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TEAMWORK



## Client Services

**INDUSTRY REFERENCE COMMITTEE  
INDUSTRY SKILLS FORECAST**

Refreshed April 2017

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## Executive summary

Workers in the Client Services sector are diverse and provide a broad range of services, mainly working across the community services industries. Organisations are predominately not-for-profit. However, this will differ between subsectors. For example, celebrants are predominantly sole traders, whereas child protection services are more commonly provided by government.

The Client Services Industry Reference Committee (IRC) has responsibility for ten qualifications, packaged in the CHC Community Services Training Package, that are aligned to the following job roles:

- Career/Employment Consultants - provide a range of programs and services to individuals and groups of clients and employers to support them in planning their career or locating, securing and maintaining suitable employment
- Case Managers – provide specialist services in case management to clients with complex and diverse needs across health and community services
- Celebrants – plan and present ceremonies of varied types, including meeting the legislative responsibilities of marriage celebrants
- Child Protection Workers – provide specialist services to clients with complex and diverse needs, and act as a resources for other workers
- Counsellors – work with clients on a range of issues drawing on varied counselling therapies which, depending on modality, will determine level of independence
- Dispute Resolution Practitioners – provide dispute resolution services and interventions for families experiencing high levels of relationship conflict and/or where the clients may be involved in the Family Law system.

The Client Services 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.

Where available the IRC will seek and maximise opportunities to work collaboratively with other IRCs.

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

- the ageing Australian population, its impact on families and the increasing demand on services
- changes in the way services are delivered through service reform
- decreasing availability of government funding.

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

- change in demographics and the need to work with diversity
- oversupply of marriage celebrants in the celebrancy sector
- workforce mobility and attaining the right skills mix
- attracting and retaining workers
- meeting demand within regional and remote areas.

This Industry Skills Forecast identifies a number of international and national trends in workplace design that will impact on 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.

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

The training products allocated to this IRC were endorsed on 8 December 2015. To allow the training products to be properly implemented and tested within the system, the training products in this sector have been scheduled for review in year three (2018-2019) and year four (2019-2020).

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, in order to confirm that the information was both valid and reflected industry views appropriately.

## A. Administrative information

### Name of IRC

Client Services 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 Client Services 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. 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.<sup>1</sup> This projected growth is the highest of all industry sectors, with demand largely driven by shifting demographics and changes to government policy. It is important to better understand the extent of these issues as they are driving factors and significantly important issues for this IRC.

### 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 the total population).<sup>2</sup> Future population projections<sup>3</sup> 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).

With a longer life expectancy, the profile of people's needs will change and is likely to become more complex. There will undoubtedly be an increase in demand, resulting in rising costs. The Australian government is the main provider of funding for health and community services in Australia. In the future, the Australian 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. An ageing population is going to have significant implications for the community services and health sectors.

### Consumer directed care

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, namely 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. 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. As the pace of change accelerates, it will be imperative that the workforce has the skills to meet both the demands of consumers and the expectations of employers, as these changes are rolled out.

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 changing 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 another a less qualified and unregulated workforce, employed directly by individual service users.<sup>4</sup>

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<sup>5</sup> at little or no additional costs.<sup>6</sup> A casual work environment may be welcomed by some care workers (such as students or those with other commitments) who prefer flexibility and higher rates of pay<sup>7</sup>. 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, as well as to ensure consistency of 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.<sup>8</sup>

## Client Services sub-sectors

An ageing population and consumer directed funding models will significantly impact the industries covered by this IRC as workers mainly provide services across the community services sector. However, the industries under the remit of this IRC are also diverse. Both a description and analysis of the sub-sectors of this IRC are provided below, which include:

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

### Career development

Career development has been adopted as an overarching term in the career industry in Australia. It refers to the lifelong process of managing learning, work, leisure and transitions, in order to move towards a personally-determined and evolving future.

In January 2012, the Career Industry Council of Australia (CICA) formally introduced the Professional Standards for Australian Career Development Practitioners. CICA is the national peak industry body for qualified career development practitioners in Australia and holds a national register of qualified professional career development practitioners. The Professional Standards specify the entry-level qualifications for the industry

and set out the requirements for ongoing continuing professional development to maintain competency. The Professional Standards for Australian Career Development Practitioners are critical to the promotion of a career development culture within the Australian community, through the development of standards and the promotion of quality career development services. In conjunction with its member associations, CICA monitors the career development industry and uses the Professional Standards to ensure the competency of its members, so that members remain current, relevant and reflect national and international best practice.

The Professional Standards monitor the delivery of career development services that include career education, career exploration, career information, career advice and career guidance. The ANZSCO classification for Careers Counsellor is 272111. CICA has agreed to the title for this occupation as Career Development Practitioner and this refers to any direct service provider in the career development field. Career development practitioners work in a range of occupations in a range of settings, and provide a wide variety of services to a diverse client group. Currently, career development practitioners work in schools, TAFE, universities, business organisations, Adult and Continuing Education community centres, government agencies and in private practice.<sup>9</sup> Career development practitioners help people of all ages to manage learning and work throughout their life. They provide information, advice and assistance relating to a wide range of matters, such as career planning and management, personal development and looking for work.<sup>10</sup>

The Australian government acknowledges the importance of providing accessible and relevant career information for education, employment participation and workforce development, and in 2016 the development of a new National Career Education Strategy was announced as part of a commitment to support all young people with their career development.<sup>11</sup>

Currently, State and Territory governments have responsibility for providing quality career development services not only in schools, but also for students undergoing education through the vocational education

and training (VET) system and those in juvenile justice, community welfare, or employment-related programs. However, there is no consistency across jurisdictions in the delivery of careers services for this sector. The CICA Professional Standards offer quality assurance measures for service providers to benchmark their training and employment practices.<sup>12</sup>

Career development should be an ongoing and multifaceted program in education and training, that aims to not only provide essential knowledge to school students, but also assists in developing their skills for self-assessment of their individual capacities and preferences.

Research suggests that quality career development at an early age is positively attributed to successful transitions from school, knowledge of possible pathways and improved job search and entry skills.<sup>13</sup> The presence of a disability can potentially influence career development for some individuals, requiring appropriate career guidance at a young age. Service providers in this industry need to ensure that the career development programs and services are relevant to the needs of young people with a disability.<sup>14</sup>

Career practitioners enter the industry either as a Professional or Associate. They are required to have completed an appropriate career development qualification, adhere to a code of ethical standards and maintain a minimum standard of ongoing learning that ensures that their knowledge and skills are constantly updated to ensure currency of the advice being provided. Currently, the entry level for Professional standing in the industry is the Graduate Certificate in Career Development Practice while the entry level for Associate is Certificate IV in Career Development Practice.

Research conducted by the Career Industry Council of Australia<sup>15</sup> in 2015 shows that over half of all school-based career practitioners are working part-time in their role. Of those, just 1 in 3 are able to devote the entirety of their time to career education and guidance. It is estimated that 19% of career practitioners do not hold formal career development qualifications. The industry predominately attracts female workers, with more than 77% of workers being over the age of 45. More than 41% of career practitioners have been in their role for more

than 10 years, and upskilling and pathway progression have appeared as critical factors for the industry.

## Celebrants

Celebrants can provide a range of ceremonies/celebrations for major life events, from birth to death and generally work as sole practitioners. Ceremonies/celebrations that they provide can be categorised into love, life and loss:

- love - betrothal or engagement, celebration of marriage, civil union, commitment, renewal of vows, wedding anniversaries
- life - christening, baby blessings, namings, coming of adolescence, coming of age, graduation, major birthdays, retirement, house warmings, coming of wisdom age, liferals, boat blessings
- loss - funerals, memorials, civil community memorials, companion animals' funerals, divorce, living wakes, community ceremonies involving natural disasters.

To perform a celebration of marriage in Australia the celebrant must be registered with the Commonwealth Attorney-General's Department and have completed the Certificate IV in Celebrancy, which includes the marriage celebrancy units of competency.

## Counselling

Counsellors help people explore their feelings and emotions relating to their experiences. The aim of counselling is to reduce clients' confusion and enable them to cope with challenges or to make positive changes in their lives where needed. Counsellors offer clients the time, empathy and respect they need to express their feelings and provide an opportunity for clients to understand themselves from a different perspective. Counsellors provide a service that allows clients to reflect on what is happening to them and consider alternative ways of doing things. Counsellors do not give advice but help clients to make their own

choices.

Counsellors operate from various models, each with their own theoretical basis. Differences in approach can relate to the individual practitioner's interests and training, the setting in which the counselling consultation takes place, or the predominant client group. Counsellors working in particular fields of counselling tend to specialise in the models most used in those areas. Counsellors operate within a wider allied health system liaising, as necessary, with other agencies and individuals to assist clients in making changes to their issues, and making referrals as appropriate.

Counsellors receiving accreditation identify as trained professionals who have completed professional qualifications in counselling and are engaged in ongoing professional development, including clinical supervision of their practice. A significant number of counsellors commence their training with vocational studies, such as the Diploma of Counselling, and continue through tertiary studies to gain graduate and postgraduate qualifications.

## Financial counselling

Financial counsellors are not financial planners or financial advisors. There are restrictions on the use of the term 'financial counsellor', 'financial counselling' and any other similar terms under the National Consumer Credit Protection Act 2009. Financial counsellors provide information, support and advocacy to assist people in financial difficulty. Financial difficulty may result from sudden unemployment, illness, or relationship breakdown. Financial counsellors are exempt from licensing, and their services are free, independent and confidential. They are required to have extensive knowledge of a range of areas of law and policy, including consumer credit law, debt enforcement practices, the bankruptcy regime, industry hardship policies and government concession frameworks.

The demographic profile of the workforce illustrates that in 2010, the majority of financial counsellors were female (74%), aged over 50 years (57%) and had limited experience (with 57% having worked in the role for five

years or less).<sup>16</sup> Approximately 3% of financial counsellors were Indigenous. Approximately 67% of financial counsellors held a Diploma of Financial Counselling or the equivalent qualification.

Financial counsellors usually work in not-for-profit community organisations. The sector is predominantly funded by either State or Federal government. The total funding from governments in Australia for financial counselling service delivery is \$43 million per annum.<sup>17</sup> As a whole, the States and Territories provide a slightly greater share of funding at \$23 million per annum, accounting for 54% of total annual funding to the sector. There is a wide disparity in funding levels between the States and Territories. The Western Australian government has the highest investment at \$8 million per annum. The Victorian government invests almost \$7 million per annum and the New South Wales government \$6 million per annum. However, the Queensland government is the only jurisdiction in Australia that does not fund a dedicated financial counselling program, with the Northern Territory government contributing around 10% to the total jurisdictional funds.<sup>18</sup>

Federal government funding accounts for around 46% of total funds in the sector.<sup>19</sup> This funding has increased significantly between 2008 and the present. At the start of 2008 it was \$2.5 million per annum (and had been at that level since 1990). Total funding is now \$20 million per annum.<sup>20</sup>

## Employment services

The employment services industry is almost entirely contracted by government to provide labour market assistance targeted at disadvantaged job seekers. There are a few charitable organisations that also provide non-contracted employment support, for example, to asylum seekers who are not eligible for assistance.

Many of the skills required (as covered in the Certificate IV in Employment Services to work in this sector) are very different from the 'recruitment industry'. For example, employment consultants in the employment services sector are required to manage 'mutual obligations' with Centrelink, such as ensuring job seekers take part in Work for the Dole activities. The Employment Services Institute,

a division of the peak body, the National Employment Services Association, offers four levels of membership to recognise the unique skills and experience of workers. Workers with the Certificate IV in Employment Services are able to enter at an Associate level and, following at least three years' experience (along with other minimum requirements), are able to register as a Certified Member. Members must achieve minimum continuing professional development points to maintain membership.

The majority of job seekers in the employment services sector are referred from Centrelink, although not all. Job seekers experience disadvantage in the labour market for a number of reasons, including disability, mental health issues, age, ethnicity and language. Addressing barriers to work can include addressing homelessness, family violence, illiteracy, poverty, motivation and confidence and numerous other 'non vocational' support issues.

In 1996, the federal government started to outsource employment services through a variety of contracts, and there have been many iterations and versions of the contracts since. Currently, there are three major programs and several small ones:

- Jobactive (including Work for the Dole, which is worth about \$6 billion over five years) is managed by the federal Department of Employment. This initiative has about 800,000 job seekers on its books, with about 350,000 people placed in jobs each year. There are 44 provider organisations who manage contracts across 202 regions and in 1,694 sites
- Disability Employment Services (DES), which is managed by the federal Department of Social Services. There are 133 DES providers servicing 110 Employment Service Areas (ESAs) nationally
- The Community Development Programme (focussed on rural and remote areas), which is managed by the Department of Prime Minister and Cabinet
- Transition to Work, Parents Next, Youth Empower and other smaller programmes that are managed by the Department of Employment
- National Disability Insurance Scheme (NIDS), which also funds employment services on an individual basis.



There is a mix of not-for-profit and for-profit providers delivering the services. There is also a mix of large and small local providers. Provider organisations are often appointed through a tender process to provide services in various areas with allocated market shares. Periodically there is a business reallocation according to performance and 'star ratings'. Providers are paid a mix of outcomes-based fees and administration fees.

Workers in this sector are predominately women, with one third aged over 45 years. The majority work full-time (more than 70%) and are paid under the Labour Market Assistance Industry Award.<sup>21</sup>

### **Child protection**

In Australia, the State and Territory governments are responsible for statutory child protection, with each responsible department assisting vulnerable children who have been, or are at risk of being, abused, neglected or otherwise harmed or whose parents are unable to provide adequate care and protection.<sup>22</sup> In child protection, those aged 18 and under are considered children and young people. In some jurisdictions this will also include unborn children, where they are covered under the child protection legislation. Departments responsible for child protection investigate, process and oversee the management of child protection cases and liaise with various stakeholders, including the judiciary, the families, foster care service providers and community welfare groups.<sup>23</sup> National trends illustrate a growing number of children in need of protection. The number of children receiving child protection services rose by around 13% from 135,139 children in 2012-13 to 151,980 children in 2014-15, with Aboriginal and Torres Strait Islander children forming a significant portion (almost 7 times the rate of non-Aboriginal and Torres Strait Islander children).<sup>24</sup> These increasing trends in rates of children in the child protection system put added pressure on an otherwise already-stretched workforce. This has also resulted in the national recurrent expenditure on child protection and out-of-home care services to be about \$3.6 billion in 2014-15, a real increase of \$228.4 million (6.7%) from 2013-14.<sup>25</sup>

In 2011, the Institute of Child Protection Studies conducted

a survey about the statutory child protection workforce in Australia. Data compiled from five jurisdictions (New South Wales, Victoria, Queensland, Western Australia and the Australian Capital Territory) highlighted that in 2011, the workforce was predominantly female (84%-89% depending on jurisdiction) and relatively young (with 25%-50% being under the age of 35).<sup>26</sup> The gendered perception of the role, as well as the ageing population, is likely to contribute to succession challenges for middle management in this industry.

In early September 2016 a Royal Commission into the child protection and youth detention systems of Northern Territory 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 NT. 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.

### **Family dispute resolution**

Under the *Family Law Act 1975* (Cth) separating families who have a dispute relating to property, money or children must make a genuine effort to try to resolve it through family dispute resolution (FDR) before filing an application in court. A certificate from an accredited FDR practitioner must accompany an application to the Family Court or the Federal Circuit Court of Australia. Under the law, family dispute resolution is defined as a process (other than a judicial process) in which an FDR practitioner, as an independent party, helps people affected, or likely to be affected, by separation or divorce to resolve some or all of their disputes with each other.<sup>27</sup>

FDR does not focus on the emotional side of relationships. It concentrates on resolving specific disputes. The FDR practitioner can help to explore family issues objectively. FDR services are provided by a range of individuals and

organisations; for example, Family Relationship Centres, community organisations, legal aid commissions, and individuals such as lawyers, social workers or psychologists. For people in remote areas, FDR services can be accessed via telephone.

To be a certified FDR practitioner a person must meet the accreditation standards in the *Family Law (Family Dispute Resolution Practitioners) Regulations 2008*, which include having been assessed as competent in units that involve screening and assessing families for family violence and child abuse. This Commonwealth Attorney-General's Department manages the accreditation of FDR practitioners in Australia. Practitioners can meet this accreditation requirement by:

- completing the full Vocational Graduate Diploma or Graduate Diploma of Family Dispute Resolution (or the higher education provider equivalent);
- having an appropriate qualification and competency in the six compulsory units from the Vocational Graduate Diploma or Graduate Diploma of Family Dispute Resolution (or the higher education provider equivalent); or
- having accreditation under the National Mediation Accreditation Scheme and competency in the six compulsory units from the Vocational Graduate Diploma or Graduate Diploma of Family Dispute Resolution (or the higher education provider equivalent).<sup>28</sup>

### Training products for this IRC

The VET qualifications that cater to this sector include:

- CHC41015 Certificate IV in Celebrancy
- CHC41115 Certificate IV in Employment Services
- CHC41215 Certificate IV in Career Development
- CHC51015 Diploma of Counselling
- CHC51115 Diploma of Financial Counselling
- CHC81015 Graduate Diploma of Relationship Counselling
- CHC81115 Graduate Diploma of Family Dispute Resolution

- CHC81215 Graduate Certificate in Statutory Child Protection
- CHC81315 Graduate Certificate in Career Development Practice
- CHC82015 Graduate Certificate in Client Assessment and Case Management

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 National Register of VET ([www.training.gov.au](http://www.training.gov.au)) provides information about Register Training Organisations (RTOs) and the approved scope of each RTO to deliver nationally recognised training. The next table indicates the number of RTOs with the above qualifications on their scope of delivery as at 13 April 2017. It is important to note that although RTOs may have a qualification on scope, they may not be delivering any nationally recognised training for that qualification. As a result, the following data may not be a true reflection of the extent of delivery.

The listed qualifications were last reviewed in 2015 and updated versions were released on [training.gov.au](http://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 transition. RTOs were granted an additional 6 months to the transition process, to 18 months in total, for training 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 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 CLIENT CARE QUALIFICATIONS ON SCOPE (AS AT 13 APRIL 2017)**

Code	Qualification name	No of RTO on scope
CHC41015	Certificate IV in Celebrancy	9
CHC42608	Certificate IV in Celebrancy (superseded)	12
CHC41115	Certificate IV in Employment Services	20
CHC30912	Certificate III in Employment Services (superseded)	11
CHC42012	Certificate IV in Employment Services (superseded)	44
CHC41215	Certificate IV in Career Development	11
CHC42112	Certificate IV in Career Development (superseded)	16
CHC51015	Diploma of Counselling	74
CHC51712	Diploma of Counselling (superseded)	71
CHC51115	Diploma of Financial Counselling	7
CHC52108	Diploma of Community Services (Financial counselling) - superseded	13
CHC81015	Graduate Diploma of Relationship Counselling	7
CHC80208	Graduate Diploma of Relationship Counselling (superseded)	10
CHC81115	Graduate Diploma of Family Dispute Resolution	8
CHC80308	Graduate Diploma of Family Dispute Resolution (superseded)	9
CHC81215	Graduate Certificate in Statutory Child Protection	2
CHC70108	Graduate Certificate in Community Services Practice (Statutory child protection) - superseded	6
CHC81315	Graduate Certificate in Career Development Practice	2
CHC70308	Graduate Certificate in Career Development Practice (superseded)	3
CHC82015	Graduate Certificate in Client Assessment and Case Management	8
CHC70208	"Graduate Certificate in Community Services Practice (Client assessment and case management) - superseded"	0

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

## Enrolments and completion figures

The following section details enrolment and completion figures for the qualifications in the remit of the 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
CHC30908 - Certificate III in Employment Services	E	3	-	-	-	-	-	-	-	-	-	1
	C	2	-	-	-	-	-	-	-	-	-	2
CHC30912 - Certificate III in Employment Services	E	2	4	7	39	6	-	-	1	-	-	48
	C	-	-	-	18	5	-	-	2	-	-	28
CHC42008 - Certificate IV in Employment Services	E	18	7	2	12	-	3	-	-	-	-	44
	C	14	1	3	11	-	-	-	-	-	-	26
CHC42012 - Certificate IV in Employment Services	E	305	150	94	84	143	67	22	5	-	4	881
	C	84	30	37	28	94	7	-	-	-	3	279
CHC42108 - Certificate IV in Career Development	E	1	7	-	-	2	-	-	1	-	-	9
	C	2	2	-	-	2	-	-	-	-	-	6
CHC42112 - Certificate IV in Career Development	E	23	51	246	45	41	-	-	17	-	6	431
	C	9	24	112	39	47	-	-	6	-	3	235
CHC42212 - Certificate IV in Telephone Counselling Skills	E	2	16	-	-	-	-	-	-	-	-	16
	C	-	12	-	-	-	-	-	-	-	-	12
CHC42308 - Certificate IV in Mediation	E	27	18	13	3	8	-	-	-	-	-	70
	C	-	-	-	4	2	-	-	-	-	-	6

\* E = Enrolment C = Completion

continued next page

All students program completions and enrolments 2014	E/C*	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	Over seas	Not known	Total
CHC42312 - Certificate IV in Mediation	E	70	16	2	-	2	-	-	-	-	3	89
	C	10	-	-	-	-	-	-	-	-	-	10
CHC42608 - Certificate IV in Celebrancy	E	267	156	109	34	89	11	-	19	-	9	700
	C	62	80	63	20	50	2	4	13	-	6	298
CHC51608 - Diploma of Employment Services	E	-	3	-	-	-	-	-	-	-	-	9
	C	-	-	-	-	-	-	-	-	-	-	-
CHC51612 - Diploma of Employment Services	E	3	5	-	2	3	-	-	-	-	-	12
	C	-	-	2	5	-	-	-	-	-	-	6
CHC51708 - Diploma of Counselling	E	115	102	96	75	43	4	10	6	-	5	448
	C	-	19	-	-	1	-	-	-	-	-	20
CHC51712 - Diploma of Counselling	E	1,534	872	1,683	503	342	98	45	39	-	35	5,157
	C	188	93	260	91	44	14	-	-	-	9	691
CHC52108 - Diploma of Community Services (Financial counselling)	E	83	73	23	66	83	6	19	3	-	19	363
	C	20	15	9	26	54	3	7	2	-	1	144
CHC70108 - Graduate Certificate in Community Services Practice (Statutory child protection)	E	32	-	16	-	-	-	-	-	-	-	44
	C	-	-	16	-	-	-	-	-	-	-	16
CHC70208 - Graduate Certificate in Community Services Practice (Client assessment and case management)	E	15	216	13	2	-	-	-	-	-	1	249
	C	2	62	13	-	-	-	-	-	-	-	82
CHC70308 - Graduate Certificate in Career Development Practice	E	-	22	-	3	-	1	-	-	2	-	30
	C	-	16	2	-	-	-	-	-	-	-	23
CHC80107 - Vocational Graduate Diploma of Relationship Counselling	E	-	-	-	1	-	-	-	-	-	-	1
	C	-	-	-	3	-	-	-	-	-	-	3
CHC80208 - Graduate Diploma of Relationship Counselling	E	50	-	25	-	8	-	-	2	-	-	89
	C	-	-	-	-	-	-	-	-	-	-	-
CHC80308 - Graduate Diploma of Family Dispute Resolution	E	37	16	28	16	23	1	8	3	-	-	129
	C	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>E</b>	<b>2,587</b>	<b>1,734</b>	<b>2,357</b>	<b>885</b>	<b>793</b>	<b>191</b>	<b>104</b>	<b>96</b>	<b>2</b>	<b>82</b>	<b>8,820</b>
	<b>C</b>	<b>393</b>	<b>354</b>	<b>517</b>	<b>245</b>	<b>299</b>	<b>26</b>	<b>11</b>	<b>23</b>	<b>-</b>	<b>22</b>	<b>1,887</b>

\* E = Enrolment C = Completion

Source: NCVER VOCSTATS, TVA Program enrolments and completions 2014

<b>Government funded</b>	<b>E/C*</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>Total</b>
CHC30502 - Certificate III in Employment Services	E	-	-	-	-	3	<b>10</b>
	C		-	-	-	-	-
CHC30908 - Certificate III in Employment Services	E	-	-	39	93	82	<b>218</b>
	C		2	40	45	27	<b>108</b>
CHC30912 - Certificate III in Employment Services	E	37	44	7	5	-	<b>94</b>
	C		22	9	-	-	<b>32</b>
CHC40502 - Certificate IV in Employment Services	E	-	-	7	6	14	<b>29</b>
	C		-	-	3	9	<b>12</b>
CHC41002 - Certificate IV in Telephone Counselling Skills	E	-	-	-	-	-	-
	C		-	-	-	-	-
CHC42008 - Certificate IV in Employment Services	E	-	31	342	721	689	<b>1,783</b>
	C		18	182	300	314	<b>821</b>
CHC42012 - Certificate IV in Employment Services	E	534	648	406	4	-	<b>1,594</b>
	C		215	160	2	-	<b>379</b>
CHC42108 - Certificate IV in Career Development	E	-	7	95	470	553	<b>1,128</b>
	C		3	58	377	318	<b>753</b>
CHC42112 - Certificate IV in Career Development	E	179	335	277	62	-	<b>853</b>
	C		188	216	4	-	<b>408</b>
CHC42208 - Certificate IV in Telephone Counselling Skills	E	-	-	-	-	-	-
	C		-	-	-	-	-
CHC42212 - Certificate IV in Telephone Counselling Skills	E	-	-	105	49	-	<b>156</b>
	C		-	95	-	-	<b>95</b>
CHC42308 - Certificate IV in Mediation	E	-	-	9	107	114	<b>230</b>
	C		-	8	35	64	<b>104</b>
CHC42312 - Certificate IV in Mediation	E	13	90	15	18	-	<b>131</b>
	C		63	9	-	-	<b>70</b>
CHC42407 - Certificate IV in Career Development	E	-	-	-	-	6	<b>6</b>
	C		-	-	-	6	<b>6</b>
CHC42408 - Certificate IV in Relationship Education	E	-	-	-	-	6	<b>6</b>
	C		-	-	-	3	<b>3</b>
CHC42608 - Certificate IV in Celebrancy	E	49	59	69	107	347	<b>618</b>
	C		46	25	53	279	<b>397</b>
CHC51302 - Diploma of Statutory Child Protection	E	-	-	-	-	114	<b>114</b>
	C		-	-	-	33	<b>33</b>

\* E = Enrolment C = Completion

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Government funded	E/C*	2015	2014	2013	2012	2011	Total
CHC51608 - Diploma of Employment Services	E	-	2	35	187	156	384
	C		-	11	88	36	143
CHC51612 - Diploma of Employment Services	E	3	3	5	-	-	8
	C		7	3	-	-	11
CHC51708 - Diploma of Counselling	E	16	67	323	1,133	924	2,459
	C		26	169	306	174	674
CHC51712 - Diploma of Counselling	E	1,767	1,134	880	50	-	3,823
	C		413	214	8	-	632
CHC51908 - Diploma of Relationship Education	E	-	-	-	2	1	6
	C		-	-	2	3	2
CHC52108 - Diploma of Community Services (Financial counselling)	E	193	286	299	221	212	1,207
	C		157	88	109	75	437
CHC70108 - Graduate Certificate in Community Services Practice(Statutory child protection)	E	17	45	302	173	245	782
	C		14	282	161	232	689
CHC70208 - Graduate Certificate in Community Services Practice(Client assessment and case management)	E	207	249	515	451	352	1,778
	C		83	367	233	253	926
CHC70308 - Graduate Certificate in Career Development Practice	E	-	-	26	32	59	110
	C		-	11	16	11	39
CHC80208 - Graduate Diploma of Relationship Counselling	E	-	-	-	8	8	14
	C		-	-	4	-	4
CHC80308 - Graduate Diploma of Family Dispute Resolution	E	-	-	-	-	3	3
	C		-	5	-	9	14
<b>Total</b>		<b>3,015</b>	<b>3,000</b>	<b>3,756</b>	<b>3,901</b>	<b>3,902</b>	<b>17,556</b>
		-	<b>1,257</b>	<b>1,952</b>	<b>1,746</b>	<b>1,846</b>	<b>6,792</b>

\* E = Enrolment C = Completion

Source: NCVER VOCSTATS, Program enrolments and completions 2003 - 2015

Apprentices and trainees	E/C*	2015	2014	2013	2012	2011	2010	Total
CHC30502 - Certificate III in Employment Services	E	0	0	0	0	0	7	7
	C	0	0	0	0	0	16	16
CHC30908 - Certificate III in Employment Services	E	0	0	1	27	59	72	159
	C	0	3	20	33	29	6	91
CHC30912 - Certificate III in Employment Services	E	24	13	6	2	0	0	45
	C	7	0	4	0	0	0	11
CHC40502 - Certificate IV in Employment Services	E	0	0	0	4	0	10	14
	C	0	0	0	1	19	115	135
CHC41115 - Certificate IV in Employment Services	E	0	0	0	0	0	0	0
	C	0	0	0	0	0	0	0
CHC42008 - Certificate IV in Employment Services	E	0	0	3	326	379	427	1135
	C	3	48	96	270	204	36	657
CHC42012 - Certificate IV in Employment Services	E	368	257	413	84	6	0	1128
	C	128	113	34	1	0	0	276
CHC42108 - Certificate IV in Career Development	E	0	0	1	2	7	0	10
	C	0	1	1	1	2	0	5
CHC42112 - Certificate IV in Career Development	E	0	1	2	0	5	0	8
	C	0	3	0	0	0	0	3
CHC42308 - Certificate IV in Mediation	E	0	0	0	0	0	1	1
	C	0	0	0	0	0	0	0
CHC50402 - Diploma of Employment Services	E	0	0	0	0	0	0	0
	C	0	0	0	0	0	1	1
CHC51608 - Diploma of Employment Services	E	0	0	0	39	9	2	50
	C	0	3	1	28	0	2	34
CHC51612 - Diploma of Employment Services	E	0	1	1	0	0	0	2
	C	0	0	0	0	0	0	0
CHC51708 - Diploma of Counselling	E	0	0	0	2	13	0	15
	C	0	5	2	0	0	0	7
CHC52108 - Diploma of Community Services (Financial counselling)	E	0	0	2	3	3	0	8
	C	1	1	1	1	0	0	4
<b>Total</b>		<b>391</b>	<b>272</b>	<b>429</b>	<b>489</b>	<b>481</b>	<b>519</b>	<b>2581</b>
		<b>139</b>	<b>177</b>	<b>159</b>	<b>335</b>	<b>254</b>	<b>176</b>	<b>1240</b>

\* E = Enrolment C = Completion

Source: NCVER VOCSTATS, VETiS Program enrolments and completions 2006 - 2014



VET in Schools Program enrolments and completions	E/C*	2014	2013	2012	2011	Total
CHC30912 - Certificate III in Employment Services	E	1	-	-	-	1
	C		-	-	-	-
CHC42008 - Certificate IV in Employment Services	E	-	1	-	-	1
	C		-	-	-	-
CHC42108 - Certificate IV in Career Development	E	-	-	-	-	-
	C		-	23	31	54
CHC51708 - Diploma of Counselling	E	-	-	2	1	3
	C		-	-	-	-
CHC51712 - Diploma of Counselling	E	6	6	-	-	12
	C		1	-	-	1
<b>Total</b>	<b>E</b>	<b>7</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>17</b>
	<b>C</b>	<b>-</b>	<b>1</b>	<b>23</b>	<b>31</b>	<b>55</b>

\* E = Enrolment C = Completion

Source: NCVET VOCSTATS, VETIS Program enrolments and completions 2006 - 2014

## 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
  - Department of Employment (Commonwealth)
  - Department of Prime Minister and Cabinet - Indigenous division (Commonwealth)
  - Department of Human Services (Commonwealth)
  - Department of Social Services (Commonwealth)
  - Department of Communities, Child Safety and Disability Services (Queensland)
  - Department of Family and Community Services (New South Wales)
  - Department of Human Services (Victoria)
  - Department for Education and Child Development (South Australia)
  - Department of Children and Families (Northern Territory)
  - Department for Child Protection (Western Australia)
  - Department of Health and Human Services (Tasmania)
  - Department of Community Services (Australian Capital Territory)
- Peak and industry associations
  - Australian Community Workers Association
  - Australian Counselling Association
  - Career Industry Council of Australia
  - Case Management Society of Australia
  - Coalition of Celebrants Associations
  - Family Relationship Services Australia
  - Financial and Consumer Rights Council
  - National Employment Services Association

- Employee associations
  - Australian Services Union
- Regulators
  - Australian Government Attorney-General's Department
- Registered training organisations both public and private
- Large and small private employers across metropolitan, regional, rural and remote areas.

## Challenges and opportunities in the sector

### Service reform

Consumer directed funding will have a vast impact across the health and community services sectors, influencing how services are delivered and, in turn, workforce requirements. Since 1 July 2015, all home care packages are provided on a Consumer Directed Care (CDC) basis, which is centred on consumer choice and flexibility for people receiving care at home. Furthermore, the Australian government in its 2015-16 Budget announced significant reforms to the home care package, specifically stating that from 27 February 2017, funding for a home care package will be allocated directly to the consumer, providing consumers with more choice and control in the type of care they receive, as well as the provider who delivers that care.<sup>29</sup> The *Aged Care Legislation Amendment (Increasing Consumer Choice) Act 2016* (the Amendment Act) has also introduced a streamlined process for organisations seeking to become approved providers under the *Aged Care Act 1997*. These changes are likely to create a competitive environment for existing as well as new service providers to enter the home care market.

As industries transition to consumer directed and more contestable funding models, it is anticipated that large numbers of providers will enter and leave the market. It is important that this transition be effectively managed, 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.

## **Funding**

Government spending in most community services and health sectors continues to increase. However, the overall rate of growth has declined in real terms<sup>30</sup>. When considered in relation to population size, funding has not changed for certain sectors, including child protection, housing, homelessness and mental health.<sup>31</sup>

The majority of 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.<sup>32</sup> This is likely to put added pressure on an otherwise already-stretched workforce in the delivery of services.

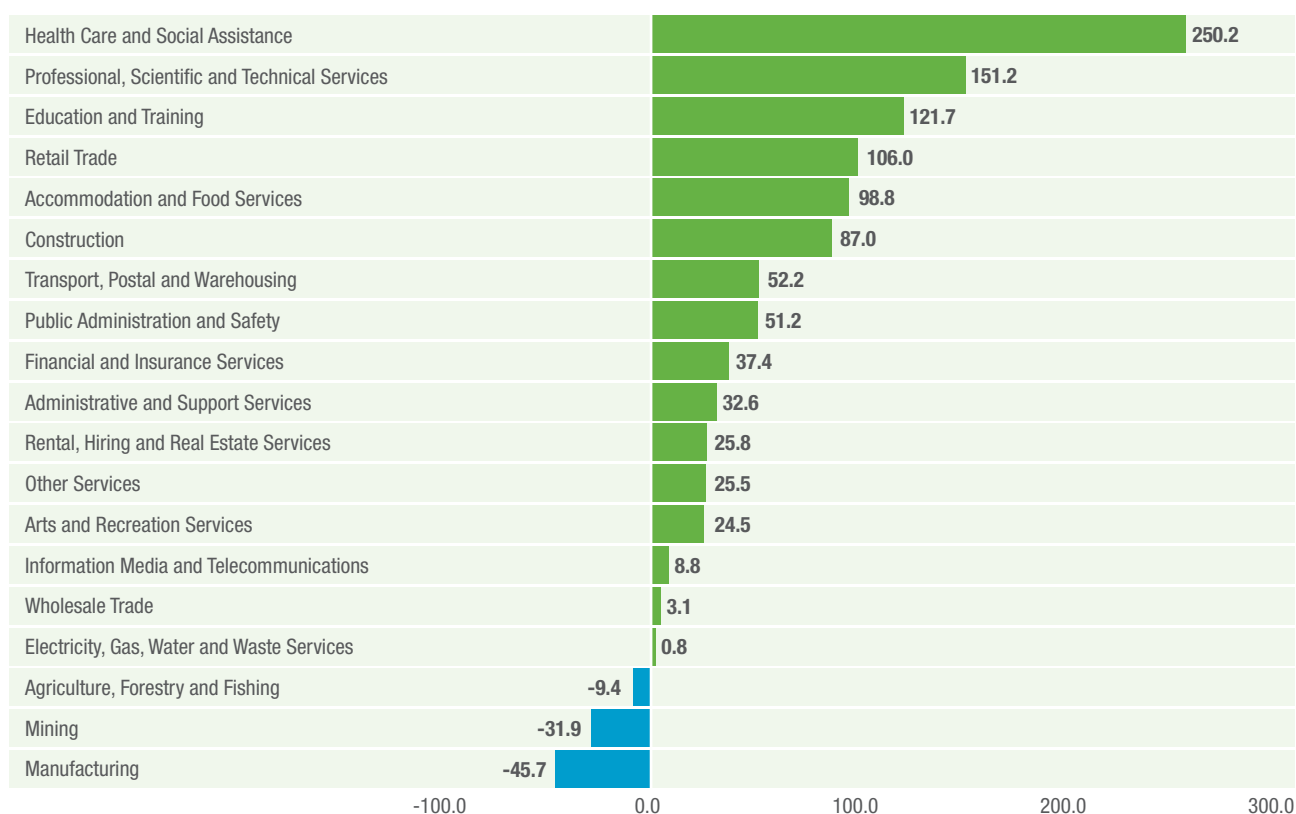
## C. Employment

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. Almost half of the workforce are aged over 45 years (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).<sup>33</sup>

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.<sup>34</sup>

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

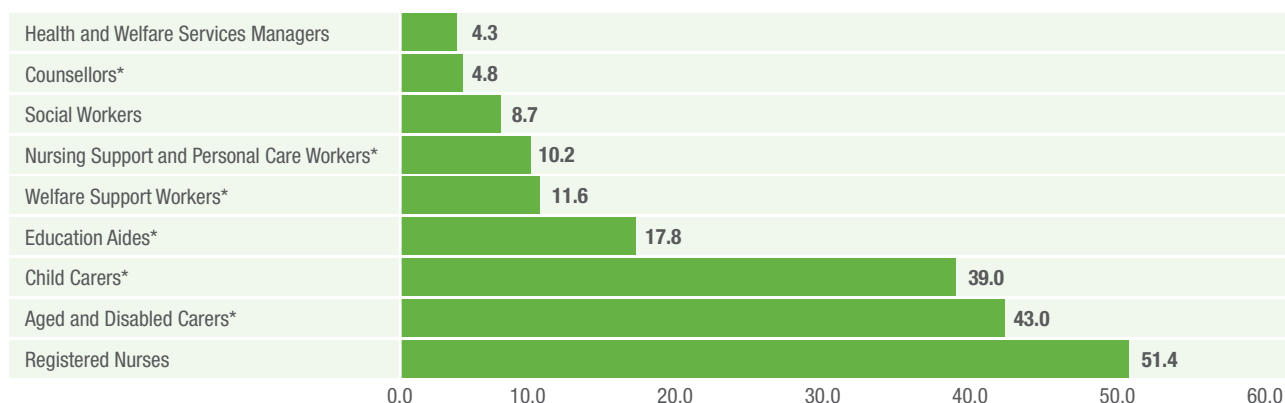


Source: Australian Department of Employment, Employment Outlook to November 2020

Demand for support and services provided by workers in the health and community services sectors is set to grow significantly as there is a transition to consumer directed, 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. The next 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

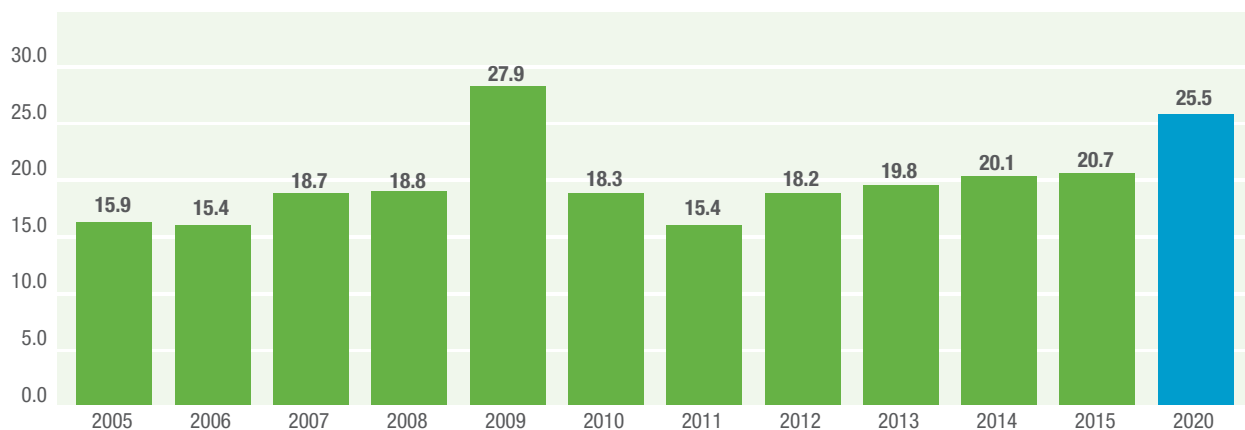
\* Indicates industries that include occupations aligned to VET qualifications.

### Counselling

Information on Counselling is part of the ANZSCO code under Group 2721 Counsellors, which also includes career development and financial counselling. Employment for these occupations rose strongly (in percentage terms) in the past five years and rose strongly in the long-term (ten years). Looking forward, employment for Counsellors to November 2020 is expected to grow very strongly.<sup>35</sup>

The Australian Counselling Association reports that it currently has over 5,000 individual counsellors and psychotherapists as members. Increase in government funding for programs aimed at preventing family violence, drug dependence and gambling addiction is likely to increase the number of jobs related to providing advice and counselling.<sup>36</sup>

## PROJECTED COUNSELLING EMPLOYMENT LEVEL – ('000)



This data shows past and projected (to 2020) employment levels (thousands). Source: ABS Labour Force Survey, Department of Employment trend data to November 2015 and Department of Employment projections to 2020.

### Financial counselling

The Jobs Outlook website groups Financial Counsellors with the same industry projections for Counsellors.

In 2014 the peak body, Financial Counselling Australia, estimated that there were 950 financial counsellors working in Australia. There is a high demand for financial counsellors as people commonly experience financial difficulty. It is estimated that there are 2.5 million Australians (13% of the population) living in households of high financial stress,<sup>37</sup> however, as has been highlighted, services are highly dependent on available funding. As part of the Counselling sector, financial counsellors are showing strong jobs growth in this occupation.

### Career development

The Jobs Outlook website groups Careers Counsellors with the same industry projections for Counsellors.

Career development counsellors are typically second and third-career changers, often starting their careers in teaching or social work and progressing to careers counsellor at a later stage in their career progression.

Entry to the occupation can be through VET qualifications or degree programs in education, psychology or human resource management, followed by a postgraduate qualification in career development.

There are approximately 6,136 registered career development practitioners across Australia. These are the known members of the 12 CICA member associations. The industry will see more than 50% of its workforce requiring training in the next five years. As part of the Counselling sector, career development practitioners are showing strong jobs growth in this occupation.

### Employment services

The majority of programs provided in this sector are contracted by federal government from a range of Departments. All frontline employment consultants and site managers, across all programs, interface directly with the Department of Employment's Employment Service System which records job seeker information. Based on the number of people using this system it can be estimated there are approximately 30,200 employment service workers across all programs operating in

the sector. The services are largely demand-driven and a downturn in the economy will likely increase unemployment and therefore the number of clients. There are also some anticipated growth areas for people requiring labour market assistance. These include migrant and refugee populations; mature workers who have been retrenched; and other workers who have become displaced due to the rapidly changing structure of the economy. Digital disruption of some business and work models and automation, for example, will likely increase unemployment amongst some cohorts.

Aboriginal and Torres Strait Islander people are of particular concern in the employment services sector. In 2014-15, the Australian Bureau of Statistics reported that 46% of Aboriginal and Torres Strait Islander people aged 15 years and over were employed.<sup>38</sup> There is a range of sub-initiatives within the programs identified above (in Section B) to provide assistance in this area, for example, targets in Jobactive, which has 80,000 Aboriginal and Torres Strait Islander jobseekers.

## Celebrants

The number of marriages in Australia is projected to continue to increase during 2015-16, with three-quarters of marriages expected to be performed by civil celebrants.<sup>39</sup> Over the next five years, the preference for secular weddings is likely to lead to an increased demand for civil marriage celebrants.<sup>40</sup>

The sector is currently experiencing an oversupply of marriage celebrants, which has resulted in celebrants performing fewer weddings per celebrant per annum. Celebrants are therefore not developing on-the-job experience and are increasingly being confronted with a higher proportion of challenging situations for which they need advice and support. The oversupply has meant that there are fewer celebrants with broad experience and expertise to call upon for that advice and support. This has led some celebrants to advocate for a five-year moratorium on new appointments by the Attorney-General's Department.

## Child protection

Changes in community expectations towards the care and protection of children from physical abuse, sexual abuse, emotional abuse, neglect and domestic violence has led to an increased demand for child protection services.<sup>41</sup> State and Territory governments currently spend in excess of \$2 billion annually on child protection, with average annual increases of more than 12%.<sup>42</sup> Statutory child protection, however, has a relatively small workforce. In 2009, the government and non-government child protection workforce amounted to the equivalent of only 10,000 full-time workers.<sup>43</sup> Historical as well as recent reviews of Australia's child protection sector have identified a need for employing and retaining more staff, including culturally diverse staff, as well as more experienced staff.<sup>44</sup> Despite organisations increasing their size, budgets and workforces, the systems remain overloaded because the services cannot keep up with the increasing demand, both from notifications as well as expectations of the community.<sup>45</sup>

In some jurisdictions, minimum qualification requirements are set for employment in the sector. For example, in Victoria, minimum entry into Child Protection requires a Diploma of Community Services, a qualification not within this IRCs remit. McArthur and Thomson, (2012) comment that there are not enough social work, psychology and human services graduates available or willing to work in child protection roles, with organisations looking to overseas recruitment to supplement the workforce. All jurisdictions in Australia have identified big challenges in recruitment in regional and remote areas.

## Family dispute resolution

Family Dispute Resolution (FDR) workers are commonly categorised into the broader family relationship workforce. This includes a range of professions such as social workers, psychologists, counsellors, educators, mediators, dispute resolution practitioners, experts in family law, support staff and managers. In June 2012, the national FDR practitioner workforce consisted of 1,600 accredited practitioners. The core skills, knowledge and expertise of staff within this sub-sector mirror that of staff in other areas

of community services such as drug and alcohol, mental health and disability services, child protection and young people's services.<sup>46</sup>

The services in this sector are labour intensive and remuneration is low compared to similar industries, creating challenges for recruitment, retention and training of practitioners particularly in rural and remote locations.<sup>47</sup> Recruitment of men as well as Aboriginal and Torres Strait Islander workers is a workforce issue for the sector. The under-representation of men in family relationship services reflects a societal perception that work involving emotional care is women's work.<sup>48</sup>

The Family and Relationship Services Australia (FRSA) Workforce Development Strategy 2012-2017 (the Strategy) focuses on improving access to training programs and certification processes to enable career development pathways for the workforce. The Strategy also focuses on targeting mature-aged workers from appropriate backgrounds and with transferable skills, as well as Aboriginal and Torres Strait Islander workers, to move into this sector. The Strategy highlights the importance of working with training providers to develop programs that can build the capacity of managers, so that they are better equipped to respond to management challenges in the sector.

## 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, with 80% being of working age, helps to counteract Australia's ageing workforce and contribute to cultural diversity.<sup>49</sup> In the future, an organisation's employee profile is likely to contain more diverse age groups and more diverse cultural backgrounds. Retirement of Australia's ageing workforce will result in industries likely to lose a large number of highly skilled workers, and this may significantly

impact the health and community services workforce which is predominantly older. This trend is likely to bring with it recruitment challenges for workers at management levels, as well as to 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.<sup>50</sup>

### Oversupply

Considering the growth in the health and community services sectors, oversupply of workers is rarely seen. However, celebrancy is an exception where currently one of the key challenges for the sector is an oversupply of marriage celebrants resulting in significant price cutting. This has led some celebrants to call upon the peak celebrant association, the Coalition of Celebrants Association (CoCA), to advocate for a five-year moratorium on new appointments by the Attorney-General's Department. As a result, marriage celebrant work has dropped from an average of 64 weddings per celebrant per year in 1995, to 35 weddings per year in 1999, to 7 weddings per year in 2012, with a slight rise to 10 or 11 weddings per celebrant per year in 2016.<sup>51</sup> From an economic perspective this means an average drop in income from around \$32,000 pa gross in 1995, to around \$6,000 pa gross in 2016.<sup>52</sup>

### Workforce mobility

Skills and attributes are often similar between some areas of health and community services which can facilitate the movement of staff between sectors to meet demands. However, industries in this sector are quite disparate and fragmented, with skills often being highly specialised. For example, child protection workers are required to have knowledge of the significant statutory requirements. This highlights the importance of workers having the right skills but on the contrary, limits somewhat the transferability of those skills and the mobility of the labour force. In sectors experiencing shortages, this can create challenges in



regard to not only attracting workers but also ensuring they have the right skills.

### **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 attraction and retention of staff (reported by 16% of service providers) was the single biggest operational challenge facing not-for-profit community services. Some key examples of this are in the financial counselling sector and child protection.

The demand for financial counselling services exceeds supply with many services having long waiting lists of between two to four weeks. Financial Counselling Australia (FCA) reported that, in 2014, financial counsellors provided assistance to 140,000 clients with face-to-face advice and serviced around 138,337 calls to the 1800 National Financial Counselling Helpline. Additionally, between 2012-13 and 2013-14, a 40% increase in call volumes was reported, highlighting the increasing demand for the service.<sup>53</sup>

The child protection sector is perhaps experiencing the most difficulty in attraction and retention, with most jurisdictions experiencing insufficient numbers of workers to meet demand and reporting turnover as high as 30-40% and an average length of service of less than three years.<sup>54</sup> McArthur and Thomson, (2012) report that national trends in Australia suggest that the following factors impact on recruitment and retention of workers in the child protection industry: economic conditions; geographical and context-specific issues; competition for workers with other government departments; changing and unpredictable demand for child protection services; restructuring of departments; demographics of the workforce; and negative attitudes about child protection services. Recruitment in regional and remote areas is also a major challenge for the child protection workforce, as is recruiting staff from an Aboriginal and Torres Strait Islander or a culturally diverse background.<sup>55</sup> Aboriginal and Torres Strait Islander children are over-represented and are seven times as likely as non-Aboriginal and Torres

Strait Islander children to be receiving child protection services.<sup>56</sup>

### **Regional and remote**

According to ABS data,<sup>57</sup> 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%).

In rural and remote areas, there are fewer health services facilities, people travel greater distances to seek medical attention and have generally poorer health and greater mortality than people living in larger cities.<sup>58</sup> 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 the higher cost of living to housing shortages. Rural and remote communities will require adequate capital infrastructure funding to support information technology, communication, quality improvement, care co-ordination and staffing in communities where there are a higher proportion of older people.

## 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.<sup>59</sup> 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).<sup>60</sup>

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.<sup>61</sup> This will also have an impact on job roles more broadly across the community services sector.

#### 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.<sup>62</sup> Testing in recent years has illustrated that Aboriginal and Torres Strait Islander students are more likely to be low-performers in problem-solving, with 50% of low socio-economic backgrounds and 62% of Aboriginal and Torres Strait Islander students recording low proficiency, and a similar trend being reported across digital literacy and financial literacy testing.<sup>63</sup> 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.<sup>64</sup>

Demand for personal, interpersonal, critical thinking,

creativity and organisational skills has also risen.<sup>65</sup> Active listening, emotional intelligence and social perceptiveness skills, that is, having an awareness of the reactions of others and the reasons for those responses, are also identified as being of most significance for client-centric workers.

Due to the services being provided, such as those in financial counselling, child protection or family dispute resolution, where the client is often distressed and/or angry, self-care and debriefing skills are key. Workers in these sectors often leave the industry due to the high pressure and stress levels, so ensuring that they have the ability to maintain their own health and wellbeing is critical.

### Skill requirements

When looking to broad workforce skills varying interpretations and definitions are offered. Industry representatives stress that a generic skill may have a vastly different meaning and application to different individuals and organisations. Industry 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 skills
Customer service/people skills
Skill relevancy and multi-skilling
Financial skills
Leadership skills

## GENERIC WORKFORCE SKILLS RANKED IN ORDER OF IMPORTANCE

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

## E. Other relevant skills-related insights for this sector

The IRC has not identified any further issues to be addressed in this Industry Skills Forecast. However,

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

These training products were last reviewed in 2015 and released on the national register, training.gov.au, on 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 the updated qualifications on scope until 8 June 2017. To allow the training products to be properly implemented and tested within the system the training products in this sector have been scheduled for review in years three and four.

### Interdependencies

Qualifications in the remit of the Client Services 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
- HLT Health Training Package
- SIF Funeral Services 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.

### Family Violence Royal Commission

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.

## G. IRC sign-off

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

Philip Armstrong, Chair of the Client Services IRC.

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Signature of Chair

Date:

# Client Services IRC Proposed Schedule of Work 2016-17 to 2019-20

Contact details: IRC – Philip Armstrong, Chair. SkillsIQ – Melinda Brown, General Manager. Date submitted to Department of Education and Training: 28 April 2017.

These training products were last reviewed in 2015 and released on the national register, training.gov.au, on 8 December 2015. To allow the training products to be properly implemented and tested within the system the training products in this sector have been scheduled for review in years three and four.

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
<i>Year 3: 2018 – 2019</i> Based on time since previous review	CHC	Community Services	CHC41115	Certificate IV in Employment Services		
<i>Year 3: 2018 – 2019</i> Based on time since previous review	CHC	Community Services	CHC41215	Certificate IV in Career Development		
<i>Year 3: 2018 – 2019</i> Based on time since previous review	CHC	Community Services	CHC81315	Graduate Certificate in Career Development Practice		
<i>Year 4: 2019 – 2020</i> Based on time since previous review	CHC	Community Services	CHC41015	Certificate IV in Celebrancy		
<i>Year 4: 2019 – 2020</i> Based on time since previous review	CHC	Community Services	CHC51015	Diploma of Counselling		
<i>Year 4: 2019 – 2020</i> Based on time since previous review	CHC	Community Services	CHC51115	Diploma of Financial Counselling		
<i>Year 4: 2019 – 2020</i> Based on time since previous review	CHC	Community Services	CHC81015	Graduate Diploma of Relationship Counselling		
<i>Year 4: 2019 – 2020</i> Based on time since previous review	CHC	Community Services	CHC81115	Graduate Diploma of Family Dispute Resolution		
<i>Year 4: 2019 – 2020</i> Based on time since previous review	CHC	Community Services	CHC81215	Graduate Certificate in Statutory Child Protection		
<i>Year 4: 2019 – 2020</i> Based on time since previous review	CHC	Community Services	CHC82015	Graduate Certificate in Client Assessment and Case Management		

## SKILL SETS

<i>Year 3: 2018 – 2019</i>	CHC	Community Services	CHCSS00108	Career Development Skill Set		
<i>Year 3: 2018 – 2019</i>	CHC	Community Services	CHCSS00109	Employment Services Skill Set		
<i>Year 4: 2019 – 2020</i>	CHC	Community Services	CHCSS00065	Workforce Planning Skill Set		
<i>Year 4: 2019 – 2020</i>	CHC	Community Services	CHCSS00111	Problem Gambling Skill Set		

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
<b>UNITS OF COMPETENCY</b>						
Year 3: 2018 – 2019	CHC	Community Services			CHCECD001	Analyse and apply information that supports employment and career development
Year 3: 2018 – 2019	CHC	Community Services			CHCECD002	Deliver and monitor contracted employment services
Year 3: 2018 – 2019	CHC	Community Services			CHCECD003	Promote job seekers to employers
Year 3: 2018 – 2019	CHC	Community Services			CHCECD004	Establish and monitor Australian Apprenticeships arrangements
Year 3: 2018 – 2019	CHC	Community Services			CHCECD005	Deliver employment services to employers
Year 3: 2018 – 2019	CHC	Community Services			CHCECD006	Develop and monitor employment plans
Year 3: 2018 – 2019	CHC	Community Services			CHCECD007	Maximise participation in work by people with disability
Year 3: 2018 – 2019	CHC	Community Services			CHCECD008	Deliver services consistent with a career development framework
Year 3: 2018 – 2019	CHC	Community Services			CHCECD009	Conduct career guidance interviews
Year 3: 2018 – 2019	CHC	Community Services			CHCECD010	Provide support to people in career transition
Year 3: 2018 – 2019	CHC	Community Services			CHCECD011	Manage quality in career development practice
Year 4: 2019 – 2020	CHC	Community Services			CHCCEL001	Develop sustainable celebrancy practice
Year 4: 2019 – 2020	CHC	Community Services			CHCCEL002	Establish client celebrancy needs
Year 4: 2019 – 2020	CHC	Community Services			CHCCEL003	Research, design and organise ceremonies
Year 4: 2019 – 2020	CHC	Community Services			CHCCEL004	Prepare for, present and evaluate ceremonies
Year 4: 2019 – 2020	CHC	Community Services			CHCCEL005	Establish and maintain marriage celebrancy practice
Year 4: 2019 – 2020	CHC	Community Services			CHCCEL006	Interview clients and plan marriage ceremonies
Year 4: 2019 – 2020	CHC	Community Services			CHCCEL007	Prepare for, present and evaluate marriage ceremonies
Year 4: 2019 – 2020	CHC	Community Services			CHCCEL008	Plan, present and evaluate funeral and memorial ceremonies
Year 4: 2019 – 2020	CHC	Community Services			CHCSSL001	Establish and confirm the counselling relationship

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 Services			CHCCSL002	Apply specialist interpersonal and counselling interview skills
Year 4: 2019 – 2020	CHC	Community Services			CHCCSL003	Facilitate the counselling relationship and process
Year 4: 2019 – 2020	CHC	Community Services			CHCCSL004	Research and apply personality and development theories
Year 4: 2019 – 2020	CHC	Community Services			CHCCSL005	Apply learning theories in counselling
Year 4: 2019 – 2020	CHC	Community Services			CHCCSL006	Select and use counselling therapies
Year 4: 2019 – 2020	CHC	Community Services			CHCCSL007	Support counselling clients in decision-making processes
Year 4: 2019 – 2020	CHC	Community Services			CHCDFV001	Recognise and respond appropriately to domestic and family violence
Year 4: 2019 – 2020	CHC	Community Services			CHCDFV002	Provide support to children affected by domestic and family violence
Year 4: 2019 – 2020	CHC	Community Services			CHCDFV003	Promote community awareness of domestic and family violence
Year 4: 2019 – 2020	CHC	Community Services			CHCDFV004	Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities
Year 4: 2019 – 2020	CHC	Community Services			CHCDFV005	Provide domestic and family violence support in non-English speaking background communities
Year 4: 2019 – 2020	CHC	Community Services			CHCDFV006	Counsel clients affected by domestic and family violence
Year 4: 2019 – 2020	CHC	Community Services			CHCDFV007	Work with users of violence to effect change
Year 4: 2019 – 2020	CHC	Community Services			CHCDFV008	Manage responses to domestic and family violence in family work
Year 4: 2019 – 2020	CHC	Community Services			CHCDFV009	Establish change promoting relationship with users of domestic and family violence
Year 4: 2019 – 2020	CHC	Community Services			CHCDFV010	Promote accountability and assist users of domestic and family violence to accept responsibility
Year 4: 2019 – 2020	CHC	Community Services			CHCDFV011	Establish and maintain the safety of people who have experienced domestic and family violence



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 Services			CHCDFV012	Make safety plans with people who have been subjected to domestic and family violence
Year 4: 2019 – 2020	CHC	Community Services			CHCDFV013	Manage domestic and family violence screening and risk assessment processes
Year 4: 2019 – 2020	CHC	Community Services			CHCDFV014	Provide programs for people who have been subjected to domestic and family violence
Year 4: 2019 – 2020	CHC	Community Services			CHCDSP001	Facilitate dispute resolution in the family law context
Year 4: 2019 – 2020	CHC	Community Services			CHCDSP002	Adhere to ethical standards in family dispute resolution
Year 4: 2019 – 2020	CHC	Community Services			CHCDSP003	Support the safety of vulnerable parties in family dispute resolution
Year 4: 2019 – 2020	CHC	Community Services			CHCFAM001	Operate in a family law environment
Year 4: 2019 – 2020	CHC	Community Services			CHCFAM002	Work with a child-focused approach
Year 4: 2019 – 2020	CHC	Community Services			CHCFAM003	Support people to improve relationships
Year 4: 2019 – 2020	CHC	Community Services			CHCFAM004	Facilitate changeovers
Year 4: 2019 – 2020	CHC	Community Services			CHCFAM005	Facilitate and monitor contact
Year 4: 2019 – 2020	CHC	Community Services			CHCFAM006	Assist families to self-manage contact
Year 4: 2019 – 2020	CHC	Community Services			CHCFAM007	Assist clients to develop parenting arrangements
Year 4: 2019 – 2020	CHC	Community Services			CHCFAM008	Work within a child inclusive framework
Year 4: 2019 – 2020	CHC	Community Services			CHCFAM009	Facilitate family intervention strategies
Year 4: 2019 – 2020	CHC	Community Services			CHCFAM010	Provide intervention support to families
Year 4: 2019 – 2020	CHC	Community Services			CHCFC001	Facilitate the family counselling process
Year 4: 2019 – 2020	CHC	Community Services			CHCFC002	Provide relationship counselling
Year 4: 2019 – 2020	CHC	Community Services			CHCFC003	Provide counselling to children and young people
Year 4: 2019 – 2020	CHC	Community Services			CHCFC004	Provide grief and loss counselling
Year 4: 2019 – 2020	CHC	Community Services			CHCFIN001	Facilitate the financial counselling process

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 Services			CHCFIN002	Identify and apply technical information to assist clients with financial issues
Year 4: 2019 – 2020	CHC	Community Services			CHCFIN003	Develop and use financial counselling tools and techniques
Year 4: 2019 – 2020	CHC	Community Services			CHCFIN004	Provide rural financial counselling services
Year 4: 2019 – 2020	CHC	Community Services			CHCGMB001	Assess the needs of clients with problem gambling issues
Year 4: 2019 – 2020	CHC	Community Services			CHCGMB002	Provide counselling for clients with problem gambling issues

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