



# Aged Care, Disability, Leisure and Health

Qualification Review

Consultation Strategy



## Table of Contents

Document Modification History .....	2
1. Introduction .....	2
1.1 Project details .....	2
1.2 Purpose of the Consultation Strategy .....	2
1.3 Audience .....	3
2. Background .....	3
2.1 Project overview .....	3
2.2 Importance of stakeholder engagement for project success .....	3
3. Stakeholder engagement objectives and scope .....	4
3.1 Stakeholder engagement objectives .....	4
3.2 Scope of stakeholder engagement activities .....	4
4. Stakeholder identification and analysis .....	5
4.1 Stakeholder identification .....	5
4.2 Stakeholder categories and analysis .....	5
5. Strategic approach .....	8
5.1 Engagement methods .....	8
5.2 Timing .....	11
5.3 Consultation questions .....	13
6. Communications .....	14
6.1 Communications objectives .....	14
6.2 Communications methods .....	14
8. Evaluation .....	16

## Document Modification History

Version	Release date	Summary of changes
V1	30 June 2025	Document published
V1.1	13 April 2026	Extension of Stage 2 Initial development and following on from that; amended dates for remaining stages. Included additional units of competency into project

## 1. 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 Manager:	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.

## 2. Background

### 2.1 Project overview

Both the aged care and disability services sectors have been shaped by 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.

Current qualifications are creating barriers for learners to upskill, and content of the qualifications do not match structural changes in the disability sector, as well as increasing demand for home care. There are opportunities to grow career pathways, workforce attraction and retention, and a recognised link between workforce and quality of services.

With this background in mind, **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.

This means hearing from a wide range of people: training providers, employers, industry bodies, unions, government agencies, people working in aged care, disability and leisure and health roles, students – ensuring we reflect the specific needs of First Nations communities, culturally and linguistically diverse providers, participants and workers, and services in regional, remote and rural Australia.

It is also deeply important to us to hear from people who use disability services and aged care services in the work of this project.

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 work already complete in HumanAbility's Career Pathways Project and the Implementation Review of aged care and disability qualifications, 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.

## 3. Stakeholder engagement objectives and scope

### 3.1 Stakeholder engagement objectives

- Propose changes to the qualification to deliver on the technical needs of key stakeholder groups through the establishment of a technical committee.
- Draw on work already complete by Humanability, and members of the aged care and disability sectors, to minimise duplicative consultation and maximise quality and quantity of engagement.
- 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, considering linkages with government reforms as appropriate.
- 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.

The scope of stakeholder engagement is identified in Section 5. Any forms of stakeholder engagement not identified in Section 5 should be considered “out of scope”.

## Stakeholder identification and analysis

### 4.1 Stakeholder identification and analysis

The table below outlines the key stakeholders for this project and the value their involvement brings to the project. Stakeholders have been identified in accordance with the International Association of Public Participation (IAP2) principles and practices of engagement.

The benefits of engagement inform how we will engage with each stakeholder group (outlined in Section 5). Through the project lifecycle, we will continue to identify key stakeholder organisations and individuals to consult and the appropriate methods of engagement, in consultation with the technical committee. Other jobs and skills councils are not listed below, as the project scope is limited to reviewing units in Humanability’s remit.

Stakeholders	Organisations	Benefits of involvement
<b>Aged Care &amp; Disability</b>	See HumanAbility website for list of current IAC members.	Strategic advice via expert representatives across the

<b>Stakeholders</b>	<b>Organisations</b>	<b>Benefits of involvement</b>
<b>Industry Advisory Committees (IAC).</b>		aged care and disability sectors on project progress.
<b>Technical Committee</b>	Committee is constituted by a balance of perspectives and representation as outlined in the Technical Committee's Terms of Reference.	Technical advice based on sector expertise and direct experience and understanding of the qualifications in scope
<b>Subject matter expert (SME) pool/s</b>	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 pools may be established depending on the granular detail level, segmentation of units and required expertise for consultation.	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.
<b>RTOs and educational experts</b>	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.
<b>Industry peak bodies</b>	Including but not limited to: National Disability Services, AbilityFirst Australia, Ageing Australia, Australian Recreational Therapists' Association.	Insights on opportunities to improve uptake or value of the qualifications, training and career pathways, regulatory compliance, and emergent, related sector-wide developments.
<b>Employers</b>	Employers of aged care and disability services workers utilising or affected by the qualifications.	Insights on opportunities to improve uptake or value of the qualifications, training and career pathways, regulatory compliance, and emergent, related sector-wide developments.
<b>Workers and unions with</b>	Workers with an interest in the training products, and their representative unions, including, but not limited to: Health Services Union and branches,	Ensure changes to the qualifications support improved career

<b>Stakeholders</b>	<b>Organisations</b>	<b>Benefits of involvement</b>
<b>relevant coverage</b>	Australian Services Union and branches, Australian Nursing and Midwifery Federation, United Workers Union, Australian Workers' Union, Australian Education Union, Community and Public Sector Union SPSF.	progression, safety, recognition, workforce support, attraction and retention.
<b>Relevant federal, state and territory government departments and agencies</b>	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.	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.
<b>Assurance and regulatory bodies</b>	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.
<b>Industry Training Advisory Boards / Councils (ITABs)</b>	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 qualifications and related occupations, strong state-based connections with industry and training providers
<b>Advocates and participants in aged care and disability supports</b>	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 groups, participants in aged care and disability supports.	Hearing the voice of service, ensuring that workers trained under the products in scope have the right skills and attributes for the people they support.
<b>Priority cohort - Aboriginal and Torres</b>	Including, but not limited to: Aboriginal Community Controlled Health Organisations, including ACCHO RTOs and NACCHO, Representative bodies for Older Australians and people with disability from First	Ensures the training product meets the specific needs of First Nations

Stakeholders	Organisations	Benefits of involvement
<b>Strait Islander people</b>	Nations backgrounds, National Association of Aboriginal and Torres Strait Islander Health Workers and Practitioners (NAATSIHWP) , National Aboriginal & Torres Strait Islander Ageing and Aged Care Council (NATSIAACC), First Nations people working in the aged care and disability sectors.	employers, workers and service users.

## 5. Strategic approach

### 5.1 Engagement methods

Method	Purpose	Who	Timing
<b>Industry Advisory Committee consultation</b>	Provide strategic advice to HumanAbility via expert representatives across the aged and disability sectors on project progress.	As listed in section 4.1	As requested in IAC meetings
<b>Technical Committee consultation</b>	Support development work and provide technical advice and feedback on the consultation strategy. The Committee will include representatives from key stakeholder groups and national coverage.		Throughout the project
<b>30 virtual Functional analysis interviews and 5 functional workshops</b>	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 all states and territories from metropolitan, regional, and remote areas.	Employers, unions and identified SMEs	July June 2026
<b>Government and Public consultation workshops (24 face to face, 24 online – 2 rounds of consultation)</b>	Group discussions to understand needs, challenges, gaps, solutions and improvements for the qualifications.  This includes: <ul style="list-style-type: none"> <li>24 virtual workshops (for aged care, disability, or health and leisure) held at a range of various times of day (morning/ afternoon/ evening) to allow different stakeholders to attend at a convenient time</li> </ul>	All groups affected/ involved in training or service delivery. Technical experience, understanding of the qualifications preferred	July - September 2026

Method	Purpose	Who	Timing
	<ul style="list-style-type: none"> <li>And 24 face to face workshops held in each state and territory focusing on different qualifications in scope.</li> </ul> <p>Further workshops will take place as required in a second phase of consultation.</p>		November – December 2026
<b>Engagement with subject matter expert (SME) pools</b>	Consultation with identified subject matter experts to understand specific needs and improvements for the qualifications. This may include reference groups for participants in disability services or aged care.	SMEs with specialist knowledge to inform project findings.	As required
<b>Site visits</b>	Effectively consult worker and employers by reaching them in their workplaces.	Employers and unions	
<b>Sector-facilitated workshops</b>	Receive feedback through workshops hosted by sector organisations, such as through conferences or gatherings, especially to reach stakeholders who are otherwise difficult to engage.	All stakeholders	
<b>Surveys, online feedback and submissions</b>	Stakeholders can provide a response to a survey, freeform feedback or full policy submissions in response to the project, to add value to feedback already provided in workshops, or in place of it.		
<b>Leveraging existing meetings with critical partners</b>	Establishing or utilising periodic meetings with TAFE Centres of Excellence and Government Departments and industry stakeholders to strengthen project participation and ensure alignment to government reforms and objectives.		
<b>External events</b>	Attending events with larger gatherings of critical stakeholders.		
<b>3 virtual professional development workshops</b>	Focus on the new qualifications and how good practice for delivery and assessment will be conducted. Workshop recordings will be available on the HumanAbility website.	Trainers and assessors	June - August 2027

## 5.2 Timing

Project Stage	Key Deliverables
<p><b>Stage 1 Project set up</b></p> <p>Scheduled Start Date: 5 May 2025</p> <p>Schedule End Date: 30 June 2025</p>	<p>Establish project team</p> <p>Draft a project plan and consultation strategy</p> <p>Establish Technical Committee (TC) and seek feedback on draft consultation strategy (Meeting 1)</p> <p>Submit project plan and consultation strategy to DEWR</p> <p>Create a project page on website, publishing the stakeholder engagement plan and timelines</p> <p>Publish on website stakeholder engagement plan</p>
<p><b>Stage 2 Initial development</b></p> <p>Scheduled Start Date: 1 July 2025</p> <p>Schedule End Date: 23 June 2026</p>	<p>Early check-ins with priority stakeholders regarding the intent and stages of the project</p> <p>Functional analysis consultation, including but not limited to 30 x interviews</p> <p>5x virtual functional analysis workshops held – Aged care, disability, leisure and health</p> <p>Functional analysis report finalised, and consultation paper developed</p> <p>Develop draft qualification and units of competency</p> <p>Hold Technical Committee meeting seeking feedback on consultation paper and draft qualification and units of competency (Meeting 2)</p>
<p><b>Stage 3a First Public and government consultation</b></p> <p>Scheduled Start Date: 6 July 2026</p> <p>Scheduled End Date: 14 September 2026</p>	<p>Draft qualification and units of competency published on HumanAbility’s website with opportunities to submit feedback.</p> <p>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</p> <p>Conduct workshops (16 face-to-face, 12 virtual), other methods as required.</p> <p>Consultation log made released on HumanAbility’s website with the log regularly updated with feedback.</p>
<p><b>Stage 3b Incorporating feedback from first public and government consultation period</b></p>	<p>Review all feedback received, and update the consultation register and actions taken including justification where required</p> <p>Meet with TC to inform decisions around conflicting stakeholder feedback (Meeting 3)</p> <p>Summary of consultation feedback and actions taken published on HumanAbility’s website</p>

<p>Scheduled Start Date: 14 September 2026</p> <p>Scheduled End Date: 9 November 2026</p>	<p>Draft qualification and units of competency finalised and published on HumanAbility’s website with opportunity to comment</p>
<p><b>Stage 4a second public and government consultation period (6 weeks)</b></p> <p>Scheduled start date: 9 November 2026</p> <p>Scheduled end date 21 December 2026</p>	<p>Upload to HumanAbility’s website updated draft qualifications, skill sets and units of competency</p> <p>Send communique to all key public and government stakeholders including RTOs currently delivering the qualifications that consultation is open again and details on how feedback can be submitted.</p> <p>Conduct further workshops to validate incorporated changes with the public and government</p> <p>Consultation log made visible on HumanAbility’s website with the log regularly updated with feedback</p>
<p><b>Stage 4b Incorporating feedback from first public and government consultation period</b></p> <p>Scheduled Start Date: 21 December 2026</p> <p>Scheduled End Date: 1 February 2027</p>	<p>Review all feedback received, and update the consultation register and actions taken including justification where required</p> <p>Meet with TC to inform decisions around conflicting stakeholder feedback (Meeting 3)</p> <p>Summary of consultation feedback and actions taken published on HumanAbility’s website</p> <p>Draft qualification and units of competency finalised and published on HumanAbility’s website with opportunity to comment</p>
<p><b>Stage 5 Senior Official’s Check</b></p> <p>Scheduled Start Date: 1 February 2027</p> <p>Schedule End Date: 15 March 2027</p>	<p>Consultation held with Commonwealth and state/territory Senior Responsible Officers</p> <p>Feedback incorporated into final documentation</p>
<p><b>Stage 6 Finalisation and Submission to Assurance Body</b></p> <p>Scheduled Start Date: 15 March 2027</p>	<p>Internal QA of materials conducted</p> <p>Qualification and units of competency uploaded onto the VET National Training Register – in draft format</p> <p>Companion volume updated to reflect changes to the training package and including mapping information</p>

Schedule End Date: 26 April 2027	Draft submission finalised and submitted to the Assurance Body for consideration
<b>Stage 7 Assurance Body and Skills Ministers' Endorsement</b>  Scheduled Start Date: 26 April 2027  Schedule End Date: 28 June 2027	Provision of any additional information the Assurance Body may require.  Submission presented to Skills Ministers for endorsement
<b>Stage 8 Release and post endorsement</b>  Schedule Start Date: 28 June 2027  Scheduled End Date: 16 August 2027	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, as well as the current workforce, skills gaps, challenges, shortages, opportunities and potential solutions.
- Identify functions that are common across all settings/specific settings and pathways within the sector, and inform changes for the qualifications, units of competency and skill sets.
- Provide advice on the development of resources, guidance on delivery and pathways information.

## 6. 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 stakeholder trust and credibility through effective, timely, and transparent communication.
- Ensure an accessible and inclusive communications approach in line with the Australian Government Style Guide (<https://www.stylemanual.gov.au/accessible-and-inclusive-content>).

## 6.2 Communications methods

Communications channel / tool	Purpose / Details
<b>Fact sheet</b>	Provide an overview of the project and how to participate. Includes link to website/project page.
<b>HumanAbility website</b>	Provide a dedicated webpage where all project information and activities can be accessed easily, outline 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.
<b>Emails</b>	Provide information to stakeholders around participation opportunities and project's progress.
<b>HumanAbility newsletter articles</b>	Provide project updates in HumanAbility's monthly newsletter.
<b>Social media</b>	Publish project consultation opportunities, updates, and other activities on HumanAbility's LinkedIn and Facebook accounts to alert followers, increase HumanAbility's social media reach through stakeholders sharing content. Direct people to the project webpage and encourage project engagement.
<b>Industry news media</b>	Leverage relationships with key stakeholder organisations and ask them to share our project consultation opportunities and other activities.
<b>Connect and communicate with networks</b>	Contact and link in with industry networks, peak bodies, existing workforce committees/groups and IAC networks to promote consultations. 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)
<b>Regular updates and meetings with STAs, /ITABs/CMM</b>	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.
<b>Events/speaking engagements</b>	Attend external events/speaking engagements or host HumanAbility events, online or in person – providing updates to stakeholders

Communications channel / tool	Purpose / Details
<b>Resources</b>	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.

## 7. Feedback and Consultation Log

Stakeholder feedback will be gathered primarily through consultations, workshops and engagements, as well as surveys, and then quantified, analysed qualitatively (thematic analysis), with outcomes/response tracked as required by the Training Package Organising Framework.

Stakeholders may also submit feedback via the Training Product Advice Service (web form) and the project email address [trainingproducts@humanability.com.au](mailto:trainingproducts@humanability.com.au), which appears on the project page.

The consultation log will capture individual feedback, the organisation name, stakeholder type 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 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.

## 8. 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.