CLIENT SERVICES
INDUSTRY REFERENCE COMMITTEE
INDUSTRY SKILLS FORECAST

SKILLS IQ

Contents

Executive Summary

The Client Services sector provides a diverse range of essential services to the Australian public. These services are delivered mainly across the wider Community Services sector and include:

- Career development
- Employment services
- Counselling
- Financial counselling
- Family dispute resolution
- Celebrancy.

Most of the organisations working within this sector are not-for-profit, with a few exceptions, such as self-employed celebrants and counsellors, or child protection services that are commonly provided and funded by government.

The Client Services Training Package Products are packaged within the CHC Community Services Training Package and consist of ten qualifications that support pathways to employment.

Strong employment growth rates are anticipated over the next five years within this sector. Most notably, welfare workers will experience significant growth by 2023 (an increase of 30.4%) as well as recreation and community arts workers (17.8%) and counsellors and welfare support workers (11.7%).

The Client Services sector is facing several challenges and changes that impact workforce skills requirements. These include:

- Government policy/legislation changes – a major restructuring of the mainstream employment services program, jobactive; the Women's Economic Security Package (WESP); and a review of the family law system
- New technologies – online and social media; online video counselling (OVC); and the Online Dispute Resolution System (ODRS) for use in family law matters
- Low language, literacy and numeracy skills
- Staff wellbeing and retention.

There is no Client Services Training Package Product development work proposed for 2019–2020. However, there are several qualifications that will be proposed for update in 2020–2021. Training Package development work is currently being undertaken regarding the Responsible Conduct of Online Wagering.

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 Client Services IRC.

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 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 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 comprises a range of services mainly delivered across the wider Community Services sector. The Training Package specifically covers seven key sub-sectors as shown in Figure 1.

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

CLIENT SERVICES

| CAREER DEVELOPMENT | CELEBRANCY | COUNSELLING | FINANCIAL COUNSELLING | EMPLOYMENT SERVICES | CHILD PROTECTION | FAMILY DISPUTE RESOLUTION |

Workers can perform a variety of roles and can be involved in undertaking operational, service-based and/or supervisory and management activities in a variety of Community Services-related areas. 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 the Career Industry Council of Australia (CICA), career development involves *'the process of managing life, learning, work, leisure, and transitions across the lifespan in order to move towards a personally determined future'.*[1] Services provided to the community can involve the dissemination of information and guidance, and the provision of advice and/or coaching.

Career development practitioners can work within a diverse range of areas and disciplines in both the public and private sectors, 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 structured 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 wellbeing 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 or rites of passage, from birth to death – generally grouped as those related to love, life or loss. There has also been an increase in the diversity of services being conducted by celebrants, such as naming and birth ceremonies and end-of-life services. With an ageing population, demand for end-of-life services may rise over time and therefore result in an increased need for independent civil celebrants to be well trained and recognised as being able to conduct a range of loss-related services.

Marriage in Australia is regulated by the *Marriage Act 1961* and the Marriage Regulations 2017. The Australian Government Attorney-General's Department administers this legislation. All marriages in Australia must be solemnised in accordance with this legislation. The legislation specifies the requirements for the marriage ceremony, as well as matters that arise before and after the ceremony. The Marriage Act provides for three categories of authorised celebrants who may solemnise marriages within Australia. These are ministers of religion of a recognised denomination (Category A celebrants), state and territory officers (Category B celebrants), and marriage celebrants registered with the Commonwealth (Category C celebrants). Category C includes marriage celebrants who perform religious ceremonies (whether or not they are also designated as 'religious marriage celebrants') and marriage celebrants who perform civil marriage ceremonies (whether or not they are also designated as 'religious marriage celebrants'). Religious marriage celebrants (Category D celebrants) are a sub-category of Commonwealth-registered marriage celebrants (i.e. Category C celebrants).

Commonwealth-registered marriage celebrants perform the majority of marriages in Australia. In 2017, Commonwealth-registered marriage celebrants conducted 78% of all marriages.[2] Over the last twenty-five years, various changes to the Commonwealth Marriage Celebrant Program have meant that marriage ceremonies may no longer be the core of the independent civil

celebrant's work in all cases. Research conducted by the peak celebrant body, the Coalition of Celebrant Associations Inc. (CoCA), showed that the average number of weddings per celebrant per annum is 10, compared with 35 in 1999, and 64 in 1995. Increased opportunities for ceremonies and celebrations other than marriage are indicated by Australian population statistics that show twice as many births as deaths. CoCA's survey findings also revealed that more than three-quarters (77%) of celebrants surveyed would like more wedding and/or other ceremony work opportunities.[3]

Counselling

The Psychotherapy and Counselling Federation of Australia (PACFA) 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'.*[4] 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 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.[5] 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.[6]

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 in a large scope of law and policy, including consumer and credit law, debt enforcement practices, bankruptcy, 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 state.

Employment Services

There are three main groups of entities in the employment services industry, which are as follows:

1. **Employment services providers**, contracted by the federal government to provide labour market assistance to Australian job seekers and employers

2. **Individual federal government departments**, responsible for managing particular employment service contracts, such as:

   a. **jobactive**, which includes *Work for the Dole* and is managed by the Department of Jobs and Small Business. In 2018, jobactive had achieved one million job placements since its inception in July 2015, and in the period 2017–18 alone, the program achieved 351,647 job placements.[7]

   b. **Disability Employment Services (DES),** which 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 employment, as well as either *occasional* workplace support to maintain a job (Disability Management Services [DMS]), or job seekers who have a *permanent* disability and require assistance finding employment as well as ongoing workplace support to maintain a job (Employment Support Services [ESS]).[8]

   c. **Community Development Program (CDP)**, which 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 to more than 1,000 communities across Australia. CDP providers support more than 33,000 people, more than 80% of whom are Aboriginal and Torres Strait Islander people.[9]

   d. **Complementary programs to more targeted groups**, such as Transition to Work, ParentsNext, Youth Jobs PaTH, Time to Work, the New Enterprise Incentive Scheme (NEIS), and others.

3. **National Employment Services Association (NESA)**, which is the peak body for the employment services sector. The association facilitates the flow of information 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 skills and an awareness of the policy landscape, to effectively provide opportunities for clients on a case-by-case basis.

Child Protection

State and territory governments are responsible for funding and/or providing child protection services in their respective states. As a result, each jurisdiction passes its own legislation to determine its child protection system's policies and practices. However, the **intent** of the child protection system is similar across jurisdictions.[10] The *National Framework for Protecting Australia's Children 2008–2020* provides a national agenda to ensure that 'Australia's children and young people are safe and well'.[11] The goal of the framework is to deliver 'substantial and sustained reduction in child abuse and neglect in Australia over time.' The following trends will determine the effectiveness of the Framework:

- Trends in key national indicators of children's health, development and wellbeing
- Trends in hospital admissions and emergency department visits as a result of neglect, and injuries to children under three years of age

- Trends in substantiated child protection cases
- Trends in the number of children in out-of-home care.

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 both on children under 18 whose care arrangements have been ordered through the relevant children's court, and on cases where parental responsibility for the child has been transferred to the Minister/Chief Executive.[12]

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.

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. Recommendations include the training of workers in the sector and reframing the way in which career pathways can be progressed in order to improve youth justice and child protection outcomes.

Family Dispute Resolution

Under the *Family Law Act 1975* (Cth), unless an exception applies, separating families who have a dispute relating to 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 (dealing with parenting orders/arrangements), a certificate from an accredited FDR practitioner must accompany an application to the Family Court or the Federal Circuit Court of Australia (with some exceptions). Under the law, FDR 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.[13]

FDR provides a structured and objective mediation process that safely allows individuals to negotiate parenting, property and financial agreements. It concentrates on resolving specific disputes. FDR practitioners may work as independent professionals or as employees of FDR Services, such as Family Relationship Centres, community organisations, and Legal Aid commissions. Services may be provided via face-to-face meetings, shuttle mediation, video mediation or telephone, depending on the safety and accessibility needs of families requiring assistance.

FDR practitioners require a pre-requisite qualification in an area such as law, social work, psychology or dispute resolution and must then be accredited with the Commonwealth Attorney-General's Department in order to be classified as a FDRP (FDR practitioner). To be an accredited 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 competent in Units of Competency that involve screening and assessing families for family violence and child abuse.[14]

As a result of a review of the FDR qualification which was undertaken in 2015, there are early signs that changes which introduced an increase in the number of supervised hours from 10 hours of work placement required to achieve the qualification to 50 hours are impacting on the costs of attaining the relevant qualification.

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 proportion 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)[15]
- 186 financial counselling organisations (2019)[16]

- 221 non-government child protection organisations (2019)[17, 18]
- 695 public hospitals (2016–17) and 630 private hospitals (2015-16)[19]
- 311 nationally recognised community housing providers (2018)[20]
- 2,296 disability support service agencies (2016-17).[21]

Other types of organisations involved in hiring workers supported by the Training Package Products include FDR services providers and a range of community organisations.

Stakeholders

Key stakeholders represent a range of organisations that perform a variety of strategic, regulatory 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 (RTOs), 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: 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 Client Services sector only. Insights and advice from IRC members and public consultation have also been used to compile and validate the information provided.

Government policy / legislation changes

In December 2017, the definition of marriage was broadened to encompass same-sex marriage. While there was speculation that there would be an increase in weddings, data indicates that, against the backdrop of declining marriage rates in Australia, in the first six months after the change there was an average increase of fewer than 0.5 marriages per celebrant.[22] A survey conducted recently by CoCA showed that the majority (90%) of celebrants were offering a range of ceremony types in addition to weddings. The survey also found that 77% of independent marriage celebrants would on average earn less than $20,000 per annum (gross).[23]

Improving the depth and breadth of initial and continued training to equip independent celebrants with the skills to provide quality services in a professional manner to their communities should increase the general public's confidence in, and respect for, independent celebrants and increase the opportunity for them to take on additional work. The VET system plays an important role in providing nationally accredited courses for new and existing celebrants in the sector.

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, on 20 November 2018, as part of the Women's Economic Security Package (WESP), the federal government announced that all 65 Family Relationship Centres would receive additional funding on an ongoing basis as of 1 July 2019, to provide mediation services to families to help them reach agreements about splitting their property after separation. Property mediation is not compulsory but does provide much broader scope for these government-funded services to provide property/financial dispute resolution at reduced rates for clients (as compared to lawyers, fee-for-service providers or independent FDRPs).

The WESP also included additional funding for Legal Aid commissions to run a two-year trial of providing legally-assisted FDR services in family law property matters with smaller asset-pool sizes.

These two new measures may require targeted training programs for FDRPs to support them in expanding their practices to include property and financial matters that are covered by family law (in addition to parenting cases).

Furthermore, in September 2017, the Australian Law Reform Commission (ALRC) undertook the first comprehensive review into the family law system since the passing of the *Family Law Act* in 1976. The purpose of the reform was to ensure the family law system addressed the

needs of modern families, and effectively addressed family violence and child abuse. The ALRC published the final report *Family Law for the Future - An Inquiry into the Family Law System* in March 2019, which provided 60 recommendations, including recommendations that directly influence the Family Dispute Resolution sector.[24]

All sectors are strategically impacted by changes to funding. These changes are often driven by wider-government policy developments. Levels of funding, the ways in which 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 the mass-adoption of online and social media by the general public, it is important for almost every industry today to establish and maintain a high profile on social media. Online and social media is applicable to, and provides benefits to, the Client Services sector, and there is therefore a need for students to develop online and social media skills to aid in their work-readiness. For example, Commonwealth-registered marriage celebrants are required to complete five hours of ongoing professional development (OPD) activities each calendar year,[25] which can include online and social media activities such as:[26]

- Social media marketing
- Knowing how to create appropriate social media content
- Creating and maintaining a social media presence
- Social media as a marketing tool
- Networking using social media.

Recent studies indicate that the advent of online video counselling (OVC) has the potential to improve service delivery options in counselling and FDR. An assessment conducted by the Department of Veterans' Affairs on online video counselling concluded that OVC shows some promise in comparison to face-to-face counselling for mental health concerns.[27] Similarly, there is evidence to show that OVC can work as effectively as face-to-face resolution for family disputes, particularly in cases where parties are situated in different locations; where there is

a need to manage emotion/s; or for relationships with a history of violence.[28] OVC can be utilised in instances where clients in rural, regional or remote areas do not have access to face-to-face counselling services, or in instances where clients require time flexibility.[29] Due to the growing interest of online video applications in counselling and FDR, it is important for staff in these industries to be proactively aware of, and open to, related technologies and training.

In an attempt to utilise new technology in the legal assistance sector, the Commonwealth Attorney-General's Department has provided funding to the Legal Services Commission of South Australia for the development of an Online Dispute Resolution System (ODRS) for use in family law matters. The ODRS is a prototype system for separating couples which will allow family law disputes to be resolved with less reliance on formal pathways by suggesting settlement offers based on a machine-learning model. The current funding arrangements provide for the development of the ODRS prototype by 30 June 2019.

Basic digital and social media skills are now essential in job roles. The financial services sector, government services and creditors (such as essential service providers, telecommunications companies, etc.) interact with customers online, so it's important that financial counsellors also have the ability to 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 FDR, the technology available may shift the ways in which 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 to work, and comfortable working, online.

Low language, literacy and numeracy (LLN) skills

Deficient LLN skills are an issue facing many adults across Australia. The most recent international survey on literacy and numeracy conducted by the Organisation for Economic Co-operation and Development (OECD), titled *Programme for the International Assessment of Adult Competencies (PIAAC)*, reported that 44% of adult Australians possessed literacy proficiency skills below Level Three, a level considered to be the **minimum** requirement to operate effectively in workplaces and society.[30] In regards to numeracy skills, the survey found that 55% of adult Australians had 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*,[31] following the discontinuation of the Workplace English Language and Literacy (WELL) program in 2014.[32] It is necessary to ensure staff in the Client Services industry possess a strong foundation in LLN skills for several reasons, namely:

- To allow for the development of technical skills
- To adequately support their customer base if they are in front-line job roles
- To ensure that in certain sectors they can write accurate case notes and other client-related documents in order to minimise potential negative ramifications if these documents are 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.

Staff wellbeing and retention

Within all the Client Services industries, the wellbeing of workers is a necessary workplace health and safety priority and a factor influencing the retention of staff. Frontline work is significantly stressful, emotionally demanding and, at times, can lead to vicarious trauma. For example,

due to an increased number of children requiring out-of-home care, the New South Wales Department of Family and Community Services is under-resourced and in need of additional caseworkers to manage the workload.[33] Additionally, in the family law system, workers can be exposed to trauma which is a significant predictor of experiencing vicarious trauma.[34] Furthermore, the Queensland Family & Child Commission and the Health and Community Services Workforce Council, also in Queensland, identify burn-out of staff as a significant factor contributing to staff turnover.[35] Overall, workers in the Client Services industries (e.g. child protection workers, case managers, financial counsellors, family dispute resolution practitioners, etc.) are regularly required to manage large numbers of complex cases, which can cause stress, emotional fatigue and potentially vicarious trauma.

To ensure the wellbeing of workers in the Client Services industries, it is necessary to develop and implement wellbeing programs for staff. For example, some legal assistance offices and family relationship centres promote staff wellbeing through a variety of measures, including the provision of relevant training; supervision; mentoring; team debriefing; access to confidential counselling services; and the provision of wellbeing allowances.[36] In the *Review of the Family Law System Discussion Paper*, the Australian Law Reform Commission (ALRC) proposed that the Australian Government should require all government-funded family relationship services and family law legal assistance services to develop and implement wellbeing programs for their staff as a condition of its funding arrangements. In addition to organisations providing wellbeing support, it is essential that organisations are sufficiently resourced to minimise large and unmanageable caseloads, which can hinder wellbeing and exacerbate vicarious trauma.[37] At the individual level, students and staff can be encouraged to be aware of emotional fatigue and burn-out, and develop and practise self-care skills.

Within the Client Services industries, therefore, a focus on staff wellbeing is an important workplace health and safety issue that can also assist in reducing staff absences, turnover and compensation claims.[38]

Vocational Education and 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.

Note: *In May 2019, this qualification was moved from the scope of the Client Services IRC to the Community Sector & Development IRC. This change was endorsed by the Client Services IRC, the Community Sector & Development IRC and also the Department of Education and Training.

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.

Note: See note in *Section A.1 Sector Overview - Vocational Education and Training (VET) Qualifications Supporting Industry regarding this qualification.*

Enrolments and Completions

In 2017, there were **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 2).

The most popular qualifications in 2017 were:

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

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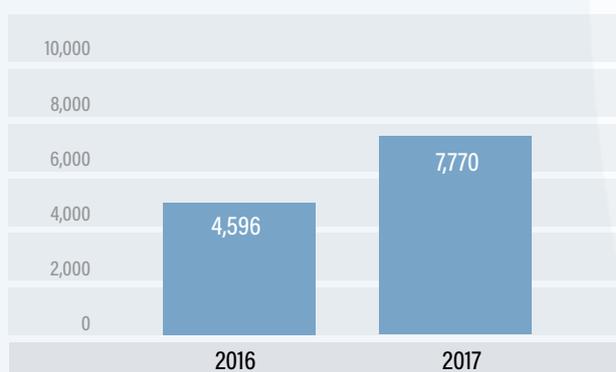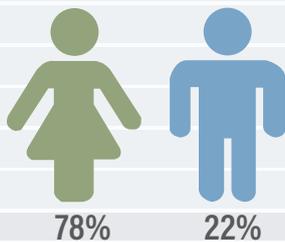

Source: NCVER VOCSTATS, Program enrolments 2016–2017

A snapshot of key traits of the *CHC Community Services Training Package* Client Services Training Package Product enrolments enrolments for 2017 is provided below, followed by a breakdown of enrolments and completions for individual qualifications (see Table 2 and Table 3).
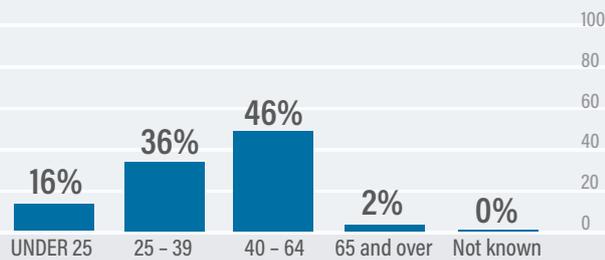
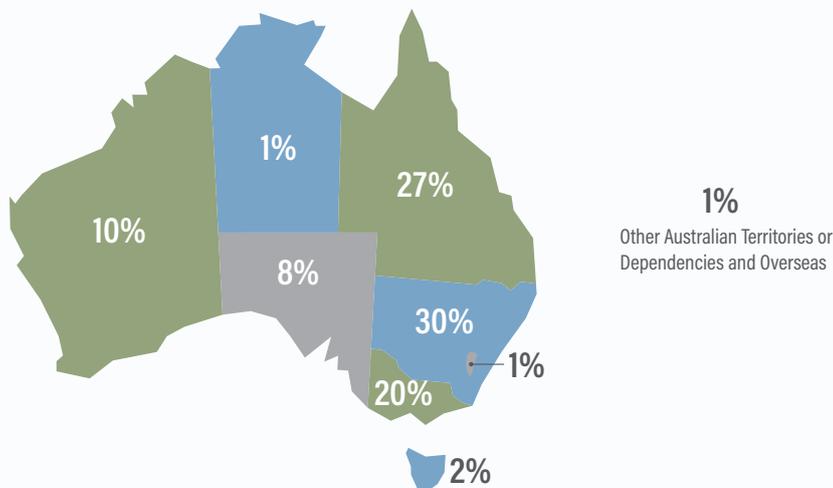## 2017 ENROLMENT SNAPSHOT

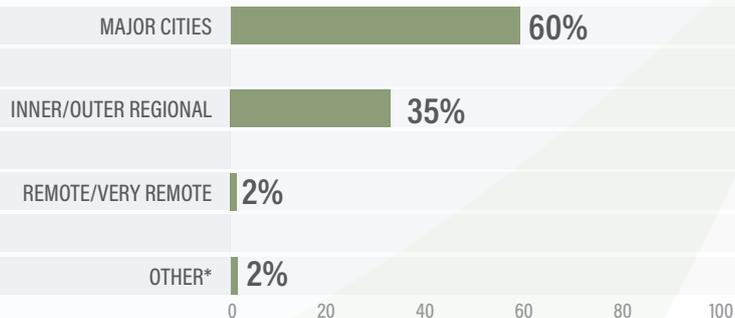## CLIENT SERVICES TRAINING PACKAGE PRODUCTS

GENDER

78% 22%

AGE

UNDER 25	25 – 39	40 – 64	65 and over	Not known
16%	36%	46%	2%	0%

STATE/TERRITORY OF RESIDENCE

1%
10%
8%
27%
30%
20%
1%
2%

1%
Other Australian Territories or Dependencies and Overseas

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

MAJOR CITIES	60%
INNER/OUTER REGIONAL	35%
REMOTE/VERY REMOTE	2%
OTHER*	2%

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

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

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
CHC42608 Certificate IV in Celebrancy	*732*	*361*	*1,093*
CHC41115 Certificate IV in Employment Services	195	385	580
CHC30912 Certificate III in Employment Services	*21*	*0*	*21*
CHC42012 Certificate IV in Employment Services	*511*	*85*	*596*
CHC41215 Certificate IV in Career Development	48	227	275
CHC42112 Certificate IV in Career Development	*174*	*20*	*194*
CHC51015 Diploma of Counselling	4,147	6,393	10,540
CHC51712 Diploma of Counselling	*12,627*	*3,335*	*15,962*
CHC51115 Diploma of Financial Counselling	52	184	236
CHC52108 Diploma of Community Services (Financial Counselling)	*190*	*46*	*236*
CHC81015 Graduate Diploma of Relationship Counselling	25	91	116
CHC80208 Graduate Diploma of Relationship Counselling	*87*	*12*	*99*
CHC81115 Graduate Diploma of Family Dispute Resolution	0	52	52
CHC80308 Graduate Diploma of Family Dispute Resolution	*107*	*86*	*193*
CHC81215 Graduate Certificate in Statutory Child Protection*	0	1	1
CHC70108 Graduate Certificate in Community Services Practice (Statutory Child Protection)	*3*	*0*	*3*
CHC81315 Graduate Certificate in Career Development Practice	17	48	65
CHC70308 Graduate Certificate in Career Development Practice	*7*	*0*	*7*
CHC82015 Graduate Certificate in Client Assessment and Case Management	69	73	142
CHC70208 Graduate Certificate in Community Services Practice (Client Assessment and Case Management)	*87*	*0*	*87*

Source: NCVER VOCSTATS, accessed August 2018.

Note: *In May 2019, this qualification was moved from the scope of the Client Services IRC to the Community Sector & Development IRC. This change was endorsed by the Client Services IRC, the Community Sector & Development IRC and also the Department of Education and Training.

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
CHC42608 Certificate IV in Celebrancy	*413*	*314*	*727*
CHC41115 Certificate IV in Employment Services	6	71	77
CHC30912 Certificate III in Employment Services	*1*	*0*	*1*
CHC42012 Certificate IV in Employment Services	*270*	*36*	*306*
CHC41215 Certificate IV in Career Development	6	27	33
CHC42112 Certificate IV in Career Development	*144*	*15*	*159*
CHC51015 Diploma of Counselling	38	917	955
CHC51712 Diploma of Counselling	*2,105*	*1,437*	*3,542*
CHC51115 Diploma of Financial Counselling	12	38	50
CHC52108 Diploma of Community Services (Financial Counselling)	*141*	*39*	*180*
CHC81015 Graduate Diploma of Relationship Counselling	14	50	64
CHC80208 Graduate Diploma of Relationship Counselling	*63*	*1*	*64*
CHC81115 Graduate Diploma of Family Dispute Resolution	0	6	6
CHC80308 Graduate Diploma of Family Dispute Resolution	*61*	*59*	*120*
CHC81215 Graduate Certificate in Statutory Child Protection*	0	0	0
CHC70108 Graduate Certificate in Community Services Practice (Statutory Child Protection)	*8*	*0*	*8*
CHC81315 Graduate Certificate in Career Development Practice	5	16	21
CHC70308 Graduate Certificate in Career Development Practice	*5*	*0*	*5*
CHC82015 Graduate Certificate in Client Assessment and Case Management	0	23	23
CHC70208 Graduate Certificate in Community Services Practice (Client assessment and case management)	*67*	*2*	*69*

Source: NCVER VOCSTATS, accessed August 2018.

Note: See note for Table 2.

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 comprise 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 (includes marriage ceremonies, funerals and other ceremonies), 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 or Adviser, and Welfare Worker or Welfare Case Worker.

Figure 3: Employment level of selected occupations in Client Services - 2008 to 2018
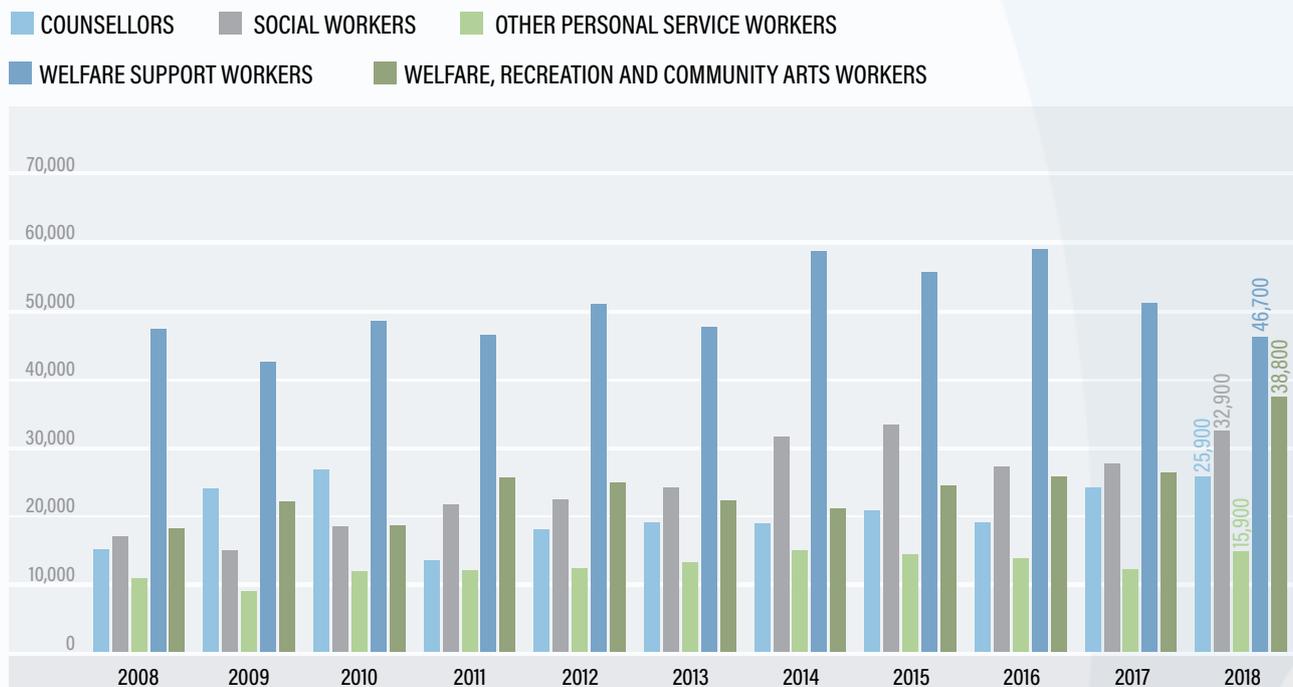
■ COUNSELLORS ■ SOCIAL WORKERS ■ OTHER PERSONAL SERVICE WORKERS

■ WELFARE SUPPORT WORKERS ■ WELFARE, RECREATION AND COMMUNITY ARTS WORKERS

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 codes, 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 4). Welfare, Recreation and Community Arts Worker job roles, however, will experience the largest absolute increase in jobs with an additional 11,800 jobs, to reach 50,600 jobs by 2023. This is followed by the Welfare Support Worker job role, which will experience a growth of 5,400 jobs over the next five years, to 52,100 jobs by 2023.

Figure 4: Employment levels (May 2018 and May 2023) and forecast % growth to May 2023 - Client Services
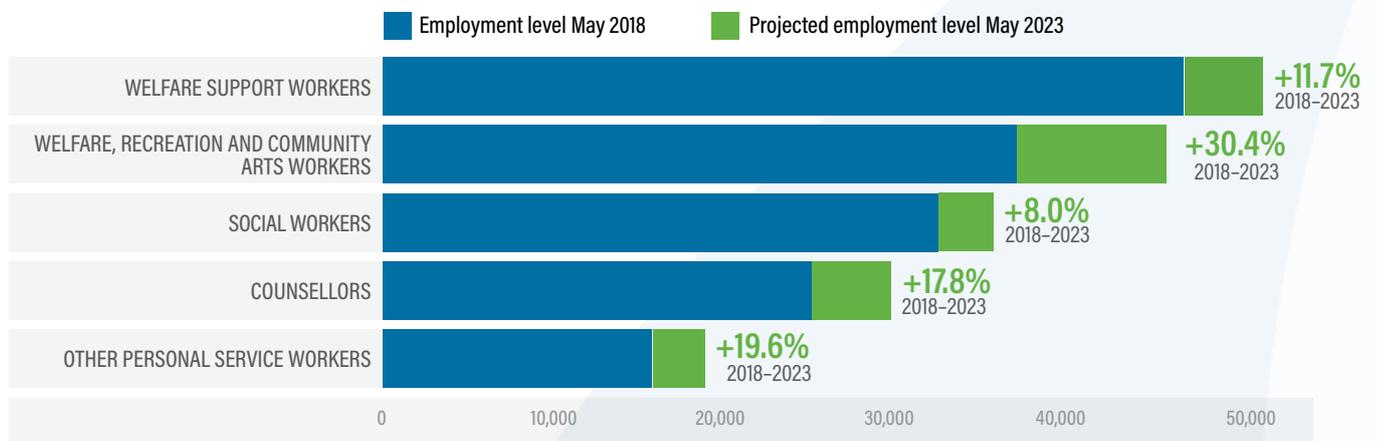
Source: Department of Jobs and Small Business - 2018 Occupational Projections – five years to May 2023, accessed November 2018

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 Client Services 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, shifts in workforce demographics and industry (i.e. the transition from manufacturing and production to a largely service-based economy)[39] 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 these and have indicated that it will be important for workers in their organisation to be **equipped with key soft skills**:

SELF-MANAGEMENT   **ONLINE & SOCIAL MEDIA SKILLS**   **PROBLEM-SOLVING**   **TEAMWORK AND COMMUNICATION**

These results are in line with wider studies, including the World Economic Forum's *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**.[40]

The VET system plays a pivotal role in supporting employers and employees to adapt 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.[41]

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	**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; the identification of persons at risk in an online wagering environment; and to ensure that staff and management are able to mitigate risk for persons engaging in online wagering.

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 (*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	**Celebrancy** The IRC proposes to update the following qualification and any associated skill sets and Units of Competency relating to Celebrancy job roles: • CHC41015 Certificate IV in Celebrancy
2020–21	**Counselling** The IRC proposes to update the following qualification and any associated skill sets and Units of Competency relating to Counselling job roles: • CHC51015 Diploma of Counselling.
2020–21	**Financial Counselling** The IRC proposes to update the following qualification and any associated skill sets and Units of Competency relating to Financial Counselling job roles: • CHC51115 Diploma of Financial Counselling.
2020–21	**Relationship Counselling** The IRC proposes to update the following qualification and any associated skill sets and Units of Competency relating to Relationship Counselling job roles: • CHC81015 Graduate Diploma of Relationship Counselling.
2020–21	**Family Dispute Resolution** The IRC proposes to update the following qualification and any associated skill sets and Units of Competency relating to Family Dispute Resolution job roles: • CHC81115 Graduate Diploma of Family Dispute Resolution.
2020–21	**Assessment and Case Management** 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: • CHC82015 Graduate Certificate in Client Assessment and Case Management.
2020–21	**Employment Services** The IRC proposes to update the following qualification and any associated skill sets and Units of Competency relating to Employment Services job roles: • CHC41115 Certificate IV in Employment Services
2020–21	**Career Development** The IRC proposes to update the following qualification and any associated skill sets and Units of Competency relating to Career Development job roles: • CHC41215 Certificate IV in Career Development • CHC81315 Graduate Certificate in Career Development Practice.

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3   CoCA Inc Submission to the 2018 Expert Panel on Religious Freedoms Item 2. Summary of Recommendations: Recommendation 5 [Available at: https://www.coalitionofcelebrantassociations.org.au/issues/134-expert-panel-on-religious-freedoms/600-2-summary-of-recommendations.] Survey findings are based on a sample size of 1,392 which represents at the 95% confidence interval a +/- 3% margin of error.

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STAKEHOLDERS

OUTCOMES

INTEGRITY

BOLDNESS

TEAMWORK

SKILLSIQ

CAPABLE PEOPLE MAKE CLEVER BUSINESS