Sterilisation Services Qualification Review

Consultation Strategy

July 2025

V1

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1.   Introduction

1.1 Project details

Project full name and code:	25-011 HLT Sterilisation Services Qualification Review
Project shortform name:	Sterilisation Services
Project Manager:	Lee Wheeler
Stakeholder Engagement Advisor:	Dan Waters

1.2 Purpose of the Consultation Strategy

The purpose of the Consultation Strategy (strategy) is to support the review of *HLT37015 Certificate III in Sterilisation Services* and *HLT47015 Certificate IV in Sterilisation Services* qualifications.

The strategy includes identification and mapping of key stakeholder groups, and outlines consultation objectives, methods and timing of engagement activities. It also includes communication objectives and methods.

The strategy is underpinned by the HumanAbility Stakeholder Engagement Strategy.

1.3 Audience

The audience for this strategy is the Project Sponsor, Project Director, Project Team, Technical Committee, Stakeholder Engagement Advisor, Department of Employment and Workplace Relations (DEWR) and key stakeholder groups.

2.   Background

2.1 Project overview

Sterilisation technicians play a critical role in infection control and patient safety within healthcare facilities by sterilising reusable medical devices (RMDs).

The project aims to critically evaluate and update *HLT37015 Certificate III in Sterilisation Services* and *HLT47015 Certificate IV in Sterilisation Services* to ensure they are aligned with current industry needs, regulatory requirements, safety and wellbeing outcomes for clients and create clear and sustainable career pathways to support existing and future growth in the industry.

This initiative aims to enhance the relevance and applicability of the qualifications which were last reviewed in 2015, thereby increasing the industry's capacity to meet growing demand and evolving challenges.

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, healthcare workers in sterilisation services 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 sterilisation services qualifications.

3.   Stakeholder engagement objectives and scope

3.1 Stakeholder engagement objectives

- Establish a Technical Committee with representatives from key stakeholder groups including training providers, unions, industry bodies, health sector employers and government agencies.
- Foster collaboration and dialogue among stakeholders from diverse sectors including training providers, health sector employers and workers, unions, industry peak bodies, government agencies, students, and direct beneficiaries of sterilisation services across health settings.
- Gather diverse perspectives and insights to inform changes to the sterilisation services 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

- Engaging with key stakeholders to undertake a functional analysis to gain a sound understanding of roles, responsibilities, and skills required to undertake sterilisation service roles. This will be achieved through a series of interviews and a workshop.
- Consultation with key stakeholders across the health services sector on updating the *Certificate III in Sterilisation Services* and *Certificate IV in Sterilisation Services* to reflect current skills, knowledge and practice requirements.
- Consultation will include identify skills and specialisations to 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 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 Industry Advisory Committees (IAC): • Health IAC	*Note: See the HumanAbility website for list of current IAC members HumanAbility Industry Advisory Committee Members*	Provide advice to HumanAbility via expert representatives across the health sector
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 sterilisation Services qualifications and related occupations
RTOs and educational experts	Including, but not limited to: • TAFEs and RTOs that deliver or intend to deliver the qualifications • trainers and assessors • curriculum maintenance managers.	Direct experience and understanding of the sterilisation services qualifications and related occupations
Subject matter expert (SME) panel/s	SMEs from across the health sector. Multiple panels may be established depending on the granular detail level, segmentation of units and required expertise for consultation	Direct experience and understanding of the sterilisation services qualifications and/or related occupations
Assurance and regulatory bodies	Including but not limited to: • Australian Commission on Safety and Quality in Health Care (ACSQHC)	Have direct influence on the health and training systems
Industry peak bodies	Including but not limited to: • Federation of Sterilising Research Advisory Councils of Australia (FSRACA) • Sterilising Research Advisory Councils of Australia (SRACA) – State Branches • Australian College for Infection Prevention and Control (ACIPC) • Australian Medical Association (AMA) • Australian Healthcare & Hospitals Association (AHHA) • Australian Health Promotion Association (AHPA) – national and state branches • Australian Primary Health Care Nurses Association (APNA) • Public Health Association of Australia (PHAA) – national and state branches • Australian Dental Industry Association (ADIA)	Advocate for improved training and pathway opportunities for health workers
Unions	Including, but not limited to: • Health Services Union • Australian Nursing and Midwifery Federation • Health Workers Union	Advocate for improved training and pathway opportunities for Sterilisation Service roles
Relevant commonwealth,	Including, but not limited to:	Develop state-based health strategies, have high impact through

Stakeholder group	Organisations	Benefits of involvement
state and territory government departments and agencies	• Department of Employment and Workplace Relations • State Training Authorities • Australian Department of Health and Aged Care • ACT Health Directorate • Health NSW • NT Health • SA Health • QLD Health • Tasmanian Department of Health • VIC Health • WA Health	funding models and place-based initiatives
Employers Sterilisation service providers / employers across the sector	Employers including, but not limited to: • Public Hospitals • Private Hospitals • Local Public Health Districts / Agencies / Networks • Aged Care / Allied Health / Home Care / Disability Agencies • Dental practices • Veterinary practices • Universities • GP practices • Endoscopy Practices	Direct experience in attracting, recruiting, and retaining the workforce
Industry Training Advisory Boards / Councils (ITABs)	• Community Services and Health ITAB (NSW) • CommunitySkills WA • CheckUP Australia (QLD) • Industry Skills Advisory Council NT • South Australian Skills Commission • Victorian Skills Authority	Direct experience and understanding of the sterilisation services qualifications and/or related occupations. Strong state-based connections with industry and training providers
Jobs and Skills Councils (JSC)	Units are not included in any training packages outside of HumanAbility's remit.	
Priority cohort - Aboriginal and Torres Strait Islanders	Including, but not limited to: • National Aboriginal Community Controlled Health Organisation (NACCHO) • National Association of Aboriginal and Torres Strait Islander Health Workers and Practitioners (NAATSIHWP)	Provides First Nations people with the opportunity to actively contribute to project outcomes

5.   Strategic approach

5.1 Engagement methods

Method	Purpose	Who	Timing
Consultation with Industry Advisory Committees (IAC)	To provide advice on the establishment of the	As listed in section 4.2	At scheduled IAC meetings (during

Method	Purpose	Who	Timing
	Technical Committee, suggestions for engagement and feedback on project deliverables		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
Functional Analysis interviews and workshops	16 virtual 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. Virtual functional analysis workshop will be undertaken with participants drawn from across all states and territories including metropolitan, regional, and remote settings.	Employers and SMEs	30 June - 3 September 2025.
Consultation workshops – in person	To facilitate group discussions to understand needs, challenges, gaps, solutions and improvements for the qualification. 8 face-to-face workshops – including coverage in each state/territory	Stakeholders that have direct experience and understanding of the qualifications including trainers and assessors of the qualifications	6 September – 28 November 2025, one workshop in each capital city
Consultation workshops – online	To undertake facilitated group discussions that will help to understand needs, challenges, gaps, solutions and improvements for the qualifications. 3 virtual workshops at a range of different times of day (morning/ afternoon/ evening) to allow different	Stakeholders that have direct experience and understanding of the qualifications including trainers and assessors of the qualifications	6 September – 28 November 2025

Method	Purpose	Who	Timing
	stakeholders to attend at a convenient time		
Engagement with SME panels	To undertake facilitated group discussions that will help to understand specific needs and improvements for the qualifications.	SMEs that have direct experience and understanding of the qualifications or related occupations	As required throughout the consultation period
Site visits - employers	Employer site visits across metro and regional health settings to better understand current roles, functions, tasks and career pathway options	Employers	As required throughout the consultation period
Site visits – training providers	To understand training needs, implementation and delivery challenges, solutions and improvements for the qualification.	Training providers	As required throughout the consultation period
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	As required
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.	Trainers and assessors	26 March – 1 May 2026

Method	Purpose	Who	Timing
	A recording of the virtual professional development workshops will be made available on the HumanAbility website.		

5.2 Timing

Project stage	Scheduled Start Date	Scheduled End Date	Key Deliverables
Stage 1 Project set up	5 May '25	27 June '25	- Establish project team - Draft a project plan and consultation plan - Establish Technical Committee (TC) and seek feedback on draft consultation plan **(Meeting 1)** - Submit project plan and consultation plan to DEWR - Create a project page on website, publishing the stakeholder engagement plan and timelines - Publish on website stakeholder engagement plan
Stage 2 Initial development	30 June '25	3 Sept '25	16 x virtual interviews with employers held - Functional analysis workshop held - Functional analysis report finalised and consultation paper developed - Develop draft qualification and units of competency - Hold Technical Committee meeting seeking feedback on consultation paper and draft qualification and units of competency **(Meeting 2)**
Stage 3 Public and government consultation	6 Sept '25	28 Nov '25	- Draft qualification and units of competency published on HumanAbility's website. - Send communique to all key public and government stakeholders including RTOs currently delivering the nationally accredited qualification that consultation is open and details on how feedback can be submitted - Conduct: 8 face-to-face workshops 3 virtual workshops - Site visits as required - Consultation log made released on HumanAbility's website with the log regularly updated with feedback.
Stage 4 Incorporating feedback	1 Dec '25	26 Dec '25	Review all feedback received, and update the consultation register and actions taken including justification where required

			• Meet with TC to inform decisions around conflicting stakeholder feedback **(Meeting 3)** • Summary of consultation feedback and actions taken published on HumanAbility's website • Draft qualification and units of competency finalised and published on HumanAbility's website with opportunity to comment
Stage 5 Senior Official's Check	29 Dec '25	30 Jan '26	• Consultation held with Commonwealth and state/territory Senior Responsible Officers • Feedback incorporated into final documentation
Stage 6 Finalisation and Submission to Assurance Body	2 Feb '26	6 Feb '26	• Internal QA of materials conducted • Qualification and units of competency uploaded onto the VET National Training Register – in draft format • Companion volume updated to reflect changes to the training package and including mapping information • Draft submission finalised and submitted to the Assurance Body for consideration
Stage 7 Assurance Body and Skills Ministers' Endorsement	9 Feb '26	20 Mar '26	• Provision of any additional information the Assurance Body may require • Submission presented to Skills Ministers for endorsement
Stage 8 Release and post endorsement	23 Mar '26	1 May '26	• Endorsed training products and associated companion volume released on the VET National Training Register • Website updated with final outcomes of the project • Communique sent to all RTOs delivering the qualification and ASQA advising of the entry requirement changes • 3 virtual professional development workshops held on the new qualification

5.3 Consultation questions

Consultation questions will be developed by the project team and refined by the Technical Committee.

Consultation with stakeholders will be structured to:

- Understand the current health industry changes and the skills, knowledge, practice and requirements needed for the Certificate III and Certificate IV in Sterilisation Services qualifications.
- Understand the current challenges, gaps, opportunities and potential solutions.
- Identify and inform changes for the qualifications, 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
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. The website will outline the key details of the project, timelines, activities in preparation for consultation and communication across all channels. An engagement portal will also be available through the web page, enabling stakeholders to register interest, provide submissions and feedback, register for consultation sessions and access project updates.
Emails	To provide 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)
Regular updates and meetings with STAs,/ITABs/CMM	To provide status reports and updates via emails and regular meetings. These activities will occur throughout the project to ensure STAs/ITABs/CMM are kept informed and abreast of any issues or concerns raised during the project.

Communications channel / tool	Purpose / Details
Events/Speaking engagements	To attend external events/speaking engagements or host HumanAbility events, online or in person – providing updates to 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 locations
- Number of interviews achieved in pre-draft and functional analysis work
- Attendance at consultation workshops
- Number of dedicated website page visits and submissions made in the portal
- Social media posts, engagement and reach (on HumanAbility social media pages and other social media pages)
- Newsletter articles / news items published by stakeholders
- Meetings held / attendance / topics
- An increase in enrolments and completions of the relevant qualifications.

The Technical Committee and Industry Advisory Committee will also be asked to provide advice relating to the effectiveness of the Consultation Strategy in driving project outcomes.