



Inaugural Workforce Coalition Network 2022

Meeting Notes

Stakeholders from aged care, disability, education and care and social services met in Launceston on 22 November 2022 to discuss workforce challenges. We were joined by representatives from government, employment services and industry researchers. Together we charted a way forward to address workforce shortages, with a focus on recruitment.

Thank you to those who were able to join us for the inaugural Workforce Coalition Network meeting and to those who have registered to receive updates on our progress.

We have compiled the following overview of the conversations had on the day as well as the key challenges identified, particularly with a focus on recruitment. Outlined below is a summary of this feedback, a snapshot of future priority areas and our agreed collective actions moving forward to address workforce shortages.



"Tasmania is unique in shaping a whole of industry response to the workforce shortage issues. No other state is doing this." Jodie Schmidt CEO HSSO

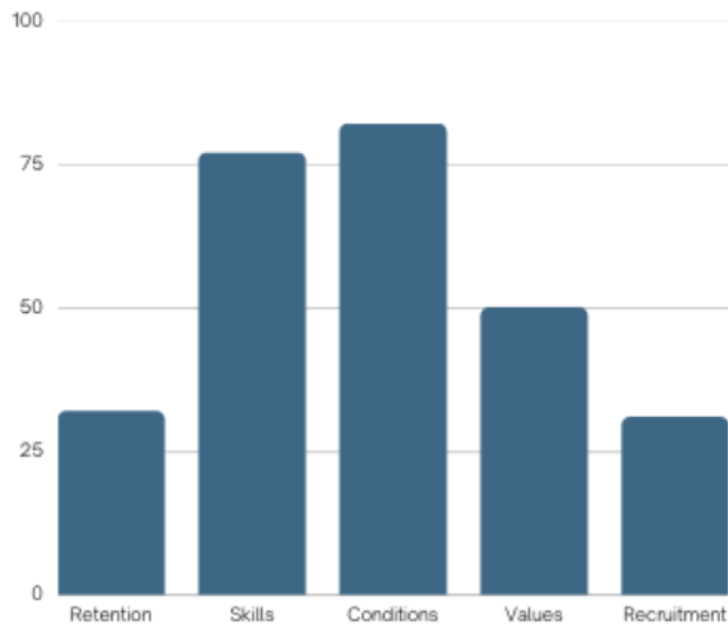
[More photos of the day are available here](#)

Who was in the room?

140 people attended:

- 55% of attendees were from the north, north west and the islands.
- 45% of attendees were from the south and far south.

We held an interactive Q&A using Ahaslides - You told us your biggest workforce challenges are:



In response to these challenges, the Workforce Coordination Project is investing resources to undertake the following tasks:

- Conduct targeted recruitment campaigns over the next two years.
- Help develop skills and training pathways that meet current need.
- Advocate for fair funding and conditions with industry partners.
- Build workforce planning and development capacity in organisations.

Confronting the challenge

Bernard Salt informed us that an ageing population has increased the need for skilled workers. To help us understand the Australian context, he outlined demographic changes over time. He also pointed out that as a population we expect best practice care.

[View Bernard Salt's presentation](#)



Jodie Schmidt, the CEO of Human Service Skills Organisation (HSSO) presented findings that offered surprising insights

Jodie outlined the top reasons staff stay in roles, Organisational reputation, work patterns, onsite leadership and career progression are more important than pay rates.

[View Jodie Schmidt's presentation](#)

Peta Sugden from Skills Tasmania presented on Industry Compacts

These will inform how we build workforce capability, ensure training is fit for purpose and accessible and support recruitment and retention of a diverse workforce that is representative of our community.

[View Peta Sugden's presentation](#)

Over 70% of organisations across the four sectors feel the pain of workforce shortages right now

On the day of the Coalition Network Meeting, almost 20% of respondents said their sectors would feel a greater shortage in two to three years. It's time for strategic action through developing our knowledge base and harnessing collective effort to create the outcomes we need.

ANZSCO Codes | Where are the shortages?

Our enquiry into workforce shortage in combination with the Australian and New Zealand Standard Classification of Occupations (ANZSCO). ANZSCO codes revealed that:

- The shortages that organisations in Tasmania experience is not always in line with the National Skills Commissions' (NSC) statistical analysis of the labour market, which includes employer surveys and stakeholder engagement.
- In recent years, occupations and roles have emerged in our industry that don't fit the current ANZSCO occupational profiles.

Our analysis showed these emerging patterns:

- Top occupations and roles with shortages are registered nurses, aged care workers, team leaders and support officers, early childhood teachers, qualified early childhood educators/education leaders, social workers and welfare support workers.
- Identified occupations and roles which don't have comprehensive ANZSCO profiles include team leaders, practice leaders, and local area coordinators.

- Meeting participants noted the need for volunteers in the industry ranging from governance and strategy, central services as well as frontline services.
- Across the four sectors, roles that focus on compliance and quality assurance are emerging yet there is no clear ANZSCO code provision for these occupations.

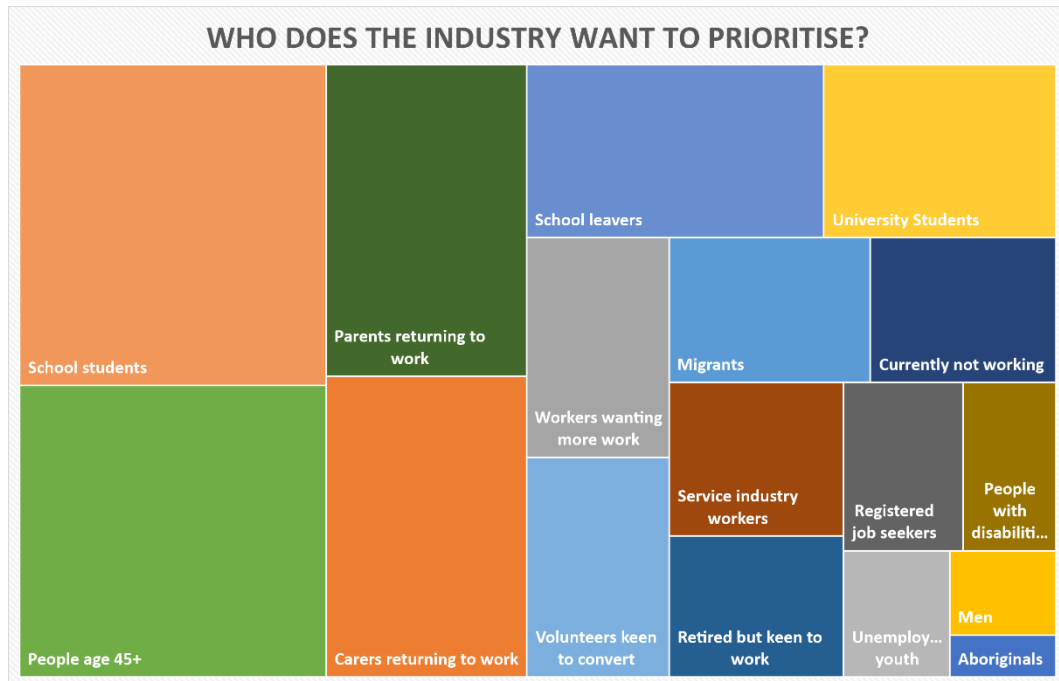
See the full list of occupations and roles against ANZSCO codes for each sector cluster in the attached charts. [Follow this link to access the charts.](#)

To get more accurate workforce data and categorisations of roles that reflect contemporary understanding of the nature of caring work we need to:

- Collectively call for a review of the current ANZSCO occupational profiles as they are no longer fit for purpose.
- Advocate for the one employment category of Health Care and Social Assistance to be separated into two categories by the Australian Bureau of Statistics.

Who does the industry want to prioritise?

We asked who you wanted to attract to your sectors if we ran targeted campaigns. The graph below shows the results of your responses. We'll use this information to build our strategy for attracting people to the community services industry workforce.



What can we do to influence people's choices and support them to enter community services?

- Give students workplace experience/taster days and offer school-based apprenticeships/traineeships. We can also conduct school visits to introduce students to this work.
- Provide school leavers with work and training opportunities, mental health support, and promote job readiness.
- Provide carers returning to work with hybrid/flexible workplaces, skills recognition from a caring role, subsidised training places and workplace mentors.
- Provide people aged 45+ with funded training, retraining/reskilling. We can also provide general entry level baseline training for multiple roles.

Our actions for industry recruitment:

- Co-create a targeted and inclusive recruitment campaign.
- Build supportive pathways for future employees and volunteers.

- Research the workforce and volunteer experiences and co-design attractive work environments.

Continue to be involved with sector specific round tables

- Aged care: **Amanda Bergmann** -- amanda@tascoss.org.au
- Disability: **Mary Langdon** -- mary.langdon@nds.org.au
- Education and care: **Kerrie Hansen** -- kerrie.hansen@ecatas.org.au
- Social services: **Lauren McGrow** -- lauren@tascoss.org.au and **Sue Howard** -- sue@tascoss.org.au

Take action

- Identify talent to become a Trainer & Assessor, ensuring your staff have the training they need. [An EOI is now open](#) for funded places in Cert IV in TAE and you can access it online here
- Encourage your staff to participate in employee experience research as outlined in this info sheet. [Access the information sheet here.](#)
- Get involved in creating meaningful industry experiences for future employees by [connecting with us here.](#)

Feedback on the day

- *Highlights:* You loved the multimedia interactions. You thought the speakers and presentations were great. And there was valuable insight for context and solutions.
- *Could be better:* You wanted more time for networking and discussion, including longer breakout sessions. You wanted to hear more from each of the sectors and provided other valuable comments about content.

Save the dates

There are two Coalition Network meetings in 2023. Registrations will open in January for the following dates:

- Tuesday **28 March** in the south

- Thursday **28 September** in the north or north west.

Further information

If you have any questions or would like any other information, please contact Claudia Butler, Community Services Industry Workforce Coordination Project Manager, on (03) 6169 9513 or claudia@tascoss.org.au.

The Workforce Coordination project is part of the Local People in Local Jobs initiative, supported by the Tasmanian Government through the Department of State Growth. The project is delivered in partnership with TasCOSS on behalf of the social services sector peak bodies and the Tasmanian peak bodies of ACCPA, NDS, ECA Tasmania Branch (contracted to Lady Gowrie Tasmania).

