



HumanAbility

CHC Community
Services Qualification
Review Project

Consultation Strategy
October 2024

Table of Contents

1. Introduction.....	3
1.1 Project details	3
1.2 Purpose of the Consultation Strategy.....	3
1.3 Audience	3
2. Background	3
2.1 Project overview	3
2.2 Importance of stakeholder engagement for project success	4
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.....	7
5.1 Engagement methods	7
5.2 Timing	9
5.3 Consultation questions.....	10
6. Communications	11
6.1 Communications objectives	11
6.2 Communications methods.....	11
7. Feedback and Consultation Log.....	12
8. Evaluation	13

1. Introduction

1.1 Project details

Project full name and code:	CHC Community Services: Qualification Review
Project shortform name:	CHC Community Services
Project Manager:	Yvonne Webb
Consultation Manager	Lisa Lawton

1.2 Purpose of the Consultation Strategy

The purpose of the Consultation Strategy is to support the review of Community Service qualifications including 5 community services qualifications, 8 associated skills sets and 194 units of competency. The strategy includes identification and mapping of key stakeholder groups, and outlines consultation objectives, methods and timing of consultation activities. It also includes communication objectives, methods and an action plan for each stage of the project.

The strategy is underpinned by the HumanAbility Stakeholder Engagement Plan and Engagement Principles.

1.3 Audience

The audience for this strategy is the Project Manager, Technical Committee, Consultation Manager, Project Team, Department of Employment and Workplace Relations (DEWR) and key stakeholder groups.

2. Background

2.1 Project overview

A number of Community Services qualifications and skill sets have not been reviewed since 2015. This review will cover the 5 community services qualifications, 8 associated skills sets and 194 units of competency of which 22 are cross-sector units imported into a large number of qualifications that are not a part of this specific review. While the Certificate IV and Diploma were reviewed in 2021, the review was in isolation of the qualifications that are part of the community service cluster and potentially have not taken into consideration how the five qualifications work together.

A key element of the project is to undertake a functional analysis of job roles associated with community service qualifications with the intent to identify pathways and ensure that qualification design reflects industry's needs.

This review would identify how training products should be developed to best serve the needs both within the Community Services sector and the broader Health Care and Social Assistance Industry. By incorporating any cross-sector approaches to common industry challenges,

removing duplication and obsolete products and investigating opportunities to use skill sets for rapid skill development, access to specialisations and professional development pathways could allow workers to move across the full range of occupations in the Health Care and Social Assistance Industry workforce.

This approach would provide a framework for graduates to build skills to enter the sector's workforce and to move across a range of occupations through their career. These strengthened pathways would be intended to provide a ready supply of workers with the appropriate level skills and knowledge to enter the Health Care and Social Assistance Industry workforce and support career progression through access to VET qualifications and higher education outcomes.

2.2 Importance of stakeholder engagement for project success

Successful stakeholder engagement is critical to the project. It is important to hear from a diverse range of voices including training providers, employers, industry bodies, unions, government agencies, people working in Community Service roles, and students.

HumanAbility will engage with key stakeholders through consultation activities to gather insights and feedback that will play an important role in shaping the project and inform changes to the Community Services qualifications.

3. Stakeholder engagement objectives and scope

3.1 Stakeholder engagement objectives

- Establish and coordinate a Technical Committee with representatives from key stakeholder groups including training providers, Community Service employers, unions, industry bodies, and government agencies.
- Foster collaboration and dialogue among stakeholders from diverse sectors including training providers, Community Service sector employers and workers, unions, industry bodies, government agencies and students.
- Gather diverse perspectives and insights to inform changes to the Community Service qualifications.
- Provide effective, timely and transparent communication with stakeholders about consultation opportunities, progress and outcomes of the project.
- Ensure stakeholders feel valued, included and heard throughout the project.
- Monitor and review the impact of the project.

3.2 Scope of stakeholder engagement activities

In Scope

- Consultation with key stakeholders across the Community Services sector to review and update 5 community services qualifications, 8 associated skills sets and 194 units of competency to reflect current skills, knowledge and practice requirements as well as job roles and units of competency.
- 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.

4. 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, the benefits of their involvement, the level of interest/influence or expertise they hold, and level of participation they have in the decision-making process.

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 Human (Community) Services Industry Advisory Committee		Direct experience and understanding of the Community Service qualifications Provide advice to HumanAbility via expert representatives across the sector
Technical Committee with expert representatives from across the sector	<i>Note: See Terms of Reference for full Technical Committee list</i>	Direct experience and understanding of Community Service qualifications and related occupations Provide advice to HumanAbility as expert representatives from across the sector
RTOs and educational experts	Training providers that deliver the qualifications can be found on Training.gov.au. All providers will be invited to participate in the consultation.	Direct experience and understanding of the qualifications/needs of the industry
Assurance and regulatory bodies for the Community Service Sector	<ul style="list-style-type: none"> • Relevant regulatory bodies 	Have direct influence on the community services sector and training systems

Stakeholder group	Organisations	Benefits of involvement
Industry peak bodies	Including but not limited to: <ul style="list-style-type: none"> • COSS network • Sector peaks 	Advocate for improved training and pathway opportunities for Community Service roles
Unions	Including but not limited to: <ul style="list-style-type: none"> • Australian Services Union (ASU) • Health Services Union 	Advocate for improved training and pathway opportunities for community service roles
Relevant commonwealth, state and territory government departments and agencies, along with the skills and training departments	Including but not limited to: <ul style="list-style-type: none"> • Department of Employment and Workplace Relations (DEWR) • National Disability Insurance Agency (NDIA) • Department of Social Services (DSS) • State Training Authorities • Other government departments across the care and support sector 	Have high impact through funding models and place-based initiatives
Government employers / service providers	Including but not limited to: <ul style="list-style-type: none"> • ACT – Community Services Directorate • NSW – Communities and Justice • NT – Community Support and Care • QLD – Child Safety, Seniors, Disability Services • SA – Dept for Child Protection Dept for Human Services • TAS – Dept for Education, Children and Young People Dept of Health • VIC – Families, Fairness and Housing • WA – Department of Communities 	Government service providers – large employers and develop state-based community service strategies. Have high impact through funding models and place-based initiatives
Employers	Employers/services providers across the community services sector will have the opportunity to engage in this project.	Direct experience in attracting, recruiting, and retaining the workforce
Subject matter experts (SMEs)	SMEs from across the community services sector	Direct experience in attracting, recruiting, and retaining the workforce. May have direct influence on the community service system
Priority cohort - Aboriginal and Torres Strait Islanders	Including but not limited to:	Provides First Nations people with the opportunity to actively contribute to project outcomes.

Stakeholder group	Organisations	Benefits of involvement
	<ul style="list-style-type: none"> National Aboriginal Community Controlled Health Organisation (NACCHO) Institute for Urban Indigenous Health (IUIH) 	Consultation designed in partnership with National Aboriginal Community Controlled Health Organisation (NACCHO)
Jobs and Skills Councils (JSC)	<ul style="list-style-type: none"> Future Skills Organisation Service and Creative Skills Australia Public Skills Australia BuildSkills Australia Industry Skills Australia Skills Insight 	<p>This review will impact the following Training Packages:</p> <ul style="list-style-type: none"> Future Skills Organisation (Business Services and Finance) Service and Creative Skills Australia (Creative Arts and Retail Services) Public Skills Australia (Correctional Services Defence, Local Government and Public Safety) BuildSkills Australia (Property Services and National Water) Industry Skills Australia (Transport and Logistics) Skills Insight (Agriculture, Horticulture and Conservation and Land Management & Animal Care and Management)
Industry Training Advisory Boards		Understanding of the qualification

5. Strategic approach

5.1 Engagement methods

Method	Purpose	Who	Timing
Consultation with the Health Industry Advisory Committee (IAC)	To provide advice on the establishment of Technical Committee, suggestions for engagement and feedback on project deliverables	HumanAbility Health Industry Advisory Committee	At scheduled IAC meetings (during the lifecycle of the project)
Consultation with the Technical Committee	<p>To support development and provide advice on project deliverables.</p> <p>The Committee will include subject matter experts from key stakeholder groups and national coverage.</p>	As listed in section 4.2	As needed throughout the project lifecycle

Method	Purpose	Who	Timing
Expert panel/focus group discussions	To provide sector insights and advice as required	Subject matter expert groups	As needed throughout the project lifecycle
1:1 interviews	<p>16 virtual interviews - two interviews in each state/territory, metro, regional and remote settings</p> <p>This will include interviews with employers to discuss settings, current roles, functions and tasks for the industry, ensuring that nuances between different jurisdictions and regulatory requirements are identified</p>	<p>Major employers as listed in section 4.2</p> <p><i>Note: some of the listed stakeholders provide services nationally - SMEs from state-based services will be interviewed to ensure National coverage.</i></p>	November 2024 – March 2025
Focus group discussions – feeding in and feeding back	<p>Given the size, breadth and variety of employers/stakeholders, these will inform:</p> <ul style="list-style-type: none"> • Project scope • Key workforce issues and challenges • Stakeholder identification, expectations and risks • Balancing the content of the qualification for the small and large employers 	<p>Select groups as listed in section 4.2, including:</p> <ul style="list-style-type: none"> • Government agencies • COSS network • Industry Peaks • Regulators • Unions • ITABs and STAs 	November 2024 – June 2024
Consultation workshops – in person	<p>To facilitate group discussions to understand challenges and workshop possible solutions</p> <p>16 face-to-face workshops – including 1-2 workshops in each state/territory, metro and regional area</p>	All interested stakeholders	<p>2 May – 27 June 2025</p> <p><i>In each capital city and regional locations (to be determined in consultation with IACs, Technical Committee and ITABs)</i></p>
Consultation workshops – online	<p>To facilitate group discussions that will help to understand needs, challenges, gaps, solutions and improvements for the qualifications</p> <p>One virtual functional analysis workshop will be undertaken with</p>	All interested stakeholders	2 May – 27 June 2025

Method	Purpose	Who	Timing
	<p>participants being drawn from across all states and including metropolitan, regional and remote settings.</p> <p>An additional 2 virtual workshops will be offered for all stakeholders</p>		
Feedback mechanism on the HumanAbility website	<p>To engage all participants.</p> <p>This is a two-way channel that enables project documents, including a consultation paper to be publicly available and capture stakeholder feedback, comments, and submissions</p>	All stakeholders	Open throughout consultation period
External meetings and events	To leverage opportunities to promote and provide context of the project, gain buy-in, encourage participation, and understand best ways to engage with their stakeholder groups	All stakeholders	As required
Cross Jobs and Skills Council (JSC) Consultation	<p>To undertake information session/s with JSCs that have carriage of programs that intersect with this qualification review.</p> <p>The relevant Jobs and Skills Councils will be kept informed of the progress of review and provided with opportunities to provide feedback.</p>	Jobs and Skills Councils	Throughout the consultation period
Professional development workshops	<p>3 virtual sessions</p> <p>To conduct professional development workshops on the new qualification and good practice for delivery and assessment.</p>	Targeting trainers and assessors	Jan 2026 – Mar 2026

5.2 Timing

Project stage	Timing	Engagement methods
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Project set up and initial drafting	Sep-Nov '24	<p>Consultation with IAC – to gather insights on Technical Committee membership and stakeholder identification</p> <p>Gather subject matter experts for the Technical Committee that represent the breadth of stakeholder groups</p> <p>Consultation with Technical Committee to gather advice on Consultation Strategy and initial draft products/deliverables</p> <p>Written communications/publications</p> <p>Interviews and feeding-in sessions</p> <p>Functional analysis report finalised</p>
Public and government consultation and incorporating feedback	May '25 – Jun'25	<p>All methods as above</p> <p>Technical Consultations – RTOs, employers with specific knowledge, employer/RTOs</p> <p>Technical Committee to gather advice on incorporating feedback</p> <p>Written communications/publications</p> <p>Checking in sessions:</p>
Final submissions and reporting	Sept '25 - Nov 25	<p>Technical Committee to gather advice on final draft products/deliverables</p> <p>Consultation with IAC</p> <p>Written communications/publications</p> <p>Feeding back sessions</p>
Endorsement and release	Nov '25 - Mar '26	<p>Written communications/publications</p> <p>Professional development workshops</p>

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 the current Community Services industry changes and the skills, knowledge, practice and requirements needed for the Community Service qualifications.
- Understand the current challenges, skills gaps, opportunities and potential solutions
- Identify and inform any changes for the qualification and units of competency and skill sets.

- Understand the different functions performed (e.g. metropolitan vs regional or remote settings)
- 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 Community Service industry stakeholders.
- Promote 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.

6.2 Communications methods

Communications channel / tool	Purpose / Details
Internal communication (meetings/email)	To keep internal stakeholders informed of project updates
Key messages	To outline the key details of the project, timelines, activities in preparation for consultation and communication across all channels
Frequently asked questions	To outline the potential questions and answers that might come up during consultation (preparation)
Information sheet or postcard	To outline the key details of the project, timelines, consultation activities and how to participate. Include QR Code and link to website/project page.
HumanAbility website	To provide a dedicated webpage where all project information and activities can be accessed easily. This webpage will include an engagement portal for stakeholders to register interest, provide submissions and feedback, and access project updates.
Email/email template or campaign/mail merge	To send emails/email template letters, information and updates to stakeholders to participate in consultation / share consultation opportunities.
News alerts	To provide project participants and other key stakeholders with branded news alerts via email when there is a project update.
HumanAbility newsletter articles	To provide project updates in HumanAbility's general newsletter.
Social media	To publish project consultation opportunities, updates, and other activities on HumanAbility's social media channels including LinkedIn, Facebook to reach as many and diverse stakeholders as possible.

Communications channel / tool	Purpose / Details
	Social media posts will link to the HumanAbility webpage to encourage engagement on 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 with newsletters to share HumanAbility 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 <ul style="list-style-type: none"> • 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)
Events/speaking engagements	To host regular HumanAbility events/speaking engagements e.g. via webinar or in person – providing updates to industry and project 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.

7. 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.

Individual feedback will be captured in the Consultation Log. This also captures 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 to 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 location
- 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.