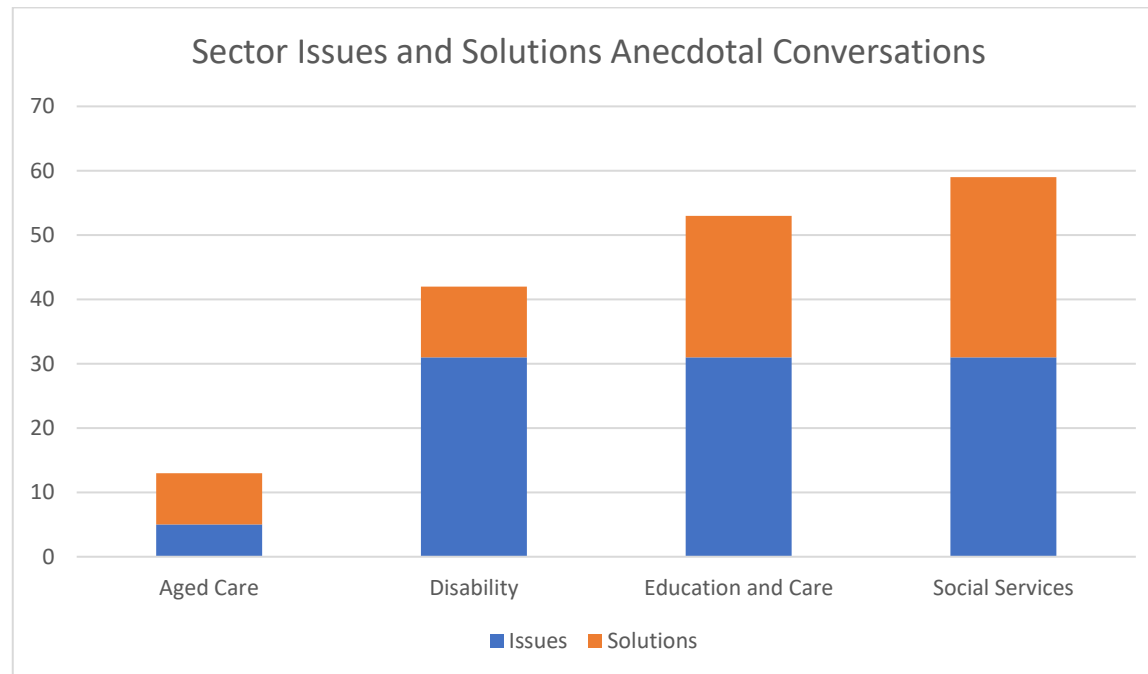


Community Services Industry Anecdotal Evidence Summary Report

167 significant conversations with industry leaders were anonymized and documented by the WRT between January 2023 and November 2024.

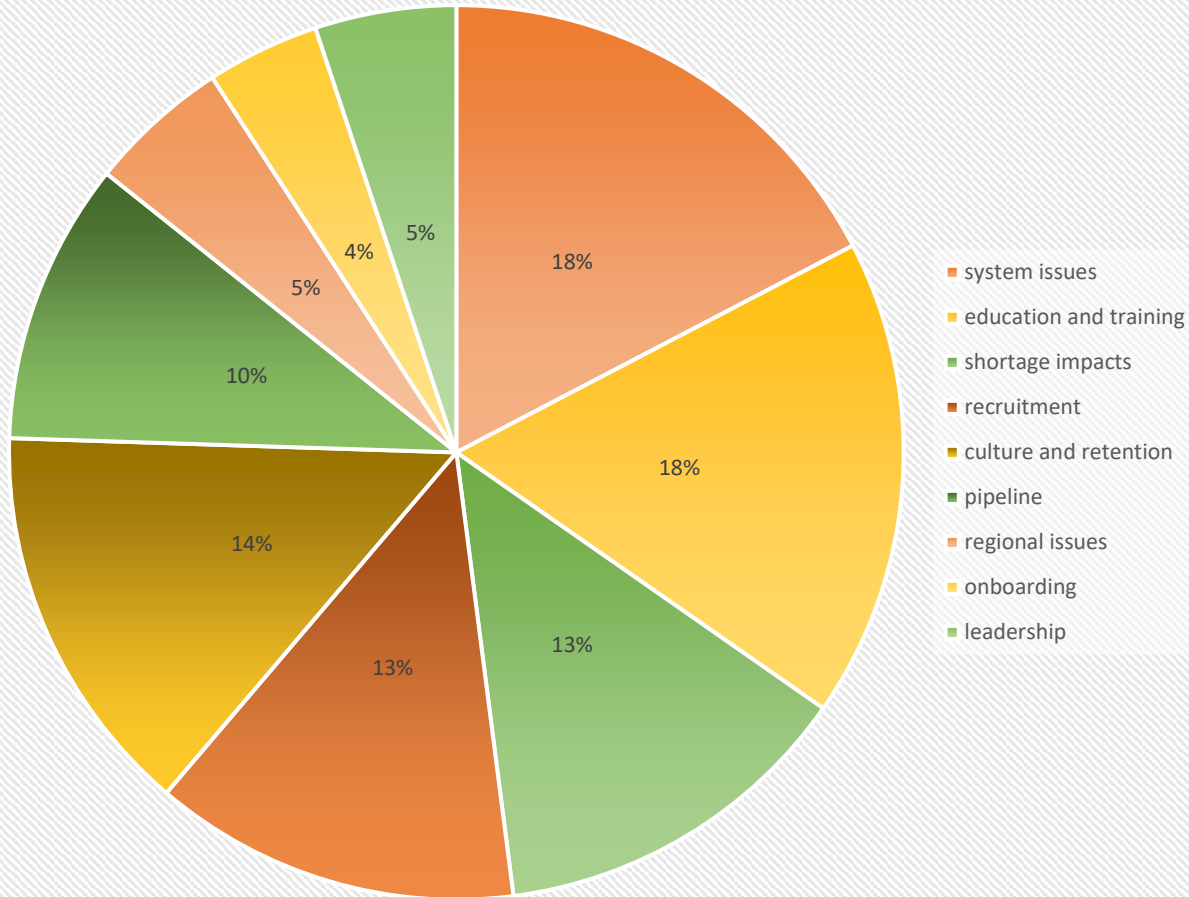
A summary¹ is provided below of conversations, coded into the following:

- Sector breakdown,
- Main issues and,
- Main solutions.



¹ For the full report see *Community Services Industry (CSI) Workforce Anecdotal Evidence from Industry November 2024 Final Report*, held by TasCOSS in WCP Resources.

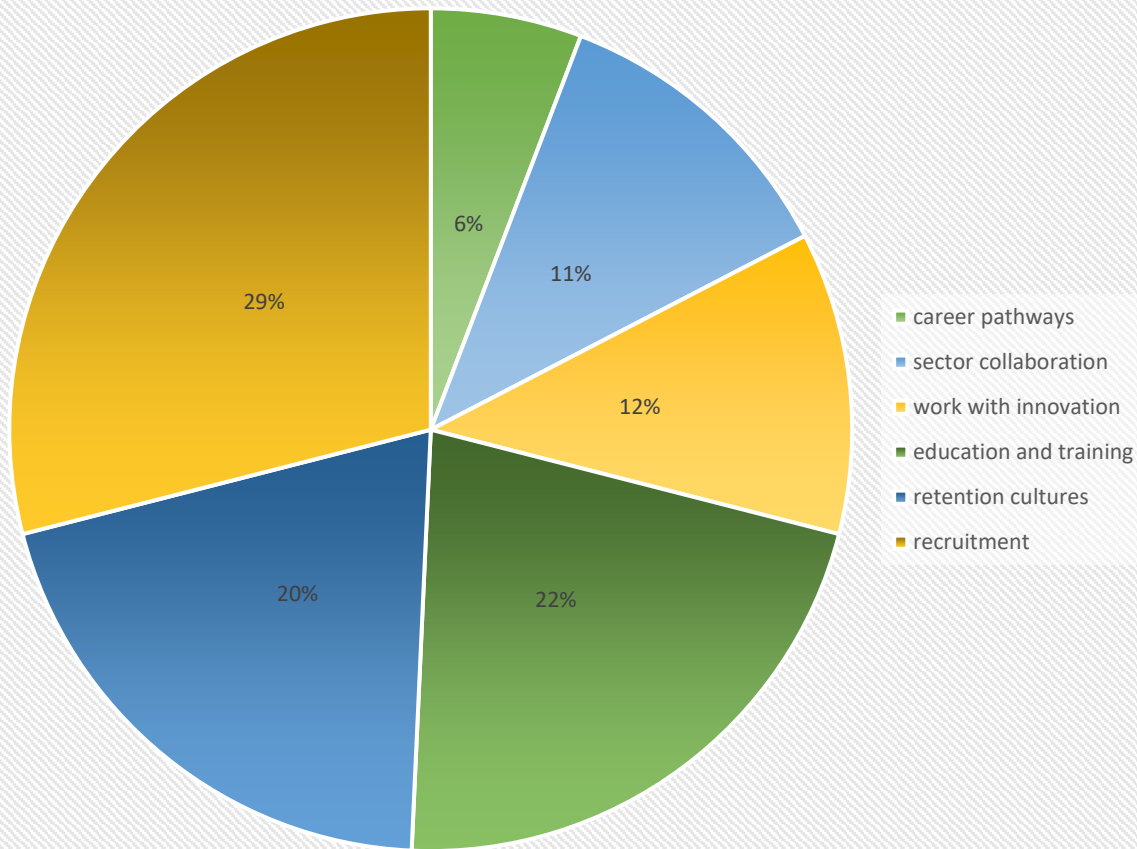
Workforce Development Issues in Community Services



The top four challenges raised in 98 conversations across community services are:

- 1. System Issues** like indexation, fair pay and competitive funding models for short term contracts. These far-reaching and long-term issues affect service provision, the morale of leaders and have an impact on client outcomes. (18%)
- 2. Education and Training** issues with a perception of reduced quality of training, administrative barriers within the training systems, and low rates of degree completion. This is having an impact now but will be felt acutely in years to come. (18%)
- 3. Culture** can take a back backseat with service delivery pressures, but it is crucial for keeping the workforce engaged and happy. Loyalty to organizations is no longer a feature of the workforce, great culture, pay and benefits and inspiring leaders are what staff are looking for at work. (14%)
- 4. Workforce Shortage Impacts and Recruitment** mean that staff are more likely to burn out as they carry higher levels of stress from overwork and leave the industry. As such, leaders don't have time to plan for the future of community services due to this overwork, amid the ongoing stress of recruiting staff. (13%)

Workforce Development Solutions in Community Services



The top four solutions raised in 69 conversations across community services are:

- 1. Recruitment** means targeting different cohorts for success by making a concerted effort to recruit using contemporary methods. This happens through brokering relationships, and networking, with leaders and job seekers from diverse cohorts. (29%)
- 2. Education and Training** in a competitive environment have given rise to delivery partnerships between the community services, Skills Tas, and local RTOs. If this is done in a cross-sector way, there are huge benefits for industry. Stronger connections with Employment Services enable new training models also. (22%)
- 3. Retention Cultures** means valuing staff differently and treating them with a trauma-informed and celebratory approach. Financial incentives also appeal in the current climate. Great leadership builds organizational reputations among the workforce as staff seek out leaders who treat them with respect and organizations that offer development pathways. (20%)
- 4. Work with Innovation** includes using a case management approach to support staff, building peer networks for staff and volunteer learning, and by giving new employees mentoring buddies to smooth their transition into the workplace. (12%)