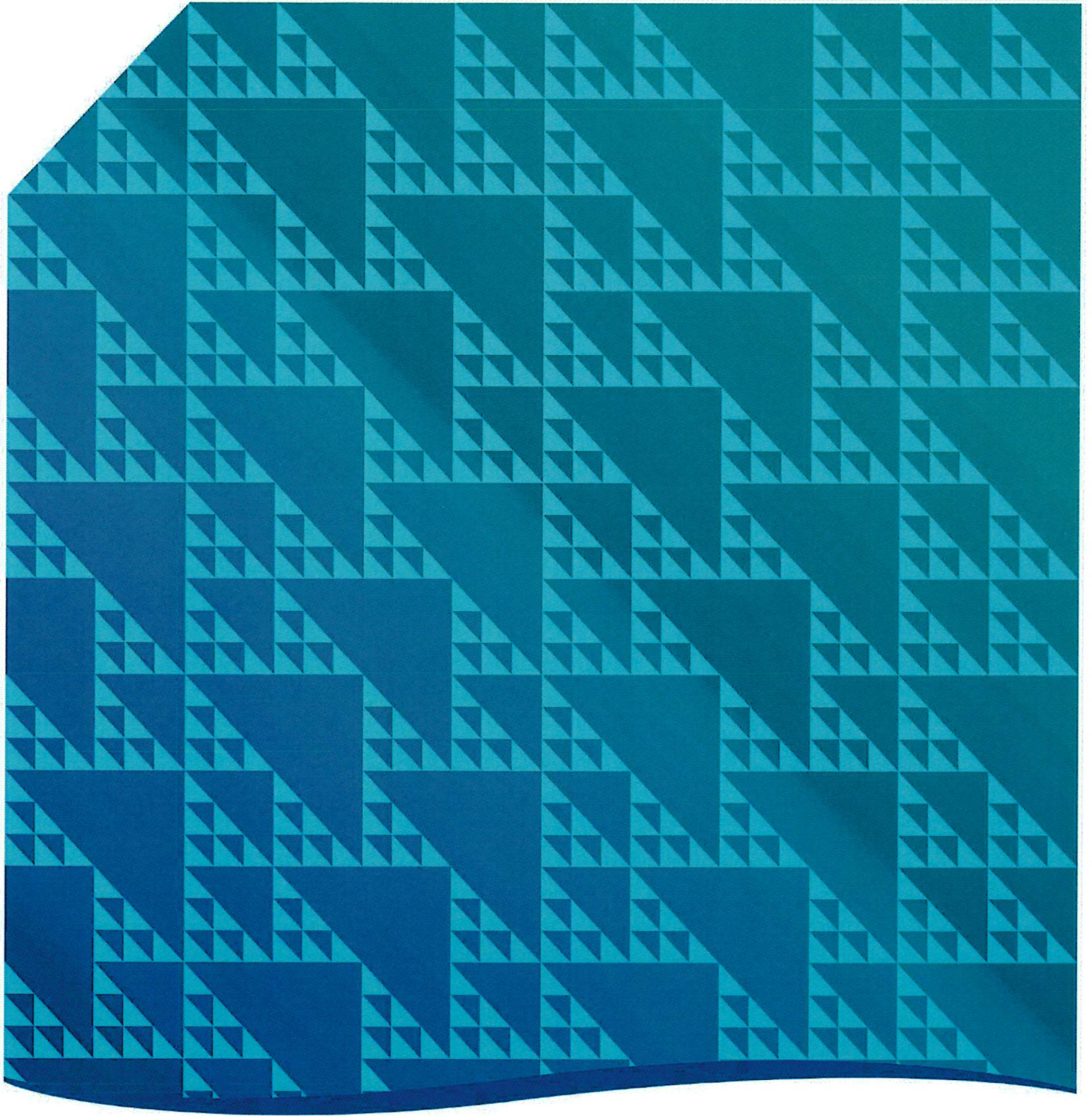


# Industry Skills Compact

## Disability Services



# Industry Skills Compact – Disability Services

## Date

This *Industry Skills Compact* is dated 14 August 2024.

## Parties

This *Industry Skills Compact* is made between the following Parties, as members of the Tasmanian Disability services industry:

National Disability Services (NDS)

Tasmanian Government

## Purpose

This *Industry Skills Compact* sets out a framework for the Parties to work collaboratively to deliver a sustainable and highly skilled current and future workforce in Tasmania.

## Context

The Minister for Skills, Training and Workforce Growth has Ministerial Priorities which provide the strategic guidance for the training and workforce development system. They align with the object (section 3) of the *Training and Workforce Development Act 2013* and support the Tasmanian Government's vision for a high-quality training and workforce development system that is accessible, job-focussed and responsive to the needs of industry, employers, training providers and learners.

The Industry Skills Compacts will deliver on the Premier's Economic and Social Recovery Advisory Council (PESRAC) recommendation that industry bodies (associations and employer representatives) should enter into 'industry compacts' that include 'step-up' commitments. These include support for a re-established TasTAFE, clear and specific advice on current and future industry-wide training requirements, supporting more people from industry working as trainers and sharing infrastructure to enable students to train on modern technology.

The Industry Skills Compacts bring a refreshed approach to industry engagement in Tasmania and will focus on supporting stronger collaborative partnerships between participants in the training and workforce development system, while recognising that both Government and industry have areas of strength and responsibility for the system.

This *Industry Skills Compact* is a statement of commitment by the signatories, the Tasmanian Government and NDS, to actively deliver on our respective areas of strength and responsibility.

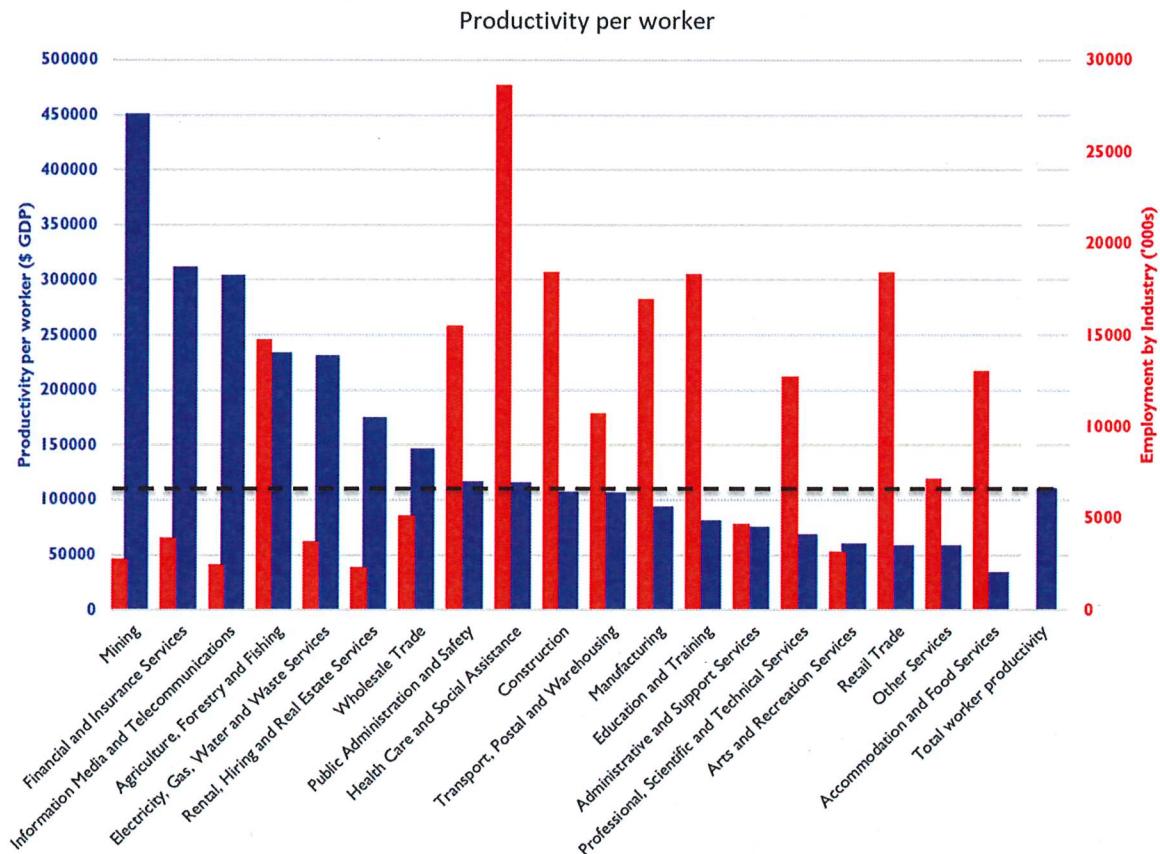
## Tasmania's Labour Market

The labour market is a vital component of the state's economy, ensuring that industry has the workers and skills needed to remain strong and resilient. The estimated unemployment rate in Tasmania was 3.8 per cent in December 2022 (in trend terms), down 0.1 of a percentage point from the previous month, and 0.2 of a percentage point below the level of one year earlier. This is a historically low level for Tasmania. There were 12,000 unemployed Tasmanians and 284,600 employed Tasmanians. This has been rebased since the release of the 2021 Census data by the Australian Bureau of Statistics.



The participation rate, reflecting the proportion of the working-aged population that is currently employed, was 62.7 per cent in December 2022 (in trend terms). Tasmania has a lower participation rate than other jurisdiction due to its older population, however the participation rate has improved over the last 5 years (61.0 per cent in December 2017). Increasing participation is critical to maintaining workforce growth.

Tasmania's economy is made up of diverse industry sectors with different workforce requirements for skills and training. Each industry contributes differently to the Tasmanian economy.



The 19 industry sectors (as identified by the Australian Bureau of Statistics) vary widely in their relative productivity as measured by the output per worker. Higher output per worker is generally associated with capital intensive sectors, such as mining and electricity.

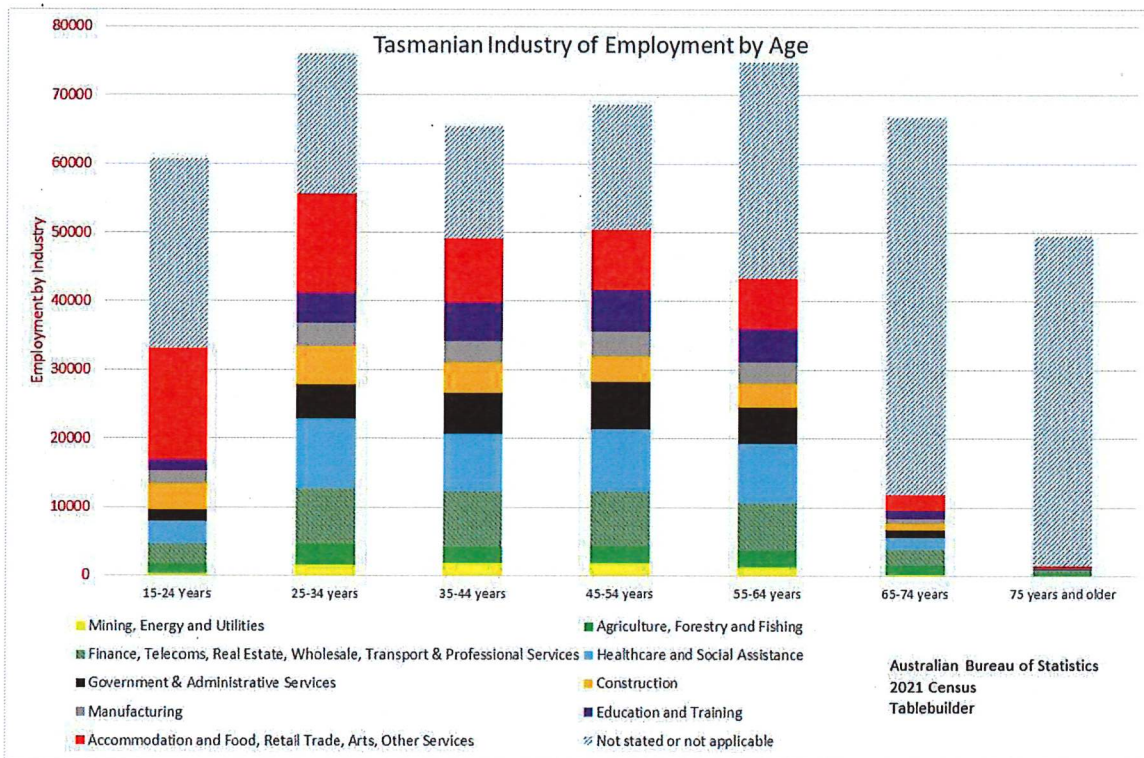
In Tasmania, the higher productivity per worker sectors represent a relatively small proportion of the overall workforce, the exception being the Agriculture, Forestry and Fishing sector (including aquaculture) which employ relatively high numbers of Tasmanians and has an above average productivity per worker. This reflects Tasmania's relative economic advantage.

Healthcare and social assistance is the largest industry by employment in Tasmania. This size of the sector reflects Tasmania's demographics and relatively older population. Economic output, and therefore the relative productivity for public services, including health and education, is measured differently to the private sector (as there is generally no profit or return on capital) so the productivity per worker measure should not be considered meaningful for public services.

Construction and manufacturing are both large private sector employers in Tasmania, and have productivity per worker that is close to the Tasmanian average. Accommodation and food services has a low productivity per worker (similar to other service industries) but is a significant employer and is a pathway into employment for many Tasmanians.

Where labour markets are constrained and there are limited workers available, economic pressures, but also economic optimisation will tend to drive workers from lower productivity sectors towards higher productivity sector. This will be through wages and other conditions. This trend will increase the overall productivity of the Tasmanian economy, as people will be employed where they can add the most value. This also creates other opportunities for un- (and under-) employed Tasmanians.

Higher productivity sectors will also derive significant private benefit from their workers and have a high capacity to pay or invest in training, which will reduce the need for public subsidy.



Looking at employment across Tasmania's working age population, it is evident that Tasmania has a bimodal population distribution with higher numbers of younger workers aged 25-34 years (significantly increased by migration) and older workers aged 55-64 years.

This chart shows the challenges and opportunities for Tasmanian industry as they attract, develop and retain their workforce. In particular it can be seen that the relatively lower productivity sectors of Accommodation and Food Services, Retail Trade and Arts employ a significant number of younger Tasmanians (although Construction is also an important employer of Tasmanians under 25).

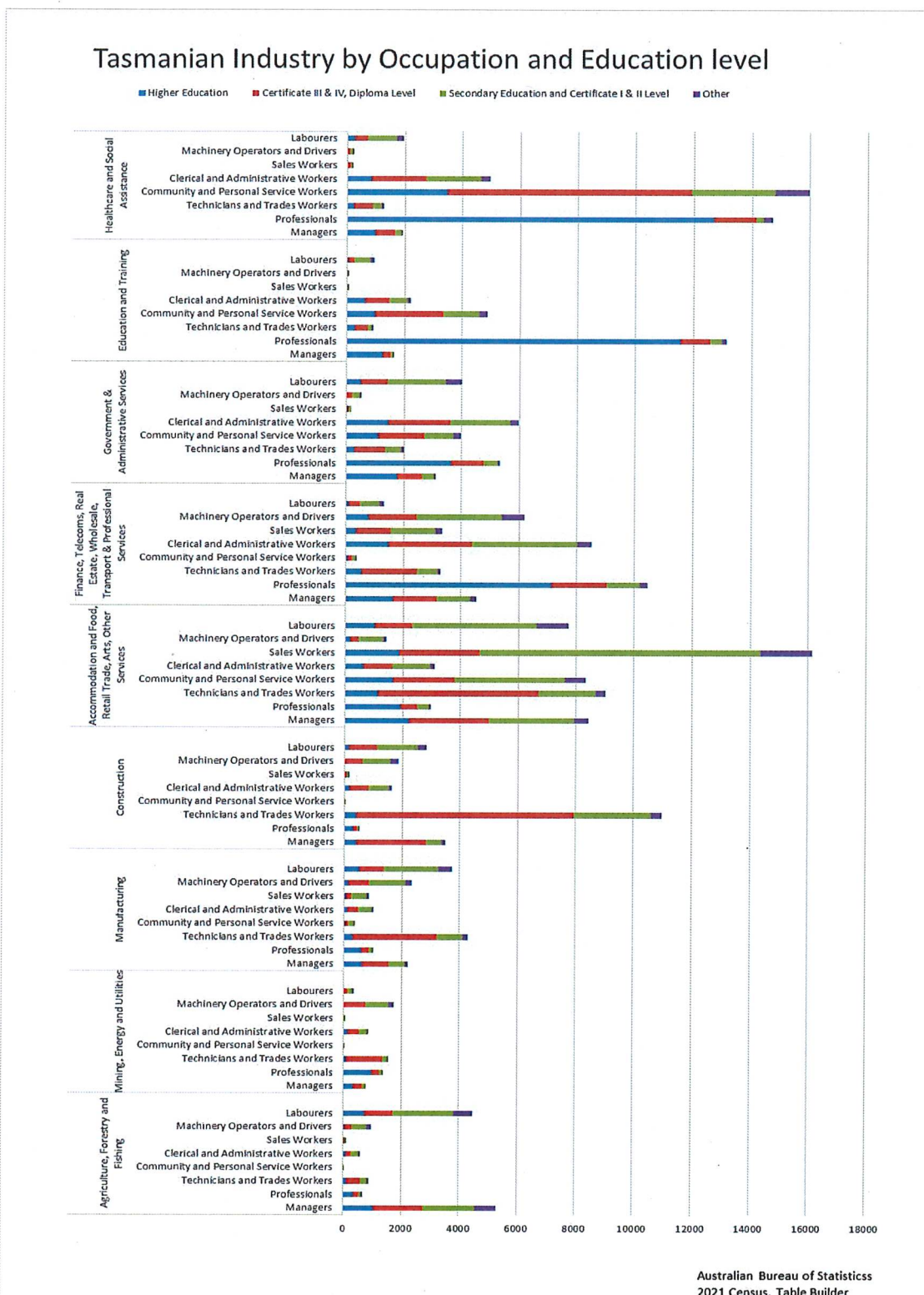
The population identified as 'not applicable' includes those that are studying and not working, retirees and carers that are not engaged in the workforce, as well as the unemployed. There is therefore continued potential to increase the workforce by increasing participation for older workers, ensuring employment is compatible with caring and supporting carers back into the workforce, and opportunities for young people to combine work and study, such as traineeships, apprenticeships and cadetships.

Noting the relative size of the retiring population cohort of 55-64 years (around 75,000), and the workforce entering cohort aged 15-24 years (almost 61,000), it can be expected that the overall workforce will decline without continued migration and/or continued effort to increase participation and retain older workers. This includes helping potential workers of all ages to overcome barriers to employment, including work fitness, numeracy and literacy, and discrimination.



Each of Tasmania's industries and industry groupings has a distinct mix of occupations, and this in turn drives the industries training and workforce development requirements and is reflected in the public investment in training. Industries that employ large numbers of Professionals, such as Education and Training, and Health and Social Assistance, have a high proportion of their workers qualified with Higher Education (bachelor's degree or higher).

Construction, conversely, has a high proportion of technicians and trades workers, many of which requires or hold a Certificate III, IV or Diploma. This is also true for mining, energy and utilities, and manufacturing, although the workforce in this occupation group is smaller. Many Community and Service Workers (which are a significant part of the Health and Social Assistance workforce) also require a Certificate III, IV or Diploma, including the Certificate III in Individual Support (the largest qualification delivered in Tasmania by number of enrolments). Most qualifications in the Early Childhood Education and Care sector are at Certificate III and Diploma level.



## Principles

Under this Industry Skills Compact, the Parties agree to be guided by the following principles.

- a) *Shared responsibility* - Both industry and government have collective responsibility for building the workforce development and training system that Tasmania wants and needs.
- b) *Collaboration* - will create value, identify opportunities, support innovation, and deliver better outcomes for all of Tasmania. Each of the signatories will make genuine effort to meet their respective roles and responsibilities under this Compact
- c) *Accountability* - Each of the signatories agrees to the publication of this Compact and any reported actions under the Compact.

## Commitments

The Parties agree to work collaboratively to:

- a) continue to build and maintain a skilled workforce that will support productivity and employment growth across our key industry sectors by increasing sustainability, resilience, quality and efficiency;
- b) raise capacity, capability and career opportunities across both the industry and government sector through increased skills development, and support for diversity;
- c) actively deliver on our respective areas of strength and responsibility for training and workforce development.

## **NDS on behalf of the Disability services industry, commits to:**

### **1. Inform government investment decisions:**

- a) Provide, on an annual basis, clear and specific advice on current and emerging industry-wide skills and training needs to inform training delivery, workforce development activity and the Skills Tasmania program framework.
- b) Support the collection of relevant industry data, including workforce, occupations and the verification of skills and labour shortages.
- c) Identify and support innovative responses to workforce challenges including engagement with regional jobs hubs and support for emerging sub-sectors.
- d) Encourage member organisations to co-invest in training alongside government, particularly where training benefits the employing business.

### **2. Engage with the training system:**

- a) Ensure that employers, particularly small businesses, are aware of relevant training providers and apprenticeship network organisations and are assisted to access support for training.
- b) Actively work with training providers, including TasTAFE, to ensure training delivery meets the needs of industry and employers.
- c) Where possible, enable access to the latest industry equipment and technology to support the delivery of training.
- d) Provide industry input into development of VET training products through participating in the national training package development system and working with Skills Tasmania.
- e) Support strategies that will increase the delivery of nationally accredited training and improve completion rates including promoting the use of GTOs where appropriate.

### **3. Promote training and workforce development:**

- a) Work collaboratively with all industry stakeholders on a state-wide approach for the promotion of VET that reinforces the value, opportunity and visibility of the VET system for individuals, employers and industry.
- b) Promote the industry to prospective learners, noting that prospective learners might come from schools, adults who are transitioning to new careers, and non-traditional cohorts.
- c) Actively engage with employers to foster a learning environment that encourages and values VET and supports skills development for individuals over their working life, including opportunities to become supervisors and trainers.
- d) Work alongside Government to promote modern apprenticeships and best practice within the industry, to support apprentice/trainee and employer outcomes
- e) Work with Government to provide age-appropriate opportunities for school-aged learners.
- f) Encourage membership to celebrate excellence and diversity in our training and workforce development system through recognition events, including the Tasmanian Training Awards and the Employer of Choice program.

### **4. Collaborate on skills and workforce development matters:**

- a) Participate in the Australian Government's Jobs and Skills Council and advocate to the Australian Government for sustainable funding allocation to meet local needs.
- b) Participate in and promote industry engagement meetings to ensure the effectiveness of this Industry Skills Compact.
- c) Continue to work with Government, industry stakeholders and training providers to deliver the Disability Services Industry Priority Action Plan attached to this compact at Schedule 1.



## **The Tasmanian Government commits to:**

### **1. Invest in training and workforce development:**

- a) Deliver an accessible pipeline of funding opportunities for skills and training aligned with industry priorities and workforce needs, including a strengthened apprenticeship and traineeship system and a target towards unemployed and underemployed Tasmanians.
- b) Provide evidence-based research and data to industry, to ensure we have a shared knowledge base that supports industry's workforce planning, enables decisions that address emerging industry VET needs, and maximises opportunities for employment and industry growth.
- c) Listen to and consider information and advice provided by industry when making decisions about policy, programs and investments, and report back on how this input has been considered or used.

### **2. Enable employment:**

- a) Support Migration Tasmania to connect with industry, to identify and access information regarding Australian Government migration programs and services, and deliver advice in relation to Tasmania's Skilled Migration State Nomination Program.
- b) Support Jobs Tasmania to work with governments, communities and businesses to increase employment outcomes, workforce participation and re-engagement with work or training for all Tasmanians.
- c) Implement the Small Business Growth Strategy 2026 that identifies priorities for a thriving business sector and complements the work of the industry support teams within the Department of State Growth.

### **3. Support the training system:**

- a) Assist industry peaks and relevant organisations in understanding and navigating the national training system and associated government processes.
- b) Continue to support training providers, including TasTAFE, to become future-focused, market-aligned and responsive to the needs and expectations of Tasmanian learners, employers and industries.
- c) Establish clear guidelines for industry in providing age-appropriate training for school-aged learners.
- d) Work collaboratively (DECYP and Education Authorities) to ensure learning through Years 9 to 12 is aligned with industry workforce needs, while placing learners at the centre.
- e) Ensure industry is provided with knowledge and advice on the national training package development system to enable effective engagement in the product review process.
- f) Engage with employers, industry, training providers and other community experts to build capability in the training system to support greater participation by diverse cohorts and Tasmanians facing disadvantage.
- g) Work collaboratively with all industry stakeholders on a state-wide approach for the promotion of VET that reinforces the value, opportunity and visibility of the VET system for individuals, employers and industry.

### **4. Collaborate on skills and workforce development matters:**

- a) Work with the Australian Government to advocate for Tasmanian training and workforce development priorities and assist Tasmanian industry input into national training package development processes.
- b) Work with industry bodies to support the implementation of Industry Skills Compacts and associated Industry Priority Action Plans.



## Implementation/ Governance

- a) The Tasmanian Government will establish a refreshed approach to industry engagement and will focus on supporting stronger, more collaborative partnerships between system participants. Better engagement with industry also means improving the flow of information and insights from industry through to the policy, programs and projects funded by Skills Tasmania. This ensures that the decisions being made have had appropriate industry and sector input.
- b) The Parties will share information and advice on matters relating to workforce development, training and training pathways in the Disability Services industry in Tasmania, consistent with the commitments outlined in this Compact.
- c) The Department of State Growth (Skills Tasmania) is the key agency responsible for oversight of the Government's commitments under this Compact and will report through the Secretary to the Minister for Skills, Training and Workforce Growth.
- d) The Parties will address the actions as nominated in the attached Priority Action Plan and report annually on the progress of the Industry Compact's implementation.

This *Industry Skills Compact* does not, and is not intended to, create legally enforceable obligations on the part of the Parties.

This *Industry Skills Compact* is a statement of intent and does not seek to limit the operational independence of the Parties.

## Funding

Unless otherwise agreed by the Parties, anything a Party will do under this *Industry Skills Compact* will be done at that Party's cost.

## Term and review of the Industry Skills Compact

This *Industry Skills Compact* will commence on the date of execution and will be reviewed annually or as otherwise agreed between the Parties.

## Contact officers

The contact officers for this *Industry Skills Compact* will be the Director Workforce Policy and Strategic Relations of Skills Tasmania on behalf of the Tasmanian Government, and the nominated Executive of other Parties.

Disability Industry Skills Compact Priority Action Plan		
Category	Action	Key Party
Introduction	<p>National Disability Services (NDS) is Australia's largest peak body for non-government disability service organisations, representing more than 1200 non-government service providers.</p> <p>NDS provides information, networking opportunities and policy advice to State, Territory and Commonwealth governments. Through diverse and vibrant networks, comprised of small, medium and larger service providers who support thousands of people with all types of disability to provide a full range of disability services, from supported independent living and specialist disability accommodation, respite and therapy, to community access and employment.</p> <p>NDS is committed to improving the disability service system to ensure it better supports people with disability, their families and carers, as well as supports building a more inclusive community.</p> <p>This action plan is made against a backdrop of significant reform underway in the disability sector, with the final of the Independent Review of the National Disability Insurance Scheme (NDIS) published in December 2023, final report from the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (or 'Disability Royal Commission') published in September 2023 and the report from the Tasmanian Commission of Inquiry published August 2023. These major reform agendas, alongside growing economic challenges that have been exacerbated by COVID-19, sees the disability sector cautiously optimistic about the future whilst still grappling with significant and long-term challenges, namely workforce.</p> <p>Addressing workforce issues, increasing employment opportunities for people with disability, supporting the quality and safety of disability services, continued investment in the NDIS and preparing the sector to respond proactively to future reforms, will not only drive positive outcomes for Tasmanians with disability but assist the disability sector to realise its full potential to be a significant contributor to Tasmania's economy and future prosperity.</p> <p>NDS provides a conduit and driver role within the disability sector, this work has a direct impact on current and future service provision across Tasmania.</p>	
Professional & Activated Workforce (Advocacy)	<ul style="list-style-type: none"> <li>Actively contribute to the development of disability policy through consultations and submissions to State and Federal Government</li> <li>Make submissions and engage in consultation process in matters pertaining to the disability sector and broader care.</li> <li>Positively position and promote the role of the disability sector and disability workforce within Tasmania, to a National and International audience.</li> </ul>	<p>NDS Tasmania</p> <p>NDS National</p> <p>Relevant Sector Stakeholders</p> <p>DECYP</p>



## Disability Industry Skills Compact Priority Action Plan

Category	Action	Key Party
	<ul style="list-style-type: none"> <li>• Ensure disability workforce is represented and supported in both the Tasmanian Disability Inclusion and Safeguarding Bill and the Tasmanian Disability Inclusion Plan.</li> <li>• Work with Brands Tasmania, to ensure messaging regarding the disability sector is consistently capturing Tasmania promotional work completed to date.</li> <li>• Work collaboratively with media and communication teams, to actively promote the disability sector, innovative approaches to workforce and good outcomes</li> </ul>	
Collaboration	<ul style="list-style-type: none"> <li>• Position to be a conduit for disability services to connect to relevant stakeholders/funding opportunities to build their workforce planning and development capacity.</li> <li>• Host National disability workforce conference.</li> <li>• Work collaboratively with stakeholders to develop quality workforce strategies that will assist and support employers to strategically align employment practices to grow diversity, capacity and skills.</li> <li>• Coordinate and deliver 3 workforce roundtables annually, to:               <ol style="list-style-type: none"> <li>a. Provide opportunity for collaboration and learning from one another.</li> <li>b. Promote relevant workforce initiatives, information and activity.</li> <li>c. Foster collaboration of workforce projects.</li> </ol> </li> </ul>	NDS Tasmania  NDS National  Relevant Sector Stakeholders  Other Government Agencies
NDS Website – specifically workforce member Hub	<ul style="list-style-type: none"> <li>• Maintain and review the website (<a href="http://Workforce Hub (nds.org.au)"><u>Workforce Hub (nds.org.au)</u></a>) as a valuable resource for the disability services sector. To review content and update regularly, including functionality and relevance.</li> <li>• Promote the use of workforce hub as a resource to support connections to build workforce capacity and participation.</li> <li>• Promote inclusive work environments.</li> <li>• Engage and collaborate with providers and local stakeholders, relevant industry and government experts, educational providers and other relevant stakeholders to grow the profile and capacity of the Tasmanian disability sector.</li> </ul>	NDS Tasmania  NDS National  Service providers  Individuals currently working in the sector.  Individuals interested in working in the sector.  RTO's and Training Organisations

## Disability Industry Skills Compact Priority Action Plan

Category	Action	Key Party
		Government at all levels  Employment Services Providers
Training & Assessment	<ul style="list-style-type: none"> <li>Continue to engage with existing and any new training providers.</li> <li>Partner with RTOs on workforce projects, to build capacity and ensure collaboration between the workforce and training providers.</li> <li>Align work of RTOs with jobs hubs and other sector initiatives such as network meetings and workforce planning sessions.</li> <li>Ensure training is influenced by learning from the sector and build capacity of assessors in the sector.</li> <li>Engage in projects to boost the local workforce and grow workforce capacity.</li> <li>Promote traineeships as a workforce planning and development strategy.</li> <li>Assist the understanding of what a Centre of Excellence model may require to align training offerings with the needs of the Tasmanian community.</li> </ul>	NDS Tasmania  NDS National  HumanAbility  Relevant Sector Stakeholders  Educational Providers & RTOs  Skills Tasmania Workforce Australia  Other Government Agencies
Workforce recruitment and retention (Pipelines & Pathways)	<ul style="list-style-type: none"> <li>Actively promote the disability career pathways through various communication modes.</li> <li>Partner with business and Government to implement new approaches to attract and retain workers.</li> <li>Continue to collaborate with projects as they arise, to build the capacity of the disability sector, such as: <ul style="list-style-type: none"> <li>DECYP 9-12 years project.</li> <li>Community Services and Health – Industry Advisory Group</li> <li>Workforce Development Fund Project – including Supervisor Skill Set and TAE Training.</li> </ul> </li> <li>Design strategies and collaboration points for Certificate II to progress to higher qualifications.</li> <li>Develop and source funding for specific workforce projects aligned to the NDS National and Tasmania workforce priorities.</li> </ul>	NDS Tasmania  NDS National  Disability Service Providers  Job Seekers  DECYP  Relevant Sector Stakeholders  Workforce Australia  Job Hubs



## Disability Industry Skills Compact Priority Action Plan

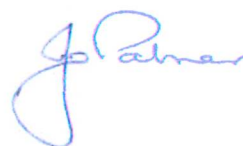
Category	Action	Key Party
	<ul style="list-style-type: none"> <li>Foster partnerships to build greater connections to support workforce outcomes for those from a Migrant Non-English-Speaking background.</li> <li>Promote mentoring and peer support mechanisms.</li> </ul>	Multicultural Council of Tasmania  Volunteering Tasmania
Data Collection	<ul style="list-style-type: none"> <li>Support workforce data collection and promotion.</li> <li>Share workforce data with relevant stakeholders.</li> <li>Where available, drive change, tell stories and inform workforce initiatives with data.</li> </ul>	NDS Tasmania,  NDS National  Relevant Sector Stakeholders

### Signatures

SIGNED for and on behalf of the Crown in right of )  
 Tasmania by The Hon Felix Ellis MP )  
 Minister for Skills, Training and Workforce Growth )



SIGNED for and on behalf of the Crown in right of )  
 Tasmania by The Hon Jo Palmer MLC )  
 Minister for Disability Services )



SIGNED for and on behalf of National Disability )  
 Services by Lizzie Castles )  
 State Manager, NDS )



SIGNED for and on behalf of National Disability )  
 Services by Nigel Hill )  
 Chair – NDS Tasmanian State Committee )







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