

Workforce Coordination Project



The context of the Workforce Coordination Project

Community services is one of the largest and fastest growing industries in Tasmania, employing approximately 30,000 local workers statewide in roles ranging from education and childcare, home care and allied health workers, to strategic project managers and experienced CEOs. The industry is also supported by a workforce of around 75,000 volunteers. The economic value added by the community services industry in Tasmania is \$1.9 billion each year.

In an important milestone, The Tasmanian Government and the community services industry have released a ten-year [Tasmanian Community Services Industry Plan](#) (2021–31) to guide industry development, recruit and train our growing workforce and to futureproof the delivery of much-needed services to Tasmanians in need.

The Industry Plan is immensely significant as it provides a vision for the community services — shared by peak bodies, community service organisations and the Tasmanian Government — for the next decade. It provides an overarching framework to guide strategic industry development and transition planning.

The Industry Plan's vision is for a connected community services industry that supports all Tasmanians to live a good life and enriches our state's social, cultural and economic wellbeing.

Overall, the Industry Plan contains three strategic priorities:

- Strategic Priority 1: Local Solutions for Tasmanians
- Strategic Priority 2: Workforce Development and Training
- Strategic Priority 3: Leading for Impact.

The industry is currently experiencing a critical workforce shortage and with a predicted increase in service demand, together with other global factors, workforce shortages will remain a key priority. To this end, in 2021 the Tasmanian Government committed \$3.3 million over three-years to the Workforce Coordination project to address this skills shortage. This project is the first stage of the Industry Plan implementation.

Workforce Coordination Project background

The Workforce Coordination Project sits under Strategic Priority 2 of the Industry Plan: Workforce Development and Training. The Workforce Coordination project is a whole-of-industry response to:

- A projected shortage of 4,000 jobs within the community services industry by 2024; and
- The need to ensure that the industry has the skilled and diverse workforce necessary for the delivery of flexible and responsive services that achieve positive client outcomes.

Aim

The Workforce Coordination Project aims to achieve the following high-level outcomes:

- Increased coordination and identification of strategies for addressing workforce issues at an industry level.

- Improved coordination, relationships, collaboration and partnerships to address workforce issues.
- Improved coordination of research activity and data collection.
- Enhanced ability to provide advice on industry training and career pathway needs.
- Enhanced awareness and recruitment initiatives to attract new talent and reduce barriers to employment in the sectors/industry.
- Improved capacity for delivering training and assessment in the industry.

The industry

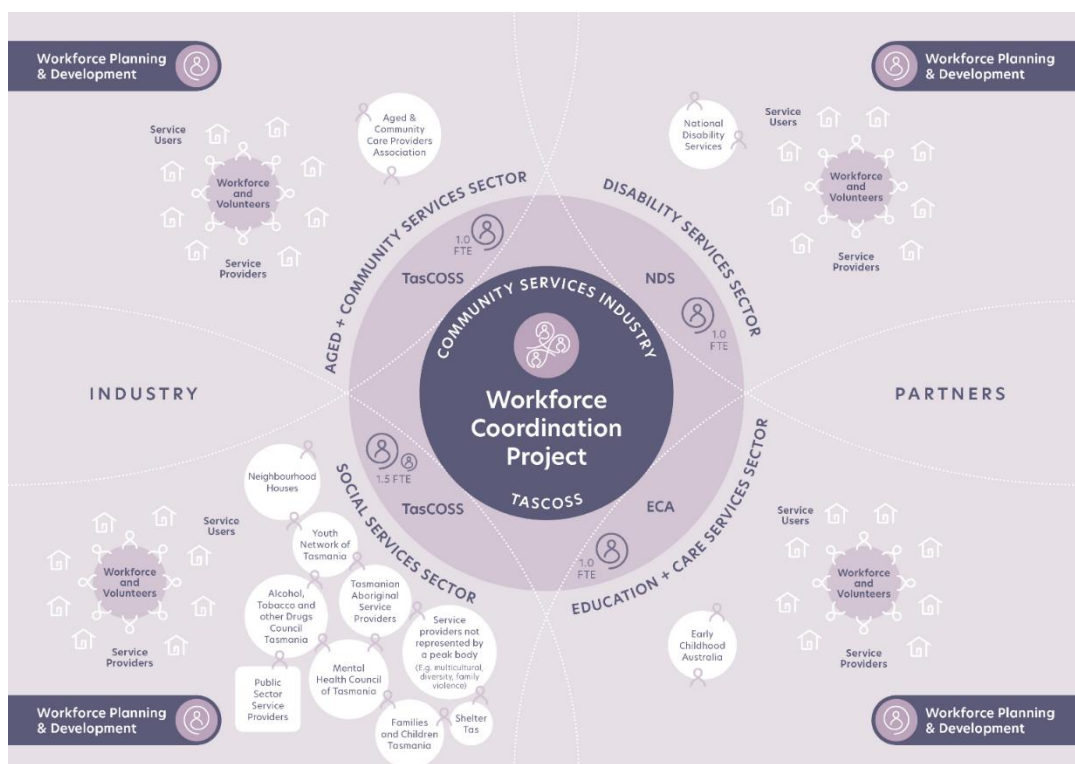
For this project, the community services industry has been clustered as follows:

- Aged care services sector.
- Disability services sector.
- Education and care (childcare) sector.
- Social services sectors (includes mental health services, housing and homelessness services, alcohol, tobacco and other drug services, youth services, Aboriginal services, Neighbourhood Houses, and family and children services).

The project team

The project is delivered in partnership with Tasmanian Council of Social Service (TasCOSS) on behalf of the social services sector peak bodies and the Tasmanian peak bodies of Aged and Community Care Providers Association (ACCPA), National Disability Service (NDS), Early Childhood Australia (ECA) Tasmania Branch (contracted to Lady Gowrie Tasmania). TasCOSS is also the project lead.

The project team members, collectively named the Workforce Ready Team, work closely with the peak bodies across the industry to ensure the strategies and activities of the Workforce Coordination Project are integrated with existing and ongoing workforce planning and development strategies and activities within the sectors. Some Workforce Ready Team members are based with and employed by peak bodies.



Governance

The implementation of the Industry Plan is overseen by a governance structure comprising three bodies:

- The Industry Advisory Council to provide high level oversight and endorsement.
- The Industry Development Steering Committee for steering and advising, reporting to the Industry Advisory Council.
- The Workforce Coalition for actioning Strategic Priority 2: Workforce Development and Training, reporting to the Industry Development Steering Committee.

Each of these groups is informed by input from community and consumer groups.

The Workforce Coalition Network

The Workforce Coalition convenes a broad Workforce Coalition meeting twice a year. These meetings are an open invitation to all stakeholders who are responsible for attracting, recruiting, training and retaining staff in the community services industry.

The Workforce Coalition Network's objective is to ensure the Workforce Coalition Project is industry-led and that engagement occurs with relevant stakeholders at all levels. The Workforce Coalition Network meetings aim to build and share knowledge as well as to inform decision-making. Together we will be stronger in influencing change, developing solutions, lifting our profile, building capacity and capabilities.

Project progress at a glance

The project is now at the half-way point, with significant milestones achieved including:

- ✓ An industry career website with interactive functionality to facilitate engagement and promotion. www.workwithpurpose.au
- ✓ A targeted workforce review tool for organisations to improve workforce planning and development capacity. www.reviewyourworkforce.com.au
- ✓ Successful employment outcomes for new trainers and assessors, with RTOs reporting they are now able to fill vacant positions.
- ✓ Strong engagement of industry in co-design processes ensuring the uptake of project products and services.

Strong collaboration in place with industry stakeholders like education and training providers and job and career service providers.

About the Workforce Coalition

Role and responsibilities

The role of the Workforce Coalition is to position Tasmania as a national leader in thinking and best practice in strategic workforce planning and to deliver industry led workforce projects. The Coalition is responsible for developing and implementing identified and funded projects under strategic priority 2 of the Community Services Industry Plan: Workforce Development and Training (the Workforce Coordination project). The Coalition will ensure that the projects are industry led and that engagement occurs with relevant stakeholders at all levels.

Accountability

The Workforce Coalition is accountable to the Industry Development Steering Committee. It reports quarterly to the Committee against the objectives of each of the project plans. The Industry Development Steering Committee is responsible for the whole Industry Plan. It has delegated responsibility for the development and the implementation of the Workforce Coordination project to the Workforce Coalition. The Industry Development Steering Committee is accountable to the Industry Advisory Council which is accountable to the public.

Frequency and time investment

The Coalition will convene four times a year (March, June, September and December).

Please allow a half-day per meeting and another full day for meeting preparation and follow up. Meetings will be conducted virtually and face-to-face.

In addition to this you might also be able to attend the twice-a-year Workforce Coalition Network meetings and/or provide mentorship to the Workforce Ready Team regarding specific topics or activities.

Membership

The Coalition will comprise the following members:

Co-chairs (selected):

- Strategic workforce planning specialist.
- Industry specialist.

Appointed members:

- Department of Communities (1 member).
- Skills Tasmania (1 member).
- ACSA, ECA and NDS Tasmania (3 members).

Selected members:

- Social services peak body representation (2 members).
- Strategic workforce planning specialists. (1 member).
- Strategic training and development specialists. (1 member).
- Education providers (tertiary/VET) (2 members).
- Workforce representation (1 member).
- Workforce Project Manager (ex-officio*).

Secretariat:

- Workforce Project Manager, TasCOSS.

* Ex-officio members are non-voting members.

The full draft terms of reference

To access the full draft terms of reference, please access [click here](#).

About you

As Workforce Coalition member, you will bring:

- A passion for, and experience in, strategic workforce planning and development.
- A strong connection to the community services industry and experience in cross-sector collaboration.
- The skills to apply good governance to a complex project in a complex environment.
- A strong desire to deeply understand and bring the diverse voices of a broad stakeholder group to the table and find mutual beneficial interests and solutions.
- Skills to help build healthy working relationships and build public support.

What you will get back

- The opportunity to be involved in and contribute to a project that aims to address key challenges facing the largest industry in Tasmania and contributing to its future development.
- The opportunity to make a real difference to community service organisations, people's working life and for Tasmanians to have a good life.
- The experience of working with and getting to know other amazing skilled and experienced people.
- The gratitude of a project team that values your collective genius and guidance in addressing a complex challenge.
- The experience of conducting strategic workforce planning and development as a collective for a whole industry with multiple sectors.

Is this you? If so, we would like to hear from you!

The Co-chairs of the Industry Development Steering Committee look forward to receiving your expression of interest for the vacant Workforce Coalition membership roles.

Please complete the expression of interest form outlining what you can bring to this role and please submit this form with a brief CV outlining your experience and qualifications to the Workforce Coordination Project Manager claudia@tascoss.org.au by 12noon, Monday 4 December 2023.

For questions, please contact the Workforce Coordination Project Manager (Claudia Butler) on 0448 799 701.