

Community Services & Health Industry Skills Council



The Community Services and Aged Care Workforce –
Why urgent action is needed - New approaches to skills and workforce design

4th National Local Government Workforce Development Forum, Friday 8 April 2011



CS&HISC

Community Services and Health Industry Skills Council

- Develop and maintain the national qualifications and competency standards for community services and health - 500 job roles
- Research including an annual Environmental Scan
- Lead and advise on workforce development
- Information on career opportunities
- Workforce development products and services: training and assessment resources; EBPPP and WELL brokerage



Environmental Scan 2011

Each year CS&HISC updates industry intelligence on the workforce development needs of the community services and health industries

The EScan is a formal part of the continuous improvement of Training Packages

In 2011 the EScan will provide key input to the emerging workforce policy agenda



EScan 2011 - key messages

- Growth of 8.6% to 1.3 million workers in 2010
- Maintaining client functional independence and increasing complexity of services in community settings
- Need to expand community services capacity to meet more complex needs through funding and workforce development
- In health, emphasis on multidisciplinary roles, person-centredness, non-hospital settings, primary/preventative; new assistant roles; reforms and HWA
- Improvement in quality of vocational education and training needed; formation of a tertiary education sector and regulatory reform must support workforce development and keep best of VET and higher education sectors
- A workforce development agenda signals a shift from skills delivery to utilisation and must be harnessed to support industry growth and reform



Workforce size - Nov 2010 figure

	2006	2007	2008	2009	2010
000s	1062.9	1095.4	1127.9	1193.2	1296.2
Growth %	5.1%	3.1%	3%	5.8%	8.6%

- Almost 1.3 million health and community services workers
- Representing over 100,000 more workers than the previous year
- National growth rate of 8.6% well over all industries 3.3% rate
- Significant portion of 211,000 needed between 2009-10/2014-15

Source: ABS Labour Force, Australia, Cat no: 6291.0.55.003 – Nov 2010



ANZSIC breakdown 2010

Health care	
Health Care and Social Assistance, nfd	1.0
Hospitals	371.9
Medical and Other Health Care Services, nfd	29.8
Medical Services	134.9
Pathology and Diagnostic Imaging Services	46.2
Allied Health Services	157.8
Other Health Care Services	25.3
Health total	766.9
Social Assistance	
Residential Care Services	205.2
Social Assistance Services, nfd	15.9
Child Care Services	114.7
Other Social Assistance Services	193.7
Social Assistance total	529.5
Health care and Social Assistance total	1296.2

Source: Australian Bureau of Statistics, 2010, *Labour force, Australia, Detailed, Quarterly, November 2010*, ABS Cat. No. 6291.0.55.003 (via data request)



Top 5 ANZSCO occupations

Occupation	CS & H Industry	All industries
Registered nurses	184,800	212,800
Aged and disabled carers	98,400	107,400
Child carers	87,200	98,600
Receptionists	76,100	168,500
Nursing support and personal care workers	73,000	86,600

Source: *Australian Jobs 2010*, DEEWR



Demographic trends - population

The workforce is growing but so is the intensity of known demographic changes

- Life expectancy: males 79; females 84
- Over 65's up by 2.5% over last 20 years
- 0.4 to 1.8 million over 85 by 2050
- 1.5 million with high level disability now and 2.3 million by 2030
- Declining number of carers



Community services and health workforce trends

- Community services and health workforce forms 11.4% of Australian workforce
- 79% female
- 47% over age of 45 (39% in all industries)
- 43% working part time
- 20% of new workers were in community services and health over the last 10 years
- 20% of new workers will be in community services and in the next 5 years
- Older community services and health workers retiring when numbers need to increase
- Double impact: Ageing population driving demand but shrinking the workforce
- Retiree per worker down from 5:1 now to 2.7:1 in 2050
- 37% of community services and health workers are outside of capital cities

Sources: *Australian Jobs 2010* and *New Jobs 2009 Employment trends and prospects for Australian industries*, DEEWR



Industry factors in 2010-11

- A universal, entitlement based system of access to client-centred **disability** support, if adopted, will require complementary changes to services and work roles.
- **Equal remuneration** case for **community services workers**; competitive wages should strengthen workforce recruitment and retention.
- Greater choice for **aged care** consumers will mean expanding work roles to deliver services focused on older people's individual needs and preferences.
- **Health reforms** guarantee investment to support the hospital system and provide better linkages between acute and primary care but also highlight the need for more integrated and client focused services
- **National compact** and not for profit sector reform council provides an avenue to improve skills and workforce development components in contracts for community services.



Industry factors in 2010-11 *cont*



- The new National Quality Standard introduced mandated qualifications for most **children's services** as well as changes to staff to child ratios. A focus on improving quality of training and career pathways is still required.
- Vocational education and training is an effective pathway for an **Aboriginal and/or Torres Strait Islander workforce**; a stronger focus is needed on the community services workforce, as well as health.
- The number of **informal carers** is expected to drop; carers play a significant role in enabling people to stay in their own homes.



Education, skills and workforce sector factors

New VET regulator

New regulator needs to contribute to improved quality and consistency in VET delivery in key sectors e.g. aged care, childrens services, disability, allied health assisting and alcohol and other drugs sectors

Tertiary sector regulator by 2013

National VET regulator and the Tertiary Education Quality Standards Agency (TEQSA) are due to merge in 2013. The value of the different sectoral approaches, however, must be retained and enhanced to support community services and health workforce reform

Workforce development agenda

Australia must leverage its investment in VET towards workforce development solutions beyond the delivery of skills and qualifications only.



Workforce development challenges

- Shift towards service models that emphasise prevention, primary, community and home-based services, client functional independence and person-centred approaches
- Need to build leadership, management and workforce planning and change capacity
- Increased complexity of client needs
- Increased use of assistant and advanced practitioner roles
- Policy focus on integrated models of service delivery
- Need to enhance capacity in community services
- Labour shortages in rural and remote areas
- Increased use of technology in service delivery and workforce development



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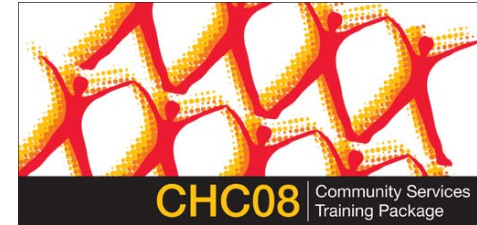
- Aged care
- Hospital/acute
- Allied health
- Mental health
- Coordination
- Regional/place-based



Qualifications and competency standards

CHC08 Community Services Training Package

- Individual client support
- Community services and development
- Childrens and youth services
- Client services



HLT07 Health Training Package

- Direct client care
- Technical support work
- Ancillary and business services
- Public health



Over 160 qualifications

Competency standards and skill sets

Certificate I to Vocational Graduate Diploma

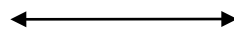


Articulation between vocational education and higher education – must be more dynamic

VET sector

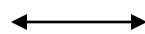
- Aboriginal Health Worker and Torres Strait Islander Health Work
- Enrolled Nursing
- Aged care
- Disability
- Allied Health Assistance
- Community care
- Medical Practice Assistance

**Training Packages/
competency standards**



Higher education

- General Practice/medical
- Nursing
- Allied Health



University courses

AQF Qualification by Sector of Accreditation

Schools Sector Accreditation	Vocational Education and Training Sector Accreditation	Higher Education Sector Accreditation
	Vocational Graduate Diploma	Doctoral Degree
	Vocational Graduate Certificate	Masters Degree
	Advanced Diploma	Graduate Diploma
	Diploma	Graduate Certificate
Senior Secondary Certificate of Education	Certificate IV	Bachelor Degree
	Certificate III	Associate Degree, Advanced Diploma
	Certificate II	Diploma
	Certificate I	



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