

Working Together

**WE ARE THE
WORK
FORCE
COUNCIL**

ENERGISING HEALTH AND COMMUNITY SERVICES SINCE 1992



We are

A TRUSTED PARTNER

ENERGISING A STRONG AND THRIVING HEALTH AND COMMUNITY SERVICES INDUSTRY. WE STRIVE TO CREATE DEEP CONNECTIONS IN THE INDUSTRY AND ENSURE WE ARE ALL WORKING TOGETHER.

The Workforce Council is the peak body for the health and community services workforce in Queensland. We are leading the way, delivering workforce results.



Working with ...

- Primary Health Care
- Disability · Mental Health · Youth
- Aged and Community Care
- Community Services
- Early Childhood Education and Care
- Hospitals and Other Health
- Aboriginal and Torres Strait Islander Health
- Community and Social Housing
- Child Protection



What do we do?

WE DELIVER A RANGE OF COMPLEMENTARY FUNCTIONS FOR THE HEALTH AND COMMUNITY SERVICES INDUSTRY.

Research and Representation ... Collecting and reporting of key data to represent the industry and promote policy change, target investment in workforce and skills development, and speak up for capacity building within industry and government.

Workforce Planning ... Using the evidence to develop a workforce plan to meet future workforce and service needs at organisation, region and sector levels.

Workforce Development ... Developing strategies that practically support organisational and individual participant's workforce goals, including skills and professional development.

Advice and Support ... Building a strong and sustainable health and community services industry that can meet the changing and growing demand for responsive, informed services to deliver quality outcomes.

HOW DO WE DO THIS

Connections ... Through our extensive networks we create connections across industry, educators, professional bodies, funding organisations, workers, workplaces, communities and government, providing leadership and connecting people with a focus on respect, reconciliation and inclusion.

Our aim is to **INNOVATE** and **DELIVER** services, which enable workforces to be well researched, well informed, well planned, well developed, well connected and well resourced to perform.

Welcome

A CONNECTED FORCE AT WORK

Since we were founded in 1992, the Workforce Council has developed into one of Queensland's leading industry workforce bodies.

Specialising in the health and community services industry, we enjoy a reputation as an inclusive and active peak body that delivers insightful, informed and intelligent support in workforce research and representation, planning, development and advice.

Over more than two decades, the Workforce Council has developed unique and effective expertise which are underpinned by a truly collaborative approach and deep connections with industry, community and government.

With workforce planning and development central to everything we do, the Workforce Council delivers across the health and community services industry to help organisations and individuals realise their potential.

Our role is to enable you to do what you do better, and achieve your objectives for yourself, your organisation, your clients and your community. We have helped thousands of people to make positive improvements in their day-to-day work practices across a range of disciplines and skill-sets.

Our vibrant industry faces increasing pressure to meet the needs of communities, families and individuals right across Queensland. The Workforce Council provides practical support and sense of connection - helping you and our industry as a whole to work well together.

Supporting ...

Nurses • Aged and Community Carers

Early Childhood Educators

Disability Workers • Social Workers

Education Aides

Family and Community Support Workers

Program and Service Managers

Medical and Allied Health

Professionals ... and more





RESPOND

Services **NOW** **SUPPORTING DEVELOPING FOR THE** **FUTURE**

The Workforce Council delivers services that are designed to help organisations to meet the future organisational and service delivery needs and develop skills and competencies amongst their workforce. We enable the health and community services industry to work well together.

Since 1992, we have worked closely with our clients to help them solve workforce planning and development issues. Our partnership approach is to work with you to develop an understanding of your unique requirements and together develop practical, sustainable solutions.

RESEARCH & REPRESENTATION

A strong evidence base underpins all our work and has supported and informed government, industry, organisations and individuals. We understand:

- Workforce strategy development to support human services policy and delivery
- Data across sectors, regions and demographics
- Current and future workforce and skills needs for the industry
- changing demographics that affect both workforce supply and demand
- Workforce innovation
- Regional and remote needs
- Training and education markets and products
- Workforce issues and strategies from around the world

WORKFORCE PLANNING

We use the evidence to develop a workforce plan that meets your exact requirements and work with you on practical workforce development strategies. We can:

- Access relevant data and research related to workforces in your sector and region
- Conduct an environmental scan focused on the workforce impacts of your environment
- Analyse your future service requirements and undertake scenario planning
- Project future workforce needs and design your workforce of the future
- Assess the gaps between your current and future workforce
- Develop a workforce plan for your organisation to achieve the workforce of the future
- Develop your skills and capacity to undertake workforce planning in the future

CONNECTING PEOPLE, DEMONSTRATING LEADERSHIP AND BUILDING CAPACITY ARE THE FOUNDATIONS OF WORKFORCE PLANNING AND DEVELOPMENT. WORKING TOGETHER WE CAN WORK WELL.



WORKFORCE DEVELOPMENT

From planning comes practical workforce development strategies that will achieve your future workforce and support your people to work to their full capacity. We will support all workforce development strategies including:

- Research and case studies to support strategy development
- Skills audits and training needs analyses
- Delivering or brokering training and professional development
- Attraction and retention strategies
- Job role design and service model reform
- Organisational change management and shared leadership strategies
- Building an inclusive workplace
- Partnership brokerage
- Provide access and guidance to resources, tools and templates
- Action Learning projects
- Facilitating groups to support
 - Leadership development
 - Stakeholder engagement
 - Collaboration
 - Change management
 - Strategic planning
 - Reflective practice

ADVICE AND SUPPORT

The Workforce Council also provides a suite of strategic consulting, advice and support services. We have the people, the resources and the expertise to deliver you a practical, sustainable workforce outcome. We can help you with:

- Understanding current and future workforce issues for your particular sector
- Understanding Vocational Education and Training systems and funding
- Building an inclusive workforce
- Developing innovative learning and development strategies
- Working effectively with training and education organisations
- Managing training placements
- Specialised facilitation support

Active & Proactive

THE REAL LIFE WORK WE UNDERTAKE

The Workforce Council works in practical ways to support a strong and sustainable health and community services industry.

On a day-to-day basis, we work with industry representatives, organisations and participants at every level so that together we can meet the growing demand for responsive, informed and properly resourced services.

The Workforce Council engages with all manner of individuals and organisations to achieve change and plan future workforces. Our inclusive approach is based on our dedication to building and sustaining a thriving industry.

We work with:

INDUSTRY LEADERS AND GOVERNMENT

On a practical level, we work with industry leaders and government to champion workforce reform and influence the broader workforce development agenda, and support service delivery.

SECTOR LEADERS

We work with all sectors within the health and community industry to understand the impacts of policy and develop tailored programs that suit particular workforce needs.

REGIONAL LEADERS

We work in regions to determine regional or community workforce needs and plan development activities to address them.

ORGANISATIONS

We work with organisations to analyse their operating environment and plan their future so that their workforce can support their objectives, their talent is managed and leadership development is improved.

INDIVIDUALS

We work with individual people on the ground, providing professional development, mentoring, coaching and training so that they are confident and capable. Topics we cover can include change management, leadership, planning, collaboration, service integration, stakeholder engagement, risk management, facilitation, monitoring and evaluation.



Delivering ...

- Group Workshops
- Strategic Workforce Planning
- Professional Development
- Information and Advice • Training
- Tools and Resources
- Coaching and Consulting
- Change Management
- Leadership



INNOVATE

Leadership

WE INNOVATE & INFLUENCE

The Workforce Council is in a prime position to lead and support the sustainability of our industry through contemporary and responsive workforce practices.

To ensure our industry participants have a seat at the table, a major part of the Workforce Council effort is to stay ahead of industry trends, represent stakeholders and lead policy development. This helps to ensure that workforce planning and development in the health and community services industry is informed, collaborative and delivers for the individuals, families and communities we support.

As leaders, we take our role very seriously. We connect across Queensland, leveraging workforce potential by creating new networks with governments, industry, education and training providers, professional bodies, communities, organisations, workplaces and workers.

We lead and innovate through:

INDUSTRY CONNECTION

Our performance record gives us a respected voice in our industry and means we are able to promote policy change and improve outcomes.

SECTOR ENGAGEMENT

We collaborate closely and regularly with sector stakeholders to listen, share and support.

CRITICAL RESEARCH

We have the expertise, the connections and the industry insights to gather, collate and analyse evidence to inform policy, program and strategy development.

INDUSTRY INTELLIGENCE

We regularly publish key data and release an annual Skills and Workforce Development Report, sharing information to support policy and workforce development.

INNOVATIVE PLANNING

Our Strategic Workforce Planning Framework is an innovative approach to workforce planning and development designed specifically for our industry.

PRACTICAL SUPPORT

Our highly skilled facilitators use a range of group work techniques to bring people together to generate fresh thinking and create shared commitment to solving critical challenges.



Industry Expertise
Connecting People
Strategy Development
Sector Representation
Publications
Collaborative Forums
Facilitation



COMMUNITIES

People WE ARE WORKING TOGETHER EVERYWHERE

The success of the Workforce Council comes down to connecting with people. We work across Queensland's health and community services industry to empower the workforce and energise its potential. We support its sustainable development, at every level, in all occupations and in every kind of workplace. We engage with individuals and service providers, organisations and government, leaders and industry participants so that people are connected, developed and supported.

Our own people are experts in research, analysis and forecasting, program design, skills development, education, mentoring, coaching and training. It is our ability to personalise and tailor workforce planning and development solutions that helps us to help you work well.

We work with workforce and industry champions to support workforce planning and development programs. We deliver programs through our own teams and work closely with preferred industry partners. We support our clients, so that their planning and strategy development is responsive, evidence-based and meets real needs.

Our focus is to help clients to develop their own capacity in ways that are effective, practical and sustainable. Through our strong facilitation skills we are able to bring people together to share their expertise and develop solutions. By ensuring the participation of all, we build capacity and support sustainability.

We are a trusted partner who energises all stakeholders through innovation, expertise and integrity to be connected and work well together.



Engaging...

Health and Community
Services Organisations

Funding Bodies

Training Organisations

Sector Representatives

Universities

Individuals · Government

Peak Bodies



CONNECT

Value

WORKING TOGETHER FOR THE BENEFIT OF ALL

The Workforce Council exists to enable our vibrant and diverse industry to work well together. We believe that the value our industry receives from working together benefits us all. Every organisation and each individual has a part to play.

We deliver value through close and skilled engagement with policy makers, our clients, our staff, the broader workforce, the people in their care and their families, and their supporters.

Work with us and you will see many benefits:

- Better understanding of the industry and its workforce needs
- Access to current information on workforce issues and trends
- Detailed assessments and analysis of current and future workforce demands by specific location, function or occupation
- Deeper, informed understanding of workforce implications within your strategic and operating environments
- Solid evidence base and work with quality research and analysis to help build a business case
- Information to plan for a thriving industry
- Clarity and confidence to plan your current and future workforce requirements
- Strengthened capacity for workforce planning and development
- Access to targeted skills and development programs, and workforce planning frameworks
- Programs which embrace reconciliation and inclusion

Across the industry, benefits include:

- The right skills in the right place at the right time
- Well informed workforce planning and development
- Decisions based on evidence and deep industry insights
- Ability to identify and respond to future workforce needs
- Greater productivity through workplaces where people are trained, capable and confident
- Workforces empowered and energised to develop capacity for workforce planning and development

The Workforce Council has a proud history as a workplace leader and innovator and as a champion collaborator. With a genuine, ethical and respectful approach to working for the health and community services industry, we are in an ideal position to join with partners, at every level, so that together we continue to work well.



We enable workforces to be...
well researched
well informed
well planned
well developed
well connected
well resourced
... to perform.



ENGAGE

EMERGENCY SERVICES AGED CARE
ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH
ALS EARLY CHILDHOOD
FAMILY AGED CARE
CHILDHOOD
ORAL HEALTH COUNSELLING
PRIMARY HEALTH DISABILITY
HEALTH AND MENTAL HEALTH
RECOMMUNITY SERVICES
YOUTH HOSPITALS MEDIATION
DIVERSITY AGED CARE
MENTAL HEALTH
HEALTH DOMESTIC VIOLENCE
COMMUNITY
A CONNECTED
FORCE COUNSELLING
AT WORK ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH



MEMBERSHIP

For more information on membership of the Workforce Council visit: workforce.org.au/about

The Workforce Council acknowledges Aboriginal and Torres Strait Islander peoples as the original inhabitants of Australia and recognises these unique cultures as part of the cultural heritage of all Australians.

We pay our respect to the Elders of this land; past, present and future.



WORKFORCE COUNCIL

WORKING TOGETHER

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