



**Aged Care, Disability, Leisure and Health Qualification Review**

**Consultation Strategy**

**June 2025**

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# Document Modification History

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| **Version** | **Status** | **Release date** | **Summary of changes** |
| V1 | Current | 30 June 2025 | Document published |

# Introduction

## 1.1 Project details

|  |  |
| --- | --- |
| Project full name and code: | 25-009 CHC Aged Care, Disability and Leisure and Health Qualification Review  |
| Project shortform name: | Aged Care and Disability |
| Project Manager: | Jane Mancini |
| Stakeholder Engagement Advisor: | Andie Moore |

## 1.2 Purpose of the Consultation Strategy

The purpose of the Consultation Strategy (strategy) is to support the review of:

* CHC33021 Certificate III in Individual Support
* CHC43121 Certificate IV in Disability Support
* CHC43015 Certificate IV in Ageing Support
* CHC43415 Certificate IV in Leisure and Health
* CHC53415 Diploma of Leisure and Health and
* 11076NAT Diploma of Leadership in Disability Services qualifications.

The strategy includes identification and mapping of key stakeholder groups, and outlines consultation objectives, methods and timing of engagement activities. It also includes communication objectives and methods.

The strategy is underpinned by the HumanAbility Stakeholder Engagement Strategy.

## 1.3 Audience

The audience for this strategy is the Project Sponsor, Project Director, Project Team, Technical Committee, Stakeholder Engagement Advisor, Department of Employment and Workplace Relations (DEWR) and key stakeholder groups.

# Background

## 2.1 Project overview

Both the aged care and disability services sectors have been shaped by significant Royal Commissions that have resulted in significant reform. These reforms aim to centre the rights of service users, respond to increasing demand and complexity of support needs and better value the workforces through a harmonised national roadmap.

There are significant shortages of workers in the disability services and aged care sectors, and gaps in both existing and emerging skills. There is a growing emphasis on specialised training and qualifications, such as dementia care, palliative care, and the use of technology in the delivery of care and support. There are also opportunities to grow career pathways, workforce attraction and retention, and a recognise link between workforce and quality of services.

This project aims to critically evaluate and update the qualifications in aged care, disability and leisure and health, to:

1. ensure they meet with current and future needs of employers, consumers and unions,
2. ensure they are aligned with current and regulatory requirements, rights-based models of service delivery, safety and wellbeing outcomes for client
3. clarify existing and improve future career pathways to address workforce shortages.

The project also responds to the findings of the Implementation Review project and aims to align the timing of the training package review with the design of the aged care worker registration scheme.

## 2.2 Importance of stakeholder engagement for project success

Successful stakeholder engagement is critical to the project’s success and value.

It is important to hear from a diverse range of voices including training providers, employers, industry bodies, unions, government agencies, people working in aged care, disability and leisure and health roles, students and people with lived experience.

HumanAbility will engage with key stakeholders through in-depth consultation activities to gather insights, and the broader community. Feedback will play a vital role in shaping the project and inform changes to the qualifications in scope.

This builds on HumanAbility’s *Career Pathways Project,* and sits within an evolving space of reform, against a historic context of marginalisation and discrimination. HumanAbility is conscious of importance of ensuring different groups can engage in ways that work best for them, within timelines, and will endeavour to take a tailored approach when hearing from others.

# Stakeholder engagement objectives and scope

## Stakeholder engagement objectives

* Ensure proposed changes to the qualification deliver on the technical needs of key stakeholder groups by establishing a Technical Committee with representatives such as training providers, unions, industry bodies, employers and government agencies, including people with lived experience and/or consumer voices
* Through ongoing engagement, align changes to the training products in scope to the broader perspectives and objectives of key stakeholders in the aged care and disability sectors.
* Collect thorough, detailed feedback from across the aged care and disability sectors to inform

potential changes to the training products in scope.

* Support different stakeholder groups to engage with the review process through tailored outreach methods, and bespoke opportunities for consultation.
* Provide effective, timely, accessible and transparent communication with stakeholders about consultation opportunities, progress and outcomes of the project.
* Ensure stakeholders are valued, included and heard throughout the project – from its early exploratory stages to its final outcomes.
* Monitor and review the impact of the project.

## 3.2 Scope of stakeholder engagement activities

**In scope**

* Engaging with key stakeholders to deepen HumanAbility’s functional analysis of aged care, leisure and disability roles to gain a sound understanding of roles, responsibilities, and skills required to deliver aged care and disability services and assess existing and emerging skills gaps. This will be achieved through a series of interviews, as well as targeted workshops and focus groups with key employers, unions and consumers, delivered as needed to shape the direction of the project.
* Consultation with key stakeholders across the aged care and disability services sectors on updating the training products in scope to reflect the needs of workforce, industry, people with lived experience and consumers, training sectors, government. Consultation will identify skills and specialisations to support the skills development requirements of this workforce. It will also explore pathways in the industry, including through workshops.
* “Check in” and “touchpoint” interviews with key stakeholders at various times across the project to ensure the project’s findings and direction align to the broader objectives of key stakeholders in the aged care and disability sectors.
* Engagement methods and schedule of activities as outlined in Section 5.

**Out of scope**

* Engagement methods and activities outside of the project lifecycle and/or not listed under Section 5.

# Stakeholder identification and analysis

## 4.1 Stakeholder identification

Stakeholder groups have been identified and mapped in accordance with the International Association of Public Participation (IAP2) principles and practices of engagement.

The table below outlines the key stakeholders and the benefits of their involvement. The mapping exercise identifies how we will engage with each stakeholder group and what methods will be applied - as outlined in Section 5.

Further stakeholder analysis, in consultation with the Technical Committee, will identify key stakeholder organisations and individuals to consult throughout the project lifecycle, including the methods of engagement.

A consultation log will be developed and made available at the end of the project.

## 4.2 Stakeholder categories and analysis

| Stakeholder group | Organisations | Benefits of involvement |
| --- | --- | --- |
| Consultation with Industry Advisory Committees (IAC). | Aged Care and Disability IAC*Note: See the HumanAbility website for list of current IAC members* [*HumanAbility Industry Advisory Committee Members*](https://humanability.com.au/about/industry-advisory-committee-members.aspx) | Provide strategic advice to HumanAbility via expert representatives across the aged care and disability sectors on project progress. |
| Technical Committee with expert representatives from across the sector. | *Note: See Terms of Reference for full Technical Committee list. Committee is half constituted of the training sector (a balance of TAFE and private and public RTO representatives), as well as workforce, provider, peak body, and lived experience representatives.*  | Provide technical advice from direct experience and understanding of the qualifications in scope. |
| Subject matter expert (SME) panel/s | SMEs from across the aged care and disability services sectors that can provide targeted feedback on emerging issues of importance identified prior or during the project.Multiple panels may be established depending on the granular detail level, segmentation of units and required expertise for consultation. | Deliver technical insight through specialist knowledge of identified issues relating to the aged care, disability and leisure and health qualifications and/or related occupations, or through their lived experience. |
| RTOs and educational experts |  Including, but not limited to: * TAFEs and RTOs that deliver or intend to deliver the qualifications
* trainers and assessors
* curriculum maintenance managers.
 | Insights from direct experience delivering the qualifications in scope. |
| Industry peak bodies | Including but not limited to: * National Disability Services
* AbilityFirst Australia
* Ageing Australia
* Australian Recreational Therapists’ Association.
 | Provide insights on opportunities to improve uptake or value of the qualifications, training and career pathways, regulatory compliance, and emergent, related sector-wide developments. |
| Employers | Employers of aged care and disability services workers utilising or affected by the qualifications. | Provide insights on opportunities to improve uptake or value of the qualifications, training and career pathways, regulatory compliance, and emergent, related sector-wide developments. |
| Unions with relevant coverage | Including, but not limited to: * Health Services Union and branches
* Australian Services Union and branches
* Australian Nursing and Midwifery Federation
* United Workers Union
* Australian Workers’ Union and branches
* Australian Education Union
* Community and Public Sector Union SPSF branches
 | Ensure changes to the qualifications support improved career progression, safety, recognition, workforce support, attraction and retention. |
| Relevant commonwealth, state and territory government departments and agencies | Including, but not limited to:* Department of Employment and Workplace Relations (Commonwealth)
* Department of Health, Disability and Ageing (Commonwealth)
* National Disability Insurance Agency
* Disability Discrimination Commissioner
* First Nations Aged Care Commissioner,
* Centres of Excellence and publicly funded workforce groups and collaborations relevant to the project
* Relevant reform-related ministerial and departmental advisory councils
* State Training Authorities
* Relevant providers or Government stewards of recreation, aged care and disability services.
 | Provide input on the project as funders of training placements, incentives and initiatives, as well as of aged care and disability support services, and as market stewards. |
| Assurance and regulatory bodies   | Including but not limited to:* Aged Care Quality & Safeguards Commission
* NDIS Quality & Safeguards Commission
* State-based safeguarding regulators (e.g. Victorian Disability Worker Commissioner)
 | Insight into how training overlaps with/ensures compliance with regulations for safeguarding, appropriate skills and quality of services. |
| Industry Training Advisory Boards / Councils (ITABs) | * Community Services and Health ITAB (NSW)
* CommunitySkills WA
* CheckUP Australia (QLD)
* Industry Skills Advisory Council NT
* South Australian Skills Commission
* Victorian Skills Authority
 | Direct experience and understanding of the aged care, disability and leisure and health qualifications and/or related occupations. Strong state-based connections with industry and training providers |
| Jobs and Skills Councils (JSC) | Units are not included in any training packages outside of HumanAbility’s remit. |  |
| Consumers, advocates and people with lived experience | Including, but not limited to:* Disability Peoples Organisations (DPOs)
* Disability advocacy organisations and disability peak bodies
* Advocacy organisations and peak bodies for Older Australians
* Intersectional advocacy organisations
* Aged care recipients, people with disability and families.
 | Providing the voice of service users to the project, ensuring that workers trained under the products in scope have the right skills and attributes for the people they support.  |
| Priority cohort - Aboriginal and Torres Strait Islander people | Including, but not limited to:* Aboriginal Community Controlled Health Organisations and ACCHO RTOs
* Representative bodies for Older Australians and people with disability from First Nations backgrounds.
* National Association of Aboriginal and Torres Strait Islander Health Workers and Practitioners (NAATSIHWP)
* First Nations people working in the aged care and disability sectors.
 | Ensures the training product meets the specific needs of First Nations employers, workers and service users. |

# Strategic approach

## 5.1 Engagement methods

| Method | Purpose | Who | Timing |
| --- | --- | --- | --- |
| Consultation with Industry Advisory Committees (IAC) | Provide strategic advice to HumanAbility via expert representatives across the aged and disability sectors on project progress. | As listed in section 4.2 | As required or requested during scheduled IAC meetings (during the lifecycle of the project) |
| Consultation with Technical Committee | To support development work and provide technical advice. The Committee will include representatives from key stakeholder groups and national coverage. The Committee will provide input and feedback on the project consultation strategy. | As listed in section 4.2 | Throughout the project lifecycle |
| Functional analysis interviews and workshops | 16 virtual interviews with employers and unions to discuss settings, current roles, functions and tasks, identify jurisdictional and other relevant nuances, and identify opportunities for improving skills gaps, workforce attraction, retention and career pathways.Participants will be drawn from across all states and territories including metropolitan, regional, and remote settings. | Employers, unions and identified SMEs | 1st July – 23rd December 2025. |
| Consultation workshops – in person  | To facilitate group discussions to understand needs, challenges, gaps, solutions and improvements for the qualification.16 face-to-face workshops – including coverage in each state/territory | All groups affected/involved in the training of or delivery of services by qualified workers. Technical experience and understanding of the qualifications preferred (including trainers and assessors of the qualifications) | 2nd January – 6th March 2026 |
| Consultation workshops – online | To undertake facilitated group discussions that will help to understand needs, challenges, gaps, solutions and improvements for the qualifications.5 virtual workshops at a range of various times of day (morning/ afternoon/ evening) to allow different stakeholders to attend at a convenient time | All groups affected/involved in the training of or delivery of services by qualified workers. Technical experience and understanding of the qualifications preferred (including trainers and assessors of the qualifications) | 2nd January – 6th March 2026 |
| Engagement with SME panels  | To undertake facilitated group discussions that will help to understand specific needs and improvements for the qualifications. | SMEs that have direct experience and understanding of the qualifications or related occupations | As required throughout the consultation period |
| Targeted fora | To receive feedback from otherwise difficult to access stakeholders, smaller, targeted discussions with people directly affected by the qualification, such as on the end of conferences. | All stakeholders | As required throughout the consultation period |
| Workplace site visits | Visits to workplaces across metro and regional settings to talk with unions and/or workers and/or employers, better understand current roles, functions, tasks and career pathway options. | Employers | As required throughout the consultation period |
| Training site visits | Visits to TAFEs and RTOs to understand training needs, implementation and delivery challenges, solutions and improvements for the qualification. | Training providers | As required throughout the consultation period |
| Surveys | To consult with all participants. | All stakeholders  | As required |
| Use of existing regular meetings | Utilising existing periodic meetings, including TAFE Centres of Excellence. | All stakeholders | As required |
| External meetings and events | To leverage opportunities to promote the project, gain buy-in and encourage participation. | All stakeholders | As required |
| Professional development workshops  | 3 virtual workshops To focus on the new qualification and how good practice for delivery and assessment will be conducted. A recording of the virtual professional development workshops will be available on the HumanAbility website.  | Trainers and assessors | October - November 2026 |

## 5.2 Timing

|  |  |  |  |
| --- | --- | --- | --- |
| Project stage | Scheduled Start Date | Scheduled End Date | Key Deliverables |
| Stage 1 Project set up | 5th May 2025  | 30th June 2025  | * Establish project team
* Draft a project plan and consultation strategy
* Establish Technical Committee (TC) and seek feedback on draft consultation strategy **(Meeting 1)**
* Submit project plan and consultation strategy to DEWR
* Create a project page on website, publishing the stakeholder engagement plan and timelines
* Publish on website stakeholder engagement plan
 |
| Stage 2 Initial development | 1st July 2025  | 23rd December 2025  | * Early check-ins with priority stakeholders regarding the intent and stages of the project
* Functional analysis consultation, including 16 x virtual interviews with employers and unions held
* Functional analysis workshops held
* Functional analysis report finalised, and consultation paper developed
* Develop draft qualification and units of competency
* Hold Technical Committee meeting seeking feedback on consultation paper and draft qualification and units of competency **(Meeting 2)**
 |
| Stage 3 Public and government consultation | 2nd January 2026  | 6th March 2026  | * Draft qualification and units of competency published on HumanAbility’s website.
* Send communique to all key public and government stakeholders including RTOs and TAFEs currently delivering the nationally accredited qualification that consultation is open and details on how feedback can be submitted
* Conduct:
* 16 face-to-face workshops
* 5 virtual workshops
* Site visits as required
* Consultation log made released on HumanAbility’s website with the log regularly updated with feedback.
 |
| Stage 4 Incorporating feedback | 9th March 2026  | 4th May 2026  | * Review all feedback received, and update the consultation register and actions taken including justification where required
* Meet with TC to inform decisions around conflicting stakeholder feedback **(Meeting 3)**
* Summary of consultation feedback and actions taken published on HumanAbility’s website
* Draft qualification and units of competency finalised and published on HumanAbility’s website with opportunity to comment
 |
| Stage 5 Senior Official’s Check | 5th May 2026  | 16th June 2026  | * Consultation held with Commonwealth and state/territory Senior Responsible Officers
* Feedback incorporated into final documentation
 |
| Stage 6 Finalisation and Submission to Assurance Body | 17th June 2026  | 29th July 2026  | * Internal QA of materials conducted
* Qualification and units of competency uploaded onto the VET National Training Register – in draft format
* Companion volume updated to reflect changes to the training package and including mapping information
* Draft submission finalised and submitted to the Assurance Body for consideration
 |
| Stage 7 Assurance Body and Skills Ministers’ Endorsement | 30th July 2026  | 24th September2026  | * Provision of any additional information the Assurance Body may require
* Submission presented to Skills Ministers for endorsement
 |
| Stage 8 Release and post endorsement | 25th September2026  | 6th November 2026  | * Endorsed training products and associated companion volume released on the VET National Training Register
* Website updated with final outcomes of the project
* Communique sent to all RTOs delivering the qualification and ASQA advising of the entry requirement changes
* 3 virtual professional development workshops held on the new qualification
 |

## 5.3 Consultation questions

Consultation questions will be developed by the project team and refined by the Technical Committee.

Consultation with stakeholders will be structured to:

* Understand changes to the sector and the skills, knowledge, practice and requirements needed for the training products under revision.
* Understand current workforce and skills gaps, challenges, shortages, opportunities and potential solutions.
* Identify and inform changes for the qualifications, units of competency and skill sets.
* Identify functions that are common across all settings/specific settings and pathways within the sector.
* Provide advice on the development of resources, guidance on delivery and pathways information.

# Communications

## 6.1 Communications objectives

* Raise awareness of the project and its objectives among aged and disability services sector stakeholders.
* Promote genuine, inclusive consultation opportunities, key dates, project progress and outcomes to stakeholders through a variety of communications channels.
* Foster the involvement of a diverse range of stakeholders to gather rich and valuable industry insights, experience and expertise to inform the project.
* Build trust and credibility with stakeholders through effective, timely, transparent and accessible communications.
* Ensure our communications approach and content are accessible, inclusive and in line with the Australian Government Style Guide (([https://www.stylemanual.gov.au/accessible-and-inclusive-content](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.stylemanual.gov.au%2Faccessible-and-inclusive-content&data=05%7C02%7Cjane.mancini%40humanability.com.au%7C680fd41d3be34b1e893008ddac9e3fbc%7C970f60a909fa47bbbd6455acf3f6729f%7C0%7C0%7C638856517884962817%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=WXucs4UZby%2FElpCBzPqkUgDbL06ZJAsmAhzW5pUqhr8%3D&reserved=0)).

## 6.2 Communications methods

| Communications channel / tool | Purpose / Details |
| --- | --- |
| Fact sheet  | To provide an overview of the project and how to participate. Includes link to website/project page. |
| HumanAbility website | To provide a dedicated webpage where all project information and activities can be accessed easily. The webpage outlines the key details of the project, timelines, activities in preparation for consultation and communication across all channels. Links for stakeholders to register interest, provide submissions and feedback, register for consultation sessions and access project updates. |
| Emails | To provide information and updates to stakeholders to participate in consultation and learn about the project’s progress. |
| HumanAbility newsletter articles | To provide project updates in HumanAbility’s monthly newsletter. |
| Social media | To publish project consultation opportunities, updates, and other activities on HumanAbility’s LinkedIn and Facebook accounts to alert followers. To direct people to the project webpage and encourage engagement with the project.Stakeholders can increase HumanAbility’s social media reach by sharing content on their social media channels. |
| Industry news media | To leverage relationships with key stakeholder organisations and ask them to share our project consultation opportunities and other activities. |
| Connect and communicate with networks | To contact and link in with industry networks, peak bodies, existing workforce committees/groups and IAC networks to promote the opportunity to participate in the project consultation.Identify and connect with communications departments of industry stakeholders to encourage promotion of consultation activities* Email key messages about the project, image/s, information sheet
* Tag organisations in social media where relevant – link to website consultation page
* Link in with industry events/meetings and hand out material (e.g. info sheet)
 |
| Regular updates and meetings with STAs, /ITABs/CMM | To provide status reports and updates via emails and regular meetings. These activities will occur throughout the project to ensure STAs/ITABs/CMM are kept informed and abreast of any issues or concerns raised during the project. |
| Events/speaking engagements | To attend external events/speaking engagements or host HumanAbility events, online or in person – providing updates to stakeholders |
| Resources | To publish resources - the companion volume will be updated to reflect the new qualifications, skill sets and units of competency, along with guidance on delivery, pathways and mapping information.  |

# Feedback and Consultation Log

Stakeholder feedback will be gathered during the consultation via workshops and interviews/surveys. Stakeholders may also submit feedback via the Training Product Advice Service (web form) and the training product project email address trainingproducts@humanability.com.au, which appears on the project page.

Surveys will be the primary mechanism for structured individual feedback during public consultation. This ensures that feedback can be quantified, analysed qualitatively (thematic analysis) and that the outcomes/response can be tracked as required by the *Training Package Organising Framework*.

The consultation log will capture individual feedback. It will also capture the organisation name, stakeholder type, state and the method of communication/consultation. Stakeholder names and contact details will also be collected to enable HumanAbility to clarify and follow up on the feedback if needed. However, these are not included in the published version of the consultation log and are not submitted to the funding body.

As the feedback is reviewed, the action taken in response to the feedback will be documented in the consultation log. Where feedback is not incorporated, the rationale for this will also be documented.

Where feasible, the themes identified from consultation workshops will be added to the consultation log.

The consultation log will be published on the project page after consultations and incorporation of feedback is complete.

# Evaluation

The effectiveness of the Consultation Strategy will be evaluated using the following measures:

* analysis of stakeholder type and locations
* number of interviews achieved in pre-draft and functional analysis work
* attendance at consultation workshops
* number of dedicated website page visits and submissions made in the portal
* social media posts, engagement and reach (on HumanAbility social media pages and other social media pages)
* newsletter articles / news items published by stakeholders
* meetings held / attendance / topics
* an increase in enrolments and completions of the relevant qualifications.

The Technical Committee and Industry Advisory Committee will also be asked to provide advice relating to the effectiveness of the Consultation Strategy in driving project outcomes.