CHC81215	Graduate Certificate in Statutory Child Protection	1
CHC81315	Graduate Certificate in Career Development Practice	4
CHC82015	Graduate Certificate in Client Assessment and Case Management	8

Source: Training.gov.au. RTOs approved to deliver this qualification. Accessed 18 February 2019.

## Enrolments and Completions

In 2017, there were just over **7,770 enrolments** across all VET qualifications catered for by the Client Services Training Package products. This represents an increase of 69% (equivalent to 3,174 enrolments) from the previous year (**Figure 1**).

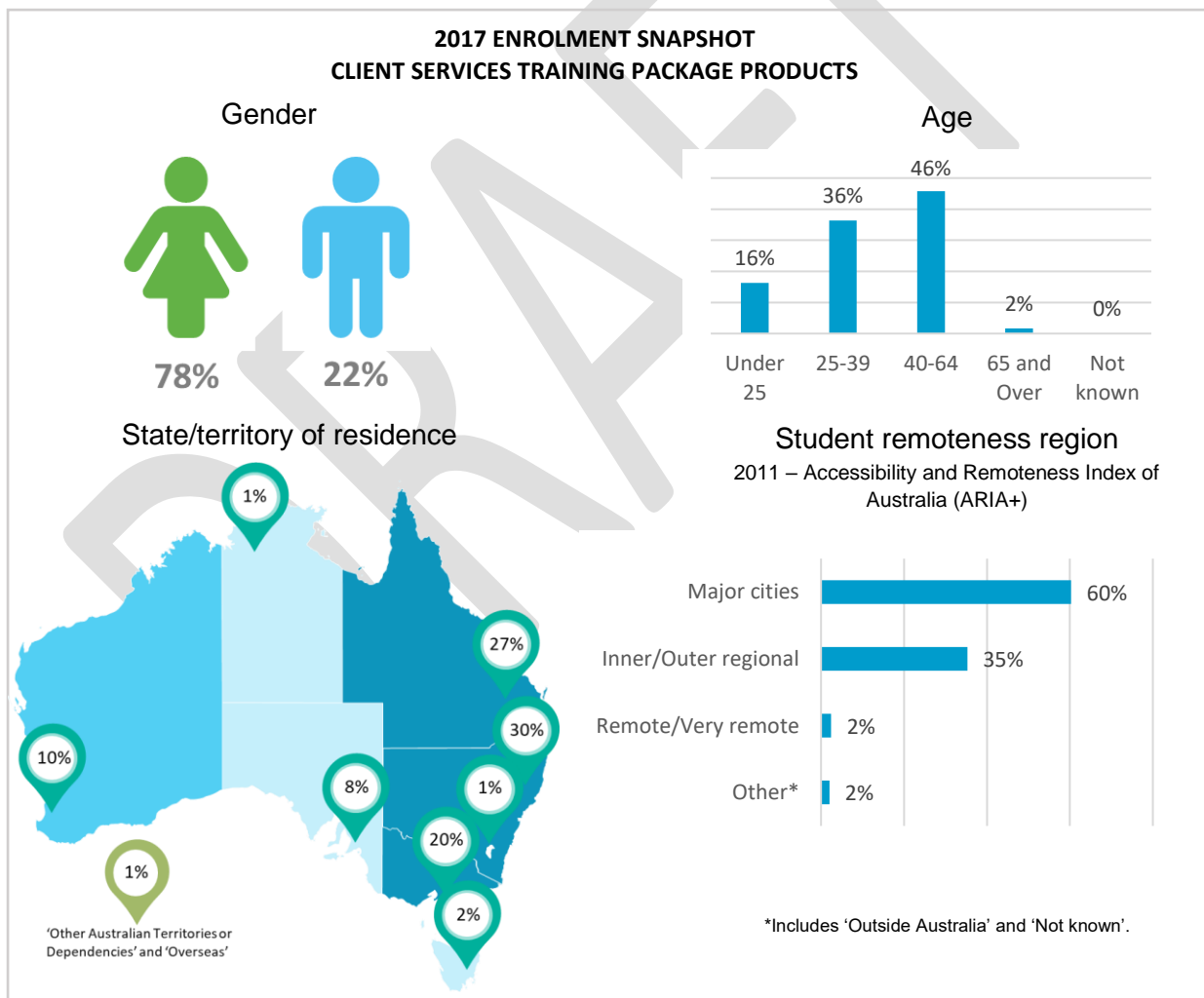
**Figure 1:** Total number of enrolments (Total VET Activity, [TVA]) by nationally recognised qualifications on scope – Client Services Training Package Products, 2016-2017



The most popular qualifications in 2017 were:

- CHC51015 - Diploma of Counselling (6,393 enrolments)
- CHC41115 - Certificate IV in Employment Services (385 enrolments)

A snapshot of key traits of the *HLT Client Services 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**).



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

General notes on statistics:

1. Enrolment and completion data is sourced from NCVET VOCSTATS (program enrolments and completions 2016-2017), accessed August 2018.
2. The increase in enrolments and completions between 2014 and 2017 is due in part to the inclusion of private providers in 2015.
3. 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 NCVET figures versus actual attendance should therefore be minimal in future releases. The data presented in this report is shown for indicative purposes.
4. Figures reflect public and private RTO data.
5. Completion data for 2017 represents preliminary outcomes (i.e. not a full year).
6. Superseded qualifications and their respective enrolment and completion data are not tabled.

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

Qualification	2016	2017	Total
CHC41015 - Certificate IV in Celebrancy	43	316	359
CHC41115 - Certificate IV in Employment Services	195	385	580
CHC41215 - Certificate IV in Career Development	48	227	275
CHC51015 - Diploma of Counselling	4,147	6,393	10,540
CHC51115 - Diploma of Financial Counselling	52	184	236
CHC81015 - Graduate Diploma of Relationship Counselling	25	91	116
CHC81115 - Graduate Diploma of Family Dispute Resolution	0	52	52
CHC81215 - Graduate Certificate in Statutory Child Protection	0	1	1
CHC81315 - Graduate Certificate in Career Development Practice	17	48	65
CHC82015 - Graduate Certificate in Client Assessment and Case Management	69	73	142

*Source: NCVET VOCSTATS, accessed August 2018.*



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

Qualification	2016	2017	Total
CHC41015 - Certificate IV in Celebrancy	26	133	159
CHC41115 - Certificate IV in Employment Services	6	71	77
CHC41215 - Certificate IV in Career Development	6	27	33
CHC51015 - Diploma of Counselling	38	917	955
CHC51115 - Diploma of Financial Counselling	12	38	50
CHC81015 - Graduate Diploma of Relationship Counselling	14	50	64
CHC81115 - Graduate Diploma of Family Dispute Resolution	0	6	6
CHC81215 - Graduate Certificate in Statutory Child Protection	0	0	0
CHC81315 - Graduate Certificate in Career Development Practice	5	16	21
CHC82015 - Graduate Certificate in Client Assessment and Case Management	0	23	23

Source: NCVER VOCSTATS, accessed August 2018.

## A.2 Employment and Skills Outlook Overview

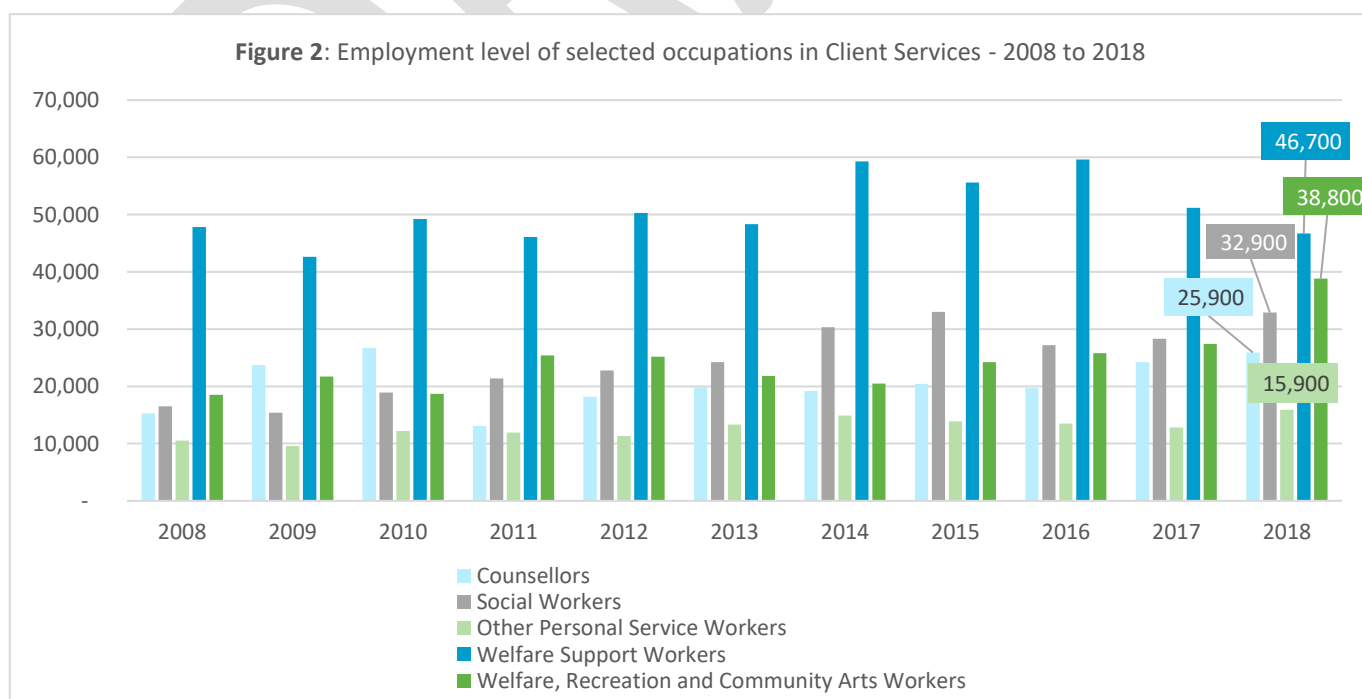
### Employment – Current and Projected

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' workforce. Sectors can host a multitude of job functions, and consequently comprise 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 covered by the Client Services Training Package Products are captured across the following ANZSCO categories:

- ANZSCO 2721 **Counsellors** – representing in aggregate Careers Counsellor or Adviser, Drug and Alcohol Counsellor, Family and Marriage Counsellor, Rehabilitation Counsellor, Student or School Counsellor and Other Counsellors
- ANZSCO 2725 **Social Workers**
- ANZSCO 4518 **Other Personal Service Workers** – representing in aggregate Civil Celebrant, Hair or Beauty Salon Assistant, Body Artist, First Aid Trainer or Instructor, Religious Assistant and Other Personal Service Workers
- ANZSCO 4117 **Welfare Support Workers** – representing in aggregate Community Worker, Disabilities Services Officer, Family Support Worker, Parole or Probation Officer, Residential Care Officer and Youth Worker
- ANZSCO 2726 **Welfare, Recreation and Community Arts Workers** – representing in aggregate Community Arts Worker, Recreation Officer of Adviser and Welfare Worker or Welfare Case Worker.



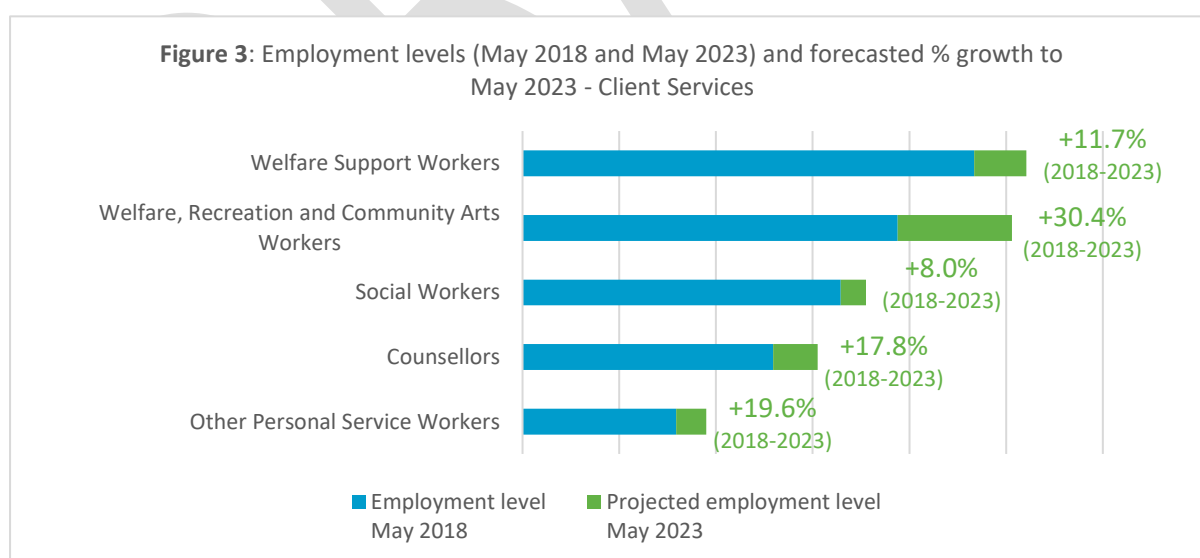
Source: Department of Jobs and Small Business - Job Outlook, various ANZSCO codes, accessed 20 February 2019

**Table 4:** Workforce traits of selected occupations in Client Services (2017)

Traits	Welfare, Recreation and Community Arts Workers	Welfare Support Workers	Social Workers	Other Personal Service Workers	Counsellors
Average age	39 years (national average 40 years)	42 years (national average 40 years)	41 years (national average 40 years)	42 years (national average 40 years)	48 years (national average 40 years)
Gender – female	77.8% (national average 46.7%)	67.3% (national average 46.7%)	84.1% (national average 46.7%)	70.0% (national average 46.7%)	77.1% (national average 46.7%)
Location	NSW – 35.1% VIC – 17.3% QLD – 19.7% SA – 8.3% WA – 10.8% TAS – 3.8% NT – 2.1% ACT – 2.8%	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 – 18.7% VIC – 36.0% QLD – 16.3% SA – 12.8% WA – 9.2% TAS – 2.0% NT – 2.8% ACT – 2.2%	NSW – 26.2% VIC – 34.3% QLD – 22.0% SA – 7.2% WA – 5.3% TAS – 1.8% NT – 1.0% ACT – 2.1%	NSW – 34.3% VIC – 22.5% QLD – 21.9% SA – 6.0% WA – 9.4% TAS – 1.6% NT – 1.8% ACT – 2.6%

Source: Department of Jobs and Small Business - Job Outlook, various ANZSCO, accessed 20 February 2019

Welfare, Recreation and Community Arts Worker, Other Personal Service Worker and Counsellor job roles are expected to experience strong growth rates over the next five years, at 30.4%, 19.6% and 17.8% respectively (see **Figure 3**). Welfare, Recreation and Community Arts Worker job roles will also experience the largest absolute increase in jobs, with an additional 11,800 jobs to reach 50,600 jobs by 2023. This is followed by Welfare Support Workers, which will experience a growth of 5,400 jobs over the next five years, to 52,100 jobs by 2023.



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

## Future Skills

Note: The findings are based on desk research as well as SkillsIQ's 2019 Future Skills Survey (conducted between November 2018 and January 2019) which has been filtered to include stakeholders from the Client Services industry only. Insights and advice from IRC members and public consultation has 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, shifts in workforce demographics and industry (i.e. transition from manufacturing and production to a largely service-based economy)<sup>44</sup> are just some of the ongoing trends driving change.

The Client Services sector like others, has 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 this and have indicated that it will be important for workers in their organisation to be **equipped with key soft 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 10 demand for skills in 2022 will include **analytical thinking and innovation, creativity, originality and initiative, critical thinking, complex problem-solving, leadership and emotional intelligence**.<sup>45</sup>

The VET system plays a pivotal role in supporting employers and employees adapt to technologies and changes in the workplace. Its role in skilling the workforce with current and emerging skills needs will only grow more strongly in the future as it continues to support individuals to enter the workplace or transition into different roles.<sup>46</sup>

<sup>44</sup> Payton, A, Knight, G, 2018, *Skills for a global future*, NCVER, Adelaide. [Available at [https://www.ncver.edu.au/\\_data/assets/pdf\\_file/0041/3179885/Skills-for-a-global-future.pdf](https://www.ncver.edu.au/_data/assets/pdf_file/0041/3179885/Skills-for-a-global-future.pdf)]

<sup>45</sup> World Economic Forum (2018) *The Future of Jobs Report 2018*, Centre for the New Economy Society. Switzerland [Available at: [http://www3.weforum.org/docs/WEF\\_Future\\_of\\_Jobs\\_2018.pdf](http://www3.weforum.org/docs/WEF_Future_of_Jobs_2018.pdf)]

<sup>46</sup> Innovation and Science Australia 2017, *Australia 2030: prosperity through innovation*, Australian Government, Canberra.

## Key Generic Skills – Ranked in Order of Importance

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.

- 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 Language, Literacy and Numeracy (LLN)** - Foundation skills of literacy and numeracy.
- 4 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.
- 5 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.
- 6 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.
- 7 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.
- 8 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.
- 9 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.
- 10 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.
- 11 Science, Technology, Engineering and Maths (STEM)** - Sciences, mathematics and scientific literacy.
- 12 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.

## A.3 Key Drivers for Change and Proposed Responses Overview

### Key Drivers

There is no Training Package development work proposed for 2019-2020, as consultation with the IRC and broader industry did not identify any significant skills gaps which require action in the current year. The Client Services Training Package Products are proposed for review instead in 2020–2021. These Training Package Products were initially scheduled for review in 2019–2020, however, industry noted that it is vital to allow for the proper implementation and use of the Training Package Products which predominantly came into effect in December 2015. The products were extensively reviewed during 2015.

### Current Work in Progress

Training package development work is currently being undertaken in regard to online wagering, with the development of two units of competency designed to provide skills in responsible practices, identification of persons at risk in an online wagering environment and staff management to mitigate risk for persons engaging in online wagering.

DRAFT

## A.4 Consultation Undertaken

A widespread **multichannel 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 Client Services Industry Reference Committee (IRC) members representing the following key bodies:
  - Family and Relationship Services Australia
  - Financial Counselling Australia
  - Coalition of Celebrant Associations Inc.
  - Australian Community Workers Association
  - TAFE Queensland
  - Australian Counselling Association
  - National Employment Services Association
  - The Career Industry Council of Australia
  - Australian Council for Private Education and Training
  - Australian Services Union
- Networks of the Client Services IRC members
- A national online survey distributed via the SkillsIQ database between November 2018 and January 2019 that sought to identify top skills needs and priority industry issues
- Public consultation on the draft Industry Skills Forecast – to be publicised to over 17,000 stakeholders registered in SkillsIQ’s database network
- The Industry Skills Forecast, including the Proposed Schedule of Work – to be promoted to stakeholders and made available via SkillsIQ’s website.

A full list of stakeholders who supplied feedback and input into this document is supplied at **Appendix A**.

## B. Proposed Schedule of Work

2020-21

Year	Project Title and Descriptor
2020-21	<p><b>Celebrancy</b> The IRC proposes to update the following qualification and any associated skill sets and units of competency relating to Celebrancy job roles:</p> <ul style="list-style-type: none"> <li>• <i>CHC41015 - Certificate IV in Celebrancy</i></li> </ul>
2020-21	<p><b>Counselling</b> The IRC proposes to update the following qualification and any associated skill sets and units of competency relating to Counselling job roles:</p> <ul style="list-style-type: none"> <li>• <i>CHC51015 - Diploma of Counselling.</i></li> </ul>
2020-21	<p><b>Financial Counselling</b> The IRC proposes to update the following qualification and any associated skill sets and units of competency relating to Financial Counselling job roles:</p> <ul style="list-style-type: none"> <li>• <i>CHC51115 - Diploma of Financial Counselling.</i></li> </ul>
2020-21	<p><b>Relationship Counselling</b> The IRC proposes to update the following qualification and any associated skill sets and units of competency relating to Relationship Counselling job roles:</p> <ul style="list-style-type: none"> <li>• <i>CHC81015 - Graduate Diploma of Relationship Counselling.</i></li> </ul>
2020-21	<p><b>Family Dispute Resolution</b> The IRC proposes to update the following qualification and any associated skill sets and units of competency relating to Family Dispute Resolution job roles:</p> <ul style="list-style-type: none"> <li>• <i>CHC81115 - Graduate Diploma of Family Dispute Resolution.</i></li> </ul>
2020-21	<p><b>Statutory Child Protection</b> The IRC proposes to update the following qualification and any associated skill sets and units of competency relating to Statutory Child Protection Counselling job roles:</p> <ul style="list-style-type: none"> <li>• <i>CHC81215 - Graduate Certificate in Statutory Child Protection</i></li> </ul>
2020-21	<p><b>Assessment and Case Management</b> The IRC proposes to update the following qualification and any associated skill sets and units of competency relating to Client Assessment and Case Management job roles:</p> <ul style="list-style-type: none"> <li>• <i>CHC82015 Graduate Certificate in Client Assessment and Case Management.</i></li> </ul>



## Appendix A Stakeholder Consultation to date

Name of Stakeholder	Organisation	Jurisdiction
Ms Jackie Brady	Family and Relationship Services Australia	ACT
Dr Dominique Meyrick	Financial Counselling Australia	VIC
Ms Rona Goold	Coalition of Celebrant Associations Inc.	NSW
Mr Jesu Jacob	Australian Community Workers Association	VIC
Ms Judy Williams	TAFE Queensland	QLD
Mr Philip Armstrong	Australian Counselling Association	QLD
Dr Colin Harrison	National Employment Services Association	VIC
Ms Bernadette Gigliotti	The Career Industry Council of Australia	VIC
Helen Westwood	Australian Services Union	NSW and ACT