SKILLSIQ

CAPABLE PEOPLE MAKE CLEVER BUSINESS

Community Sector and Development

INDUSTRY REFERENCE COMMITTEE
INDUSTRY SKILLS FORECAST

Refreshed April 2017

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Executive summary

The Community Sector and Development sector is a sub-sector of the broader health and community services industries. Workers provide a broad range of services in the community as well as support for individuals. Government departments and not-for-profit organisations are the major employers in this sector.

The Community Sector and Development Industry Reference Committee (IRC) has responsibility for 25 qualifications, packaged in the CHC Community Services and HLT Health Training Packages, that are aligned to the following job roles:

- Chaplaincy and/or Pastoral care workers – provide ongoing ethical, moral and spiritual support to clients using a person-centred approach
- Child protection workers - work in child, youth and family intervention, including practice specialisations in residential and out-of-home care, family support and early intervention
- Community services workers – coordinate and deliver a range of person-centred services to individuals, groups and communities
- Community development workers – coordinate and deliver programs that contribute to the development of community capacity-building though public social change processes
- Environmental health workers – plan, coordinate and implement control strategies designed to minimise the adverse health impact of the environment as well as monitoring and enforcing the laws and regulations governing public health
- Juvenile justice officers – supervise young people who have been directed by the justice system to be in the care and direction of authorised community and government agencies
- Managers – manage programs, projects and services in the community services industry. May also be responsible for coordination and management of smaller organisations, or of branches/departments of large organisations
- Volunteers – work in a volunteer capacity across a range of industries and organisations in a variety of contexts
- Youth workers – develop programs and services for young people managed through a range of agencies and designed to meet the social, behavioural, health, welfare, developmental and protection needs of young people.

The Community Sector and Development IRC commits to thorough and inclusive national consultation to ensure training package products under its remit are reflective of current industry skills needs and provide opportunities for workforce development that actively contributes to the variability and productivity of the sector/s. Recognition is given to the need for training package related decisions to be made based on appropriate levels of industry engagement and input.

Further, the IRC acknowledges the COAG Industry and Skills Ministers' priorities and will utilise consultation activities, through the support of SkillsIQ, to gain a national perspective on:

- opportunities to identify and remove obsolete training package products from the system
- industry expectations for training delivery and assessment to be documented within Implementation Guides
- opportunities to enhance portability of skills from one related occupation to another
- opportunities to remove unnecessary duplication within the system and create training package products that may have application to multiple industry sectors
- opportunities for the development of skill sets.

An analysis of the sector, in tandem with industry consultation, has identified a number of challenges and opportunities having direct impact on the sector, including:

- the ageing Australian population and the increasing demand on services

- changes in the way services are provided through consumer directed and more integrated service models
- decreasing government funding in real terms in some jurisdictions.

In addition, the sector has identified the following factors as having direct impact on the composition and skills needs of the workforce:

- changing demographics and the need to work with diversity
- attracting and retaining workers
- workforce mobility and attaining the right skills mix
- meeting demand for community services workers in regional and remote areas.

This Industry Skills Forecast identifies a number of international and national trends in workplace design that will impact the skills needs of the sector. This information, along with industry-identified skills priorities, will directly inform the coming review of relevant training package products.

Information contained within this Industry Skills Forecast has been sourced by a variety of methods, including:

- desktop research, to develop an understanding of existing research and views on skill requirements in the sector;
- an industry workforce survey, which was available to all stakeholders across all industries;
- consultation with the IRC, to confirm that the information is both valid and accurately reflects industry views.

The Industry Skills Forecast proposes a schedule for the ongoing review of relevant training package products to inform the development of the four-year rolling National Schedule.

The training package products allocated to this IRC were endorsed in 2015. The training package products in this sector have been scheduled for review across year two (2017-2018), year three (2018-2019) and year four (2019 – 2020). This will allow further information to be collected on implementation issues and the effects of service reform, including initiatives such as the National Disability Insurance Scheme (NDIS) and changes to Home Care Packages in aged care, to be better realised.It is envisaged that the above challenges and workforce skills needs will be taken into account when developing the case for change for this review.

A. Administrative information

Name of IRC

Community Sector and Development Industry Reference Committee

Name of Skills Service Organisation (SSO)

SkillsIQ Limited (SkillsIQ)

This document details the proposed four year schedule of work from 1 July 2016 to 30 June 2020 as agreed between the Community Sector and Development IRC and SkillsIQ.

This version of the Industry Skills Forecast was refreshed in April 2017.

About SkillsIQ

As a Skills Service Organisation (SSO), SkillsIQ is funded by the Department of Education and Training to support its allocated IRCs, which are responsible for the development and maintenance of the following training packages:

- Community Services
- Health
- Local Government
- Public Sector
- Floristry
- Hairdressing and Beauty Services
- Funeral Services
- Retail Services
- Sport, Fitness and Recreation
- Tourism, Travel and Hospitality

B. Sector overview

Health Care and Social Assistance is the largest employing sector in Australia, representing 1,523,000 workers and accounting for 27% of total new jobs over the five years to November 2015.[1] Employment growth is projected to remain strong, with the sector forecast to grow by 16.4% (or an estimated 250,200 more workers) to November 2020.[2] This projected growth is the highest of all industry sectors, with demand largely driven by shifting demographics (population ageing, increased fertility and strong migration) and changes to government policy.

The health sector comprises public and private hospitals, professionals working in private practice, the community health sector, the entire aged care system, the mental health system, the alcohol and drug system, public health, and individuals working in research and other non-clinical fields. The health and aged care systems include large numbers of people with specialist VET qualifications. These include enrolled nurses, allied health assistants, technicians, dental assistants, and large numbers of support staff, from kitchen hands to mortuary attendants. Aged care sector employment is dominated by personal care attendants and enrolled nurses.

The community services system includes the entire disability system, child protection and family services, youth justice, public housing, homelessness, sexual assault and family violence. Social workers and community workers are the largest professional group within most of these fields except disability and public housing. In most States and Territories at least some youth justice custodial workers have a VET qualification, as do many public housing staff. In Victoria, Tasmania, Western Australia and Northern Territory a significant number of child protection staff have a VET Diploma and many staff working in out-of-home care have a VET qualification. Psychologists and youth workers are employed in smaller numbers in many sectors. The disability sector is dominated by specialist staff who most commonly have VET qualifications at Certificate III/IV level, although this sector includes small numbers of nurses.

There are more than 500 job roles reflected within the HLT Health and CHC Community Services training packages. This number seems large but simply reflects the diversity within these sectors. In 2014-15 there were 980 public and private hospitals in Australia, offering 92,300

beds.[3] There were another 342 free-standing private day hospitals. They collectively employed 394,400 full-time equivalent (FTE) staff. (This figure ignores non-salaried medical staff and other contractors). There were about 7.366 million presentations to emergency departments,[4] 34.9 million outpatient service events, and almost 10.2 million hospitalisations (of which 60% were same-day admissions).[5]

In 2014 there were approximately 606,000 workers in paid employment in the welfare workforce, of whom 449,000 were in direct care occupations.[6] These include workers in aged care services and disability, child care and child protection workers and the early childhood educators in preschool education.

The Community Sector and Development sector is a segment of the broader Community Services and Health sectors. It can be broken into the following sub-sectors:

- Chaplaincy and/or Pastoral Care
- Community Services and Development
- Indigenous and Environmental Health/Population Health
- Volunteering
- Youth Services.

Chaplaincy and/or pastoral care

People working in this area (practitioners) provide ethical, moral and spiritual support to clients using a person-centred approach. Practitioners can be referred to as spiritual care practitioners, pastoral care practitioners, or chaplains. However, all are appointed and accepted as specialists in providing spiritual care. Spiritual care encompasses all the ways in which attention is paid to spirituality. There is increasing interest in spirituality and a wider acceptance of its value in enhancing the ability to increase resilience, positively embrace experiences and outcomes, and celebrate life - even in difficult situations.[7] Services are provided across a broad range of contexts. These include aged care, criminal justice, defence, education, emergency services, health, mental health, and welfare services. Practitioners may be paid or unpaid volunteers and are guided by a set of Standards of Practice. For many organisations, volunteer practitioners play an integral role in providing spiritual care services. These workers will usually work under the direction of a practitioner. The increasing diversity of people in Australia has increased the number of practitioners working across different religions and faiths. Increasingly, there have been representatives from a diverse range of faith communities undertaking education and training to develop competencies and skills for providing spiritual care within a complex health system.[8]

Community services and development

A community worker is a person who has the knowledge, skills and values to work with individuals, families, social groups or communities in order to promote or restore social functioning. Community workers advocate for the rights of individuals and communities and work to address systemic barriers that prevent the social and economic inclusion of all citizens. Promoting social justice and maximising human potential are cornerstones of community work. Community workers provide services, support, activities, information and referral for those in need of assistance. They link people with appropriate services, groups, communities and each other. Practitioners are often distinguished by the client area which they work within. These may include aged care, disability services, Indigenous and multicultural support, asylum seekers and refugee services, mental health, counselling, schools, emergency relief, youth justice, child protection, family services, sexual assault, family violence, homelessness, public housing and community development. Over 50 occupations fall under the community work banner and roles include intake, support, case work, crisis intervention, team management and advocacy.[9] In some jurisdictions there are minimum qualifications mandated in order to be able to work in the sector. For example, the Certificate IV in Child, Youth and Family Intervention will become mandatory for out-of-home care workers in Victoria from 1 January 2017 and a special program to upskill existing workers has been launched.[10]

Indigenous and environmental health/ population health

Environmental health focuses on the physical, chemical, biological and social factors which affect people within their surroundings. Healthy environments need to be established and maintained by individuals, communities and government and non-government agencies.[11] Environmental health workers are responsible for planning, coordinating and implementing control strategies designed to minimise the adverse health impacts of the environment as well as monitoring and enforcing the laws and regulations governing public health. Areas where duties may arise include water, sanitation, housing infrastructure, waste management, pest management, food safety and animal control. Many Indigenous communities have an environmental health worker, whose primary purpose is to provide skills to Indigenous people working and living in the community to improve quality of life and reduce preventable morbidity and mortality, and to enhance community control through local decision-making and community involvement. It is important to note that these workers should not be confused with Aboriginal and Torres Strait Islander Health Workers, which have separate qualifications and do not fall under the remit of this IRC.

The Australian Government has developed an Environmental Health Standing Committee (enHealth), which is a standing committee of the Australian Health Protection Principal Committee (AHPPC). The primary role of enHealth is to provide agreed environmental health policy advice and implement the National Environmental Health Strategy. The development of national advice is based on significant collaboration and consultation with Federal, State and Territory agencies, departments and organisations that deal with environmental health matters.[12] State and Territory governments work closely with local governments to ensure there are appropriate numbers of people undertaking these qualifications to sustain the workforce, including strong support for more Indigenous people to undertake the Population Health and Environmental Health programs in VET.

Volunteering

Volunteering is one indicator of community participation and support. Volunteering Australia defines volunteering as 'the time willingly given for the common good and without financial gain'.[13] The term 'volunteering' covers a broad range of activities in Australian society. It includes formal volunteering, which takes place within organisations (including institutions and agencies) in a structured way, and informal volunteering, which involves actions that take place outside the context of a formal organisation.[14] According to the Australian Bureau of Statistics (ABS), in 2014, 5.8 million people, or 31% of the Australian population aged 15 years and over, participated in voluntary work and contributed 743 million hours to the community.[15] However, volunteering has declined in recent years, with 31% of men and women aged 18 years and over volunteering in 2014, compared to 36% in 2010.[16]

Youth services

In Australia, youth work is 'an empowering practice that advocates for and facilitates a young person's independence, participation in society, connectedness and realisation of their rights'.[17] Youth workers are primarily concerned with young people who are aged between 12 and 25 years. Youth workers are employed in all States and Territories in urban, rural and remote areas in paid and unpaid roles. People with VET qualifications in youth work often work in areas such as children's residential out-of-home care services.

In many countries, such as the United States of America, youth workers are not viewed as professionals and youth work is not considered a profession.[18] This is not the case in Australia, where this is a consistent discipline, taught at both the VET level and in universities as a continuum. Youth workers need to be adaptable and responsive to the needs of young people, which involves recognising their clients value and potential instead of simply passing on expertise.[19] For many, the primary motivation to work with youth is not due to individual beliefs or potential monetary rewards but, rather, a stepping stone toward a career in a related field.[20] The attraction and retention of competent staff is therefore a big challenge for middle

management in this industry. Additionally, it is also widely accepted that youth work can be emotionally and physically challenging. Having a positive organisational climate is therefore vital to ensuring job satisfaction, quality of services and youth outcomes.[21]

In early September 2016, a Royal Commission into the child protection and youth detention systems of NT commenced. The Royal Commission will look into the treatment of children and young persons detained in youth detention facilities administered by the Government of the Northern Territory. Recommendations will be made about legal, cultural, administrative and management reforms to prevent inappropriate treatment of children and young persons in detention, and what improvements can be made to the child protection system. This will be an important piece of work not only for the NT but nationally as it is thought that the findings of the Royal Commission will be used by other jurisdictions when considering how their juvenile justice systems can be improved.

Training products for this IRC

The VET qualifications that cater to this sector include:

- CHC14015 Certificate I in Active Volunteering
- CHC22015 Certificate II in Community Services
- CHC24015 Certificate II in Active Volunteering
- HLT26015 Certificate II in Population Health
- HLT26115 Certificate II in Indigenous Environmental Health
- CHC32015 Certificate III in Community Services
- CHC34015 Certificate III in Active Volunteering
- HLT36015 Certificate III in Population Health
- HLT36115 Certificate III in Indigenous Environmental Health
- CHC42015 Certificate IV in Community Services
- CHC40313 Certificate IV in Child, Youth and Family Intervention
- CHC40413 Certificate IV in Youth Work
- CHC40513 Certificate IV in Youth Justice
- CHC42115 Certificate IV in Community Development
- CHC42215 Certificate IV in Social Housing
- CHC42315 Certificate IV in Chaplaincy and Pastoral Care
- CHC44015 Certificate IV in Coordination of Volunteer Programs
- HLT46015 Certificate IV in Population Health
- HLT46115 Certificate IV in Indigenous Environmental Health
- CHC50313 Diploma of Child, Youth and Family Intervention
- CHC50413 Diploma of Youth Work
- CHC50513 Diploma of Youth Justice
- CHC52015 Diploma of Community Services
- CHC52115 Diploma of Community Development
- CHC62015 Advanced Diploma of Community Sector Management

A full list of associated units of competency is set out in the attached IRC training product review plan.

Registered Training Organisations using the training products

The table below indicates the number of Registered Training Organisations (RTOs) with the above qualifications on scope (current as at 13 April 2017). Some of the qualifications in the following list were reviewed in 2015 and updated versions released on the National Register (www.training.gov.au) on 8 December 2015. As a result, many RTOs will not have transitioned to these updated qualifications. The transition period is usually 12 months. However, the Australian Government Minister for Vocational Education and Skills and State and Territory Skills Ministers agreed to a temporary increase in the length of the transitional period. RTOs were therefore granted an additional 6 months to transition (18 months in total) for training package products endorsed by the Australian Industry and Skills Committee (AISC) from September 2015 to March 2016. As a result, many RTOs will still have the superseded qualifications on scope as the amended transition requirements would not require RTOs to have the updated qualifications on scope until 8 June 2017. The superseded qualifications have been identified.

REGISTERED TRAINING ORGANISATIONS WITH COMMUNITY SECTOR AND DEVELOPMENT QUALIFICATIONS ON SCOPE (AS AT 13 APRIL 2017)

Code	Qualification name	No of RTO on scope
CHC14015	Certificate I in Active Volunteering	18
CHC22015	Certificate II in Community Services	140
CHC24015	Certificate II in Active Volunteering	24
HLT26015	Certificate II in Population Health	3
HLT20912	Certificate II in Population Health (superseded)	0
HLT26115	Certificate II in Indigenous Environmental Health	2
HLT21012	Certificate II in Indigenous Environmental Health (superseded)	1
CHC32015	Certificate III in Community Services	137
CHC34015	Certificate III in Active Volunteering	10
HLT36015	Certificate III in Population Health	2
HLT32212	Certificate III in Population Health (superseded)	2
HLT36115	Certificate III in Indigenous Environmental Health	2
HLT32312	Certificate III in Indigenous Environmental Health (superseded)	2
CHC40313	Certificate IV in Child, Youth and Family Intervention	28
CHC40413	Certificate IV in Youth Work	80
CHC40513	Certificate IV in Youth Justice	11
CHC42015	Certificate IV in Community Services	121
CHC42115	Certificate IV in Community Development	12
CHC42215	Certificate IV in Social Housing	4
CHC42315	Certificate IV in Chaplaincy and Pastoral Care	10

Code	Qualification name	No of RTO on scope
CHC44015	Certificate IV in Coordination of Volunteer Programs	6
HLT46015	Certificate IV in Population Health	1
HLT42312	Certificate IV in Population Health (superseded)	5
HLT46115	Certificate IV in Indigenous Environmental Health	0
HLT42412	Certificate IV in Indigenous Environmental Health (superseded)	0
CHC50313	Diploma of Child, Youth and Family Intervention	22
CHC50413	Diploma of Youth Work	50
CHC50513	Diploma of Youth Justice	9
CHC52015	Diploma of Community Services	189
CHC52115	Diploma of Community Development	15
CHC62015	Advanced Diploma of Community Sector Management	51

Source: training.gov.au. RTOs approved to deliver this qualification. Accessed 13 April 2017

Enrolment and completion figures

The following section details enrolment and completion figures for the qualifications in the remit of this IRC. This data has been sourced from the National Centre for Vocational Education Research (NCVER). NCVER's VET data, used within this report, provides information on publicly funded training in public providers; publicly funded training in private providers; and fee-for-service training in public providers.

A number of other factors also influence the data. These factors should be taken into consideration when reviewing the following data:

- Government funding – declining enrolments and completions often directly correlate with a reduction in funding availability
- Timing of release of training product – the year in which the training product is released on the national register will impact when data becomes available
- Usage of current and superseded training products concurrently - in some years, data will occur in both current and superseded qualifications
- Exemptions in reporting – some providers are exempt from reporting - for example, volunteer organisations.

It is important to note that the data set does not include fee-for-service VET by private providers.

All students program completions and enrolments 2014	E/C*	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	Over seas	Not known	Total
CHC10108 - Certificate I in Work Preparation (Community services)	E	47	8	584	35	1,062	201	227	188	6	38	**2,399**
	C	21	3	423	10	581	225	74	80	2	5	**1,421**
CHC10208 - Certificate I in Active Volunteering	E	61	12	-	-	-	-	-	-	-	-	**73**
	C	7	3	-	-	-	-	-	-	-	-	**10**
CHC10212 - Certificate I in Active Volunteering	E	334	79	293	11	-	20	-	166	2	5	**906**
	C	256	29	161	5	-	7	-	47	-	5	**514**
CHC20108 - Certificate II in Community Services	E	52	34	1	204	73	3	6	1	-	56	**430**
	C	9	25	-	7	17	-	-	-	-	14	**67**
CHC20112 - Certificate II in Community Services	E	3,785	5,512	893	680	2,048	750	339	267	12	556	**14,848**
	C	573	1,358	239	95	571	395	77	25	-	69	**3,401**
CHC20202 - Certificate II in Community Services Work	E	19	-	2	-	-	-	-	-	-	-	**15**
	C	-	-	-	-	-	-	-	-	-	-	**-**
CHC20208 - Certificate II in Active Volunteering	E	-	-	72	-	-	-	-	-	-	-	**72**
	C	-	-	-	-	-	-	-	-	-	-	**-**
CHC20212 - Certificate II in Active Volunteering	E	68	91	4,090	9	-	15	-	42	1	8	**4,322**
	C	2	12	1,846	10	-	40	-	7	-	-	**1,907**
HLT21012 - Certificate II in Indigenous Environmental Health	E	-	-	-	-	48	-	14	-	-	-	**67**
	C	-	-	-	-	30	-	5	-	-	-	**35**
CHC30108 - Certificate III in Community Services Work	E	12	22	20	49	105	2	57	2	-	12	**273**
	C	8	9	5	7	21	-	5	-	-	-	**54**
CHC30112 - Certificate III in Community Services Work	E	1,813	1,056	1,154	538	698	278	295	212	186	82	**6,312**
	C	808	182	299	159	216	109	40	69	105	12	**1,993**
CHC30512 - Certificate III in Social Housing	E	-	-	-	10	-	-	-	-	-	-	**10**
	C	-	-	-	-	-	-	-	-	-	-	**-**
CHC30608 - Certificate III in Active Volunteering	E	-	-	30	-	-	-	-	-	-	7	**39**
	C	-	-	-	-	-	-	-	-	-	-	**-**
CHC30612 - Certificate III in Active Volunteering	E	37	239	333	7	-	6	3	1	-	1	**628**
	C	18	152	90	3	-	3	2	-	-	-	**268**
HLT32212 - Certificate III in Population Health	E	3	2	-	-	-	-	-	35	-	-	**44**
	C	3	-	-	-	-	-	-	6	-	-	**5**

* E = Enrolment C = Completion

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All students program completions and enrolments 2014	E/C*	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	Over seas	Not known	Total
HLT32312 - Certificate III in Indigenous Environmental Health	E	-	-	14	-	7	-	2	-	-	2	**31**
	C	-	-	11	-	-	-	-	-	-	-	**13**
CHC40313 - Certificate IV in Child, Youth and Family Intervention	E	15	28	232	-	6	-	29	-	-	1	**316**
	C	8	-	23	-	-	-	-	-	-	-	**29**
CHC40413 - Certificate IV in Youth Work	E	1,172	732	649	201	247	103	48	144	58	12	**3,373**
	C	188	19	61	2	18	5	-	10	3	-	**303**
CHC40513 - Certificate IV in Youth Justice	E	17	12	2	13	-	-	-	28	-	-	**76**
	C	8	-	-	-	-	-	-	-	-	-	**8**
CHC40708 - Certificate IV in Community Services Work	E	4,407	2,862	1,142	580	984	159	267	180	208	86	**10,880**
	C	1,375	652	403	165	305	87	70	38	107	25	**3,227**
CHC40808 - Certificate IV in Community Development	E	20	465	18	36	12	35	5	32	23	42	**679**
	C	1	28	1	8	5	4	2	9	23	22	**105**
CHC40908 - Certificate IV in Social Housing	E	6	2	-	8	4	-	-	2	-	-	**17**
	C	-	-	-	-	-	-	-	-	-	-	**-**
CHC40912 - Certificate IV in Social Housing	E	290	15	117	2	-	28	7	30	-	3	**497**
	C	48	-	66	-	-	19	8	3	-	2	**136**
CHC41012 - Certificate IV in Community Services Advocacy	E	17	7	-	1	-	-	-	-	-	2	**27**
	C	-	-	-	-	-	-	-	-	-	-	**-**
CHC41112 - Certificate IV in Pastoral Care	E	94	38	23	4	4	-	-	4	-	4	**176**
	C	13	2	-	2	-	-	-	-	-	-	**17**
CHC41202 - Certificate IV in Community Services Advocacy	E	5	-	2	-	-	-	-	-	-	2	**7**
	C	2	-	2	-	-	-	-	-	-	-	**5**
CHC41508 - Certificate IV in Child, Youth and Family Intervention (Child protection)	E	-	5	7	-	-	-	-	1	-	-	**17**
	C	-	1	1	-	-	-	-	-	-	-	**7**
CHC41512 - Certificate IV in Child, Youth and Family Intervention (Child Protection)	E	3	26	58	48	-	-	-	-	-	-	**143**
	C	3	6	29	14	-	-	-	-	-	-	**56**
CHC41608 - Certificate IV in Child, Youth and Family Intervention (Family support)	E	-	-	-	2	-	-	-	-	-	-	**2**
	C	-	-	-	-	-	-	-	-	-	-	**-**
CHC41612 - Certificate IV in Child, Youth and Family Intervention (Family Support)	E	-	-	21	37	-	-	10	-	-	7	**71**
	C	-	-	19	16	-	-	7	-	-	-	**43**

* E = Enrolment C = Completion

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All students program completions and enrolments 2014	E/C*	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	Over seas	Not known	Total
CHC41808 - Certificate IV in Youth Work	E	15	31	3	123	23	-	7	4	-	9	**217**
	C	12	14	7	28	8	-	-	-	2	7	**69**
CHC41812 - Certificate IV in Youth Work	E	541	743	321	524	267	37	15	33	32	20	**2,531**
	C	88	204	94	169	77	19	9	10	25	12	**706**
CHC41908 - Certificate IV in Youth Justice	E	-	-	-	5	-	-	-	1	-	-	**11**
	C	-	2	-	-	-	-	-	-	-	-	**3**
CHC41912 - Certificate IV in Youth Justice	E	110	68	49	45	-	4	-	1	-	3	**281**
	C	82	2	1	5	-	3	-	15	-	4	**115**
HLT42307 - Certificate IV in Population Health	E	-	-	-	-	-	-	3	-	-	-	**3**
	C	-	-	-	-	-	-	-	-	-	-	**-**
HLT42312 - Certificate IV in Population Health	E	2	15	-	-	-	3	28	-	-	6	**56**
	C	-	1	-	-	-	-	6	-	-	-	**5**
CHC42512 - Certificate IV in Community Services (Information, advice and referral)	E	-	-	-	50	-	-	-	-	-	-	**50**
	C	-	-	-	33	-	-	-	-	-	-	**33**
CHC42708 - Certificate IV in Volunteer Program Coordination	E	2	-	-	-	-	-	-	-	-	-	**2**
	C	-	-	-	-	-	-	-	-	-	-	**-**
CHC42712 - Certificate IV in Volunteer Program Coordination	E	18	2	138	4	-	19	-	-	-	6	**186**
	C	13	-	109	4	-	-	-	-	-	5	**133**
CHC42812 - Certificate IV in Community Services (Development and or Humanitarian Assistance)	E	1	11	-	-	-	-	-	-	-	9	**18**
	C		-	-	-	-	-		-	-	-	**-**
CHC50313 - Diploma of Child, Youth and Family Intervention	E	133	12	259	25	25	-	31	-	-	2	**477**
	C	14	-	43	-	-	-	3	-	-	-	**58**
CHC50413 - Diploma of Youth Work	E	979	916	1,435	281	219	103	15	58	8	53	**4,071**
	C	51	-	32	4	4	-	-	3	3	-	**95**
CHC50513 - Diploma of Youth Justice	E	-	2	5	15	-	-	-	-	-	-	**18**
	C	-	-	-	-	-	-	-	-	-	-	**3**
CHC50608 - Diploma of Community Services Work	E	27	122	3	11	4	2	-	6	14	5	**196**
	C	11	62	-	4	3	-	-	-	12	5	**99**
CHC50612 - Diploma of Community Services Work	E	5,163	4,100	4,391	477	672	381	68	80	328	95	**15,759**
	C	1,104	433	500	42	123	34	4	13	112	15	**2,371**

* E = Enrolment C = Completion

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All students program completions and enrolments 2014	E/C*	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	Overseas	Not known	Total
CHC50702 - Diploma of Community Welfare Work	E	-	2	-	-	-	-	-	1	4	-	**9**
	C	-	-	-	-	-	-	-	-	-	-	**-**
CHC50708 - Diploma of Community Development	E	45	231	35	40	14	2	-	2	10	10	**395**
	C	2	77	5	16	-	2	-	4	5	10	**119**
CHC50812 - Diploma of Social Housing	E	41	16	10	-	-	19	-	16	-	-	**106**
	C	5	-	5	-	-	5	-	2	-	-	**18**
HLT51012 - Diploma of Population Health	E	2	4	5	9	-	-	2	-	-	-	**17**
	C	-	-	-	3	-	-	-	-	-	-	**3**
CHC51208 - Diploma of Child, Youth and Family Intervention	E	53	-	87	-	-	-	24	-	-	-	**166**
	C	27	2	67	-	-	-	22	-	-	-	**119**
CHC51408 - Diploma of Youth Work	E	185	281	382	183	41	17	8	5	3	5	**1,118**
	C	35	51	133	57	23	3	6	-	1	1	**307**
CHC51508 - Diploma of Youth Justice	E	-	-	-	6	-	-	-	-	-	-	**6**
	C	-	-	-	-	-	-	-	-	-	-	**-**
CHC51512 - Diploma of Youth Justice	E	-	-	-	28	-	-	-	-	-	-	**28**
	C	-	-	-	7	-	-	-	-	-	-	**7**
CHC52008 - Diploma of Community Services (Case management)	E	629	415	229	183	8	43	-	14	6	5	**1,538**
	C	379	44	38	18	-	3	-	-	-	-	**484**
CHC52208 - Diploma of Community Services Coordination	E	25	12	35	9	4	-	2	-	-	-	**89**
	C	20	2	28	1	-	-	-	2	-	-	**55**
CHC52212 - Diploma of Community Services Coordination	E	298	224	550	139	60	72	9	32	24	8	**1,421**
	C	131	50	241	48	34	11	1	2	16	5	**541**
CHC60308 - Advanced Diploma of Community Sector Management	E	-	6	-	-	-	-	-	-	-	-	**12**
	C	2	7	-	-	-	-	-	-	-	2	**5**
CHC60312 - Advanced Diploma of Community Sector Management	E	156	491	96	182	31	-	40	37	9	12	**1,054**
	C	116	40	39	73	6	-	18	22	1	8	**327**
CHC80108 - Graduate Diploma of Community Sector Management	E	12	47	10	-	-	-	-	-	-	-	**69**
	C	-	23	8	-	-	-	-	-	-	-	**27**
Total	**E**	20,714	18,998	17,800	4,805	6,625	2,302	1,551	1,625	934	1,174	**76,654**
	C	5,440	3,495	5,028	1,015	2,042	974	359	367	417	224	19,326

* E = Enrolment C = Completion

Source: NCVER VOCSTATS,TVA Program enrolments and completions 2014 by Industry Skills Council and State/territory of residence, accessed July 2016

Government Funded	E/C*	2015	2014	2013	2012	2011	Total
CHC10102 - Certificate I in Work Preparation (Community Services)	E	-	-	-	-	8	**8**
	C		-	-	-	11	**11**
CHC10108 - Certificate I in Work Preparation (Community services)	E	368	677	792	1,095	1,170	**4,108**
	C		573	561	715	657	**2,505**
CHC10208 - Certificate I in Active Volunteering	E	-	-	-	100	142	**243**
	C		-	-	88	80	**167**
CHC10212 - Certificate I in Active Volunteering	E	-	48	63	-	-	**117**
	C		22	34	-	-	**59**
HLT21007 - Certificate II in Indigenous Environmental Health	E	-	-	43	107	170	**314**
	C		-	26	-	17	**39**
HLT21012 - Certificate II in Indigenous Environmental Health	E	77	65	17	38	-	**193**
	C		38	1	-	-	**43**
CHC20102 - Certificate II in Community Services Support Work	E	-	-	-	-	6	**6**
	C		-	-	-	12	**12**
CHC20108 - Certificate II in Community Services	E	10	263	2,388	8,951	8,918	**20,537**
	C		28	850	2,083	1,860	**4,819**
CHC20112 - Certificate II in Community Services	E	4,726	6,613	6,773	68	-	**18,187**
	C		2,328	1,531	-	-	**3,859**
CHC20202 - Certificate II in Community Services Work	E	-	-	-	122	48	**168**
	C		-	-	4	25	**29**
CHC20208 - Certificate II in Active Volunteering	E	-	-	8	23	90	**127**
	C		-	-	123	91	**215**
CHC20212 - Certificate II in Active Volunteering	E	61	71	55	-	-	**191**
	C		330	230	-	-	**565**
CHC20302 - Certificate II in Community Services (First Point of Contact)	E	-	-	-	-	-	**-**
	C		-	-	-	-	**-**
CHC30108 - Certificate III in Community Services Work	E	7	255	1,184	5,003	5,594	**12,047**
	C		58	439	1,523	1,553	**3,571**
CHC30112 - Certificate III in Community Services Work	E	4,960	5,277	5,149	64	-	**15,452**
	C		2,050	1,888	14	-	**3,945**
CHC30508 - Certificate III in Social Housing	E	-	-	6	15	11	**25**
	C		-	-	-	-	**-**

* E = Enrolment C = Completion

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Government Funded	E/C*	2015	2014	2013	2012	2011	Total
CHC30512 - Certificate III in Social Housing	E	2	14	8	-	-	**21**
	C		6	-	-	-	**6**
CHC30602 - Certificate III in Youth Work	E	-	-	-	-	9	**9**
	C		-	8	4	15	**22**
CHC30608 - Certificate III in Active Volunteering	E	-	-	34	112	173	**322**
	C		-	-	118	90	**203**
CHC30612 - Certificate III in Active Volunteering	E	147	227	388	144	-	**909**
	C		187	92	-	-	**284**
CHC30702 - Certificate III in Social Housing	E	-	-	-	-	-	**-**
	C		-	-	-	-	**-**
CHC30802 - Certificate III in Community Services Work	E	-	2	-	3	72	**77**
	C		-	11	8	65	**85**
CHC32015 - Certificate III in Community Services	E	11	-	-	-	-	**11**
	C		-	-	-	-	**-**
HLT32207 - Certificate III in Population Health	E	-	-	2	-	3	**2**
	C		-	2	-	-	**2**
HLT32212 - Certificate III in Population Health	E	35	41	34	-	-	**114**
	C		9	11	-	-	**23**
HLT32307 - Certificate III in Indigenous Environmental Health	E	-	-	-	26	24	**49**
	C		-	-	15	14	**29**
HLT32312 - Certificate III in Indigenous Environmental Health	E	4	30	6	-	-	**43**
	C		12	6	-	-	**21**
CHC40202 - Certificate IV in Service Co-ordination (Ageing and Disability)	E	-	-	-	-	24	**24**
	C		-	-	-	16	**21**
CHC40313 - Certificate IV in Child, Youth and Family Intervention	E	500	293	-	-	-	**792**
	C		32	-	-	-	**32**
CHC40413 - Certificate IV in Youth Work	E	2,911	1,840	40	-	-	**4,796**
	C		363	2	-	-	**364**
CHC40513 - Certificate IV in Youth Justice	E	142	74	-	-	-	**219**
	C		12	-	-	-	**12**
CHC40602 - Certificate IV in Youth Work	E	-	-	-	7	47	**52**
	C		-	4	19	43	**61**

* E = Enrolment C = Completion

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Government Funded	E/C*	2015	2014	2013	2012	2011	Total
CHC40702 - Certificate IV in Youth Work (Juvenile Justice)	E	-	-	-	-	13	**13**
	C		-	-	-	5	**5**
CHC40708 - Certificate IV in Community Services Work	E	8,828	10,052	9,975	9,188	8,574	**46,624**
	C		3,386	2,913	2,621	2,451	**11,366**
CHC40808 - Certificate IV in Community Development	E	114	646	287	268	257	**1,567**
	C		428	80	66	112	**688**
CHC40902 - Certificate IV in Community Services Work	E	-	-	2	40	318	**370**
	C		1	5	17	127	**145**
CHC40908 - Certificate IV in Social Housing	E	-	21	80	321	207	**636**
	C		-	41	159	47	**248**
CHC40912 - Certificate IV in Social Housing	E	111	221	227	17	-	**568**
	C		110	23	-	-	**137**
CHC41008 - Certificate IV in Community Services Advocacy	E	-	-	4	73	152	**233**
	C		-	5	51	73	**130**
CHC41012 - Certificate IV in Community Services Advocacy	E	24	13	-	-	-	**37**
	C		-	-	-	-	**-**
CHC41108 - Certificate IV in Pastoral Care	E	-	-	5	13	30	**48**
	C		-	1	4	11	**17**
CHC41112 - Certificate IV in Pastoral Care	E	183	1	4	-	-	**192**
	C		1	17	-	-	**24**
CHC41302 - Certificate IV in Community Mediation	E	-	-	-	-	4	**4**
	C		-	-	-	4	**4**
CHC41408 - Certificate IV in Child, Youth and Family Intervention (Residential and out of home care)	E	-	7	82	282	604	**972**
	C		4	28	159	200	**387**
CHC41412 - Certificate IV in Child, Youth and Family Intervention (residential and out of home care)	E	-	59	85	-	-	**144**
	C		28	16	-	-	**50**
CHC41508 - Certificate IV in Child, Youth and Family Intervention(Child protection)	E	-	8	94	351	547	**997**
	C		9	35	150	167	**365**
CHC41512 - Certificate IV in Child, Youth and Family Intervention (Child Protection)	E	49	133	174	-	-	**356**
	C		53	10	-	-	**66**
CHC41608 - Certificate IV in Child, Youth and Family Intervention(Family support)	E	-	-	94	277	378	**749**
	C		-	74	157	139	**371**
CHC41612 - Certificate IV in Child, Youth and Family Intervention (Family Support)	E	7	64	83	-	-	**158**
	C		46	27	-	-	**69**

* E = Enrolment C = Completion

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Government Funded	E/C*	2015	2014	2013	2012	2011	Total
CHC41802 - Certificate IV in Community Services (Protective Care)	E	-	-	-	-	12	**12**
	C		-	-	-	21	**21**
CHC41808 - Certificate IV in Youth Work	E	8	179	1,472	3,911	2,934	**8,503**
	C		72	406	1,045	982	**2,500**
CHC41812 - Certificate IV in Youth Work	E	99	2,055	3,377	12	-	**5,544**
	C		722	700	46	-	**1,479**
CHC41908 - Certificate IV in Youth Justice	E	5	5	40	269	287	**604**
	C		1	12	160	46	**218**
CHC41912 - Certificate IV in Youth Justice	E	12	234	208	-	-	**450**
	C		124	43	2	-	**165**
CHC41902 - Certificate IV in Community Development	E	-	-	-	2	8	**8**
	C		-	3	7	14	**20**
CHC42002 - Certificate IV in Community Services (Service Co-ordination)	E	-	3	-	-	11	**11**
	C		5	-	1	7	**15**
CHC42015 - Certificate IV in Community Services	E	19	-	-	-	-	**19**
	C		-	-	-	-	**-**
HLT42307 - Certificate IV in Population Health	E	-	6	24	57	57	**135**
	C		-	6	14	12	**31**
HLT42312 - Certificate IV in Population Health	E	36	45	42	-	-	**118**
	C		9	6	-	-	**11**
HLT42407 - Certificate IV in Indigenous Environmental Health	E	-	-	-	9	2	**10**
	C		-	-	-	-	**-**
HLT42412 - Certificate IV in Indigenous Environmental Health	E	-	-	-	2	-	**2**
	C		-	-	-	-	**-**
CHC42508 - Certificate IV in Community Services (Information, advice and referral)	E	-	-	17	30	-	**42**
	C		-	12	11	-	**27**
CHC42512 - Certificate IV in Community Services (Information, advice and referral)	E	42	45	73	22	-	**181**
	C		27	41	-	-	**75**
CHC42708 - Certificate IV in Volunteer Program Coordination	E	-	-	3	37	63	**105**
	C		-	-	61	52	**108**
CHC42712 - Certificate IV in Volunteer Program Coordination	E	24	145	236	69	-	**469**
	C		116	187	37	-	**347**
CHC50313 - Diploma of Child, Youth and Family Intervention	E	339	244	14	-	-	**597**
	C		41	5	-	-	**47**

* E = Enrolment C = Completion

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Government Funded	E/C*	2015	2014	2013	2012	2011	Total
CHC50413 - Diploma of Youth Work	E	3,743	2,133	-	-	-	**5,872**
	C		125	-	-	-	**125**
CHC50502 - Diploma of Youth Work	E	-	-	-	-	15	**16**
	C		-	3	1	11	**14**
CHC50513 - Diploma of Youth Justice	E	82	15	3	-	-	**96**
	C		2	-	-	-	**2**
CHC50608 - Diploma of Community Services Work	E	11	179	3,775	8,739	7,989	**20,697**
	C		104	948	2,018	1,947	**5,013**
CHC50612 - Diploma of Community Services Work	E	9,431	9,639	7,026	64	-	**26,164**
	C		2,737	1,034	9	-	**3,777**
CHC50702 - Diploma of Community Welfare Work	E	-	3	11	38	518	**571**
	C		-	7	59	498	**565**
CHC50708 - Diploma of Community Development	E	236	371	407	440	384	**1,841**
	C		160	172	125	126	**574**
CHC50808 - Diploma of Social Housing	E	-	-	6	244	12	**266**
	C		-	8	12	3	**20**
CHC50812 - Diploma of Social Housing	E	28	52	38	-	-	**119**
	C		15	31	-	-	**49**
CHC50902 - Diploma of Community Services (Case Management)	E	-	-	-	4	29	**32**
	C		-	-	1	17	**17**
HLT51007 - Diploma of Population Health	E	-	-	-	67	93	**167**
	C		-	-	34	34	**62**
HLT51012 - Diploma of Population Health	E	3	5	31	14	-	**50**
	C		4	16	-	-	**24**
HLT51107 - Diploma of Indigenous Environmental Health	E	-	-	-	7	4	**12**
	C		-	-	3	4	**8**
CHC51202 - Diploma of Community Services (Protective Intervention)	E	-	-	-	-	1	**1**
	C		-	-	-	2	**2**
CHC51208 - Diploma of Child, Youth and Family Intervention	E	-	89	313	300	245	**953**
	C		61	116	154	128	**458**
CHC51402 - Diploma of Community Development	E	-	-	3	10	63	**68**
	C		-	-	8	45	**58**
CHC51408 - Diploma of Youth Work	E	26	656	1,038	914	714	**3,349**
	C		329	312	409	386	**1,441**

* E = Enrolment C = Completion

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Government Funded	E/C*	2015	2014	2013	2012	2011	Total
CHC51508 - Diploma of Youth Justice	E	-	8	4	39	43	**89**
	C		-	-	31	3	**34**
CHC51512 - Diploma of Youth Justice	E	6	29	61	57	-	**146**
	C		11	39	-	-	**49**
CHC51602 - Diploma of Community Services Management	E	-	-	-	-	27	**27**
	C		-	-	1	17	**18**
CHC52008 - Diploma of Community Services (Case management)	E	2,234	1,220	1,175	1,127	1,133	**6,887**
	C		592	471	605	489	**2,154**
CHC52015 - Diploma of Community Services	E	247	-	-	-	-	**247**
	C		-	-	-	-	**-**
CHC52208 - Diploma of Community Services Coordination	E	-	72	556	1,525	1,298	**3,455**
	C		53	252	744	618	**1,667**
CHC52212 - Diploma of Community Services Coordination	E	808	1,243	652	22	-	**2,723**
	C		528	247	11	-	**786**
CHC60302 - Advanced Diploma of Community Services Work	E	-	-	2	-	-	**1**
	C		-	-	-	3	**7**
CHC60308 - Advanced Diploma of Community Sector Management	E	-	7	268	778	937	**2,001**
	C		7	149	436	553	**1,147**
CHC60312 - Advanced Diploma of Community Sector Management	E	1,347	806	309	76	-	**2,534**
	C		205	124	3	-	**337**
CHC60402 - Advanced Diploma of Community Services Management	E	-	-	-	-	12	**12**
	C		-	2	-	-	**2**
CHC80108 - Graduate Diploma of Community Sector Management	E	113	63	27	27	26	**262**
	C		28	13	21	11	**74**
Total	**E**	**41,224**	**46,251**	**49,371**	**45,620**	**44,510**	**228,299**
	C	**-**	**16,183**	**14,320**	**14,167**	**13,903**	**58,624**

* E = Enrolment C = Completion

Source: NCVER VOCSTATS, Program enrolments and completions 2003 - 2015 by Industry Skills Council and year, accessed July 2016

Apprentices and trainees	E/C*	2015	2014	2013	2012	2011	2010	Total
CHC20102 - Certificate II in Community Services Support Work	E	0	0	0	0	0	1	**1**
	C	0	0	0	0	1	10	**11**
CHC20108 - Certificate II in Community Services	E	0	1	5	89	218	239	**552**
	C	0	2	20	67	119	97	**305**
CHC20112 - Certificate II in Community Services	E	80	106	55	44	0	0	**285**
	C	47	77	67	0	0	0	**191**
CHC20202 - Certificate II in Community Services Work	E	0	0	0	0	0	4	**4**
	C	0	0	0	0	4	33	**37**
CHC20302 - Certificate II in Community Services (First Point of Contact)	E	0	0	0	0	0	0	**0**
	C	0	0	0	0	0	5	**5**
HLT21007 - Certificate II in Indigenous Environmental Health	E	-	-	-	-	1	1	**2**
	C	-	-	-	-	1	1	**2**
CHC30108 - Certificate III in Community Services Work	E	0	0	1	115	182	151	**449**
	C	0	5	59	121	83	20	**288**
CHC30602 - Certificate III in Youth Work	E	-	-	-	-	-	-	**-**
	C	-	-	-	1	5	26	**32**
CHC30112 - Certificate III in Community Services Work	E	169	158	96	19	0	0	**442**
	C	102	82	4	0	0	0	**188**
CHC30802 - Certificate III in Community Services Work	E	0	0	0	0	1	13	**14**
	C	0	0	0	0	14	63	**77**
CHC32015 - Certificate III in Community Services	E	23	0	0	0	0	0	**23**
	C	0	0	0	0	0	0	**0**
CHC40313 - Certificate IV in Child, Youth and Family Intervention	E	19	-	-	-	-	-	**19**
	C	-	-	-	-	-	-	**-**
CHC40413 - Certificate IV in Youth Work	E	31	62	30	-	-	-	**123**
	C	21	9	-	-	-	-	**30**
CHC40602 - Certificate IV in Youth Work	E	-	-	-	1	-	13	**14**
	C	-	-	1	2	15	87	**105**
CHC40702 - Certificate IV in Youth Work (Juvenile Justice)	E	-	-	-	-	-	-	**-**
	C	-	-	-	-	-	1	**1**
CHC40708 - Certificate IV in Community Services Work	E	53	54	161	277	225	223	**993**
	C	56	115	142	106	103	40	**562**
CHC40808 - Certificate IV in Community Development	E	1	0	0	1	1	10	**13**
	C	0	0	1	5	1	1	**8**

* E = Enrolment C = Completion

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Apprentices and trainees	E/C*	2015	2014	2013	2012	2011	2010	Total
CHC40902 - Certificate IV in Community Services Work	E	0	0	0	0	0	3	**3**
	C	0	0	3	24	120	444	**591**
CHC40908 - Certificate IV in Social Housing	E	0	0	0	8	4	8	**20**
	C	0	0	6	4	5	0	**15**
CHC40912 - Certificate IV in Social Housing	E	6	3	5	5	2	0	**21**
	C	4	5	2	0	0	0	**11**
CHC41008 - Certificate IV in Community Services Advocacy	E	0	0	0	1	0	0	**1**
	C	0	0	0	0	0	0	**0**
CHC41012 - Certificate IV in Community Services Advocacy	E	0	0	1	0	0	0	**1**
	C	0	0	0	0	0	0	**0**
CHC41408 - Certificate IV in Child, Youth and Family Intervention (Residential and out of home care)	E	-	-	-	9	74	72	**155**
	C	-	4	5	18	55	37	**119**
CHC41412 - Certificate IV in Child, Youth and Family Intervention (Residential and out of home care)	E	-	-	13	-	-	-	**13**
	C	-	-	9	-	-	-	**9**
CHC41508 - Certificate IV in Child, Youth and Family Intervention(Child Protection)	E	-	-	-	20	28	24	**72**
	C	-	2	10	9	22	13	**56**
CHC41512 - Certificate IV in Child, Youth and Family Intervention (Child	E	-	-	12	-	-	-	**12**
	C	1	5	-	-	-	-	**6**
CHC41608 - Certificate IV in Child, Youth and Family Intervention(Family support)	E	-	-	-	-	1	-	**1**
	C	-	-	-	1	-	-	**1**
CHC41612 - Certificate IV in Child, Youth and Family Intervention (Family support)	E	-	-	11	-	-	-	**11**
	C	-	-	-	-	-	-	**-**
CHC41802 - Certificate IV in Community Services (Protective Care)	E	-	-	-	-	-	-	**-**
	C	0	0	0	0	8	13	**21**
CHC41808 - Certificate IV in Youth Work	E	-	-	3	179	229	148	**559**
	C	8	35	89	65	38	45	**280**
CHC41812 - Certificate IV in Youth Work	E	-	14	49	29	-	-	**92**
	C	8	25	10	-	-	-	**43**
CHC41908 - Certificate IV in Youth Justice	E	-	-	-	10	9	3	**22**
	C	-	-	-	-	3	-	**3**
CHC41912 - Certificate IV in Youth Justice	E	-	1	-	-	1	-	**2**
	C	-	6	-	-	-	-	**6**
CHC41902 - Certificate IV in Community Development	E	0	0	0	0	0	1	**1**
	C	0	0	0	0	2	5	**7**

* E = Enrolment C = Completion

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Apprentices and trainees	E/C*	2015	2014	2013	2012	2011	2010	Total
CHC42002 - Certificate IV in Community Services (Service Co-ordination)	E	0	0	0	0	0	0	**0**
	C	0	0	1	15	30	156	**202**
CHC42015 - Certificate IV in Community Services	E	22	0	0	0	0	0	**22**
	C	0	0	0	0	0	0	**0**
HLT42307 - Certificate IV in Population Health	E	-	-	-	-	4	-	**4**
	C	-	-	-	1	1	-	**2**
HLT42312 - Certificate IV in Population Health	E	1	1	4	-	-	-	**6**
	C	1	-	-	-	-	-	**1**
CHC42708 - Certificate IV in Volunteer Program Coordination	E	0	0	0	0	2	0	**2**
	C	0	0	1	0	0	0	**1**
CHC42712 - Certificate IV in Volunteer Program Coordination	E	0	0	1	0	0	0	**1**
	C	0	0	1	0	0	0	**1**
CHC50313 - Diploma of Child, Youth and Family Intervention	E	-	26	-	-	-	-	**26**
	C	-	-	-	-	-	-	**-**
CHC50413 - Diploma of Youth Work	E	-	1	-	-	-	-	**1**
	C	-	-	-	-	-	-	**-**
CHC50502 - Diploma of Youth Work	E	-	-	-	-	-	4	**4**
	C	-	-	-	1	1	-	**2**
CHC50608 - Diploma of Community Services Work	E	0	0	0	86	120	153	**359**
	C	0	0	73	63	49	26	**211**
CHC50612 - Diploma of Community Services Work	E	1	6	3	7	0	0	**17**
	C	0	4	7	0	0	0	**11**
CHC50702 - Diploma of Community Welfare Work	E	0	0	0	0	0	0	**0**
	C	0	0	0	0	1	1	**2**
CHC50708 - Diploma of Community Development	E	0	0	0	0	1	1	**2**
	C	0	0	0	0	0	0	**0**
HLT51007 - Diploma of Population Health	E	-	-	-	-	-	1	**1**
	C	-	-	-	-	1	-	**1**
CHC51208 - Diploma of Child, Youth and Family Intervention	E	-	-	-	30	-	-	**30**
	C	-	-	19	-	-	-	**19**
CHC51408 - Diploma of Youth Work	E	-	-	1	31	6	-	**38**
	C	1	2	4	5	1	-	**13**
CHC51602 - Diploma of Community Services Management	E	0	0	0	0	0	0	**0**
	C	0	0	0	1	4	0	**5**
CHC52008 - Diploma of Community Services (Case management)	E	0	0	0	47	94	105	**246**
	C	1	2	46	56	40	6	**151**

* E = Enrolment C = Completion

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Apprentices and trainees	E/C*	2015	2014	2013	2012	2011	2010	Total
CHC52208 - Diploma of Community Services Coordination	E	0	0	0	56	47	45	**148**
	C	8	17	27	15	10	0	**77**
CHC52212 - Diploma of Community Services Coordination	E	1	7	14	0	0	0	**22**
	C	4	4	12	0	0	0	**20**
CHC60308 - Advanced Diploma of Community Sector Management	E	0	0	0	7	67	80	**154**
	C	0	3	6	14	62	0	**85**
CHC60312 - Advanced Diploma of Community Sector Management	E	4	2	12	0	0	0	**18**
	C	0	11	0	0	0	0	**11**
Total	E	412	442	477	1071	1234	1151	4463
	C	262	376	625	594	783	1130	3825

* E = Enrolment C = Completion

Source: NCVER VOCSTATS, Apprentices and trainees - December 2015,
Type of accreditation by Reporting period by Training contract status, accessed July 2016

VET in Schools program - enrolments and completions	E/C*	2014	2013	2012	2011	Total
CHC10102 - Certificate I in Work Preparation (Community Services)	E	-	-	-	12	**12**
	C		-	-	-	**-**
CHC10108 - Certificate I in Work Preparation (Community services)	E	1,527	1,327	1,420	1,219	**5,493**
	C		714	260	665	**1,639**
CHC10208 - Certificate I in Active Volunteering	E	-	166	113	278	**557**
	C		128	107	42	**277**
CHC10212 - Certificate I in Active Volunteering	E	483	350	393	-	**1,226**
	C		71	32	-	**103**
CHC20102 - Certificate II in Community Services Support Work	E	-	12	-	-	**12**
	C		-	-	-	**-**
CHC20108 - Certificate II in Community Services	E	126	1,757	6,049	6,393	**14,325**
	C		648	1,209	1,173	**3,030**
CHC20112 - Certificate II in Community Services	E	5,452	4,583	487	-	**10,522**
	C		550	22	-	**572**
CHC20202 - Certificate II in Community Services Work	E	19	14	17	103	**153**
	C		-	1	7	**8**
CHC20208 - Certificate II in Active Volunteering	E	6	530	623	1,008	**2,167**
	C		38	436	345	**819**
CHC20212 - Certificate II in Active Volunteering	E	3,861	1,915	340	-	**6,116**
	C		581	16	-	**597**
CHC30108 - Certificate III in Community Services Work	E	7	73	198	159	**437**
	C		5	54	29	**88**
CHC30112 - Certificate III in Community Services Work	E	354	100	-	-	**454**
	C		11	-	-	**11**
CHC30608 - Certificate III in Active Volunteering	E	3	40	132	27	**202**
	C		-	120	13	**133**
CHC30612 - Certificate III in Active Volunteering	E	201	176	-	-	**377**
	C		60	-	-	**60**
CHC30802 - Certificate III in Community Services Work	E	1	1	-	-	**2**
	C		-	-	-	**-**
CHC40413 - Certificate IV in Youth Work	E	5	-	-	-	**5**
	C		-	-	-	**-**

* E = Enrolment C = Completion

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VET in Schools program - enrolments and completions	E/C*	2014	2013	2012	2011	Total
CHC40602 - Certificate IV in Youth Work	E	-	-	-	2	**2**
	C		-	-	-	**-**
CHC40708 - Certificate IV in Community Services Work	E	13	18	26	41	**98**
	C		1	1	-	**2**
CHC40808 - Certificate IV in Community Development	E	-	-	3	3	**6**
	C		-	-	-	**-**
CHC50608 - Diploma of Community Services Work	E	-	-	3	14	**17**
	C		-	-	-	**-**
CHC50612 - Diploma of Community Services Work	E	19	39	-	-	**58**
	C		-	-	-	**-**
Total	**E**	12,077	11,101	9,804	9,259	**42,241**
	C	-	2,807	2,258	2,274	**7,339**

* E = Enrolment C = Completion

Source: NCVER VOCSTATS, VETiS Program enrolments and completions 2006 - 2014 by Industry Skills Council and year, accessed July 2016

Peak bodies and key industry players

The following list represents a range of organisations that perform a variety of key roles in this sector. These organisations and their networks are well placed to offer industry insights at the time of training package review. Industry engagement will include a broad and inclusive range of stakeholders beyond those included in this list, as relevant to the nature of training package product review.

- State and Territory government departments and agencies
- Peak and industry associations
  - Australian Community Workers Association
  - Australian Council of Social Services
  - Centre for Excellence in Child and Family Welfare
  - Council of Homeless Persons
  - Environmental Health Australia
  - Homelessness Australia
  - Spiritual Care Australia
  - Volunteering Australia
- Employee associations
  - Australian Services Union
  - Australian Youth Workers Association
  - Australasian Youth Justice Administrators
- Registered training organisations both public and private
- Large and small employers, mostly not-for-profit, across metropolitan, regional, rural and remote areas.

Challenges and opportunities in the sector

Service reform

Consumer directed funding models aim to drive improvements in efficiency and quality for clients. These improvements are driven by giving clients the power, as consumers of services, to select their provider of choice and by promoting competition between providers, be they

new or existing. Commonwealth and State/Territory policy is driving transformational reform to two major sectors of the health and community services industries: aged care and disability. However, the effects will be felt more broadly.

The Australian Government's reforms to aged care services, which take effect in February 2017, will see funding for Home Care Packages allocated directly to consumers, who will select the provider/s they want to assist them to manage their package. Consumers will have the right to change provider if they think they will be better served by doing so. It is anticipated to be extended more broadly to those in residential care. In addition, the roll-out of the full National Disability Insurance Scheme (NDIS) started progressively across all States and Territories (except WA) from July 2016. The aims of both reforms have strong similarities.

As industries transition to consumer directed and more contestable funding models, numbers of providers are likely to enter and leave the market (although, for example, in the Barwon region trial of the NDIS, only one provider exited the market, and that provider had been experiencing difficulties before the trial began). The Barwon trial site also suggests that "churn"between providers is likely to be limited. However, new entrants, or very small players, expanded significantly and some have been very successful, by demonstrating agility, innovation and competence. It is important that transition to consumer directed models of service delivery be effectively managed both to ensure consumers are protected and to prevent market failure. It is also critical that the workforce has the ability to meet the demands of consumers as these changes are rolled out. As a result, it is considered critical that the impact of these changes on workforce requirements be better understood to identify synergies across sectors and inform targeted training package development.

Funding

Government spending in most community services and health sectors continues to increase, but the overall rate of growth has declined in real terms.[22] When considered in relation to population size, funding has not changed significantly in most jurisdictions for certain sectors including child protection, housing, homelessness and mental health, but this is subject to local variation.[23]

Some industries in this sector rely heavily on government funding, at both a Commonwealth and State/Territory level. With a demand for increased services and reduced growth in funding, service providers and governments alike are looking for ways to deliver health and community services more efficiently.[24] This is likely to put added pressure on an otherwise already-stretched workforce to deliver services.

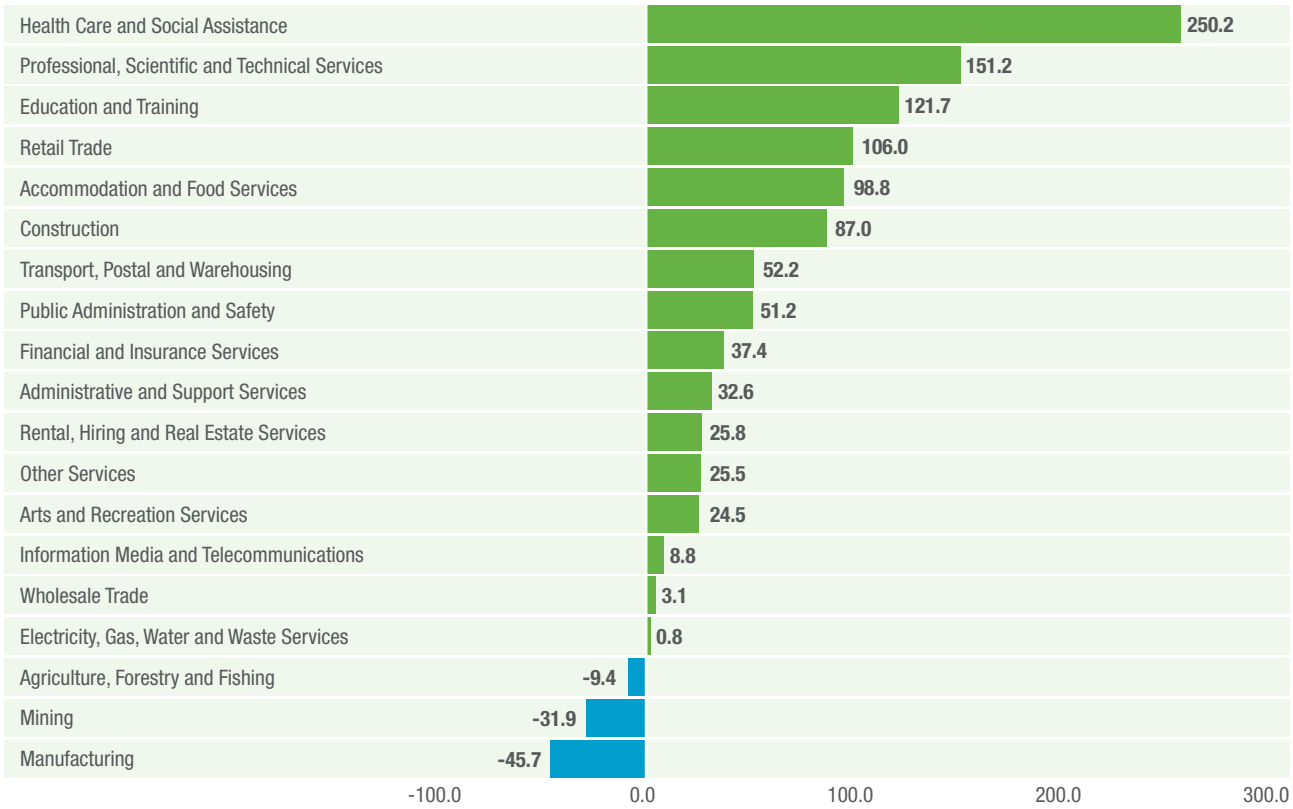
The Equal Remuneration Order made by Fair Work Australia is a major driver for efficiency improvements.

C. Employment

Health Care and Social Assistance is the largest employing sector in Australia, representing 1,523,000 workers (13% of the workforce) and accounting for 27% of total new jobs over the five years to November 2015.[25] Almost half of the workforce are aged 45 years and over (46%). Women have a particularly large share of jobs (nearly four in every five), the largest proportion of any industry. Part-time employment is also common, with 45% of workers employed on this basis (compared with 31% across all industries) although this varies greatly by sub-sector.).[26] Industries such as aged care and disability have high rates of part-time and casual work, while other sectors offer more stable employment.

Employment growth is projected to remain strong, with the sector requiring a 16.4% growth (or an estimated 250,200 more workers) to November 2020.[27]

PROJECTED EMPLOYMENT GROWTH BY INDUSTRY – FIVE YEARS TO NOVEMBER 2020 ('000)



Source: Australian Department of Employment, Employment Outlook to November 2020

Demand for support and services provided by workers in the community sector and development sector is set to grow significantly as there is a transition to consumer directed and more contestable funding models. The ageing population, initiatives such as the implementation of the NDIS and the increasing demand for services to be provided in the home will significantly stimulate growth in the sector.

Ageing population

Australia is experiencing a major demographic shift due to its ageing population and the relative increase in the proportion of people aged 65 years and over. In the five years since June 2010, the number of people aged 65 years and older has increased by 19% (582,300 people) to reach 3.57 million people at June 2015 (15% of total population).[28] Future population projections[29] suggest that the population aged 65 years and older will account for, on average, 18.85% of the population in 2031, 23.45% of the population in 2061 and 25.85% of the population by 2101. Additionally, the number of Australians aged 85 years and over is likely to double, from 455,400 (2% of the total population) to 954,600 by 2034 (3% of the total population).

As has been identified earlier, an ageing population will significantly increase demand for aged care and related services. By 2051, it is estimated that over 1 million people aged over 65 will need residential high care, with at least a further 370,000 needing residential low care.[30] There is a degree of uncertainty about these predictions, since people who are now in the late 50s and early 60s (baby boomers) may have significant better health status in their 80s than people who are now 85 plus; on the other hand they will be also be significantly more affluent.

Additionally, the effects of an ageing population will be felt broadly across the entire health and community sectors. An ageing population means a potential increase in the demand for services such as healthcare and aged care, but also in the demand for public housing and associated ancillary services. Ageing will also increase demand for certain types of disability services, especially those related to neurological conditions, especially stroke.

With a longer life expectancy, the profile of people's needs will change, and there will undoubtedly be an increase in demand. This increased demand for services is likely to result in increased client loads for workers, particularly in sub-acute healthcare and community work. Another important issue is the emerging client complexity caused by older people coming to care later, and presenting with comorbidities. This complexity has also been due to a growth in dementia and other cognitive disorders.

The Australian government is the main provider of funding for health and community services nationwide and via a range of partnership agreements, the States and Territories also make a large contribution. In the future, the Commonwealth government is likely to be placed under fiscal pressure due to its rising obligations towards publicly-funded supports as demand for services increases with population growth.

Consumer directed care

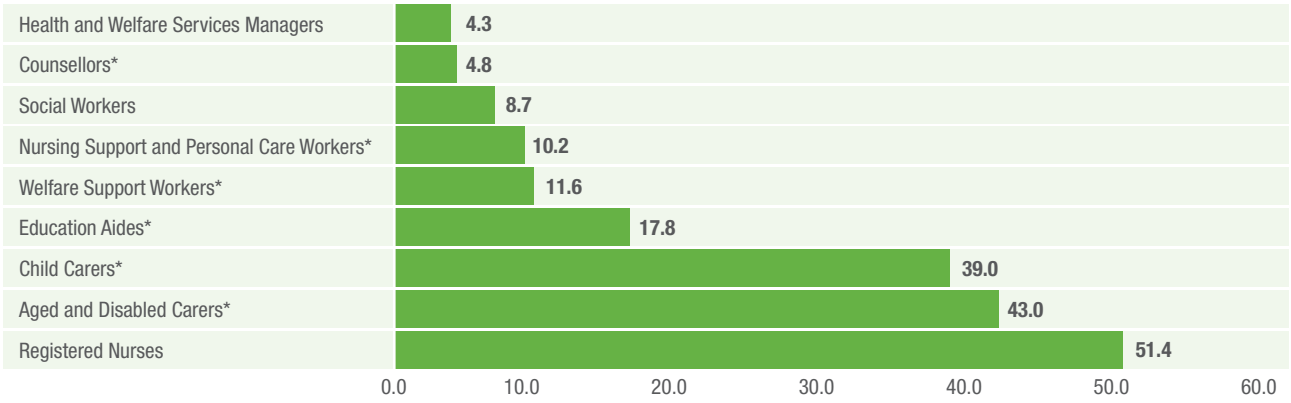
The Consumer Directed Care (CDC) framework highlights the workforce challenges facing industry as employers not only have to find more workers, but also develop new staffing models that are responsive to new forms of service delivery. There is a growing concern that this person-centred model would effectively create two tiers of workforce, one comprised of trained and regulated workers employed by agencies and service provider organisations; and a second, less qualified and unregulated workforce employed directly by individual service users.[31]

Anecdotal evidence from industry suggests that providers are under pressure to hire more casual staff to be responsive to consumer preferences, as well as to meet demands for greater service flexibility[32] at little or no additional costs.[33] A casual work environment may be welcomed by some care workers who prefer flexibility (such as students or those with other commitments) and higher rates of pay.[34] However, job insecurity and irregular working hours can reduce worker confidence in the industry, as well as lead to lower productivity levels due to a lack of career development or progression

path. Furthermore, casualisation of the workforce may create challenges in attracting and retaining culturally-diverse and competent workers who are looking for permanent or long-term work. It may also be more difficult for providers to monitor consistency of care quality or ensure consistent training. On the other hand, provisions for a casual workforce may present an opportunity for individuals in other related fields to work across different employers and sectors, creating a streamlined work practice that is reflective of fluctuating needs in the industry.[35]

It is anticipated that the disability sector workforce will need to increase by approximately 35% between now and 2019-20 as a result of the full implementation of the NDIS. In 2011 the Productivity Commission estimated that by 2050 the aged care workforce would need to quadruple. The following graph shows projected growth to November 2020 in selected health and community services occupations. Many of the workers in these industries will undertake a VET qualification to work in the sector.

PROJECTED GROWTH IN SELECTED HEALTH AND COMMUNITY SERVICES SPECIFIC OCCUPATIONAL GROUPS 2015–2020 ('000)



Source: Australian Department of Employment, 2016 Occupational Projections – five years to November 2020
* Indicates industries that include occupations aligned to VET qualifications.

Workforce supply-side challenges and opportunities

Changes in demographics

Australia has an ageing population, with one in five Australians expected to be over 65 years old in 2035. The high influx of migrants coming to Australia each year, of whom 80% are of working age, helps counteract Australia's ageing workforce and contribute to cultural diversity.[36] In the future, an organisation's employee profile is likely to contain more diverse age groups and more diverse cultural backgrounds. The retirement of Australia's ageing workforce will result in industries likely to lose a large number of highly skilled workers, which may significantly impact the health and community services workforce which is predominantly older. This trend is likely to cause recruitment challenges for workers at managerial levels, as well as create an increased competitive environment for workers (both local and migrant) within this sector. There is a need to develop and promote tapered retirement models that can productively harness the skills of an ageing population and ensure positions are available for younger labour market entrants.[37]

Attraction and retention

The Australian Community Sector Survey is the annual survey of community services across Australia conducted by the Australian Council of Social Service. Results of the 2013 survey showed that the attraction and retention of staff (reported by 16% of service providers) was the single biggest operational challenge facing not-for-profit community services. Wages are an important factor to consider in the attraction and retention of appropriately qualified staff. In a 2015 survey of not-for-profits, executives considered 'attracting suitably qualified employees' as the third most important concern for their organisations.[38]

Workforce mobility

Changes in demographics will see an increasing demand for services, with some industries potentially competing for workers. However, the necessary skills and attributes of workers are often similar in various areas of health and community services, and these can facilitate the movement of staff between sectors to meet demands. These synergies become more apparent when considering some of the industries in this IRC's remit. For example, a recent review of the qualifications merged seven Certificate IV qualifications (Certificate IV in Community Services Work, Certificate IV in Community Services Advocacy, Certificate IV in Children's Contact Services Work, Certificate IV in Telephone Counselling Skills, Certificate IV in Mediation, Certificate IV in Community Services (information, advice and referral) and the Certificate IV in Relationship Education) into a single qualification (Certificate IV in Community Services). There may be opportunities to further promote flexibility and mobility, as pressures on the workforce to deliver services increase, notably in aged care and disability services.

Regional and remote communities

According to ABS data,[39] in 2015 approximately two-thirds of Australia's population (15.87 million people) lived in greater capital cities and one-third (7.91 million people) lived in the rest of Australia. A significant percentage (73%) of people aged 25-29 years resided in capital cities, reflective of younger adults preferring cities where they can access education, employment and other opportunities, while people aged 70-74 years had the lowest proportion living in the capital cities (60%).

Creating a sustainable workforce in regional and remote communities raises additional challenges, including how best to support a workforce that generally has a lower qualification profile and greater difficulties accessing training and professional development, as well as the broader issues ranging from a higher cost of living to housing shortages. These challenges are especially felt by those in the Indigenous population health and environmental health sectors. Workers from the local community often have difficulty accessing training and education services to develop the necessary skills.

D. Skills outlook

International and national trends

Service delivery models and education and training

Over the past few decades, Australia's economy has shifted away from lower skilled jobs towards a higher skilled, service-based economy.[40] The attainment of educational qualifications remains important for higher skilled occupations, with a projected growth of 10.4% (136,400) in jobs requiring an Advanced Diploma or a Diploma, 9.9% (299,000) in jobs requiring a Certificate II or III and 8.3% (147,100) in jobs requiring a Certificate III or IV (with at least two years' on-the-job training).[41]

The composition of the workforce is directly correlated with the changes to the models of care, which requires a highly skilled workforce. For example, in the disability sector, the NDIS requires support workers and administrators in the industry to be familiar with new systems of administration, client management and funding arrangements.[42] This will also have an impact on job roles more broadly across the community services sector. Over the next 10 years it is anticipated that there will be a significant increase in strokes due to ageing and increasing rates of cardio-vascular disease, and workers will need to be better educated in future to deal with a higher proportion of clients with complex needs. People with stroke may be physically healthy and may have a long life expectancy, while being highly dependent.

Rise of enterprise skills

Jobs of the future will require Australians to be literate, numerate and digitally literate. In Australia, young people demonstrate a lack of proficiency in key skills such as problem solving, digital literacy and financial literacy.[43] Testing in recent years has illustrated that Aboriginal and Torres Strait Islander students are more likely to struggle with problem solving. 50 % of students from low socio-economic backgrounds and 62% of Aboriginal and Torres Strait Islander students recording low proficiency, and a similar trend is reported across digital literacy and financial literacy testing.[44] Note that these figures may be mutually compounding, because the average income of Aboriginal and Torres Strait Islander families in Australia is much lower than the average of all families. The weaker performance of Aboriginal and Torres Strait Islander and low socio-economic students across these skills raises a serious equity challenge. In the child protection industry, for example, it is difficult to recruit Aboriginal and Torres Strait Islander staff, especially for job roles that require a higher level qualification.[45]

Demand for personal, interpersonal, critical thinking, creativity and organisational skills (collectively referred to as 'soft skills') has also risen.[46] Surveys of the upcoming generation of employees (Generation Z) indicate that they are likely to be comfortable with technology but may be missing key core 'soft skills'.[47] This may have a significant impact on the community sector and development sector, as these soft skills are essential for these client-centric workers. Soft skills development is therefore likely to become a key part of education and training platforms for educators, as well as for employers, over the coming decades.

In February 2015, a Royal Commission into Family Violence commenced in Victoria. The Royal Commission was established in recognition of the harm family violence causes, and the need to invest in family violence reforms to assure the future wellbeing and prosperity of all Victorians. Recommendations of the Royal Commission into Family Violence stress the capacity for everyone working in the health and community services sectors to be able to identify clients affected by family violence, to recognise the impacts and to be able to confidently refer clients to appropriate specialist services. This is an important piece of work not only for Victoria but all jurisdictions to promote prevention as a tool to reduction in domestic and family violence as a national issue. It will likely have a significant and rapid impact on training for people in many community services and health VET qualifications.

Service providers in health and community services are increasingly adopting digital technologies. For example, mobile technologies like iPads are being used to support more efficient practices, particularly in the areas of staff scheduling, management of client information, supervision, and training. These technologies need to

be operated by appropriately skilled staff, which requires training for workers in technical, managerial, administrative and frontline roles.

As a specific example, the aged care sector is likely to introduce innovative models of care that enable the aged care workforce to efficiently and effectively respond to the needs of older Australians. Investing in training, change management and service models that incorporate new and emerging technology is likely to benefit the workforce in this industry.[48] Staff in leadership and managerial roles will need to be competent across key management skills, including financial management, people management, emotional and psychological awareness, resilience, marketing, planning and coordination, to ensure effective management of a multicultural workforce.[49]

Digital change

With constant changes and technological advances, industries need to advocate for lifelong education and training for all Australians, to ensure that individuals are equipped with the necessary skills and knowledge to adapt. This will become increasingly important for some segments of the health and community sector, specifically aged care and disability, as assistive technology advances. As people increasingly receive support in a home and community context, it is essential that workers have the skills and knowledge to assist people utilising these advancements.

Technology and digital advancements have also facilitated the creation of integrated platforms whereby consumers can directly access individual care workers under the NDIS or CDC Packages. Better Caring,[50] for example, is an online platform where people with a disability, or those who are ageing, can find and hire local care and support workers, including those under government funding. Emerging models such as these represent both opportunity and risk for existing and future workers, and for existing and future service providers.

Skill requirements

The requisite skills required by this sector have largely been informed by an industry workforce survey which was available to all stakeholders across all industries. There was a total of 1,480 respondents to the survey, 137 of whom identified themselves as relating to the Community Sector and Development sector. The following tables represent a collation of the skills identified by respondents for the next three to five years, as well as rankings of pre-determined generic workforce skills. Although the IRC generally accepts the survey results, it notes varying interpretations and definitions are offered when considering broad workforce skills. Industry emphasises that a generic skill may have vastly different meanings and application to different individuals and organisations. Industry therefore cautions that a lack of consistent understanding requires careful consideration when reviewing and determining industry skills priorities.

Top five skills required within the next three to five year period
Communication
Customer Service
Technology
Leadership
Language, Literacy and Numeracy

GENERIC WORKFORCE SKILLS RANKED IN ORDER OF IMPORTANCE

Workforce Skill	Rank
Learning agility/Information literacy/Intellectual autonomy and self-management	1
Customer service/Marketing	2
Managerial/Leadership	3
Communication/Virtual collaboration/Social intelligence	4
Design mindset/Thinking critically/System thinking/Solving problems	5
Technology	6
Language, Literacy and Numeracy	7
Financial	8
Data analysis	9
Entrepreneurial	10
Environmental and Sustainability	11
Science, Technology, Engineering and Mathematics (STEM)	12

E. Other relevant skills-related insights for this sector

Moves to more closely integrate human services and to develop specific new models of care and care infrastructure are underway in several jurisdictions. For example in Victoria new hubs providing horizontally and vertically integrated services related to family violence are being established, in accord with the recommendations of the Royal Commission in Family Violence.

Further insight may be identified and considered when developing a case for change.

F. Proposed Schedule of Work: 2016-17 – 2019-20

Time-critical issues

The qualifications relating to youth services have been scheduled for review in year two based on timing since their last review, undertaken in 2013.

The remaining training package products allocated to this IRC were last reviewed in 2015 and released on the national register training.gov.au on either 6 August or 8 December 2015. As has been identified earlier in this Industry Skills Forecast, a temporary extension to RTO transition requirements was agreed by the Australian Government Minister for Vocational Education and Skills and State and Territory Skills Ministers. As a result, RTOs are not required to have those qualifications, which were released on 8 December on their scope of delivery until 8 June 2017. To allow the training package products reviewed in 2015 to be properly implemented and tested within the system, these training package products have been scheduled for review in years three and four with the exception of four qualifications related to Community Services, which have been marked for review in year two. This is because industry has identified that changes in this sector, such as the NDIS and the need for strong organisational management and leadership, would most likely necessitate an earlier review.

Training Package work requiring no Case for Change

On the basis of industry intelligence received, HLT26115 Certificate II in Indigenous Environmental Health, has also been rescheduled for review from year three (2018 - 2019) to year two (2017 - 2018). It is also proposed that this qualification progress directly to the training package development stage without the need for a Case for Change. It has been advised that the current packaging rules for the qualification are not supported by industry and require amendments. Specifically, the core units need to be reviewed as well the number of available electives.

Interdependencies

Qualifications in the remit of the Community Sector and Development IRC will be impacted by the review of imported units of competency from the following training packages:

- AHC Agriculture, Horticulture and Conservation and Land Management Training Package
- BSB Business Services Training Package
- CHC Community Services Training Package
- CPP Property Services Training Package
- CUF07 Screen and Media Training Package
- FNS Financial Services Training Package
- FSK Foundation Skills Training Package
- HLT Health Training Package
- ICT Information and Communications Training Package
- LGA04 Local Government Training Package
- PSP Public Sector Training Package
- PUA12 Public Safety Training Package
- SIR Retail Services Training Package
- SIT Travel, Tourism and Hospitality Training Package
- TAE Training and Education Training Package.

Where the IRC is advising that a training product will need to be reviewed more than once in the four-year period

The IRC notes that there may be instances of unforeseen change triggering a need to review training package products outside of where listed in the national schedule. Examples of unforeseen change include, but are not limited to, changes to legislation, regulation and industry licencing.

Where the review of a training product is expected to be contentious or involve lengthy work

It is difficult to predict if review of these training products will be contentious or lengthy as the detail of proposed change has not yet been identified or considered by industry. At this time no significant issues have been detected, however the IRC notes that the very nature of training product review work will bring to light differing stakeholder views.

G. IRC sign-off

This Industry Skills Forecast and Proposed Schedule of Work was agreed by:

Sha Cordingley, Chair of the Community Sector and Development IRC

……..

Signature of Chair

Date:

Community Sector and Development IRC Proposed Schedule of Work 2016-17 to 2019-2020

Contact details: IRC - Sha Cordingley, Chair. SkillsIQ - Melinda Brown, General Manager. Date submitted to Department of Education and Training: 28 April 2017.

The qualifications relating to youth services have been scheduled for review in year two based on timing since their last review, undertaken in 2013. The Certificate II in Indigenous Environmental Health has been rescheduled from year three to year two based on industry request to review packaging rules.
The remaining training package products allocated to this IRC were last reviewed in 2015.
To allow the training package products reviewed in 2015 to be properly implemented and tested within the system, these training package products have been scheduled for review in years three and four, with the exception of four qualifications related to Community Services, which have been marked for review in year two. This is because industry has identified that changes in this sector, such as the NDIS and the need for strong organisational management and leadership, would most likely necessitate an earlier review.

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
QUALIFICATIONS						
Year 2: 2017 – 2018 Based on industry identified need for review	CHC	Community Service	CHC22015	Certificate II in Community Services		
Year 2: 2017 – 2018 Based on industry identified need for review	CHC	Community Service	CHC32015	Certificate III in Community Services		
Year 2: 2017 – 2018 Based on industry identified need for review	CHC	Community Service	CHC42015	Certificate IV in Community Services		
Year 2: 2017 - 2018 Based on industry identified need for review	CHC	Community Service	CHC52015	Diploma of Community Services		
Year 2: 2017 – 2018 Based on time since previous review	CHC	Community Service	CHC62015	Advanced Diploma of Community Sector Management		
Year 2: 2017 – 2018 Based on time since previous review	CHC	Community Service	CHC40313	Certificate IV in Child Youth and Family Intervention		
Year 2: 2017 - 2018 Based on time since previous review	CHC	Community Service	CHC40413	Certificate IV in Youth Work		
Year 2: 2017 - 2018 Based on time since previous review	CHC	Community Service	CHC40513	Certificate IV in Youth Justice		
Year 2: 2017 - 2018 Based on time since previous review	CHC	Community Service	CHC50313	Diploma of Child Youth and Family Intervention		
Year 2: 2017 - 2018 Based on time since previous review	CHC	Community Service	CHC50413	Diploma of Youth Work		
Year 2: 2017 – 2018 Based on time since previous review	CHC	Community Service	CHC50513	Diploma of Youth Justice		

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 2: 2017 – 2018 Based on industry request to review qualification packaging rules.	CHC	Community Service	HLT26115	Certificate II in Indigenous Environmental Health		
Year 3: 2018 – 2019 Based on time since previous review	CHC	Community Service	HLT26015	Certificate II in Population Health		
Year 3: 2018 – 2019 Based on time since previous review	CHC	Community Service	HLT36015	Certificate III in Population Health		
Year 3: 2018 – 2019 Based on time since previous review	CHC	Community Service	HLT36115	Certificate III in Indigenous Environmental Health		
Year 3: 2018 – 2019 Based on time since previous review	CHC	Community Service	HLT46015	Certificate IV in Population Health		
Year 3: 2018 – 2019 Based on time since previous review	CHC	Community Service	HLT46115	Certificate IV in Indigenous Environmental Health		
Year 4: 2019 – 2020 Based on time since previous review	CHC	Community Service	CHC14015	Certificate I in Active Volunteering		
Year 4: 2019 – 2020 Based on time since previous review	CHC	Community Service	CHC24015	Certificate II in Active Volunteering		
Year 4: 2019 – 2020 Based on time since previous review	CHC	Community Service	CHC34015	Certificate III in Active Volunteering		
Year 4: 2019 – 2020 Based on time since previous review	CHC	Community Service	CHC42115	Certificate IV in Community Development		
Year 4: 2019 – 2020 Based on time since previous review	CHC	Community Service	CHC42215	Certificate IV in Social Housing		
Year 4: 2019 – 2020 Based on time since previous review	CHC	Community Service	CHC42315	Certificate IV in Chaplaincy and Pastoral Care		
Year 4: 2019 – 2020 Based on time since previous review	CHC	Community Service	CHC44015	Certificate IV in Coordination of Volunteer Programs		

Year 4: 2019 – 2020 Based on time since previous review	CHC	Community Service	CHC52115	Diploma of Community Development		
Planned review start (Year)	**Training package code**	**Training package name**	**Qualification code**	**Qualification name**	**Unit of Competency code**	**Unit of competency name**
SKILL SETS						
Year 2: 2017 - 2018	CHC	Community Service	CHCSS00061	Family support services work skill set – provide support		
Year 2: 2017 - 2018	CHC	Community Service	CHCSS00063	Working with families skill set		
Year 2: 2017 - 2018	CHC	Community Service	CHCSS00073	Case management skill set		
Year 2: 2017 - 2018	CHC	Community Service	CHCSS00074	Child Protection skill set		
Year 4: 2019 - 2020	CHC	Community Service	CHCSS00079	Homelessness support work skill set		
Year 4: 2019 - 2020	CHC	Community Service	CHCSS00085	Pastoral and spiritual care skill set		
Year 4: 2019 - 2020	CHC	Community Service	CHCSS00110	Mediation skill set		

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
UNITS OF COMPETENCY						
Year 2: 2017 - 2018	CHC	Community Service			CHCCSM001	Facilitate goal directed planning
Year 2: 2017 - 2018	CHC	Community Service			CHCCSM002	Implement case management practice
Year 2: 2017 - 2018	CHC	Community Service			CHCCSM003	Work with carers and/or families in complex situations
Year 2: 2017 - 2018	CHC	Community Service			CHCCSM004	Coordinate complex case requirements
Year 2: 2017 - 2018	CHC	Community Service			CHCCSM005	Develop, facilitate and review all aspects of case management
Year 2: 2017 - 2018	CHC	Community Service			CHCCSM006	Provide case management supervision
Year 2: 2017 - 2018	CHC	Community Service			CHCCSM007	Undertake case management in a child protection framework
Year 2: 2017 - 2018	CHC	Community Service			CHCCSM008	Undertake advanced client assessment
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT001	Identify and respond to children and young people at risk
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT002	Support the rights and safety of children and young people
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT003	Work collaboratively to maintain an environment safe for children and young people
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT004	Work effectively in child protection to support children, young people and families
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT005	Work within a practice framework
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT006	Build professional practice and sectoral expertise
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT007	Provide supervision in the community
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT008	Provide supervision in a secure system
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT009	Provide primary residential care
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT010	Work with children and young people with complex trauma and attachment issues and needs
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT011	Develop and implement a multi-agency investigation and child risk assessment strategy

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT012	Undertake and implement planning with at-risk children and young people and their families
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT013	Support the progress and development of young people
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT014	Interact with the legal system to protect children
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT015	Respond to needs of youth justice clients
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT016	Work in the youth justice environment
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT017	Support Aboriginal and/or Torres Strait Islander young people in youth justice system
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT018	Prepare young people for reintegration
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT019	Develop and support youth justice team
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT020	Manage complex child protection risk assessments and case strategies
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT021	Manage and monitor child protection orders
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT022	Develop, implement and monitor safety strategies in child protection work
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT023	Plan, implement and monitor provision of out of home care
Year 2: 2017 - 2018	CHC	Community Service			CHCPRT024	Promote positive development of children and young people in out of home care
Year 2: 2017 - 2018	CHC	Community Service			CHCYTH001	Engage respectfully with young people
Year 2: 2017 - 2018	CHC	Community Service			CHCYTH002	Work effectively with young people in the youth work context
Year 2: 2017 - 2018	CHC	Community Service			CHCYTH003	Support young people to create opportunities in their lives
Year 2: 2017 - 2018	CHC	Community Service			CHCYTH004	Respond to critical situations
Year 2: 2017 - 2018	CHC	Community Service			CHCYTH005	Develop and implement procedures to enable young people to address their needs
Year 2: 2017 - 2018	CHC	Community Service			CHCYTH006	Work with young people to establish support networks
Year 2: 2017 - 2018	CHC	Community Service			CHCYTH007	Undertake youth work in specific communities
Year 2: 2017 - 2018	CHC	Community Service			CHCYTH008	Support young people to take collective action

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 2: 2017 - 2018	CHC	Community Service			CHCYTH009	Support youth programs
Year 2: 2017 - 2018	CHC	Community Service			CHCYTH010	Provide services for young people appropriate to their needs and circumstances
Year 2: 2017 - 2018	CHC	Community Service			CHCYTH011	Work effectively with young people and their families
Year 2: 2017 - 2018	CHC	Community Service			CHCYTH012	Manage service response to young people in crisis
Year 3: 2018 - 2019	CHC	Community Service			CHCMED003	Consolidate and conclude mediation
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP001	Provide basic repairs and maintenance to health hardware and fixtures
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP002	Monitor and maintain sewerage systems
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP003	Monitor and maintain water supply
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP004	Monitor and maintain rubbish collection and disposal systems
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP005	Work in a population health context
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP006	Contribute to working with the community to identify health needs
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP007	Contribute to population health project planning
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP008	Develop and implement disease prevention and control measures
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP009	Provide information and support on environmental health issues
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP010	Monitor and maintain dog health in the community
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP011	Facilitate provision of functional, durable health hardware items in home and community
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP012	Contribute to testing of results of community water supply
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP013	Contribute to the implementation of a disaster plan
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP014	Assess readiness for and effect behaviour change
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP015	Provide information on smoking and smoking cessation
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP016	Provide interventions to clients who are nicotine dependent
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP017	Identify pest control strategies

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP018	Develop a plan of action to address land care issues in the community
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP019	Apply a population health framework
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP020	Work with the community to identify health needs
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP021	Plan a population health project
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP022	Evaluate a population health project
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP023	Build capacity to promote health
Year 3: 2018 - 2019	CHC	Community Service			HLTPOP024	Develop a disaster plan
Year 4: 2019 - 2020	CHC	Community Service			CHCMED001	Prepare for mediation
Year 4: 2019 - 2020	CHC	Community Service			CHCMED002	Facilitate mediation
Year 4: 2019 - 2020	CHC	Community Service			CHCMED003	Consolidate and conclude mediation
Year 4: 2019 - 2020	CHC	Community Service			CHCCDE001	Support participative planning processes
Year 4: 2019 - 2020	CHC	Community Service			CHCCDE002	Develop and implement community programs
Year 4: 2019 - 2020	CHC	Community Service			CHCCDE003	Work within a community development framework
Year 4: 2019 - 2020	CHC	Community Service			CHCCDE004	Implement participation and engagement strategies
Year 4: 2019 - 2020	CHC	Community Service			CHCCDE005	Develop and support relevant community resources
Year 4: 2019 - 2020	CHC	Community Service			CHCCDE006	Work to empower Aboriginal and/or Torres Strait Islander communities
Year 4: 2019 - 2020	CHC	Community Service			CHCCDE007	Develop and provide community projects
Year 4: 2019 - 2020	CHC	Community Service			CHCCDE008	Support community action
Year 4: 2019 - 2020	CHC	Community Service			CHCCDE009	Develop and support community leadership
Year 4: 2019 - 2020	CHC	Community Service			CHCCDE010	Develop and lead community engagement strategies to enhance participation
Year 4: 2019 - 2020	CHC	Community Service			CHCCDE011	Implement community development strategies
Year 4: 2019 - 2020	CHC	Community Service			CHCCDE012	Work within organisation and government structures to enable community development outcomes

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 4: 2019 - 2020	CHC	Community Service			CHCCDE013	Establish and develop community organisations or social enterprises
Year 4: 2019 - 2020	CHC	Community Service			CHCCDE014	Facilitate the development of community capacity to manage place making
Year 4: 2019 - 2020	CHC	Community Service			CHCCDE015	Develop and implement a community renewal plan
Year 4: 2019 - 2020	CHC	Community Service			CHCCDE016	Deliver emergency relief services
Year 4: 2019 - 2020	CHC	Community Service			CHCPAS001	Plan for the provision of pastoral and spiritual care
Year 4: 2019 - 2020	CHC	Community Service			CHCPAS002	Provide pastoral and spiritual care
Year 4: 2019 - 2020	CHC	Community Service			CHCSOH001	Work with people experiencing or at risk of homelessness
Year 4: 2019 - 2020	CHC	Community Service			CHCSOH002	Manage and maintain tenancy agreements and services
Year 4: 2019 - 2020	CHC	Community Service			CHCSOH003	Manage housing application processes
Year 4: 2019 - 2020	CHC	Community Service			CHCSOH004	Manage housing allocations
Year 4: 2019 - 2020	CHC	Community Service			CHCSOH005	Manage tenancy rent and rental arrears
Year 4: 2019 - 2020	CHC	Community Service			CHCSOH006	Manage vacant properties
Year 4: 2019 - 2020	CHC	Community Service			CHCSOH007	Respond to property maintenance enquiries
Year 4: 2019 - 2020	CHC	Community Service			CHCSOH008	Manage head lease
Year 4: 2019 - 2020	CHC	Community Service			CHCSOH009	Develop quality systems in line with registration standards
Year 4: 2019 - 2020	CHC	Community Service			CHCSOH010	Work with clients within the social housing system
Year 4: 2019 - 2020	CHC	Community Service			CHCSOH011	Develop social housing enterprise opportunities
Year 4: 2019 - 2020	CHC	Community Service			CHCSOH012	Acquire properties by purchase or transfer
Year 4: 2019 - 2020	CHC	Community Service			CHCVOL001	Be an effective volunteer
Year 4: 2019 - 2020	CHC	Community Service			CHCVOL002	Lead volunteer teams
Year 4: 2019 - 2020	CHC	Community Service			CHCVOL003	Recruit, induct and support volunteers
Year 4: 2019 - 2020	CHC	Community Service			CHCVOL004	Manage volunteer workforce development
Year 4: 2019 - 2020	CHC	Community Service			CHCDEV001	Confirm client developmental status

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 4: 2019 - 2020	CHC	Community Service			CHCDEV002	Analyse impacts of sociological factors on clients in community work and services
Year 4: 2019 - 2020	CHC	Community Service			CHCDEV003	Analyse client information for service planning and delivery
Year 4: 2019 - 2020	CHC	Community Service			CHCSET001	Work with forced migrants
Year 4: 2019 - 2020	CHC	Community Service			CHCSET002	Undertake bicultural work with forced migrants in Australia

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