



National Disability Services



Australian Government

Department of Education, Employment
and Workplace Relations

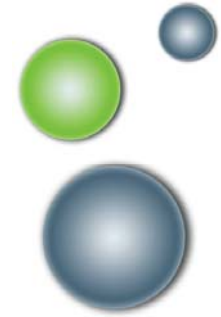
National Workforce Project: *The pilot journeys so far*

www.ndsqldprojects.net/nwp

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Overview



- Economic and labour market context
- Pilots & local responses
- Broader learnings that have emerged

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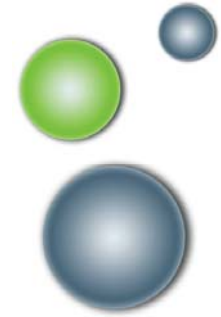




Changes since commencement of the project

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Economic factors

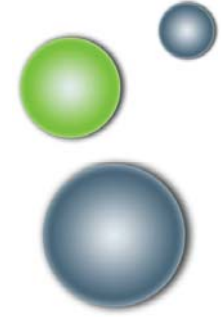
- Greater demand for services, particularly in mental health

Community services generally have grown 45% from 1998 to 2008

- Increased pressure on public health system
- Reduced ability to pay fee for service

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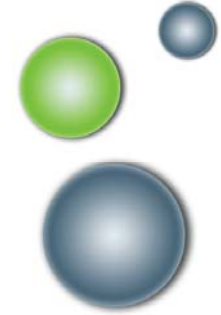
Labour market

- Increase in unemployment
- Reduced superannuation may bring people out of retirement
- Increase in hours worked by part time workers
- Impact on availability of volunteers as paid work becomes a priority

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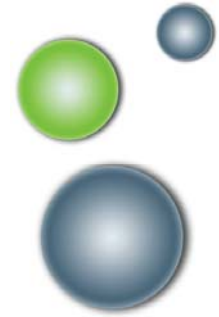
Issues for the sector

- New training package
- Uncertainty in industrial environment
- Greater expectations re: career pathways and recognition of advanced practice
- Greater need for supervision, management & leadership development

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Pilot Project Process

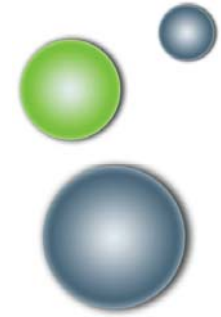


- Invitation to engage
- Initial pilot workshop (design phase)
- Refinement of project plans
- Ongoing support by project team
- Most Significant Change interviews (3)
- Debrief workshop (mid May, 2009)

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The Pilot Sites



Optia Inc. South Hobart,
TAS

*Need for greater career opportunities
for support workers*

New job design

Somerville Community
Services Darwin, NT

*Retention
Need for client brokerage training*

*Evaluate workplace arrangements in context
of turnover*

*Establish partnership with Charles Darwin
University to strengthen training outcomes*

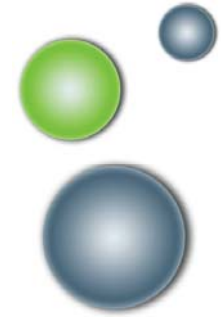
Job redesign to accommodate brokerage

*Review job design & working arrangements
to accommodate international students*

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The Pilot Sites

Lower Great Southern Community Living Ass'n *Albany, WA*

*Low profile of organisation
Low value status of work
Lack of clarity around coordinators
roles
Retention*

*Marketing, increasing quality of supervision,
re-design of coordinator role, improved
relationship with TAFE*

Bedford Industries Melrose Park, SA

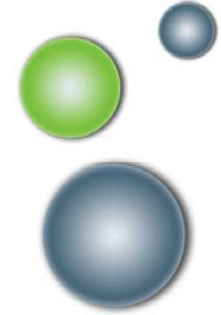
*Difficulty attracting & retaining regional
staff*

*Need to better understand regional
demographics & training needs*

*Data gathering and analysis
Job redesign in response to trends
Targeted marketing campaign*

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The Pilot Sites

Karingal Society *Belmont, VIC*

Need to broaden age profile and gender mix of workforce

Establish employee support groups

Offer greater work/life balance

Target marketing to get VCAL students into disability work

Build relationships with job network to improve job match

Valmar Support Services Tumut, NSW

Difficulty attracting & retaining regional staff

Need to better understand regional demographics & training needs

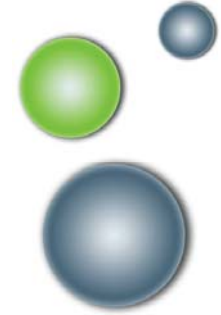
Data gathering and analysis

Job redesign in response to trends

Targeted marketing campaign

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The Pilot Sites

Nulsen Haven Association *Cannington, WA*

Retention & work satisfaction

Positive workplace culture

Need for responsive, well targeted training

Introduce greater variety into work

Refine induction training & support

Improve staff recognition

Collaborate with local TAFE

Interaction Disability Services *Castle Hill, NSW*

Need to broaden labour pool, particularly mature part time & casual workers

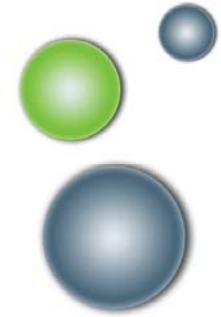
Targeted marketing campaign

Rework job descriptions

Establish recruitment processes that include information sessions, job trial and ongoing contact

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The Pilot Sites

Yooralla Society
Melbourne, VIC

*Performance and retention of
supervisors & support staff*

Job redesign

Skill development to support changes

Oakdale Services Hobart,
TAS

*Need for client/lifestyle driven rostering
systems*

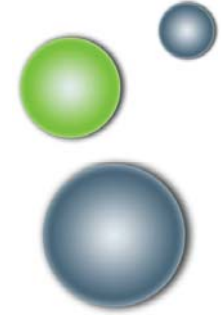
Explore rostering system options

Consult with stakeholders and trial systems

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The Pilot Sites

Keppel Community Care,
Emu Park, Qld

Retention

Develop collective agreement to give staff more control over roster planning and day to day decision making

Koomari, *Canberra ACT*

Insufficient value/outcomes from training

Attraction and retention

Review & improve induction training

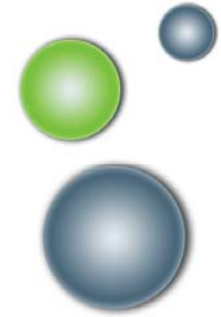
Job redesign

Relationship mapping for supporting career path implementation and succession planning.

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The Pilot Sites

Barkuma Inc *Adelaide, SA*

Retention and capacity of managers to support regional organisational growth

Job review and redesign

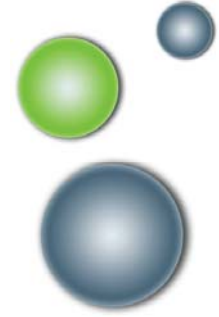
Leadership program development

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What are the learnings so far?

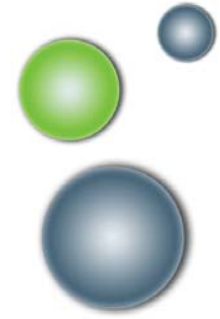


- Skill ecosystem is a useful paradigm for responding to workforce challenges in our sector
- Relationships (including but not limited to the VET sector), job design and working arrangements need to be addressed prior to providing a skilling response

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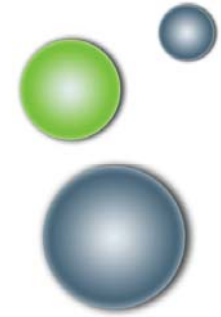
What was confirmed?



1. Changes to service approaches and funding arrangements have had a significant impact on workforce arrangements
2. Increased compliance and reporting requirements have changed the nature of disability work
3. Increasing level and complexity in support needs is having an impact
4. Data is essential
5. Funding arrangements are a significant barrier to retention

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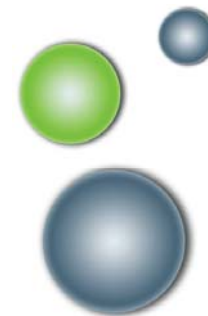




Conclusion

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