

Workforce Coordination Project



Final Workforce Coalition Network Meeting (September 2024)

Meeting Notes.

78 stakeholders from aged care, disability, education and care, social services and education and employment providers, met in Launceston on Thursday 26 September 2024 for the final Workforce Network Coalition Meeting.

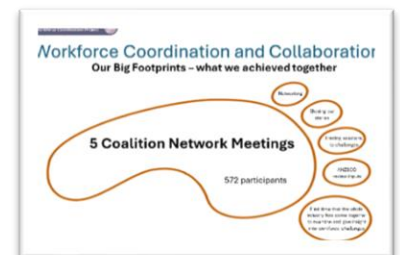
Thank you to those who attended, and those who have collaborated with the project along the way, your input is invaluable. Below is a snapshot of the day.

An amount of money was found during the course of the day, [get in touch with the team](#) if it was yours and we will follow-up.

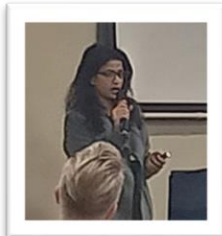
Project background and our footprints:

The community services industry has walked together with the project, and we reflected on our collective achievements — the footprints we leave behind, both large and small.

Further information — [Click here to see all the footprint posters.](#)



Meet your frontline workforce:



Dr Gauri Laud, Senior Lecturer in Services Marketing at the College of Business and Economics, University of Tasmania (*pictured left*) and Dr Lauren McGrow, Workforce Ready Team Senior Officer, TasCOSS, presented a summary of the research project, called *Worker Recruitment and Retention in the Care Economy: Community Services Worker Archetypes as a Way Forward* describing methods, process, values and motivations of workers. We heard about archetype development to date including figures like the

Philomath, System Warrior, the Bridge, Idealist and the Creator. Attendees were able to reflect upon their preferred way of working as an archetype and consider how this research might be useful for individuals, teams and organisations.

Further information — Visit the [research page](#) on the [Work with Purpose website](#).

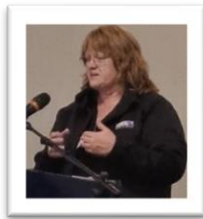
Systems to support your workforce - the Workforce Review Tool:

Mary Langdon, Workforce Ready Team Senior Officer, National Disability Services (*pictured right*), discussed benefits of utilising the Workforce Review Tool and showed an [introductory video of the resource](#). Groups discussed what the future use could be for the industry and for others.



Further information — [Click here to see the Workforce Review Tool.](#)

Our trainers, assessors and mentors:



Kerrie Hansen, Workforce Ready Team Senior Officer, Early Childhood Australia (Tasmania Branch) gave an update on the Trainer and Assessor courses provided under the project and the outcomes achieved. Jeanette Duggan, Foresite Group RTO (pictured left), undertook the training and shared her experiences.

Training and development skills groupings:

Jess Dallas, Workforce Ready Team Senior Officer, TasCOSS outlined the development of the five skills groupings created with industry that represent the skills needed now and into the future. The Workforce Ready Team will be providing a [*Final Report to the Industry*](#) with live links to training and skills development information relating to the five skills groupings.

The team will also provide a [*Resource Library*](#) with links to training and development resources and broader industry links to allow industry to research and influence future training and development needs.

Innovation builder session:

Damian Peirce, DPCTas (pictured right), provided a summary from the Innovation Builder sessions focused on innovative ideas for delivering industry training.



Training and development futures — state and national views:

We heard about what is currently on offer on the ground in Tasmania:

- [*Kym Weatherley, Department for Education, Children and Young People*](#) spoke about the focus on the Department for Education, Children and Young People RTO revision and connection with Youth Strategy with Skills Tasmania and approaches to supporting career discussions with school students.
- [*Sarah Jones, University of Tasmania*](#) spoke about short courses and micro credentials being developed in Tasmania, with Digital Capability for the Workplace (Community and Social Care) due for co-design in early 2025.



We also heard about what is proposed nationally for the industry overall:

- [*Olivia Greenwell, HumanAbility*](#) (pictured left), spoke about the workforce plan and revision of qualifications process and how the Tasmanian industry can be involved.

Stepping forward — panel discussion:



Lee Veitch, Co-Chair, Workforce Coalition Network (pictured far right), facilitated a Q&A session with the panel, focusing on the vision going forward in relation to recruitment, education and training, and collaborations the industry can explore.

The panel consisted of (in above photograph, left to right):

- Andrew Hyatt — Program Leader, Business and Employment Southeast Tasmania
- Kym Weatherley — Quality Officer, DECYP RTO
- Olivia Greenwell — Acting Director of Research, HumanAbility
- James McCormack — Employment Facilitator, Department of Employment and Workplace Relations
- Stacey Joseph — Business Services Manager, Tasmanian Chamber of Commerce and Industry (TCCI)
- Lee Veitch — Co-Chair of the Workforce Coalition Network and Panel Facilitator



Some of the key points made by the panel included:

Having access to pre and pre pre-employment opportunities for young people and those seeking employment after breaks or in new environments is possible and has worked in other industries. These can be place-based approaches. Discuss with Tasmanian Regional Jobs Hubs and Workforce Australia or keep eye on their websites. [Jobs Tasmania Regional Jobs Hub](#), [Workforce Australia for Businesses](#) and the [Department of Employment and Workplace Relations Local Jobs Program](#).

There are initiatives coming through each year from state (such as fee-free initiatives through TasTAFE and priority skills areas for the state (e.g. [Skills Tasmania Employers](#)) and federal governments (e.g. Local Initiatives Fund and input opportunities to the [Department of Employment and Workplace Relation Local Jobs and Skills Taskforces](#)).

Employer of Choice is a means to assist recruitment — jobseekers do wish to use the values to make their decisions and being an Employer of Choice can help you attract and retain a quality workforce. Using the Employee Life Cycle domain in Review your Workforce Tool could be a good start to moving forward with Employer of Choice through TCCI accessing the [Employer of Choice Assist service](#) which is fully funded by the Tasmanian Government for businesses with 20 or less FTEs.

The DECYP RTO is invested in providing industry-informed, age-appropriate, safe and supported learning pathways for students. They are regularly seeking engagement with employers and peak bodies to inform their delivery options and collaborate around opportunities for work-based learning, school-based traineeships and apprenticeships, and would encourage industry to reach out and be part of that process so that we can ensure that the best opportunities and outcomes are there for our young learners. [Department for Education, Children and Young People RTO - Department for Education, Children and Young People \(decyp.tas.gov.au\)](#)

National Jobs and Skills Council (HumanAbility) will be having ongoing opportunities for consultation with, and input by, the industry into national workforce planning, industry advisory committees, technical advisory groups, partners program and other events and activities. They also welcome access to projects, such as qualifications reviews, and promote effective ways of having the Tasmanian industry voices heard. For more information, head to the [HumanAbility Engage with Us website](#).

Closing messages — summary of the day:

Lee Veitch, Co-Chair, Workforce Coalition, ran a final session where tables provided feedback on

Workforce Coalition Network Meetings continuation — overwhelmingly supported, and ideas raised around how the meetings could continue to evolve to contribute to industry sustainability



Lee asked about the top messages for the Premier and other key stakeholders about addressing industry workforce issues. Responses were wide ranging but were centered around:

- Collaboration and coordination by the industry on workforce issues and solutions; and
- The need for industry/employer input into training, other supports for recruitment and retention (e.g. place-based initiatives and further opportunities to continue the work started by the project).

The Hon Roger Jaensch MP, Minister for Children and Youth, Community Services, and Aboriginal Affairs, provided a [recorded message to close the meeting](#).

Celebration and thank yous:



Photograph: Workforce Ready Team members (left to right): Dr Lauren McGrow, Mary Langdon, Kerrie Hansen, Mark Burbury, Sue Howard and Jess Dallas.

Thank you to the community services industry

The project team are so grateful for everyone who attended network meetings, responded to surveys, provided ideas, participated in round tables and other meetings and put forward suggestions and feedback. You showed that the achievements happen when we walk together throughout the process. Thank you!

We have all worked hard together and we don't want our footprints to be washed away.

Thank you to the sector champions

Thank you for representing your sectors and bringing to life the many roles and opportunities within the industry by sharing your stories and images. The impacts you have made on others can't be measured easily, but we do see that 445 postcards sent from the website alone, along with those picked up at expos and distributed through other channels show you're out there.

Thank you to the Workforce Coalition and the project partners

Annette Barwick, (Education Childhood Australia [Tasmania Branch]), Lizzie Castles (National Disability Services), Geraldine Ellis-Maguire (Aged and Community Care Providers Association Tasmania) and Adrienne Picone (TasCOSS). Special thanks to Lee Veitch, Brenton West, Kellie Watson, Monique Parsons and Early Years and School Age Care (EYSAC) for all their work in the project.

Thank you to the Workforce Ready Team

Thanks to Project Manager Sue Howard, and to colleagues Dr Lauren McGrow, Kerrie Hansen, Mary Langdon, Jess Dallas, Mark Burbury and Leah Cleary. Also thanks to former Project Manager Claudia Butler, and former Workforce Ready Team member Amanda Bergmann.

Thank you to other stakeholders who attended all five meetings and participated in other activities such as working groups and photographic exhibitions

Thanks to Jade Li (Migrant Talent Connector), Tameka Page (West North West Working),

Amanda Bailey (Eskleigh Foundation), Jo Canavan (Lady Gowrie and ex-TasTAFE), Amanda Bergmann (Possability and ex-Workforce Ready Team).

Final survey:

Your feedback about the day is valuable and appreciated and will be collated with feedback from previous Workforce Coalition Network Meetings to provide funding bodies with evidence informed reports on our shared successes and challenges.

Click here to fill in our very short survey — [Workforce Coalition Network Meeting \(September 2024\) feedback](#).



Stay up-to-date:

To register to receive regular updates about the Community Services Industry Plan (2021-31), the Workforce Coordination Project and the activities of the Workforce Coalition Network, please [fill out this form](#).

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).



Further information

If you have any questions or would like further information, please contact Sue Howard, Community Services Industry Workforce Coordination Project Manager, on 0493 608 132 or [via email](#).