



HumanAbility

**Outside of School Hours
Care Project**

Consultation Strategy

November 2024

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1. Introduction

1.1 Project details

Project full name and code:	CHC Outside of School Hours Care Project (25_006)
Project shortform name:	OSHC Project
Project Manager:	Michelle Csapo
Consultation Manager:	Catherine Doherty

1.2 Purpose of the Consultation Strategy

The purpose of the Consultation Strategy is to support the creation of a Certificate III in Outside School Hours Care qualification within the *CHC Community Services Training Package*.

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 and methods.

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

The aim of the project is to create a Certificate III in Outside School Hours Care within the *CHC Community Services Training Package*. This will include transitioning the nationally accredited course *10983NAT Certificate III in Outside School Hours Care* to the *CHC Community Services Training Package*.

This project will commence with a Functional Analysis of Outside School Hours Care, to understand the current and emerging needs within sector. It will also examine the current qualification, skill sets, pathway materials, and mapping documentation, ensuring that training offerings are closely aligned with industry requirements.

The Outside School Hours Care (OSHC/OOSH) sector has been the fastest growing service type within the Education and Care Services sector for the past decade. In 2023 there were 553,690 children throughout Australia accessing care for an average of 13 hours per week. At this time, there were also 4,954 OSHC services and 27,491 educators.

OSHC is regulated under the *Education and Care Services National Law Act (2010)* and *Regulations (2011)*. OSHC Educators need to meet qualification requirements which vary across the States.

Many OSHC staff are employed on a casual basis with short shifts and part-time hours. University students make up a significant segment of the workforce. With rapid growth in this sector there is need for a stable core workforce.

Job roles and related skills and knowledge requirements have shifted and there is a need to align qualifications with contemporary skills, knowledge and responsibilities.

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 employers, peak bodies, regulatory authorities and training providers across all states and territories and including metropolitan, regional and remote settings.

HumanAbility will engage with key stakeholders through consultation activities to gather insights and feedback that will play an important role in shaping the qualification.

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, employers, unions, industry bodies, and government agencies.
- Foster collaboration and dialogue among stakeholders from diverse sectors including training providers, employers and workers, unions, industry bodies, government agencies and students.
- Gather diverse perspectives and insights to inform the OSHC qualification.
- 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 OSHC and Education sector to create a Certificate III in Outside School Hours Care within the *CHC Community Services Training Package* - to reflect current skills, knowledge and 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 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 the Children's Education and Care Industry Advisory Committee (IAC)	IAC Committee / Members	Direct experience and understanding of the roles and qualification Provide advice to HumanAbility via expert representatives across the sector
Technical Committee with expert representatives from across the sector	See the Terms of Reference for full list	Direct experience and understanding of the roles and qualification Provide advice to HumanAbility as expert representatives from across the sector
RTOs and educational experts	Current providers of the <i>10983NAT Certificate III</i> qualification : <ul style="list-style-type: none"> • TAFE QLD • ECTARC • ADAPT Education • Network of Community Activities TAFE SA as the Centre of Excellence for Early Childhood Education and Care	Direct experience and understanding of the qualification/needs of the industry

Stakeholder group	Organisations	Benefits of involvement
	RTOs delivering ECEC qualifications	
Assurance and regulatory bodies for OSHC/Children's Education Sector	Relevant regulatory bodies including: <ul style="list-style-type: none"> • Australian Children's Education and Care Quality Authority (ACECQA) • Australian Government Department of Education • Commission for Children and Young People 	Have direct influence on the OSHC systems
Industry peak bodies:	Including but not limited to: <ul style="list-style-type: none"> • National Outside School Hours Services Alliance (NOSHSA) • Outside School Hours Council of Australia • Australian Childcare Alliance WA • Queensland Children's Activities Network (QCAN) – Peak for Qld • Network of Community Activities – Peak Body for NSW and ACT • Community Child Care Association – Peak for Vic • Children First Alliance (ACT) • Early Learning and Care Council of Australia • Early Childhood Australia • Australian Local Government Association 	Advocate for improved training and pathway opportunities for OSHC/related roles
Unions	<ul style="list-style-type: none"> • Australian Education Union • United Workers Union 	Advocate for improved training and pathway opportunities for OSHC/related 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) • Australian Government Department of Education • VIC Department of Education • SA Department for Education (OSHC division) • NSW Education, Early Childhood Education and Care Directorate • WA Department of Communities • TAS Department of Education, Children and Young People • NT Department of Education and Training • ACT Education Directorate • QLD Department of Education 	Develop state-based OSHC strategies that have high impact through funding models and place-based initiatives
Employers / Service Providers	Employers/service providers across all states and territories delivering outside of school hours and	Direct experience in attracting,

Stakeholder group	Organisations	Benefits of involvement
	vacation care, will be given the opportunity to engage in this project.	recruiting, and retaining the workforce
Priority cohort - Aboriginal and Torres Strait Islanders	Including but not limited to: <ul style="list-style-type: none"> • SNAICC • Narragunnawali • Victorian Aboriginal Child and Community Agency • Queensland Aboriginal and Islander Health Council • National Aboriginal Community Controlled Health Organisation (NACCHO) • Aboriginal Community Controlled Health Organisations (ACCHO) network • Wunan Foundation 	Provides First Nations people with the opportunity to actively contribute to project outcomes. Consultation designed in partnership with National Aboriginal Community Controlled Health Organisation (NACCHO)
Industry Training Advisory Boards	The funded ITAB/ITAC/IAG in each state and territory.	Understanding of the qualification

5 Strategic approach

5.1 Engagement methods

Method	Purpose	Who	Timing
Consultation with the Children's Education and Care Industry Advisory Committee (IAC)	To provide advice on the establishment of the Technical Committee, and suggestions for engagement and feedback on project deliverables	HumanAbility Children's Education and Care Industry Advisory Committee	At scheduled IAC meetings (during the lifecycle of the project)
Consultation with the Technical Committee	To support development and provide advice on project deliverables. The Committee will include subject matter experts from key stakeholder groups and national coverage.	As listed in section 4.2	As needed throughout the project lifecycle
Interviews	16 virtual interviews - two interviews in each state/territory, metro, regional and remote settings	Employers / service provider as per 4.2	November '24 to February '25

Method	Purpose	Who	Timing
	This will include interviews with employers to discuss settings, current roles, functions and tasks for OSHC workers, ensuring that nuances between different jurisdictions and regulatory requirements are identified		
Consultation workshops – in person	To facilitate group discussions to understand challenges and workshop possible solutions 12 face-to-face workshops – including workshops in each state/territory, metropolitan and regional area – 8 metropolitan, 4 regional	All interested stakeholders	10 February – 4 April 2025 <i>In each capital city and regional locations to be determined in consultation with IACs, Technical Committee and ITABs</i>
Consultation workshops – online	To facilitate group discussions that will help to understand needs, challenges, gaps, solutions and improvements for the qualifications One virtual functional analysis workshop will be undertaken with participants being drawn from across all states and including metropolitan, regional and remote settings. An additional 3 virtual workshops will be offered for all stakeholders	All interested stakeholders	10 February – 4 April 2025
Online portal (consultation tool) on the HumanAbility website	To engage all participants. 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	All stakeholders	Open throughout consultation period

Method	Purpose	Who	Timing
Surveys	To consult with all participants (e.g. employers, training organisations, industry)	All stakeholders	Open throughout consultation period
External meetings and events	To leverage opportunities to promote the project, gain buy-in and encourage participation	All stakeholders	As required
Cross Jobs and Skills Council (JSC) Consultation	To undertake information session/s with JSCs that have carriage of programs that intersect with this qualification review. The relevant Jobs and Skills Councils will be kept informed of the progress of review and provided with opportunities to provide feedback.	Jobs and Skills Councils	Throughout the consultation period
Professional development workshops	3 virtual professional development sessions To conduct professional development workshops on the new qualification and good practice for delivery and assessment.	Targeting trainers and assessors	August to September 2025

5.2 Timing

Project stage	Timing	Engagement methods
Project set up and initial drafting	September – November 2024	Consultation with Children’s Education and Care IAC – to gather insights on Technical Committee membership and stakeholder identification Consultation with Technical Committee to gather advice on Consultation Strategy and initial draft products/deliverables Written communications/publications Functional analysis report finalised
Public and government consultation and incorporating feedback	February – April 2025	All methods as above Technical Committee to gather advice on incorporating feedback

		Written communications/publications
Final submissions and reporting	June 2025	Technical Committee to gather advice on final draft products/deliverables Consultation with IAC Written communications/publications
Endorsement and release	August 2025	Written communications/publications Professional development workshops

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 industry and the skills, knowledge, practice and requirements needed for the OSHC qualification.
- 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.
- 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 Outside School Hours Care 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
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 key details of the project, timelines, activities in preparation for consultation and communication across all channels

Information sheet or flyer	To outline the key details of the project, timelines, consultation activities and how to participate. Including 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, register for consultation sessions and access project updates.
Email/Email Template or Campaign	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 and Facebook to reach as many and diverse stakeholders as possible. 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 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 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.