

HEALTHCARE & SOCIAL ASSISTANCE



Government of South Australia
Training and Skills Commission

www.tasc.sa.gov.au

Foreword



The Commission is pleased to present this report on South Australia's Industry Priority Qualifications (IPQs). This unique report details the extensive industry collaboration and consultation process undertaken by the Commission over the last 12 months, culminating in the identification of industry's priorities across the State economy and within 18 industry sectors; the first time this has been achieved. The level of engagement with industry stakeholders exceeded the Commission's expectations, and we acknowledge the hundreds of contributions made by industry. The scope and depth of the results achieved through this collaborative approach means this work will remain important and relevant for years to come.

These Priority Qualifications Lists are a direct reflection of industry feedback and will play an important role as one of a range of inputs used by Government to determine which Vocational Education and Training qualifications will receive publicly funded support.

South Australia needs a workforce that is innovative and adaptable but most importantly, in possession of the skills required to meet the ever-changing needs of industry and the South Australian economy. This report is a valuable tool to assist in meeting this challenge.

The detailed findings contained in this report are valuable across several domains; valuable to Government in guiding public investment in skills development, and valuable to industry to better understand and compare qualification priorities across sectors. These findings are also valuable to the Commission as they provide a platform for further exploration and policy deliberations which in turn will inform future recommendations to Government as part of our State Workforce Development Plan Skills for Future Jobs 2020 to be released at the end of 2016.

While it is acknowledged that the priorities of Government and public investment may differ from those of industry, we are encouraged by the fact that this is the first time Government will have a comprehensive understanding, informed directly by industry, of the needs of industry within the context of qualification and skills priorities.

On behalf of the Commission, we extend a sincere thank you to all contributors and respondents who participated in our consultations. It is clear that the challenges facing skills development for industry are significant, but so is the appetite from Government, industry and the community to actively pursue mutually beneficial solutions.



Anthony Kittel
CHAIR



Melinda OLeary
DEPUTY CHAIR

Our Members



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Chief Executive Officer, REDARC Electronics



Ms Melinda OLeary (Deputy Chair)
Nova Systems



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The Training and Skills Commission

The Commission, established in 2003 and later reformed in 2008, is comprised of industry, academic and community leaders with responsibility for advising the Minister for Higher Education and Skills on skills and workforce development priorities for South Australia and regulation of our Apprenticeship and Traineeship system.

The Commission also provides independent, strategic advice on how South Australia can invest in a sustainable, highly skilled workforce particularly in key growth sectors. This advice is crucial to meeting South Australia's economic and social needs, now and into the future.

Our Responsibilities

The Commission's responsibilities include:

- promoting and encouraging investment, equity and participation in, and access to vocational education and training (VET);
- monitoring, reporting and making recommendations to the Minister on the state of VET and workforce development in South Australia, including the expenditure of public money in these areas; and
- promoting pathways between the secondary school, VET, adult community education, and higher education sectors.

Executive Summary

This report represents the significant findings of the Commission's Industry Priority Qualifications Survey. With 1,138 Qualifications, Skill Sets and Accredited Courses (QSCs) identified by industry as a priority, this report provides a unique opportunity for the State Government to strategically align its investment in skills development with the qualification priorities of industry.

The 'Whole of Economy' List of Priority Qualifications was informed by 850 responses to an industry designed survey, 20 half-day consultation sessions, discussion with peak employer and employee bodies and now a final revision after being available for feedback since the launch of the Interim Report on 8 December 2015. This document represents over 800 hours of consultation activity, and is arguably the most comprehensive exploration of industry demand conducted in any jurisdiction across Australia.

Across the breadth of our State's economy there are 106 QSCs identified as Highest Priority (Tier 1), 169 identified as a High Priority (Tier 2), 225 identified as a Priority (Tier 3), 639 identified as a Low Priority (Tier 4) and 2,961 were not selected (Tier 5).

As diverse as enterprises are within our State, the results of the Commission's stakeholder consultations indicate the wide application of generic and transferable qualifications across most industry sectors. Of the 106 qualifications identified as a Tier 1 priority, approximately 50 percent are highly transferable and non-industry specific. Leadership and management, general business related qualifications as well as work, health and safety qualifications were routinely identified as a high priority across most industry sectors.

These results are complemented by qualitative insights gathered from extensive conversations with our industry Partners, which in turn has enabled the identification of key trends and workforce development challenges in South Australia.

These include:

- The increasing complexity of the Vocational Education and Training (VET) sector is proving difficult to understand and navigate;

- Formal training is not always the answer to the workforce development needs of industry;
- Enterprises highly value skills that increase the internal mobility and capabilities of employees;
- The Australian Qualifications Framework (AQF) and Training Packages are inconsistent and often misunderstood by many engaged in the VET system;
- Continual changes to the level of public subsidy for VET qualifications at both a State and Commonwealth level diminishes business planning capability;
- The capacity of industry to invest in skills development varies widely between sectors and sub-sectors, as well as between small and large employers;
- As diverse and unique as our State's economy is in the national context, so too are the unique needs of our regions when compared to the broader South Australian economy; and
- High growth employers have demonstrated differing needs than those employers experiencing subdued conditions.

Throughout the process of consultation the Commission has remained committed to its principles of transparency with its approach and methodology.

The final consultation phase and work of the Commission has reaffirmed the strength of this engagement, with some (though not extensive) changes in priorities that reflect additional stakeholder feedback and analysis.

The Commission is confident that the 'Whole of Economy' Priority Qualifications List now represents the best platform South Australia has ever had to guide Government investment in VET towards industry need. These qualifications have been self-identified by industry and have been considered in the context of the wider economy. Discussions with our industry Partners and stakeholders were extensive to the point of being able to consider individual qualifications and their place in our diverse VET sector.

It is not always the case that VET qualifications are undertaken for the purposes of employment or improving business productivity. It is therefore important to understand the role that VET plays in our society in the broader context. The Commission has long provided support and analysis on the importance of the VET sector in social inclusion, and recognises the integral part that Adult Community Education (ACE) plays in providing pathways that encourage participation in work and community.

In this report, the Commission has provided suggestions on how the South Australian Government should treat the findings as well as identifying opportunities for future policy work.

That said, this report is a platform for industry as much as a blueprint for Government; one which provides better information on market demand and activity, as well as providing a tool to promote closer alignment of Government support to industry need.

As perhaps the only report of its kind – industry, government, training providers, employers and various other stakeholders now have yet another piece of the strategic puzzle, one which can respond to the question of ‘what training and skills should the Government support’?

This report, although not the complete answer, is a significant step forward and one that will provide insight into the skills needs of industry well into the future.

This report should be read in conjunction with the full Report on South Australia's Industry Priority Qualifications available at: www.tasc.sa.gov.au



Respondents

850 respondents completed the IPQ Survey representing employers, individuals, unions, registered training organisations and industry groups.



Employer Size

58% of employers surveyed identified as **micro or small businesses** with less than 20 employees.



Qualifications

Over 1,100 Qualifications, Skills Sets and Accredited Courses (QSCs) were identified by industry as a priority. This is just over 25% of all available QSCs (4,103) embedded within the IPQ Survey.



Priorities

106 qualifications were identified as a **top priority** for industry over the next five years, while 169 were identified as a high priority and 225 identified as a priority. The remaining 639 were identified as lower priority.



Top Qualifications

Generic (business-related) qualifications were consistently identified as high priorities for industry and the SA economy. These qualifications were often considered applicable to multiple occupations and transferable across industry sectors.



Skills Clusters

Managerial and Leadership, Sales and Customer Service and Information and Technology skills were ranked most highly across industry sectors by survey respondents as the skills required in the next five years.



Key Challenges

Reskilling will be a priority to meet the skills and workforce needs of the future as structural change presents ongoing challenges for the South Australian economy.



Projected Employment Growth

TaSC Interim Modelling projects employment growth of **1.1 % per annum (43,000 new jobs)** over the next five-year period.



Regional Needs

The **Industry Priority Qualifications of State Government Regions** are very diverse and need to be better understood.



High Growth & Small Employer Needs

Both High Growth and Small Employers have ranked **Marketing & Customer Engagement qualifications** as high priority.

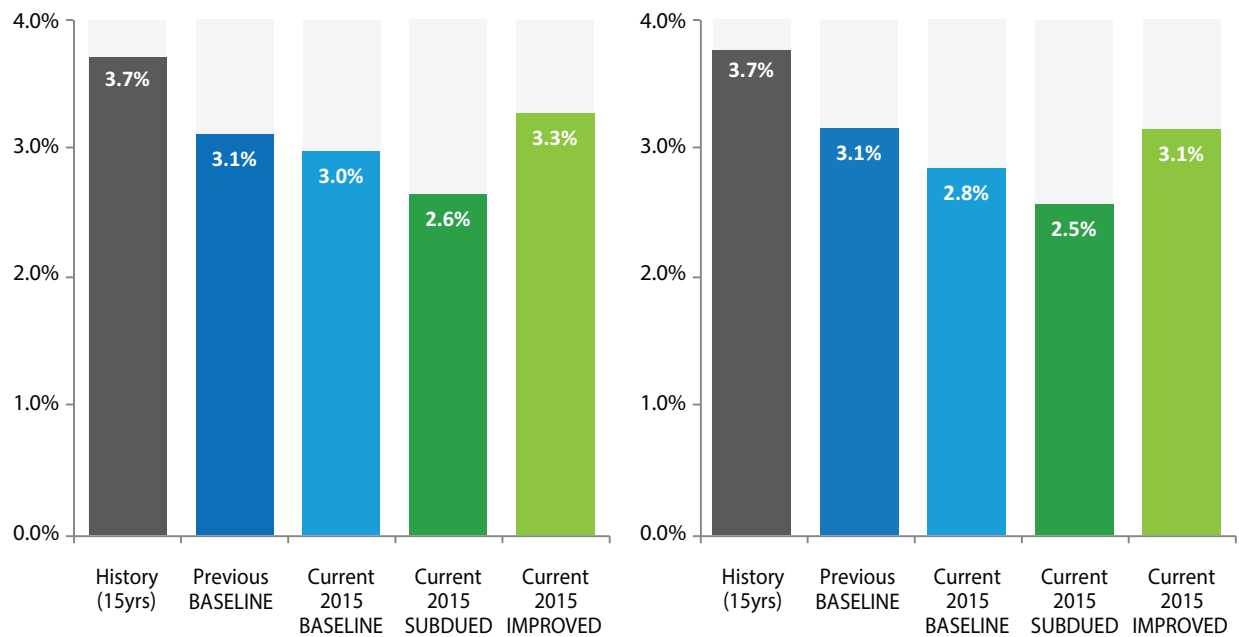
Health Care and Social Assistance

Employment Outlook

According to the Commission’s interim modelling, employment in the Health Care and Social Assistance industry is projected to increase 3 percent a year over the next five (5) years under the baseline scenario. This compares with a rate of growth over the past 15 years of 3.7 percent per annum.

Over the long-term (2014-15 to 2024-25), the industry is expected to record continued employment growth above the State average. As a result, its share of the State’s employment is projected to rise from 14.9 percent to 17.7 percent.

Figure 1 - Health Care & Social Assistance, Average Annual Employment Change 2014-15 to 2019-20 and 2014-15 to 2024-25



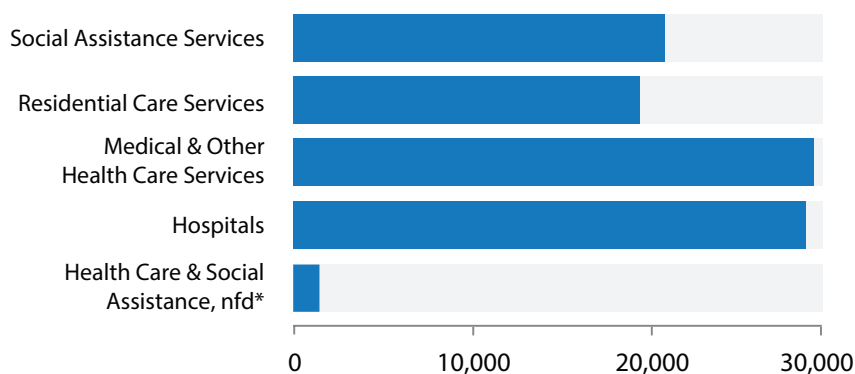
Source: Interim TaSC Economic Modelling, 2015

Industry Outlook

In the year to August 2015 there were 120,500 people employed in the Health Care and Social Assistance Industry, accounting for 15 percent of the South Australian workforce and a 17,000 person increase since 2010. Over the same period, the number of persons employed in the South Australian workforce has increased by 6,700 (or 0.8 percent)¹. It is projected that 229,400 new jobs will be created in the Community Services and Health Industry between 2013 and 2018².

As a personal services industry, this growth pattern is expected to be consistent with population distribution and will continue as providers transition to new models of service delivery largely driven by Governments introducing new funding models to improve efficiency while still providing choice and quality services to clients. Overall, funding for care and support services is becoming more contestable with a greater emphasis on financial contributions from consumers.

Figure 2 - Health Care & Social Assistance, Employment by Sub-Sector



Source: Australian Bureau of Statistics, Census of Population and Housing, 2011

Demand for health and community services continues to grow. The ageing population is expected to increase demand for aged care and related services; population growth is expected to increase demand for early childhood education and care; and mental health services are predicted to increase between 135 and 160 percent by 2027³.

Improving productivity is essential if the Health Care and Social Assistance Industry is to contain the costs associated with an ageing population. Advancements in the use of technology are acknowledged as the major source of increases to productivity, particularly in health care. However, in a human services industry, technological advances cannot respond to all needs. The direct interface between workers and consumers is critical to quality care, prevention of illness and injury, and to effective early intervention⁴.

The share of female employment in this sector has held consistently at 78 percent since 2010 and 50.5 percent of the workforce is employed full-time⁵. These patterns largely reflect a traditional view of females in 'caring' roles and that much of the work is personal service provision to meet individual client needs.

In general, the Health Care and Social Assistance Industry is older than the South Australian workforce, with higher proportions (50.2 percent) of people aged 45 years and older, compared to 42.2 percent of the South Australian workforce⁶.

1 - <http://workforcewizard.skills.sa.gov.au/ReportResult.aspx>

2 - http://www.cshisc.com.au/media/373197/EScan_2015_FULL_VERSION.pdf

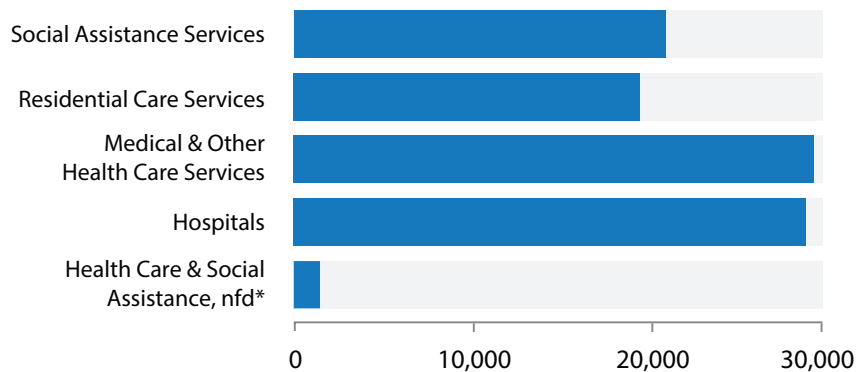
3 - http://www.cshisc.com.au/media/373197/EScan_2015_FULL_VERSION.pdf

4 - http://www.cshisc.com.au/media/373197/EScan_2015_FULL_VERSION.pdf

5 - <http://workforcewizard.skills.sa.gov.au/ReportResult.aspx>

6 - *ibid*

Figure 3 - Health Care & Social Assistance, Employment by Region



Source: Australian Bureau of Statistics, Census of Population and Housing, 2011

Skills needs

Survey respondents ranked the Administration and Support skills cluster as having the highest importance, followed by the Managerial and Leadership and then the Sales and Customer Service skills clusters. This is consistent with the service nature of this work and the moves to greater consumer choice, which is driving providers to differentiate themselves in the marketplace.

Entrepreneurial and Sustainability and Environmental skills clusters were ranked of lowest importance by the Health Care and Social Assistance Survey respondents.

Table 1 - Health Care & Social Assistance, Ranked Skills Clusters

Skills Clusters	This Industry	All Respondents	Compare
Administration & Support	1	5	↑
Managerial & Leadership	2	1	↓
Sales & Customer Service	3	2	↓
Work Health & Safety (WHS)	4	4	↔
Information & Technology	5	3	↓
Human Resources	6	8	↑
Language, Literacy & Numeracy (LLN)	7	10	↑
Marketing & Engagement	8	7	↓
Financial	9	6	↓
Sustainability & Environmental	10	9	↓
Entrepreneurial	11	11	↔

Workforce development themes and issues

As industry adapts to a new funding and service delivery environment, there is evidence of increased demand for different roles and specific skills. To meet this increased demand industry will need more workers. It is expected that one in every four new jobs created between 2013 and 2018 will be in the Community Services and Health Industry⁷. There is also evidence of increased demand for specific skills and changing roles.

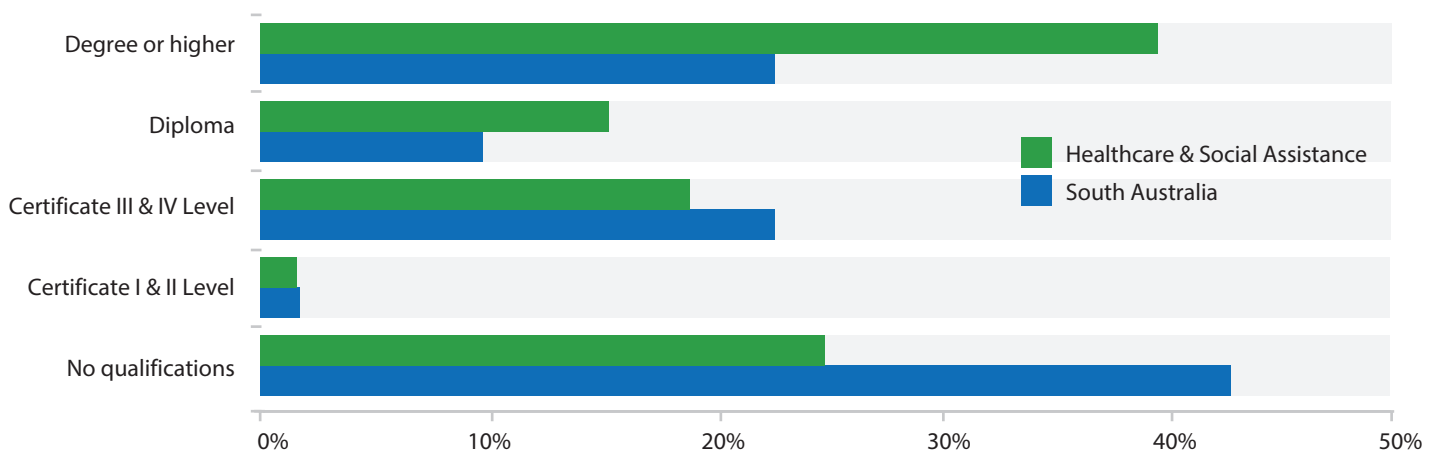
Industry stakeholders have identified the following key trends:

- increased scope of support worker roles in aged care and disability to have a complex mix of diverse skills
- emerging demand for care coordination roles
- continuing demand for workers to develop existing skills and acquire new ones (in some cases leading to the development of advanced care roles)
- increased demand for skills in business leadership, management and administration; and
- greater emphasis on technological knowledge and skills.

The Health Care and Social Assistance Industry is more qualified than the greater South Australian workforce, with 73.7 percent of people with Certificate III or higher qualifications, compared to the greater South Australian workforce with 55.5 percent. In 2014, there were 17,826 students in VET courses related to the Health Care and Social Assistance Industry following a peak of 22,000 in 2013.

These enrolments account for 13.7 percent of VET enrolments in South Australia, despite declines in Apprentice and Trainee commencements⁸. This trend is expected to continue as more assistant roles are created to mitigate rising labour costs and shortages in University qualified workers. Demand by Culturally and Linguistically Diverse (CALD) consumers is expected to increase demand for CALD workers, particularly in aged care.

Figure 4 - Health Care & Social Assistance, Employment Share by Post-School Qualification Level



Source: Australian Bureau of Statistics, Census of Population and Housing, 2011

7 - http://www.cshisc.com.au/media/373197/EScan_2015_FULL_VERSION.pdf

8 - *ibid*

Work placements are crucial to the acquisition of competencies and the assessment of skills and knowledge in a relevant workplace context and this is now reflected in a number of the qualifications in the recently revised Training Packages. These new qualification requirements will place additional burden on RTOs already reporting difficulties sourcing appropriate placements in community services and health organisations, which are unfunded and rely on a great deal of goodwill from employers.

Employers seek those with experience but are reluctant to invest in developing new recruits because of the complexity of employment practices as a result of regulatory requirements. Service providers, who are largely not-for-profit organisations, need access to funding to support workforce development activities. Service providers in regional areas who are often particularly vulnerable to skills shortages need to invest in innovative and collaborative solutions to meet their workforce needs.

Industry Priority Qualifications

The Health Care and Social Assistance Industry received a total of 78 responses Survey. This was slightly below the target number of responses for this Industry, although it received the highest number of responses across all industries. The sub-sector distribution for the Industry was acceptable.

This Industry had a significant share of micro employers, but also contained more large employers than other industries. Almost half of the employers reported likely additions to staff in the short to medium-term.

Stakeholders made several changes to qualifications in this Industry, based on their insight into sector growth areas.

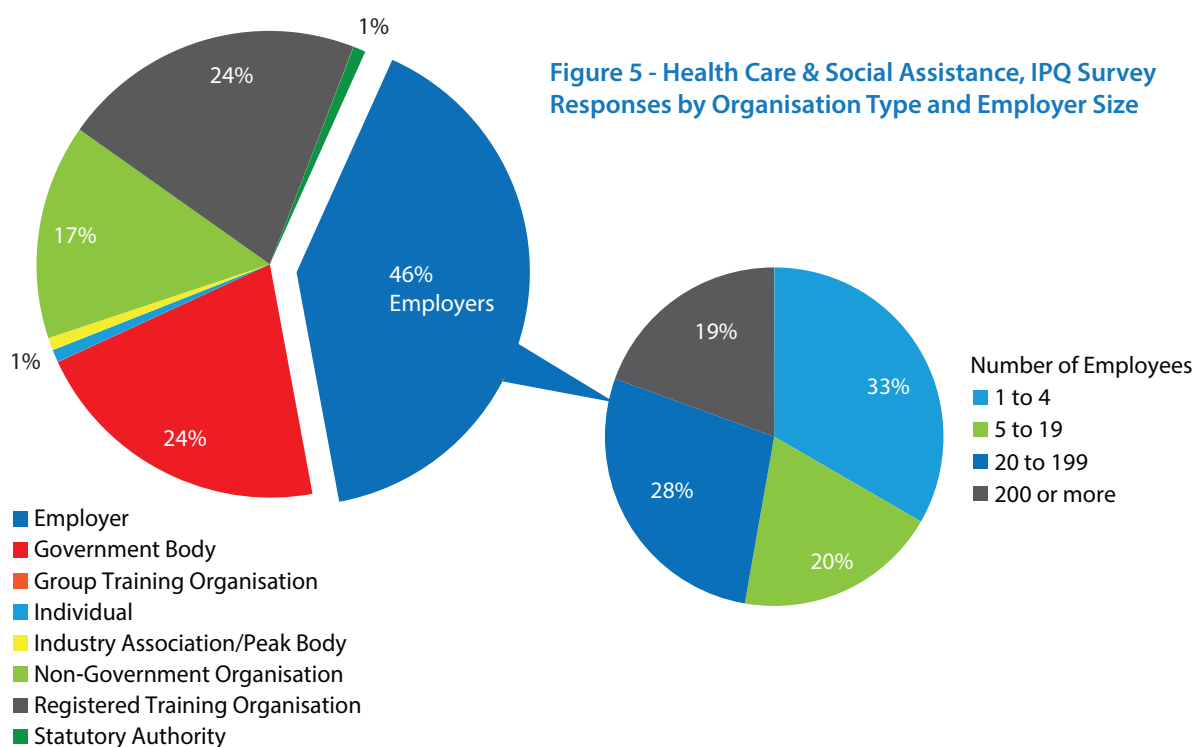


Table 2 - Health Care & Social Assistance, Prioritised Qualifications

Health Care and Social Assistance

Tier 1 (Highest Priority)

Advanced Diploma of Nursing (Enrolled/Division 2 nursing)
 Diploma of Nursing (Enrolled-Division 2 nursing)
 Certificate IV in Health Administration
 Certificate IV in Mental Health
 Certificate III in Individual Support

Tier 2 (High Priority)

Advanced Diploma of Oral Health (Dental Hygiene) (Accredited Course)
 Diploma of Leadership and Management
 Diploma of Practice Management
 Certificate IV in Ageing Support
 Certificate IV in Dental Assisting
 Certificate IV in Disability
 Certificate IV in Leadership and Management
 Certificate III in Business
 Certificate III in Business Administration
 Certificate III in Community Services Work
 Certificate III in Dental Assisting
 Certificate III in Health Administration
 Certificate III in Health Services Assistance
 Certificate II in Health Support Services
 Advanced Diploma of Community Sector Mgt

Tier 3 (Priority)

Advanced Diploma of Dental Prosthetics
 Diploma of Aromatherapy
 Diploma of Community Services (Case management)
 Diploma of Community Services Coordination
 Diploma of Counselling
 Diploma of Dental Technology
 Diploma of Reflexology
 Diploma of Remedial Massage
 Diploma of Work Health and Safety
 Certificate IV in Allied Health Assistance
 Certificate IV in Business
 Certificate IV in Business Administration
 Certificate IV in Community Services (Information, advice and referral)
 Certificate IV in Community Services Advocacy
 Certificate IV in Community Services Work
 Certificate IV in Leisure and Health
 Certificate IV in Massage Therapy Practice
 Certificate IV in Volunteer Program Coordination
 Certificate IV in Work Health and Safety
 Certificate IV in Youth Work
 Certificate III in Allied Health Assistance
 Certificate III in Business Administration (Medical)
 Certificate III in Early Childhood Education & Care
 Certificate III in Health Support Services
 Certificate III in Recordkeeping
 Certificate III in Sterilisation Services
 Certificate III in Work Health and Safety
 Certificate II in Business
 Certificate II in Community Services
 Certificate I in Work Preparation (Community services)

A full list of **Tier 4** (Low Priority) Industry Prioritised Qualifications are available in the IPQ Dataset
www.tasc.sa.gov.au





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Disclaimer: The material contained in this report has been developed by the Training and Skills Commission and was informed through a detailed survey of industry and consultations with key industry partners and groups. The information contained in this report does not necessarily reflect the views of the Government of South Australia or the Department of State Development, or indicate any commitment to a particular course of action.

The information contained in the report is provided in good faith and all reasonable care has been taken in its preparation. The Training and Skills Commission recommends users exercise care in interpreting this report and carefully evaluate the relevance of the material for their purpose and where necessary obtain appropriate advice specific to their particular circumstances.

A full copy of the Report on South Australia's Industry Priority Qualifications can be accessed electronically at:
www.tasc.sa.gov.au

Images have been supplied by the Department of State Development and the South Australian Tourism Commission.

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