



Actionable Steps for Workforce Development in the CHSP Sector

BRIEF – April 2023

Background

In April 2023, the Multicultural Communities Council of SA (MCCSA) held the "Get All the Answers" Forum on Workforce together with Workforce Australia, BLCW, Human Services Skills Organisation and the Northern Collaborative Project.

Over 70 industry leaders from the CHSP and disability sectors, training providers, and employment specialists came together to share valuable information about workforce development and practical case studies. The main goal was for CHSP Providers to learn from what the disability sector is doing well in this space and to discover pathways to attract and retain workers in their organisations.

Methodology

In the context of workforce development in aged care and community services, the roundtable discussion proved to be a powerful tool to generate ideas, explore different perspectives, and arrive at a shared understanding of the topic.

Facilitated by Darren Gibbins, Lead Regional Coordinator of the Boosting The Local Care Workforce Program, the discussion helped identify opportunities and challenges facing the industry,

generate ideas for addressing these challenges, and arrive at actionable outcomes for CHSP Service Providers.

Actionable Steps for Workforce Development in the CHSP Sector

1. Develop new marketing or outreach strategies to attract a more diverse pool of job candidates: Consider using social media platforms like Facebook, Instagram, and LinkedIn to promote job vacancies and engage with potential candidates. It may also be useful to partner with local community organisations that work with people from CALD backgrounds to reach out to a wider pool of job candidates, particularly as more traditional platforms like Seek.com seem to not be as effective with people of CALD background.
2. Participate in a mentorship program to support career development for staff: Mentorship programs can be an effective way to support employee career development and create a sense of community within the workplace. Consider pairing experienced staff members with newer employees to help them navigate their roles and develop their skills.
3. The Aged Care workforce already is incredibly diverse, and it is crucial for employers to equip their staff with the skills and knowledge necessary to effectively communicate and engage with workers

(and clients) from different cultural backgrounds. MCCSA's cultural intelligence training, [CulturalQ](#) is an opportunity to enhance the cultural competency of any team. The benefits of our training program are well documented, and include:

- Better understanding of cultural differences and how they influence intercultural communications, relationships, and work outcomes.
- Increased management and staff skills to build intercultural relationships and work effectively in multicultural teams.
- Enhanced problem-solving and decision-making abilities to ensure inclusive service delivery effectiveness and reputation as an employer of choice.

4. Collaborate with other organisations or companies to share resources and best practices for workforce development: Building partnerships with other organisations or companies in the industry can provide opportunities to learn from others, share knowledge, and collaborate on projects or initiatives that benefit the workforce.

5. Host a job fair to promote current opportunities at your organisation and attract potential candidates. Consider partnering with other organisations or companies to increase the visibility of the event.

6. Building partnerships with Registered Training Organisations (RTOs) can provide opportunities to create training programs that are tailored to the needs of the aged care and CHSP sectors. This can help create a pipeline of job candidates with the skills and knowledge needed to work in these industries.

7. A needs assessment can help identify gaps in skills, knowledge, or resources within an organisation that may be hindering workforce development. This information can be used to develop targeted strategies for addressing these gaps.

8. Storytelling is a powerful tool. Sharing success stories from existing staff members can help attract new candidates and highlight the positive aspects of working in the aged care and CHSP sectors. Consider using social media or other channels to promote these success stories and raise awareness about the opportunities available in these industries.

9. Conducting an internal review of hiring and retention practices can help identify areas for improvement and ensure that the organisation is attracting and retaining the best possible talent. This review may include looking at recruitment strategies, training and development programs, and employee retention initiatives.

10. Connecting with other professionals on LinkedIn in order to explore opportunities for networking and collaboration in the future. Many professionals advertise roles through their personal LinkedIn networks.

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