



# NDS Qld Key Issues

Service Manager Development Program  
22nd October, 2008

## Key Issues

1. Funding Arrangements
2. Quality and compliance
3. Childrens Services
4. Workforce Capacity

## Funding Arrangements

### Compact (statement of relationship govt/non-govt agencies)

- Endorsed by sector
- With premiers to prepare for cabinet consideration

### Human Service Investment Framework

- Guide govt decisions re: purchasing human services

### Funding policy (formerly Fair Level of Funding)

- Costing methodology being prepared for cabinet
- Our figures indicate

## Quality and Compliance

- Strong outcomes from NDS support
- Service development grants ongoing
- Concern re: complacency

## Current concerns re: cost of compliance

- Loss of focus on people with disability
- Cost of internal reviews, criminal history checking, audits
- Impact of restrictive practice legislative requirements

# Childrens Services

## Current Situation

- Therapy and equipment for children of school age with disability currently under threat
- \$7m provided by Commonwealth, administered by Education Qld.
- No growth and no indexation since 2004
- DSQ currently provides approx \$4m through Family Support Program

## Key Issues

- Need significant growth & full indexation
- Need whole of government strategy for 0-18 years
- Need DSQ to show leadership around childrens services

## Workforce Issues

- What we know
- What we need to understand better
- Vision for the future

## Community services & health industries

- 1.1 million workers (10.4% of the workforce)
- 3<sup>rd</sup> largest Australian employer (has replaced manufacturing)
- 24% of all new workforce until 2012
- 46% of workers are over the age of 45 (9% above industry average)

## Disability workforce data: National survey

1,238 responses online from NDS direct support staff (June, 2008)

- 21% 30-39 yrs
- 27.2% 40-49 yrs
- 24.2% 50-60 yrs

What attracted people, what keeps them in the sector, what would cause them to look elsewhere, by

- Service type
- Geographic location
- Age
- Gender

# NDS Qld benchmarking report (December, 2007)

41 responses

- 21% 31-40 yrs
- 31% 41-50 yrs
- 21% 51-60 yrs

21% average turnover (up to 60% not unusual)

72% often or always have difficulty recruiting

67% anticipate needing to increase size of workforce

# Supply and Demand

## Labour Supply

- Unused capacity in existing workforce
- Workers with skills in other sectors
- Newly trained or retrained workers
- Pathways in and out of the sector
- Remuneration and conditions

## Labour Demand

- Forecasting based on population
- Responses to unmet need (govt and organisational)
- Growth vs consolidation
- Preferred service models
- Expectations around entry requirements

*Capacity for responding to changing demand  
(at a system level and organisational level)*

# Community Services Workforce Profiling Project

National Institute of Labour Studies, Flinders University  
(CDSMAC priority)

Characteristics of workforce (org and individual), by jurisdiction for

- Child protection
- Juvenile justice
- Disability
- General community services

Timeframe

- Commence data collection March 09
- Final report December 09

## Community Active Careers

- Branding of work in the community services as “work that matters”
- Range of resources for employers and students
- Targeting school leavers
- Actively promoting pathways such as school based apprenticeships
- Hosted by Community Services and Health Industry Skills Council

## Follow up work to NDA/KPMG Report (2006)

- Based in Tasmania
- Select tender for work to pick up on issues and recommendations raised in report
- Call for ongoing data collection & strategy evaluation supported
- Call for licencing/professionalisation of workforce needs further consideration
- Call for minimum entry level also requires further discussion

## Productivity Places

124,000 places (24% growth established CS & H)  
50% Commonwealth, 40% State, 10% Enterprise contributions

### Community Services and Health Industry Skills Council

- Environmental scan (based on John Buchanan work)
- Evaluation of impact

### DETA

- Targeting organisations not RTOs
- Distribution still being considered/negotiated

### NDS priorities

- Coordinator/service manager training & dev program (2-3 yrs)
- Skills sets as pathway from other sectors

# Community Services Training Package Review

- Call for combined qualification rejected by HACC & Aged Care
- Allows for skill clusters (need to negotiate with DETA for recognition and funding to workplaces/RTOs for delivery)
- Reflect contemporary workplace practice
- New vocational graduate diploma
- Will hopefully address training issues relating to administration of medication by support workers in Qld
- About to be endorsed at state level (NDS national position)

## *Implications*

- Types of work as reference point, rather than award levels
- Competency based induction
- Stronger pathways between industries

## National NDS Workforce Project

- Compare existing data with industry perceptions
- Raising awareness within sector of broader labour market context
- Pilot projects focusing on job design and strengthening relationships with VET sector
- Exploring range of retention strategies
- Encourage collaboration
- Use evidence/data to inform planning and performance management
- Strengthen the capacity of both systems and organisations to respond to changing demand

# Disability Services Skilling Plan

- Key account manager through TAFE Qld
- State wide TAFE Delivery Strategy
- Linker strategy
- Vocational Training Assistance Grants
- Indigenous Mentoring Program
- Skills Development Scholarship
- Cross-Cultural Practice Development Strategy
- Educators and Trainers Fellowship Grant
- Industry Sector engagement strategy

*Subject of dept/dept MOU*

## **SNGO activities**

- Disability Sector Training Fund
- VET partnerships project
- Workforce Development Awards
- Hudsons – education pathways project
- NDS sector engagement activities
- Community Door – workforce planning tools, online training resources

## **NDS Workforce Strategy**

1. Understanding the workforce and what drives them
2. Increase visibility of disability work
3. Addressing structural, policy and other barriers
4. Promoting career movement within the sector
5. Facilitating entry and re-entry into the sector
6. Build capacity of workplaces to respond flexibly to changing labour market

## Implications for Government

- Attention to workplace dynamics (job design, working arrangements) then skill development needed to support the work
- Access to standardised induction (regionally based, delivered by local organisations 3-4 times per year)
- Stronger industry driven focus to skilling plan
- Recurrent benchmarking across community services
- Regard for industry benchmarks as reference point for costing models & funding arrangements
- Opportunities for partnership around recruitment, job share arrangements
- Support for innovative retention strategies

## Vision for NDS

Establish an industry driven and owned (co-op model) entity to address current and future workforce capacity challenges

- Promotion of careers and career pathways in the disability sector
- Support the uptake and successful outcomes for disability traineeships
- Staffing agency functions (both permanent and casual labour pool management)
- Conduct workforce related research and benchmarking activities, facilitating an integration of data and innovation into policy and practice
- Conduct training, induction and mentoring and leadership development programs
- And so on.....