HumanAbility

Health Services Assistance Qualification Review

Consultation Strategy

October 2024

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1. Introduction

1.1 Project details

Project full name and code:	25-002 HLT Health Services Assistance Qualification Review
Project shortform name:	Health Services Assistance Qualification Review
Project Manager:	Evan Cooper
Consultation Manager	Lisa Lawton

1.2 Purpose of the Consultation Strategy

The purpose of the Consultation Strategy is to support the review of the Health Services Assistance qualification.

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 *HLT33115 Certificate III in Health Services Assistance* qualification was last reviewed in 2015 and needs to be updated to bring it in line with current skills, knowledge and industry requirements.

There have been significant changes in the Health Care and Social Assistance industry in recent years, including: increasing population of older people and people with disabilities; new technologies for health processes and patient care; increasing emphasis on patient centred care and cultural competency; greater complexity of care; regulatory changes; changes in infectious disease preparedness; and increased care in the home.

It is essential that the Health Services Assistance qualification reflects contemporary skills, knowledge and practice to ensure the delivery of high-quality care and to support population growth in the sector.

The Health Services Assistance qualification is mapped to the Nursing Support and Personal Care Worker job role (ANZSCO 4233) and is key to supporting the health industry. Certificate III

in Health Services Assistance prepares individuals to work in a variety of roles where they contribute to patient care and support healthcare professionals in a range of settings including:

- Hospitals;
- Nursing Homes, Long-Term Care Facilities and Rehabilitation Centres - assisting residents with daily activities and supporting nursing staff to deliver care; and
- Home Healthcare Agencies - providing support to patients in their own homes.

The Health Care and Social Assistance Industry is struggling to recruit and retain skilled workers. The supply of workers is not keeping up with demand. Vacancies for skilled Nursing Support and Personal Care Workers have grown significantly in recent years. There is an opportunity to improve training and attract workers to the sector.

The *HLT33115 Certificate III in Health Services Assistance* is delivered by 108 Registered Training Organisations (RTOs) in every state and territory across Australia. Although there has been an increasing level of enrolments in the certificate and completions, the proportion of students graduating is still less than 43%.

The review provides an opportunity to update the Certificate III in Health Services Assistance in line with recently upgraded qualifications such as the Diploma and Advanced Diploma of Nursing and ensure new training products address more contemporary skills and knowledge requirements.

The project also aims to identify how common core skills, micro-credentials and specialisations can support the skills development requirements of the workforce. The outcome would provide a framework for graduates to build the skills to enter the sector's workforce and to move across a range of occupations through their career.

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 the Health Services Assistance role, 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 Health Services Assistance 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, health sector employers, unions, industry bodies, and government agencies.
- Foster collaboration and dialogue among stakeholders from diverse sectors including training providers, health sector employers and workers, unions, industry bodies, government agencies, students, and direct beneficiaries of Health Service Assistance across health, aged care and disability settings.
- Gather diverse perspectives and insights to inform changes to the Health Services Assistance 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 health services sector on updating the qualification Certificate III in Health Services Assistance to reflect current skills, knowledge and practice requirements.
- Consultation will also identify how common functions/skills, micro-credentials and specialisations can support the skills development requirements of this workforce. It will also explore pathways in the industry.
- 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 mapping exercise identifies how we will engage with each stakeholder group and what methods will be applied - as outlined in Section 5.

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

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

4.2 Stakeholder categories and analysis

Stakeholder group	Organisations	Benefits of involvement
Consultation with Industry Advisory Committees (IAC): - Health IAC - Aged Care and Disability Support IAC	IAC Committees /Members	Direct experience and understanding of the Health Services Assistance qualification Provide advice to HumanAbility via expert representatives across the sector

Stakeholder group	Organisations	Benefits of involvement
Technical Committee with expert representatives from across the sector	*Note: See Terms of Reference for full Technical Committee list*	Direct experience and understanding of the Health Services Assistance qualification and related occupations Provide advice to HumanAbility via expert representatives across the sector
RTOs and educational experts	Including, but not limited to: • TAFEs and RTOs that deliver the qualification • Australian Medical Association WA (AMA WA Training Services)	Direct experience and understanding of the qualification
Assurance and regulatory bodies	Safety standards (Health, Training) • Australian Commission on Safety and Quality in Health care – ACSQHC • Australian Institute of Health and Welfare • The Australian Health Practitioner Regulation Agency (AHPRA) • Aged Care Quality and Safety Commissioner • Australian Human Rights Commission	Have direct influence on the health and training systems
Unions	Including, but not limited to: • Australian Nursing and Midwifery Federation (ANMF) • Health Services Union	Advocate for improved training and pathway opportunities for Health Services Assistance roles
Relevant commonwealth, state and territory government departments and agencies, along with the skills and training departments	Including, but not limited to: • Department of Employment and Workplace Relations • State Training Authorities • Department of Health Victoria • NSW Health • Queensland Health • Tasmanian Department of Health • SA Health • Department of Health Canberra • NT Health • WA Health • Department of Health and Aged Care	Develop state-based health strategies, have high impact through funding models and place-based initiatives
Employers Healthcare providers /	Employers including, but not limited to: • Public Hospitals • Private Hospitals	Direct experience in attracting, recruiting, and retaining the workforce

Stakeholder group	Organisations	Benefits of involvement
employers across the sector	• Local Public Health Districts / Agencies / Networks • Aged Care / Allied Health / Home Care / Disability Agencies	
Subject matter experts (SMEs)	SMEs from across the health sector	Direct experience in attracting, recruiting, and retaining the workforce
Jobs and Skills Councils (JSC)	Units included in the review are imported into the following training packages: Skills Insight • AHC Agriculture, Horticulture, Conservation and Land Management • RGR Racing • SFI Seafood Service and Creative Skills Australia • SIR Retail Services	For an activity that will impact other JSCs, consultation with impacted JSCs is required (e.g. where units of competency proposed to be updated are imported into qualifications in other training packages).
Priority cohort - Aboriginal and Torres Strait Islanders	Consultation designed in partnership with • National Aboriginal Community Controlled Health Organisation (NACCHO) • Institute for Urban Indigenous Health (IUIH) • First Nations Disability Network	Provides First Nations people with the opportunity to actively contribute to project outcomes.
Industry peak bodies	Including but not limited to: • Australian Healthcare and Hospitals Association • Australian Primary Health Care Nurses Association • Victorian Healthcare Association • Australian Private Hospitals Association • National Disability Services • Aged and Community Care Providers Association	Advocate for improved training and pathway opportunities for health service assistance roles

5.   Strategic approach

5.1 Engagement methods

Method	Purpose	Who	Timing
Consultation with Industry Advisory Committees (IAC): • Health IAC • Aged Care and Disability Support IAC	To provide advice on the establishment of the Technical Committee, suggestions for engagement and feedback on project deliverables	Key influencers	At scheduled IAC meetings (during the lifecycle of the project)
Consultation with Technical Committee	To support development work and provide advice. The Committee will include representatives from key stakeholder groups and national coverage. The Committee will provide input and feedback on the project consultation strategy	As listed in section 4.2	As needed throughout the project lifecycle
1:1 interviews	16 virtual interviews – including two interviews in each state/territory, metro and regional and remote settings. This will include interviews with employers to discuss settings, current roles, functions and tasks along with career pathways for the industry and ensuring that nuances between jurisdictions and regulatory requirements are identified.	Employers and SMEs	December 2024 – January 2025
Consultation workshops – in person	To facilitate group discussions to understand needs, challenges, gaps, solutions and	All stakeholders – particularly those with High influence or	17 March – 9 May 2025 *In each capital city and regional locations (to be*

Method	Purpose	Who	Timing
	improvements for the qualification. 12 face-to-face workshops – including coverage in each state/territory, across metro and regional locations	expertise / high interest	*determined in consultation with IACs, Technical Committee and ITABs)*
Consultation workshops – online	To undertake facilitated group discussions that will help to understand needs, challenges, gaps, solutions and improvements for the qualification. 5 virtual workshops at a range of different times of day (morning/ afternoon/ evening) to allow different stakeholders to attend at a convenient time A virtual functional analysis workshop will be undertaken with participants drawn from across all states and territories including metropolitan, regional, and remote settings.	All stakeholders	17 March – 9 May 2025
Online feedback mechanism (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
Surveys	To consult with all participants (e.g. employers, training organisations, industry)	All stakeholders	Open throughout consultation period

Method	Purpose	Who	Timing
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 consultation period
Professional development workshops	3 virtual workshops To focus on the new qualification and how good practice for delivery and assessment will be conducted. A recording of the virtual professional development workshops will be made available on the HumanAbility website.	Targeting trainers and assessors	September 2025

5.2 Timing

Project stage	Scheduled Start Date	Scheduled End Date	Key Deliverables
Stage 1 Project set up (8 weeks)	19 Sep '24	14 Nov '24	• Establish project team • Develop a project plan and stakeholder engagement plan • Establish Technical Committee (TC) • Hold Technical Committee meeting, seeking feedback on draft stakeholder engagement plan (**Meeting 1**)

			• Submit project plan and stakeholder engagement plan to DEWR (**Milestone 1 31/10/24**) • Create a project page on website, publishing the stakeholder engagement plan and timelines
Stage 2 Initial development (18 weeks)	15 Nov '24	14 Mar '25	• 16 x virtual interviews with employers held • 1 x virtual functional analysis workshop held • Functional analysis report finalised, and consultation paper developed • Develop draft qualification, skill sets and units of competency • Hold Technical Committee meeting seeking feedback on consultation paper and draft qualifications, skill sets and units of competency (Meeting 2)

Stage 3 Public and government consultation
 	
(8 weeks)
	17 Mar '25	9 May '25	• Upload to HumanAbility's website draft qualifications and units of competency (**Milestone 2 due 30/4/25**)
			
			• Send communique to all key public and government stakeholders including RTOs currently delivering the qualifications that consultation is open and details on how feedback can be submitted.
			
			• Conduct:
			
			   • 12 face-to-face workshops
			
			   • 5 virtual workshops
			
			• Consultation log made visible on HumanAbility's website with the log regularly updated with feedback

Stage 4 Incorporating feedback (3 weeks)	12 May '25	3 Jun '25	• Review all feedback received • Meet with the technical committee, seeking advice on conflicting

			stakeholder feedback and proposed treatments (**Meeting 3**)
			• Update the consultation register and actions taken including justification where required
			• Summary of consultation feedback and actions taken published on HumanAbility's website
			• Draft qualification, skill sets and units of competency finalised.
Stage 5 Senior Official's Check (4 weeks)	16 Jun '25	16 Jul '25	• Consultation held with Commonwealth and state/territory Senior Responsible Officers • Feedback incorporated into final documentation
Stage 6 Finalisation and Submission to Assurance Body (2 weeks)	21 Jul '25	1 Aug '25	• Internal QA of materials conducted • Qualifications, skill sets and units of competency uploaded onto the VET National Training Register in draft format • Companion volume updated to reflect changes to the Training Package, identified pathways information and mapping information • Draft submission finalised and submitted to the Assurance Body for consideration
Stage 7 Assurance Body and Skills Ministers' Endorsement (6 weeks)	4 Aug '25	19 Sep '25	• Provision of any additional information the Assurance Body may require • Approval by the Assurance Body of submission. (**Milestone 3 – propose 19/9/25**) • Submission presented to Skills Ministers for endorsement
Stage 8 Release and post endorsement (1 week)	22 Sep '25	30 Sep '25	• 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 qualifications and ASQA advising that the new training package components have been released.
			• 3 virtual professional development workshops held on the features of the new qualifications, skill sets and units of competency.

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 health industry changes and the skills, knowledge, practice and requirements needed for the Certificate III Health Services Assistance qualification.
- Understand the current challenges, gaps, opportunities and potential solutions.
- Identify and inform changes for the qualification, units of competency and skill sets.
- Identify functions that are common across all settings/specific settings and pathways within the sector.
- Provide advice on the development of resources, guidance on delivery and pathways information.

6. Communications

6.1 Communications objectives

- Raise awareness of the project and its objectives among health 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

Communications channel / tool	Purpose / Details
Information sheet or flyer	To outline the key details of the project, timelines, consultation activities and how to participate. Include QR Code or 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 - 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.