

Housing and homelessness services environmental scan



Compiled for

Department of Housing,
Local Government,
Planning and Public Works



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Defining the industry

The housing and homeless services industry is not clearly defined in the Australian and New Zealand Standard Industrial Classification (ANZSIC).¹ The broad industry classification is *Health Care and Social Assistance*. This industry includes hospitals and aged care facilities, and the industry groups listed below.

The classification that best describes the industry's activities is *8609 Other Residential Care Services*, which includes the following primary activities:

- community mental health hostel
- crisis care accommodation operation
- home for the disadvantaged operation n.e.c.
- residential refuge operation.

Activities within *8790 Other Social Assistance Services* may also be relevant to the industry. These activities include:

- disabilities assistance service
- operation of soup kitchen (including mobile)
- welfare counselling service
- youth welfare service.²

Further details on industry activities, including occupations, are listed in Appendix A.

1 Australian Bureau of Statistics. (2013). *Australian and New Zealand Standard Industrial Classification (ANZSIC), 2006 (Revision 2)*. Canberra: Australian Government.

<https://www.abs.gov.au/statistics/classifications/australian-and-new-zealand-standard-industrial-classification-anzsic/latest-release>

2 Excluded from scope are government-provided services.



Contents

Foreword.....	2
Project scope and objectives	3
Executive summary.....	3
Summary highlights and findings.....	4
Economic and employment trends	5
Impact of COVID-19	7
Workforce attraction and retention strategies	7
Introduction to the housing and homelessness services industry.....	8
Employment trends and workforce profile.....	12
Employment projections and jobs growth	16
Business profile	18
Education and training profile	23
Vocational education and training (VET)	26
Current training and education pathways	29
Industry of focus.....	31
Employment outlook.....	32
Role of volunteers.....	32
Identified challenges and shortages	33
Future skills and training requirements.....	35
Considerations for potential industry consultation	36
What is a Workforce Plan	39
APPENDICES.....	40
Appendix A.....	40
Appendix B	43
Appendix C.....	44
Appendix D.....	46

Foreword

As more people choose to make Queensland their home, a long-term and sustainable vision is needed to support the housing and homelessness workforce to meet the growing needs of the community for the provision of housing services.

Housing is more than bricks and mortar. It provides individuals with a foundation of safety and security, empowering them to fully engage and contribute to our society. Access to stable housing fosters a sense of belonging and stability, enabling individuals to pursue education, employment and social connections more effectively. Moreover, secure housing enhances physical and mental wellbeing, strengthening individuals' ability to actively participate in community activities, volunteer work and community engagement. By addressing basic housing needs, we create a platform for individuals to thrive and meaningfully take part in shaping a vibrant and inclusive society.

Published in February 2024, the *Homes for Queenslanders* plan outlines a goal of constructing one million new residences by 2046, with 53,500 designated as social housing and a 20 per cent funding boost for frontline homelessness services.³

Additionally, the strategy details how the Queensland Government is ensuring fair treatment for renters. Achieving these objectives demands a comprehensive approach that tackles the prevailing challenges head-on.

While the construction of housing infrastructure is a critical part of the *Homes for Queenslanders* plan, the Queensland Government also recognises the holistic importance of developing a workforce to support vulnerable Queenslanders. By attracting, retaining and developing skilled workers within the housing and homelessness industry, Queensland will lay the foundation for a more connected and inclusive housing services industry.



This environmental scan provides insight into the non-government housing and homelessness services workforce and the challenges facing the industry.

³ Department of Housing, Local Government, Planning and Public Works. (2024). *Homes for Queenslanders*. Brisbane: Queensland Government. https://www.housing.qld.gov.au/__data/assets/pdf_file/0022/48163/homes-for-queenslanders.pdf

Project scope and objectives

Jobs Queensland has partnered with the Department of Housing, Local Government, Planning and Public Works (DHLGPPW) to understand the current labour market challenges, the scale of skills shortages in the housing and homelessness services industry, and opportunities to address future workforce needs.

This project focuses on non-government organisations providing frontline services for people experiencing or at risk of homelessness.

This project will:

- provide an understanding of the current labour market challenges experienced within the industry
- identify the scale of labour and skill shortages within the industry
- identify opportunities to address current and future workforce needs
- facilitate key industry stakeholders' understanding and capability in workforce planning methodologies.

This industry environmental scan provides a historical and point-in-time reference to support DHLGPPW should they wish to undertake future industry consultation activities that may lead to the development of an industry-endorsed workforce plan. There is currently no commitment to extend the project beyond this research.

Jobs Queensland has undertaken research using established and recognised information sources to develop a profile of Queensland's housing and homelessness services industry as a benchmark for potential workforce planning activities. The research also highlights gaps within the available data on the industry and some of the challenges facing the industry in terms of workforce attraction and development.

Executive summary

This environmental scan focuses on the workforce of the housing and homelessness services industry in Queensland and the provision of non-government services for Queenslanders experiencing housing and homelessness issues. It provides insight into the workforce and the challenges facing the industry.

Addressing access to affordable housing in Queensland is a key challenge, compounded by Queensland's relative remoteness, which underscores the difficulty in service provision. Having a safe place to call home is crucial to economic and social wellbeing. In the five years to June 2022, the number of people in Queensland seeking assistance from social housing services increased by as much as 29 per cent. Demand was higher in regional Queensland than in Brisbane.⁴ This is placing unprecedented demand on the housing and homelessness services industry. Service providers are reporting increasing levels in complexity of need, difficulty meeting service demand, and keeping services properly staffed.⁵

The industry is facing several workforce challenges. As a sector of the fastest growing industry division in Queensland, health care and social assistance, **there is strong competition from other sectors and industries for suitably skilled and experienced workers.**

Its workforce comprises professionals and paraprofessionals who require vocational education and training (VET) or higher education qualifications to enter the industry. This means that the supply of these skilled workers relies on the supply of suitably qualified graduates, driving an increasing need to link with education providers and attract suitable individuals into the education system to increase the graduate pool.

The struggle to meet demand and the escalating complexity of needs underscores the urgent need for organisation-level workforce planning and strategic collaboration between service providers and education institutions to ensure a sustainable pool of qualified professionals. As Queensland navigates these challenges, recognising the intrinsic link between secure housing and societal wellbeing becomes paramount for fostering economic and social resilience.

4 Pawson, H., Clarke, A., Parsell, C., Hartley, C. (2022). *Australian Homelessness Monitor 2022*. Melbourne: Launch Housing. <https://www.launchhousing.org.au/ending-homelessness/research-hub/australian-homelessness-monitor-2022>

5 QCOS. (2023). *State of the Sector 2022*. Brisbane: Queensland Council of Social Service. <https://www.qcos.org.au/wp-content/uploads/2023/03/State-of-the-Sector-Report-2022.pdf>

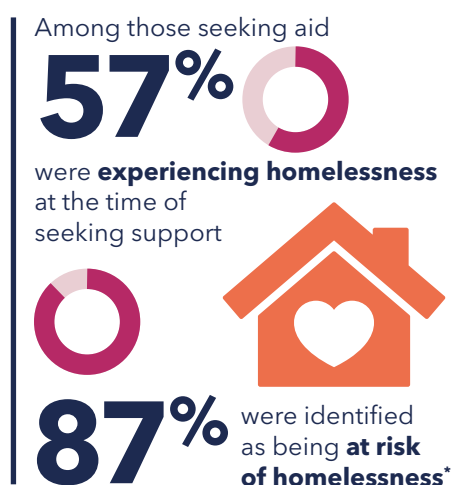
Summary highlights and findings

Industry overview and growth factors

The foundation of individuals' health and wellbeing hinges on safe and secure housing availability. Specialist homelessness services (SHS) play a crucial role in supporting both those currently

experiencing homelessness and individuals at risk of homelessness. In 2022-2023, SHS agencies provided support to more than 45,500 clients in Queensland, who each had a variety of different needs and reasons for seeking support.⁶

In Queensland in December 2023...



*Source: Australian Institute of Health and Welfare. (2023). *Specialist Homelessness Services 2022-23: Queensland*. Canberra: Australian Government. https://www.aihw.gov.au/getmedia/369e7001-d604-423d-a900-88e4a7da75bf/hou333_factsheet_qld.pdf

⁶ Australian Institute of Health and Welfare. (2023). *Specialist Homelessness Services 2022-23: Queensland*. Canberra: Australian Government. <https://www.aihw.gov.au/reports/homelessness-services/specialist-homelessness-services-annual-report/contents/state-and-territory-summary-data-and-fact-sheets>

Economic and employment trends

Due to a rise in interstate migration and house prices and rents, there has been increased demand for services within the housing and homelessness services industry.⁷ Rising cost-of-living pressures are also increasing demand.⁸ Caseloads have increased, especially in rural areas.

The housing and homelessness services industry faces strong competition for skilled workers, now and in the future, with various sectors competing for professionals. Despite a significant 68.5 per cent growth in employment until May 2023, 59 per cent

of employers reported difficulty meeting service demand in 2022 due to staffing issues.⁹

This shows a significant demand for workers within the industry, which underscores the importance of implementing strategic workforce solutions to ensure high-quality service delivery is maintained. The industry may benefit from a review of its recruitment strategies and marketing to ensure that its careers are attractive to new entrants and workers transitioning from other industries.

In Queensland in **November 2023...**



Residential care services and other social assistance services comprised of:

74.7%
female workers

Full-time



53.9%
female workers

Part-time



33.5%
male workers

Given the high number of part-time employees in an industry experiencing labour and skills shortages, opportunity exists to either increase the number of hours available for work or to convert part-time roles to full-time employment.

Source: Australian Bureau of Statistics. (2023). 6291.0.55.001 Labour Force, Australia Detailed, August 2023, EQ06 - Employed persons by industry group of main job (ANZSIC), Sex, State and Territory, November 1984 onwards. Canberra: Australian Government.
<https://www.abs.gov.au/statistics/labour/employment-and-unemployment/labour-force-australia-detailed/latest-release>

7 Queensland Government. (2022). *Queensland Housing Summit Outcomes Report*. Brisbane: Queensland Government.
https://www.qld.gov.au/_data/assets/pdf_file/0024/333366/Housing-Summit-outcomes-report.pdf

8 QCOSS. (2023). *State of the Sector 2022*. Brisbane: Queensland Council of Social Service.
<https://www.qcoss.org.au/wp-content/uploads/2023/03/State-of-the-Sector-Report-2022.pdf>

9 Australian Bureau of Statistics. (2023). 6291.0.55.001 - EQ06 - Employed persons by Industry group of main job (ANZSIC), Sex, State and Territory, November 1984 onwards. Canberra: Australian Government.
<https://www.abs.gov.au/statistics/labour/employment-and-unemployment/labour-force-australia-detailed/latest-release>;
QCOSS. (2023). *State of the Sector 2022*. Brisbane: Queensland Council of Social Service.
<https://www.qcoss.org.au/wp-content/uploads/2023/03/State-of-the-Sector-Report-2022.pdf>

The 2021 census provides a detailed, in-time picture of diversity within the workforce. The health care and social assistance industry was the top employer of people from culturally and linguistically diverse (CALD) backgrounds, with

21.5 per cent of migrants from non-English-speaking backgrounds and 17.3 per cent of migrants from English-speaking backgrounds employed in the industry.¹⁰

Workforce diversity

Residential care services

I CALD



1595 workers | **35%**

People with disability



113 workers | **2.4%**

First Nations



234 workers | **5.1%**

TOTAL WORKFORCE: **4624**



Other social assistance services

I CALD



17,886 workers | **30.4%**

People with disability



1763 workers | **3.0%**

First Nations



3024 workers | **5.1%**

TOTAL WORKFORCE: **58,762**



10 Queensland Government Statistician's Office. (2023). *Diversity Figures, 2021*. Brisbane: Queensland Government. <https://www.dcssds.qld.gov.au/resources/dcsyw/multicultural/communities/diversity/diversity-figures-report-2021.pdf>

Impact of COVID-19

The COVID-19 pandemic saw a change in the business profile of the other residential care services industry. It is unclear whether this was due to an increase in demand leading to sole traders taking on employees, or a consolidation of non-employing businesses resulting in the corresponding increase in small and medium enterprises trading in Queensland.

The pandemic also impacted education and training engagement, with reductions in the number of people enrolling in qualifications within VET and higher education during that period. This affects the supply of workers entering the industry and increases competition for appropriately qualified workers.

Workforce attraction and retention strategies

Workforce diversity is crucial for reflecting the communities served by the industry. Enhancing diversity, particularly by hiring individuals with disabilities and Aboriginal peoples and Torres Strait Islander peoples, can help address labour shortages.

Implementing diversity initiatives and partnering with relevant organisations can attract and retain a diverse workforce. Collaboration with non-government agencies and offering work experience opportunities gives trainees undertaking their Certificate III in Community Services practical experience and networking opportunities that will provide them with a practical employment pathway. Additionally, offering career advancement opportunities and creating a supportive work environment can improve retention rates among employees from diverse backgrounds.

The apprenticeship system offers a solid career path in the industry, with the Certificate III in Community Services providing a valuable introduction. To retain apprentices and trainees, organisations can offer mentorship programs and ongoing professional development. Increasing engagement with schools and offering diploma-level traineeships can also address recruitment needs.

Flexible work arrangements and higher-level apprenticeships can further support employee engagement and retention.

Volunteer management

Volunteers are invaluable in addressing workforce shortages and building community connections within the industry. However, volunteer numbers have declined in recent years.¹¹ To attract and retain volunteers, organisations need to prioritise effective volunteer management and create a culture that values their contributions. Strategies include recognition programs, skill development opportunities, flexible volunteering options, clear communication, engaging activities, meaningful roles and fostering a supportive organisational culture.

Additionally, organisations may boost their workforce by exploring ways to create pathways for volunteers to transition into paid positions. This could involve providing training, mentorship and career development opportunities to volunteers who demonstrate commitment and potential. By recognising and rewarding volunteer efforts and facilitating their transition into paid roles, organisations can enhance volunteer retention and build a dedicated workforce.

11 QCOSS. (2023). *State of the Sector 2022*. Brisbane: Queensland Council of Social Service.
<https://www.qcoss.org.au/wp-content/uploads/2023/03/State-of-the-Sector-Report-2022.pdf>

Introduction to the housing and homelessness services industry

The Department of Housing, Local Government, Planning and Public Works plays a critical role in ensuring that all Queenslanders enjoy access to safe, secure and affordable housing options. Through a multifaceted approach, the department undertakes various initiatives. These include developing and implementing programs to bolster affordable housing availability for low to moderate-income individuals and families, such as rental assistance schemes, affordable housing developments and collaborations with community housing providers. Additionally, the department prioritises the management and upkeep of social housing properties, striving to provide tenants with well-maintained accommodations and access to important support services to enrich their quality of life.

The department employs early intervention programs, delivers support services for those at risk of homelessness and collaborates with local community organisations to address the root causes of homelessness. Moreover, through meticulous research and consultation, the department crafts housing policies and strategies that tackle emerging issues, advocate for housing affordability and bolster housing outcomes for all Queenslanders.

Homelessness is defined by the Australian Bureau of Statistics (ABS) as:

when a person does not have suitable accommodation alternatives, they are considered homeless if their current living arrangement:

- is in a dwelling that is inadequate; or
- has no tenure, or if their initial tenure is short and not extendable; or
- does not allow them to have control of and access to space for social relations.¹²

At the time of the 2021 census, an estimated 122,494 people in Australia were experiencing homelessness, an increase of 5.2 per cent from 2016.¹³ Queensland had the second highest rate of homelessness, with 44 people per 10,000 experiencing homelessness. This was a slight drop from 2016.

Despite the drop, caseloads have continued to climb. In the five years to 2021-2022, caseloads increased by 14 per cent in Brisbane and 29 per cent in regional Queensland. This is significantly higher than across Australia (all capital cities - 6 per cent, and all regions - 13 per cent).¹⁴

Several factors within the Queensland economy and housing market are impacting the industry. Amidst the COVID-19 pandemic, Queensland saw a surge in interstate migration, reaching its apex at 48,972 individuals per quarter in September 2021. Concurrently, overseas migration showed a gradual uptick per quarter following the reopening of international borders in December 2021 (Chart 1).¹⁵

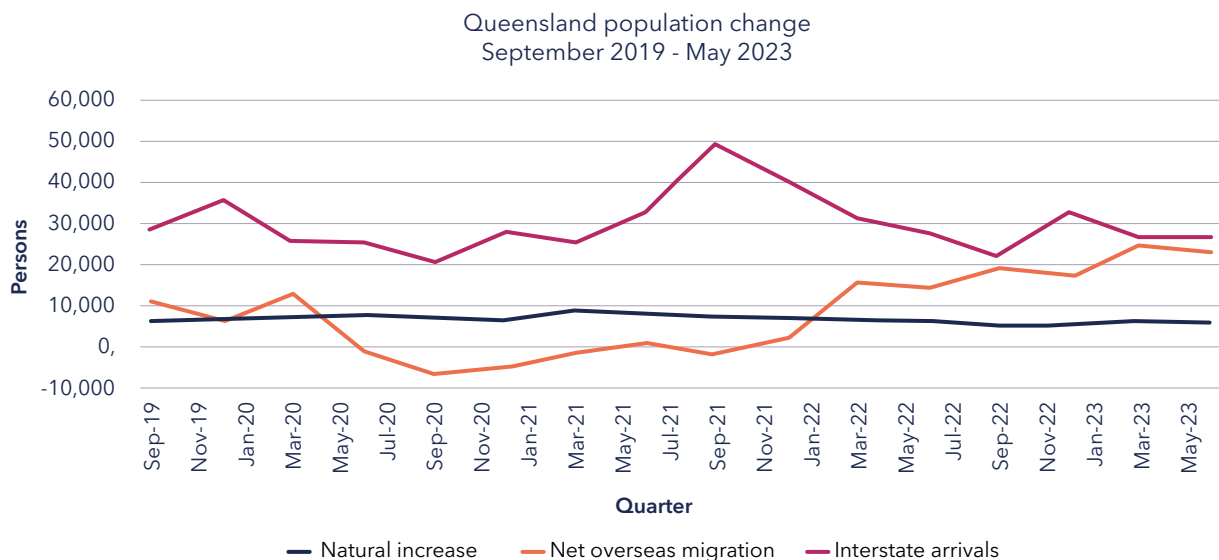
12 Australian Bureau of Statistics. (2012). *4922.0 - Information Paper - A Statistical Definition of Homelessness, 2012*. Canberra: Australian Government. <https://www.abs.gov.au/ausstats/abs@.nsf/Latestproducts/4922.0Main%20Features22012>

13 Australian Bureau of Statistics. (2021). *Estimating Homelessness: Census*. Canberra: Australian Government. <https://www.abs.gov.au/statistics/people/housing/estimating-homelessness-census/latest-release>

14 Pawson, H., Clarke, A., Parsell, C., Hartley, C. (2022). *Australian Homelessness Monitor 2022*. Melbourne: Launch Housing. <https://www.launchhousing.org.au/ending-homelessness/research-hub/australian-homelessness-monitor-2022>

15 Queensland Government Statistician's Office. (2023). *Population growth, Queensland, December quarter 2022*. Brisbane: Queensland Government. <https://www.qgso.qld.gov.au/issues/3091/population-growth-qlld-202212.pdf>

Chart 1 | Annual population increase by components of population change, Queensland



Source: Queensland Government Statistician's Office. (2023). *Components of population change (persons), Queensland, June quarter 1981 to May quarter 2023*. Brisbane: Queensland Government. <https://www.qgso.qld.gov.au/statistics/theme/population/population-estimates/state-territories>

At the same time, the housing market experienced high demand to meet this population influx. This pushed up property prices and rents across the state. At the same time, constrained supply chains resulted in delays in materials needed for new builds, impacting housing supply. For people from disadvantaged backgrounds, this increased the risk of homelessness and increased demand for access to social housing.¹⁶

Queensland is Australia's most disaster-prone state or territory, with 64 of the state's 77 local governments impacted by one or more declared disaster events since 2017.¹⁷ People at risk of homelessness or living homeless are particularly vulnerable to these impacts, with each event escalating the demand for services and placing an additional strain on the housing and homelessness services workforce.¹⁸

Components of the housing and homelessness services industry

The housing and homelessness services industry provides a range of services for people in housing need, including people experiencing or at risk of homelessness. Its main aim is to ensure vulnerable Queenslanders have access to affordable, safe and sustainable housing.¹⁹ The SHS system aims to promote wellbeing and independence for people who are homeless or at risk of homelessness by providing person-centred and trauma-informed assistance that supports holistic wellbeing needs, aiding them to achieve and maintain housing and social and economic participation.

Governments at all levels provide services related to housing and homelessness directly through owned or leased dwellings and via funding mechanisms. The National Housing and Homelessness Agreement (NHHA), effective since

16 Pawson, H., Clarke, A., Parsell, C., Hartley, C. (2022). *Australian Homelessness Monitor 2022*. Melbourne: Launch Housing. <https://www.launchhousing.org.au/ending-homelessness/research-hub/australian-homelessness-monitor-2022>

17 Disaster Management. (2022). *Queensland 2021/22 State Disaster Risk Report*. Brisbane: Queensland Government: Brisbane. https://www.disaster.qld.gov.au/_data/assets/pdf_file/0026/339317/QFES-State-Disaster-Risk-Executive-Summary.pdf

18 Every, D. & Richardson, R. (2017). *Building the Severe Weather and Disaster Resilience of the Homeless Community*. Report prepared by CQUniversity and the Red Cross in collaboration with VCOSS, NCCARF and ShelterSA for the National Emergency Management Project. Rockhampton: CQUniversity. https://www.redcross.org.au/globalassets/cms-assets/documents/emergency-services/building-the-disaster-resilience-of-the-homeless_2.pdf

19 Productivity Commission. (2022). *Report on Government Services 2022*, G Housing and homelessness. Canberra: Australian Government. <https://www.pc.gov.au/ongoing/report-on-government-services/2022/housing-and-homelessness>

July 2018, is a major funding mechanism at the national level. States and territories also provide funding for SHS and maintain social housing stock.

Our Place: A First Nations Housing and Homelessness Roadmap to 2031 and *Our Place: A First Nations Housing and Homelessness Action Plan 2024-2027* outline a collective vision for a fairer housing system in Queensland. They urge cooperation among governments, the housing and homelessness sector and industry to address the housing disparity by 2031. This strategic plan forges a path for transformation over the coming eight years, structured around two successive four-year action plans.

Addressing the needs of individuals with disabilities is paramount to ensure inclusivity and fair access to support. People with disabilities face unique challenges in securing stable housing and are disproportionately affected by homelessness. Therefore, service providers must offer tailored assistance that accommodates diverse abilities and promotes independence and self-determination. This includes providing accessible housing options, facilitating connections to disability-specific support services and assisting with navigating housing systems.

The industry is broadly divided into three areas: social housing services, specialist homelessness services and financial assistance for private housing. Social housing services are made up of:

- Public housing - dwellings owned (or leased) and managed by state and territory housing authorities.
- State owned and managed Indigenous housing (SOMIH) - dwellings owned and managed by state and territory housing authorities that are allocated only to Aboriginal peoples and Torres Strait Islander peoples.

- Community housing - rental housing provided to low-to-moderate income households and/or those in selected equity groups, managed by community-based organisations.
- Indigenous community housing (ICH) - dwellings owned or leased by and managed by ICH organisations and community councils.
- Crisis and transitional housing - short-term housing offered by community housing providers for people with a 'very high' or 'high' and urgent need for housing.²⁰

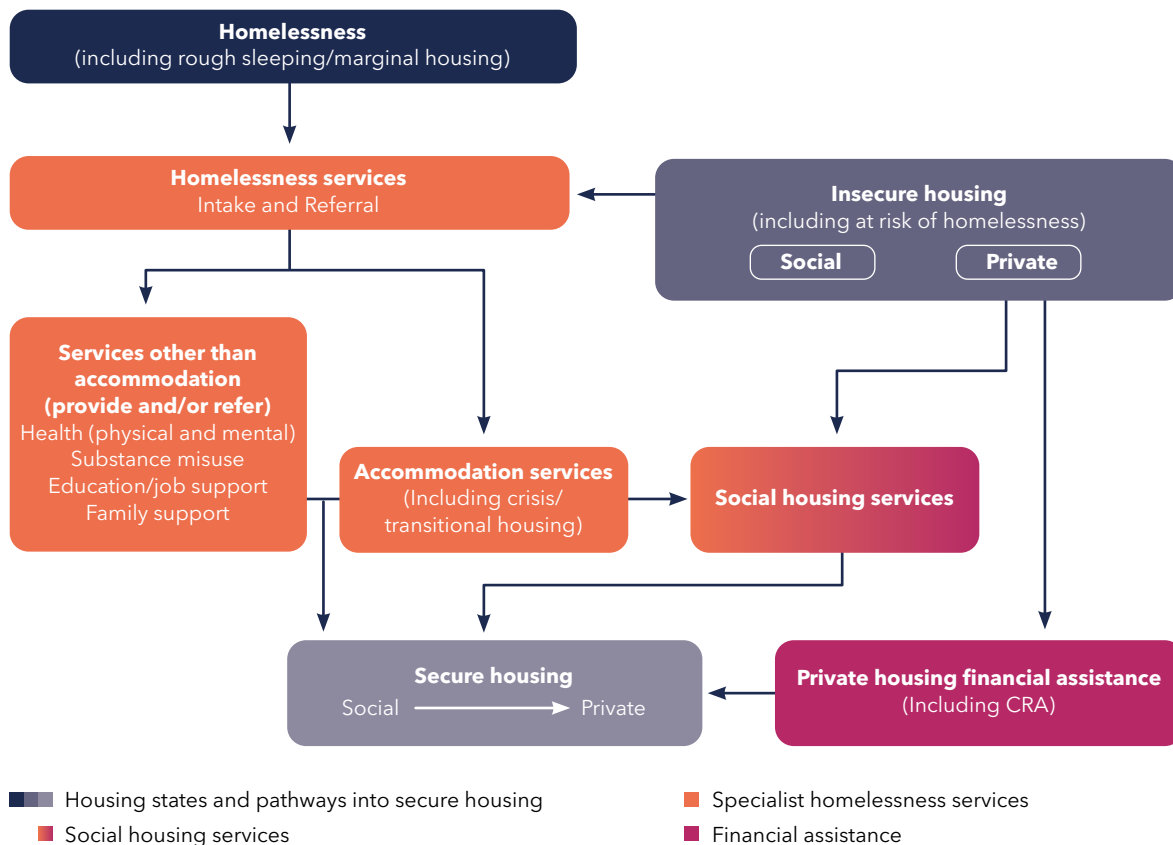
These aim to provide low-income individuals with housing assistance. SHS deliver case management services through various means, such as supported accommodation and supported housing, and mobile support. Examples include outreach access services to people living in public spaces and tenancy sustainment support services. Case management includes linking customers to other essential and specialist services and may include brokerage funds.

Some specialist homelessness services provide 'access services', including intake and referrals to provide appropriate support.

Financial assistance services in the private market include private rental assistance (such as bond loans, rental subsidies and grants) and home purchase assistance. These services aim to help individuals to access and sustain private housing and alleviate pressure on social housing and specialist homelessness services.

²⁰ Queensland Government. (2019). *Transitional housing*. Brisbane: Queensland Government.
<https://www.qld.gov.au/housing/public-community-housing/community-housing/types-of-community-housing/transitional-housing>

Figure 1 | Role of housing and homelessness sector services pathways to secure housing



Source: Productivity Commission. (2022). *Report on government services 2022, G housing and homelessness*. Canberra: Australian Government. <https://www.pc.gov.au/ongoing/report-on-government-services/2022/housing-and-homelessness>

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- youth welfare service.²²

21 Australian Bureau of Statistics. (2013). *Australian and New Zealand Standard Industrial Classification (ANZSIC), 2006 (Revision 2)*. Canberra: Australian Government. <https://www.abs.gov.au/statistics/classifications/australian-and-new-zealand-standard-industrial-classification-anzsic/latest-release>

22 Excluded from scope are government-provided services.

Employment trends and workforce profile

In November 2023, 96,200 people were employed within 879 *Other Social Assistance Services* and 49,100 people in 860 *Residential Care Services* (this group includes aged care services).²³

Part-time employment in both groups is high and accounts for 41.1 per cent of workers in other social assistance services and residential care services.²⁴

I CALD



30.2%

of the total workforce were born overseas

People with disability



35.8%

of the workforce has a long term health condition **and**

3% requires assistance

First Nations

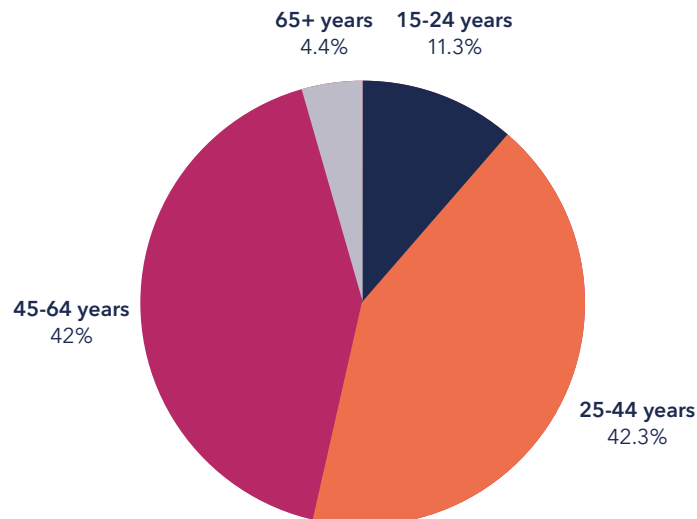


5.1%

of the total workforce

Source: Australian Bureau of Statistics. (2023). Canberra: Australian Government. <https://www.abs.gov.au>

Age and proportion of workforce



Source: Australian Bureau of Statistics. (2023). Canberra: Australian Government. <https://www.abs.gov.au>

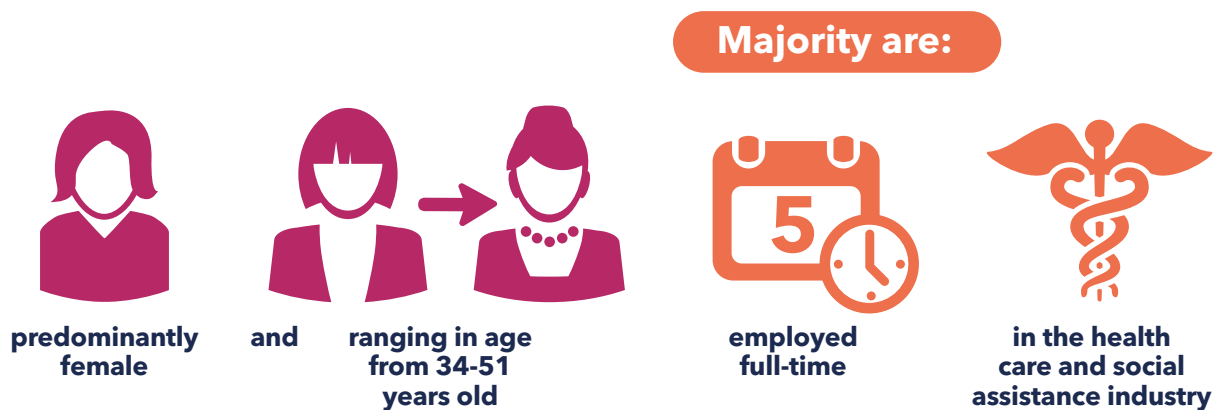
²³ Australian Bureau of Statistics. (2023). 6291.0.55.001 - EQ06 - Employed persons by industry group of main job (ANZSIC), Sex, State and Territory, November 1984 onwards. Canberra: Australian Government. <https://www.abs.gov.au/statistics/labour/employment-and-unemployment/labour-force-australia-detailed/latest-release>;

Australian Bureau of Statistics. (2013). *Australian and New Zealand Standard Industrial Classification (ANZSIC), 2006 (Revision 2.0)*. Canberra: Australian Government. <https://www.abs.gov.au/statistics/classifications/australian-and-new-zealand-standard-industrial-classification-anzsic/latest-release>

²⁴ Australian Bureau of Statistics. (2023). 6291.0.55.001 - EQ06 - Employed persons by industry group of main job (ANZSIC), Sex, State and Territory, November 1984 onwards. Canberra: Australian Government. <https://www.abs.gov.au/statistics/labour/employment-and-unemployment/labour-force-australia-detailed/latest-release>

Jobs and Skills Australia (JSA) produces occupation profiles at Australian and New Zealand Standard Classification of Occupations (ANZSCO) 6-digit level.²⁵ While the data is provided at a national level, the profiles give a good overview of each occupation.

Appendix B contains a comparison of the characteristics of all occupations identified for this project. Analysis of all relevant occupation profiles shows that the workforce is:



Occupational data is classified according to the Australian and New Zealand Standard Classification of Occupations (ANZSCO).²⁶ The naming conventions and skill levels in the ANZSCO may not reflect the occupational names or skill levels within the industry.

The top five occupations within the other social assistance services industry in 2021-2022 were:

- aged and disabled carers (36,854 or 40.6 per cent)
- welfare support workers (8626 or 9.5 per cent)
- welfare, recreation and community arts workers (3482 or 3.8 per cent)
- social workers (3372 or 3.7 per cent)
- counsellors (2238 or 2.5 per cent).²⁷

In 2021-2022, residential care services employed 48,525 people or 1.8 per cent of employed Queenslanders.

The top five occupations were:

- aged and disabled carers (13,190 or 27.2 per cent)
- nursing support and personal care workers (9701 or 20 per cent)
- registered nurses (7699 or 15.9 per cent)
- kitchenhands (2314 or 4.8 per cent)
- welfare support workers (1205 or 2.5 per cent).²⁸

Together, these measurements provide a picture of the industry's current labour market.

Welfare support workers was the largest occupation in Queensland in the five years to May 2023. Employment numbers have fluctuated during this period, from a low of 9000 people in August 2018 to a high of 22,600 people in August 2021. In May 2023, 16,500 people were employed as welfare support workers in Queensland (Chart 2).²⁹

It is important to note that this data is for all industries in Queensland. Some occupation groups include workers not employed in the housing and homelessness services industry.

25 Australian Bureau of Statistics. (2022). ANZSCO - Australian and New Zealand Standard Classification of Occupations. Canberra: Australian Government.

<https://www.abs.gov.au/statistics/classifications/anzsco-australian-and-new-zealand-standard-classification-occupations/latest-release>

26 Australian Bureau of Statistics. (2022). ANZSCO - Australian and New Zealand Standard Classification of Occupations. Canberra: Australian Government.

<https://www.abs.gov.au/statistics/classifications/anzsco-australian-and-new-zealand-standard-classification-occupations/latest-release>

27 Jobs Queensland. (2023). Anticipating Future Skills Series, Data explorer. Ipswich: Queensland Government.

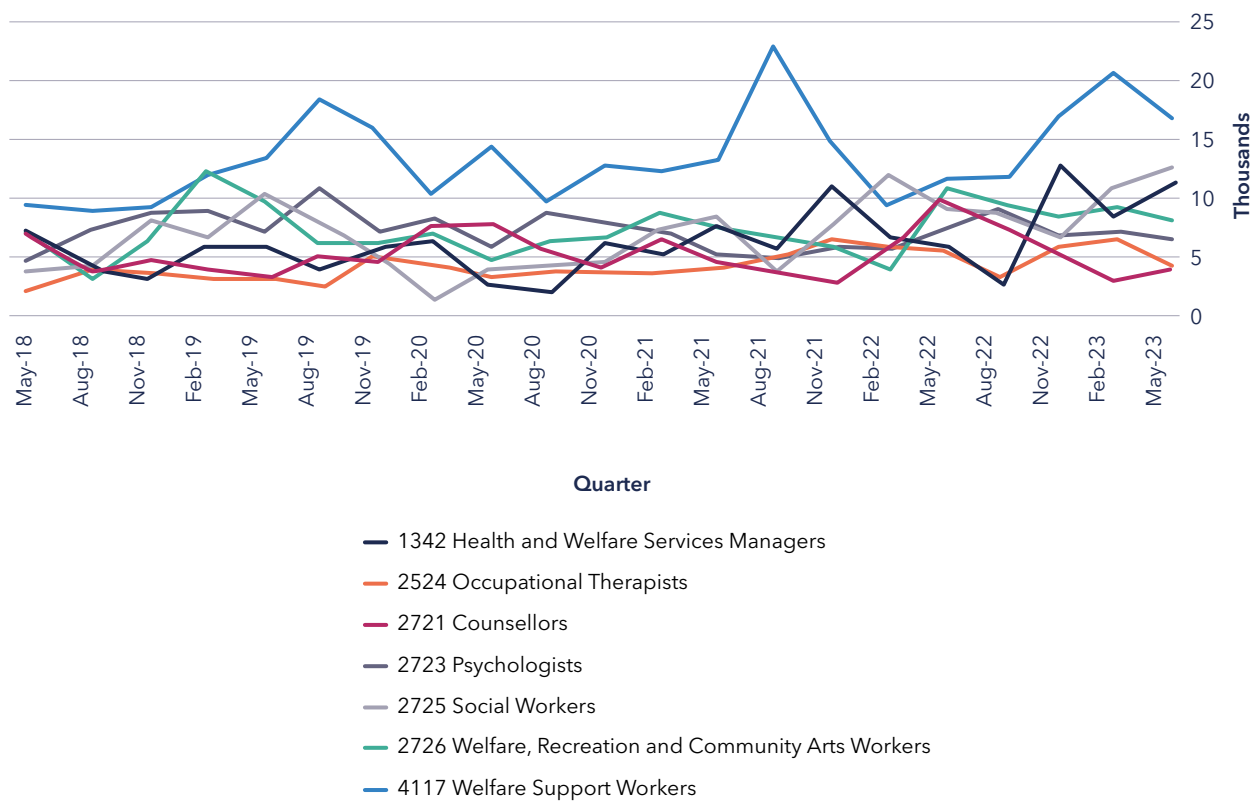
<https://jobsqueensland.qld.gov.au/anticipating-future-skills/data-explorer/>

28 Ibid.

29 Australian Bureau of Statistics. (2023). 6291.0.55.001 - EQ08 - Employed persons by Occupation unit group of main job (ANZSCO), Sex, State and Territory, August 1986 onwards. Canberra: Australian Government.

<https://www.abs.gov.au/statistics/labour/employment-and-unemployment/labour-force-australia-detailed/latest-release>

Chart 2 | Employed persons by selected occupations Queensland, May 2018 to May 2023



Source: Australian Bureau of Statistics. (2023). 6291.0.55.001 - EQ08 - Employed persons by Occupation unit group of main job (ANZSCO), Sex, State and Territory, August 1986 onwards. Canberra: Australian Government.
<https://www.abs.gov.au/statistics/labour/employment-and-unemployment/labour-force-australia-detailed/latest-release>

Workforce and labour market snapshot



Underemployment in the **health care and social assistance** industry is

7.8%



which is above the Queensland and National average

Health care and social assistance is projected to remain the largest industry with a projected growth rate of

16.4%



this equates to **68,553** new jobs by 2025-2026



45.8%

of all new jobs will be in **other social assistance services** and **residential care services** by 2025-2026



The **housing and homelessness services** industry is facing strong competition for suitable qualified workers both now and into the future



Employment projections and jobs growth

Employment projections and jobs growth both indicate labour demand. The Anticipating Future Skills Series (AFS) provides advice to Queenslanders about future skills needs. Series four provides detailed employment projections for regions, industries, occupations and qualifications between 2021–2022 and 2025–2026.

By 2025–2026, employment in Queensland is projected to grow by 7.6 per cent from 2021–2022, equating to 206,983 new jobs.³⁰

Across Queensland, health care and social assistance is projected to remain the largest industry with a projected growth of 16.4 per cent, which equates to 68,553 new jobs (Table 1).

The housing and homelessness sector is forecast to experience significant growth of 27.7 per cent by 2025–2026, resulting in an estimated 6747 new jobs, compared to figures from 2020–2021. Projections indicate that the industry will employ approximately 31,076 individuals by 2025–2026.³¹

Table 1 | Top five employing industries by 2025–2026

Industries	▼ Employment	Change	New jobs
Health Care and Social Assistance	487,597	16.4%	68,553
Retail Trade	275,465	3.4%	9,159
Construction	263,727	7.0%	17,151
Education and Training	257,052	9.9%	23,138
Professional, Scientific and Technical Services	231,108	12.6%	25,871

Source: Jobs Queensland. (2023). *Anticipating Future Skills, Data explorer*. Ipswich: Queensland Government. <https://jobsqueensland.qld.gov.au/anticipating-future-skills/data-explorer/>

30 Jobs Queensland. (2023). *Anticipating Future Skills Series, Data explorer*. Ipswich: Queensland Government. <https://jobsqueensland.qld.gov.au/anticipating-future-skills/data-explorer/>

31 Ibid.

Business snapshot



3453

businesses in Queensland were in **other social assistance services** and **other residential care services**

Other social assistance services had the greatest number of businesses trading

3207



Micro businesses (employing 5 or less people) made up

93.3%

of all businesses trading

59%



of employers reported difficulty meeting service demand due to staffing issues



The number of businesses trading has more than tripled

1065

in June 2018



3453

in June 2022

Total employment has increased by

68.5%



from May 2018 to May 2023, an increase of **49,900** persons



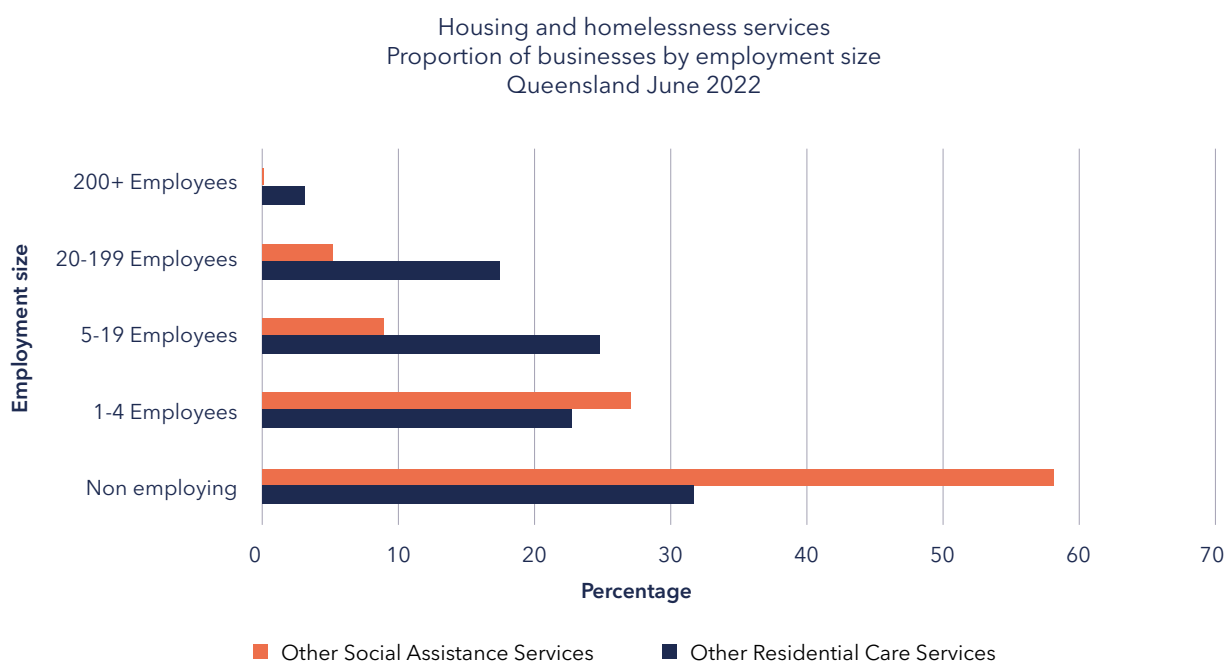
Business profile

In the two industry classes relevant to the housing and homelessness services industry, 3453 businesses were trading in Queensland. The majority (3207 or 98.8 per cent) were in the other social assistance services class. The business profile of this class is similar to the business profile for other Queensland industries. However, the other

residential care services class differs, with business numbers spread more evenly across each category (except for large employers) (Chart 3).³²

Micro businesses (employing five or less people) made up 93.3 per cent of all businesses operating in the two classes.

Chart 3 | Housing and homelessness services business profile



Source: Australian Bureau of Statistics. (2022). *Counts of Australian Businesses, including Entries and Exits, June 2018 to June 2022*.

Canberra: Australian Government.

<https://www.abs.gov.au/statistics/economy/business-indicators/counts-australian-businesses-including-entries-and-exits/latest-release>

In the five years to 30 June 2022, the number of businesses within these two classes has more than tripled from 1065 in June 2018 to 3453 businesses trading in June 2022. The significant decline in non-employing businesses within Queensland's other residential care services sector between 2020 and 2021 may be attributed to various factors.

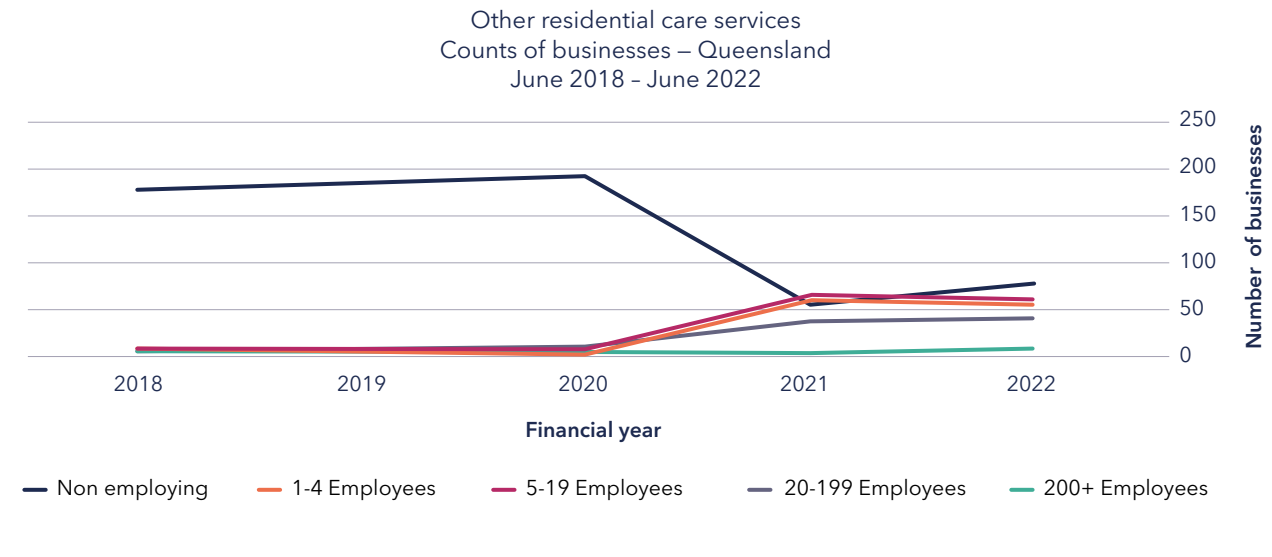
These include the economic impact of the COVID-19 pandemic, regulatory changes, shifts in demand or consumer preferences and financial challenges faced by smaller businesses. These factors collectively contributed to closures, mergers, or acquisitions within the sector, leading to the observed decline in non-employing businesses (Chart 4).

³² Australian Bureau of Statistics. (2022). *8165.0 Counts of Australian Businesses, including Entries and Exits, June 2018 to June 2022*.

Canberra: Australian Government.

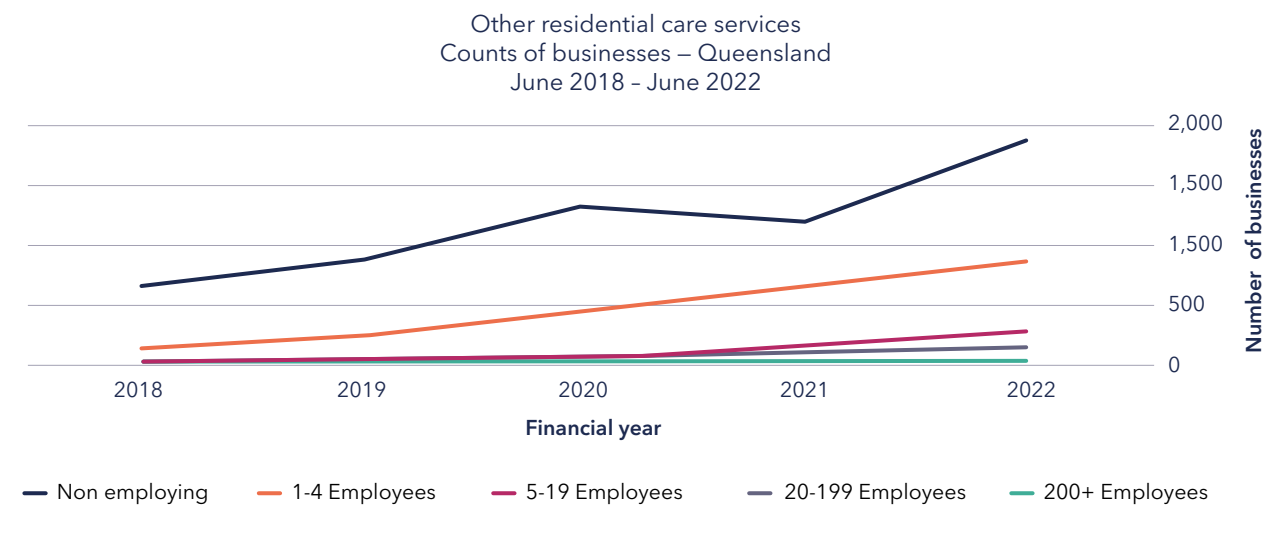
<https://www.abs.gov.au/statistics/economy/business-indicators/counts-australian-businesses-including-entries-and-exits/latest-release>

Chart 4 | Business profile by employment size other residential care services June 2018 to June 2022



The business profile of other social assistance services shows growth over most business employment categories. The non-employing category has the largest number of businesses trading and has almost tripled since 2018 (Chart 5).³³ With the exception of large employing businesses, all other categories have also grown significantly.³⁴

Chart 5 | Business profile by employment size other social assistance services June 2018 to June 2022



Source for both charts above: Australian Bureau of Statistics. (2022). *Counts of Australian Businesses, including Entries and Exits, June 2018 to June 2022*. Canberra: Australian Government. <https://www.abs.gov.au/statistics/economy/business-indicators/counts-australian-businesses-including-entries-and-exits/latest-release>

³³ Australian Bureau of Statistics. (2022). 8165.0 Counts of Australian Businesses, including Entries and Exits, June 2018 to June 2022. Canberra: Australian Government. <https://www.abs.gov.au/statistics/economy/business-indicators/counts-australian-businesses-including-entries-and-exits/latest-release>

³⁴ Ibid

Many businesses are either not-for-profit or for-purpose institutions. In 2014, 10,578 charitable businesses operated in Queensland. Among the respondents, 6.3 per cent reported activities relevant to housing and homelessness services as

their main activity, while 40.7 per cent listed these activities as additional in their service provision (Table 2). Across Queensland, 19 per cent of charities reported that their beneficiary group was people at risk of homelessness.³⁵

Table 2 | Main and additional activities by charity size for Queensland operating charities

Activity	Main activity				Additional activities			
	Charity size				Charity size			
	Small	Medium	Large	Total	Small	Medium	Large	Total
Mental health and crisis intervention	0.7%	1.4%	1.9%	1.1%	5.3%	8.6%	12.4%	7.1%
Other health service delivery	1.8%	3.6%	6.9%	3.1%	9.1%	8.8%	14.8%	10%
Social services	1.8%	4.0%	6.2%	2.9%	12.3%	14.6%	17.4%	13.6%
Emergency and relief	2.2%	1.8%	1.6%	2.0%	20.4%	14.6%	13.6%	18.1%
Economic, social and community development	2.5%	4.5%	4.5%	3.2%	13.5%	16.9%	21.8%	15.6%
Housing activities	0.5%	3.1%	2%	1.2%	6.6%	6.5%	9.6%	7.1%

Source: McGregor-Lowndes, M. and Crittall, M. (2015). *The State of Queensland Charities. An examination of the first Annual Information Statements of charities operating in Queensland.* Brisbane: QUT. <https://eprints.qut.edu.au/84654/1/WP65%20State%20of%20Queensland%20Charities.pdf>

While the number of businesses operating within Queensland in these two industry classes has increased significantly in the last five years, employment growth does not show a similar picture.

Total employment increased by 68.5 per cent from May 2018 to May 2023, an increase of 49,300 people.³⁶

Despite this significant employment growth, 59 per cent of employers reported difficulty meeting service demand due to staffing issues in 2022.³⁷

This indicates a significant demand for workers within the industry.

The biggest growth has been in female employment in other social assistance services. The number of females employed in this industry group has more than doubled, from 31,100 in August 2018 to 72,200 in August 2023. Male employment has also increased in this industry group, up from 15,700 in August 2018 to 29,200 in August 2023. Employment in residential care services has decreased slightly over the same period (Chart 6).³⁸

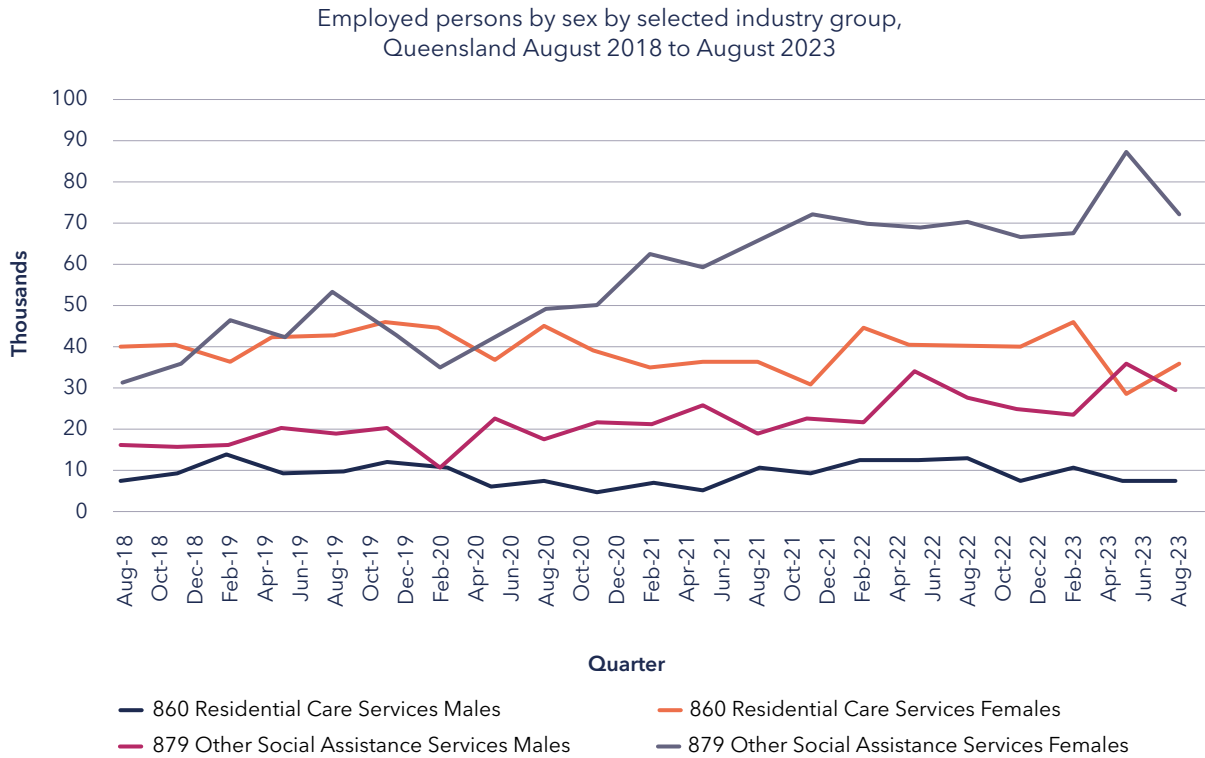
35 McGregor-Lowndes, M. and Crittall, M. (2015). *The State of Queensland Charities. An examination of the first Annual Information Statements of charities operating in Queensland.* Brisbane: QUT. <https://eprints.qut.edu.au/84654/1/WP65%20State%20of%20Queensland%20Charities.pdf>

36 Australian Bureau of Statistics. (2023). 6291.0.55.001 - EQ06 - *Employed persons by Industry group of main job (ANZSIC), Sex, State and Territory, November 1984 onwards.* Canberra: Australian Government. <https://www.abs.gov.au/statistics/labour/employment-and-unemployment/labour-force-australia-detailed/latest-release>

37 QCOSS. (2023). *State of the Sector 2022.* Brisbane: Queensland Council of Social Service. <https://www.qcoss.org.au/wp-content/uploads/2023/03/State-of-the-Sector-Report-2022.pdf>

38 Australian Bureau of Statistics. (2023). 6291.0.55.001 - EQ06 - *Employed persons by Industry group of main job (ANZSIC), Sex, State and Territory, November 1984 onwards.* Canberra: Australian Government. <https://www.abs.gov.au/statistics/labour/employment-and-unemployment/labour-force-australia-detailed/latest-release>

Chart 6 | Employed persons by sex by selected industry group, Queensland August 2018 to August 2023



Source: Australian Bureau of Statistics. (2023). 6291.0.55.001 - EQ06 - Employed persons by Industry group of main job (ANZSIC), Sex, State and Territory, November 1984 onwards. Canberra: Australian Government.
<https://www.abs.gov.au/statistics/labour/employment-and-unemployment/labour-force-australia-detailed/latest-release>



Education and training snapshot



All occupations of focus within the **housing and homelessness services** industry require some form of post-school education

The apprenticeship and traineeship pathway into the industry is not well used. **Higher level apprenticeships and traineeships** have the potential to **attract new entrants** to the industry



In **2021** commencements in **society and culture** courses at higher education institutions totalled **47,820**

Majority of commencements were female

33,762



In **March 2023**.....

There were **2413** trainees training in qualifications relevant to the housing and homelessness industry



Certificate III in Community Services had the most trainees



28.7% of trainees were male



861

students were undertaking a school based apprenticeship or traineeship in the Community Services ITG

Education and training profile

The housing and homelessness services industry typically requires a bachelor's degree or higher or an associate degree, advanced diploma or diploma for entry. This aligns with the skill levels outlined in the Australian Qualifications Framework (AQF) and the Indicative Skill Levels assigned by the Australian and New Zealand Standard Classification of Occupations (ANZSCO).

Apprenticeships and traineeships serve as significant pathways into careers within this industry. The Certificate III in Community Services is a common qualification that introduces community service work and industry familiarisation. Engaging with schools to promote this qualification could address recruitment issues.

Additionally, offering diploma and advanced diploma-level traineeships for new entrants and workers transitioning from other industries is a viable recruitment option. Higher-level apprenticeships provide 'earning while learning' opportunities, attracting workers from other sectors keen to reskill. This approach benefits both employers, who receive 'work-ready' graduates and individuals seeking alternative entry routes into the industry.

In May 2022, 67.4 per cent of Queenslanders were enrolled in a non-school qualification. Most people were enrolled in a bachelor's degree (26.3 per cent). Advanced diplomas and diplomas, which are the entry-level qualifications for welfare support workers (the largest occupational group in the housing and homelessness services industry), had 54,100 people (9.3 per cent) engaged at that level in Queensland (Figure 2).³⁹

The First Nations training strategy plays a crucial role in supporting the objectives of the *Closing the Gap* strategy by addressing education and employment disparities and empowering First Nations peoples to build brighter futures for themselves and their communities. The strategy emphasises the importance of education and skills development tailored to the needs and aspirations of First Nations peoples. It seeks to provide pathways for individuals to gain relevant qualifications and skills that can lead to meaningful employment opportunities.

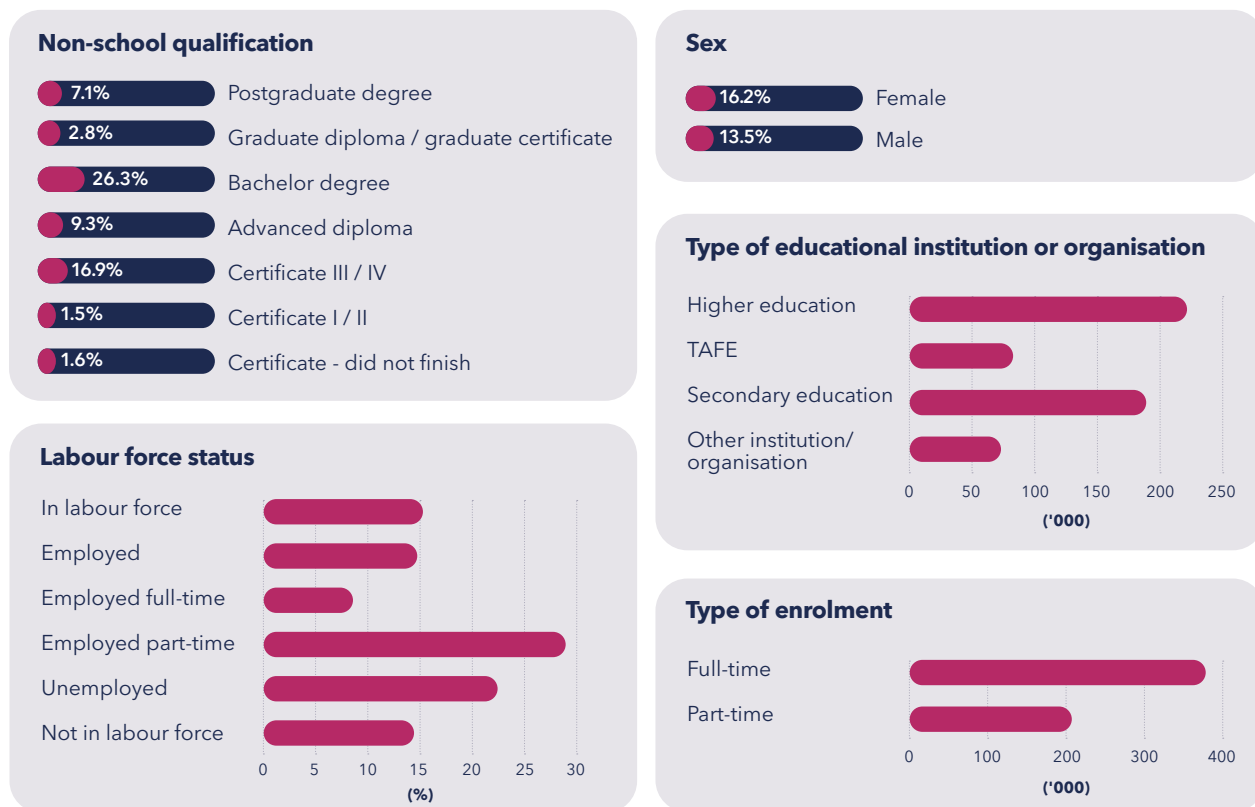
Opportunities exist for the industry to align recruitment strategies with the qualifications pursued by the Queensland population, leveraging educational institutions to facilitate transitions into the sector.

Gender disparities and educational barriers may require targeted outreach programs, scholarships, and initiatives to promote diversity and inclusivity within the industry.

A breakdown of indicative skill levels for occupations in the industry is in Appendix B.

³⁹ Australian Bureau of Statistics. (2022). *Education and Work, Australia, May 2022*. Tables 1 and 2. Canberra: Australian Government. <https://www.abs.gov.au/statistics/people/education/education-and-work-australia/may-2022>

Figure 2 | Selected characteristics of Queenslanders engaged in education, May 2022



Source: Australian Bureau of Statistics. (2022). *Education and Work, Australia, May 2022*. Canberra: Australian Government. <https://www.abs.gov.au/statistics/people/education/education-and-work-australia/may-2022>

In higher education, women tend to hold a higher proportion of non-school qualifications. Six out of 10 individuals at the bachelor's level are female, increasing to almost two-thirds at the graduate diploma and graduate certificate levels.⁴⁰

All occupations within the housing and homelessness services industry require some form of post-school education, with relevant courses falling under the Australian Standard Classification of Education (ASCED) category of society and culture.

In Queensland, there are eight universities and eight private higher education institutions.⁴¹ In 2021, commencements in society and culture education courses at bachelor level or higher totalled 47,820 individuals in universities and

other higher education institutions. Non-university providers, although a small segment, had 1683 commencements in the same year. The non-university providers are a very small segment (Table 3).⁴²

The majority of commencements were female (33,762). Griffith University had the most commencements (12,141), of which 10,013 were in bachelor-level programs. Appendix D provides a non-exhaustive list of relevant courses available from all Queensland universities.

Note: This data does not include higher education providers outside of Queensland who also provide access to courses through virtual campuses or online delivery.

⁴⁰ Ibid

⁴¹ Department of Education. (2022). *Higher Education Statistics. Student Data*. Canberra: Australian Government. <https://www.education.gov.au/higher-education-statistics/student-data>

⁴² Department of Education. (2022). *Higher Education Statistics. Student Enrolments Pivot Table 2021*. Canberra: Australian Government. <https://www.education.gov.au/higher-education-statistics/resources/student-enrolments-pivot-table-2021>

Table 3 | Commencements in society and culture courses, bachelor level or higher, all higher education providers, Queensland 2017-2021

Society and culture		Year				
State	Institution	2017	2018	2019	2020	2021
Queensland		42,304	42,947	44,379	46,037	47,820
	Bond University	1502	1418	1339	1422	1536
	CQUniversity	2263	2355	2607	2806	2880
	Griffith University	10,341	10,788	11,467	11,899	12,141
	James Cook University	4021	3895	3721	3876	4424
Institution	Non-university higher education providers*	1108	1298	1308	1498	1683
	Queensland University of Technology	6753	6837	7176	7329	7569
	The University of Queensland	10,222	10,087	10,266	10,271	10,366
	University of Southern Queensland	3612	3534	3512	3704	3762
	University of the Sunshine Coast	2482	2735	2983	3232	3459

Source: Department of Education. (2022). *Higher Education Statistics. Student Data*. Canberra: Australian Government. <https://www.education.gov.au/higher-education-statistics/student-data>



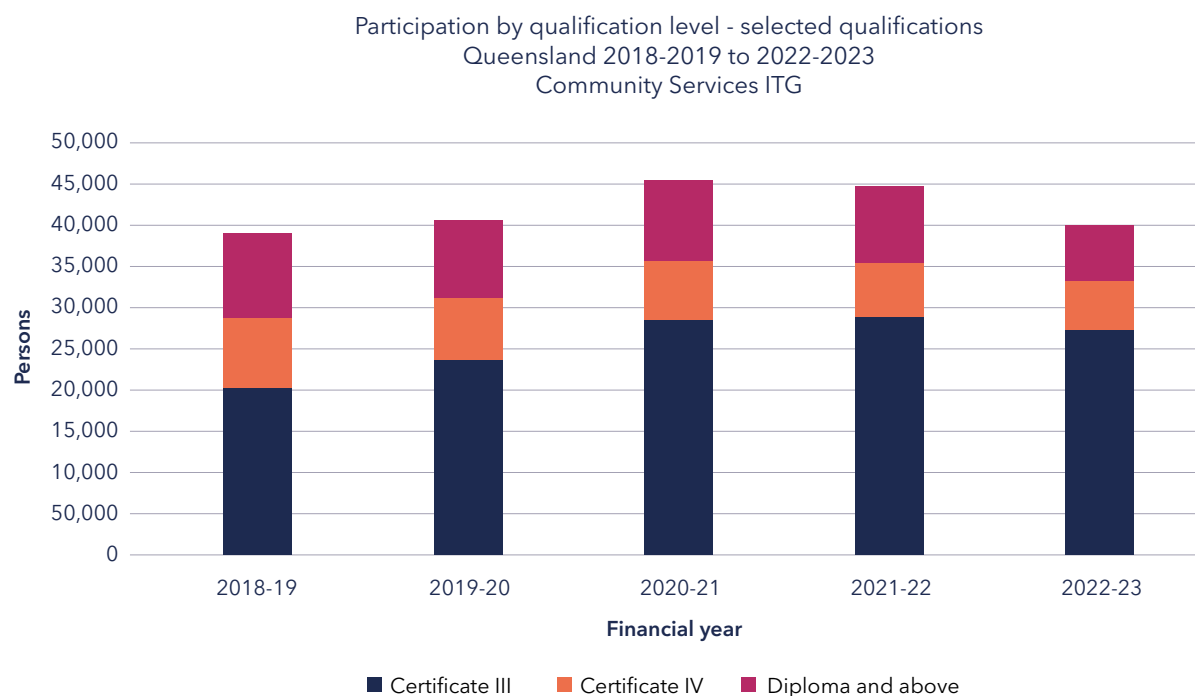
* Australian College of Professional Counsellors, Christian Heritage College and Gestalt Therapy Brisbane

Vocational education and training (VET)

The Department of Employment, Small Business and Training (DESBT) collects VET data from registered training organisations, including those delivering Queensland Government-funded VET activity.⁴³ Additional data is available from the National Centre for Vocational Education Research (NCVER), which oversees research and statistics on the Australian VET sector.⁴⁴

Qualifications for the housing and homelessness services industry fall under the Community Services Industry Training Group (ITG). Participation in Queensland government-funded courses for this ITG increased slightly over five years, driven by a rise in certificate III enrolments (Chart 7). Female participation remains dominant, although it has decreased since 2018-2019. However, participation from key equity groups, including Indigenous students, students with disabilities and those aged 15-19, has increased (Chart 8).⁴⁵

Chart 7 | Participation by qualification level - selected qualifications



Source: Department of Employment, Small Business and Training. (2023). *VET Annual Summary Data Slicer*. Brisbane: Queensland Government. <https://desbt.qld.gov.au/training/docs-data/statistics/training-performance/vet-activity>

⁴³ Department of Employment, Small Business and Training. (2023). *Vocational education and training (VET) participation activity data and statistics*. Brisbane: Queensland Government. <https://desbt.qld.gov.au/training/docs-data/statistics/training-performance/vet-activity>

⁴⁴ NCVER. (2023). *About us*. Adelaide: National Centre for Vocational Education Research. <https://www.ncver.edu.au/about-ncver/about-us>

⁴⁵ Department of Employment, Small Business and Training. (2023). *VET Annual Summary - Data Slicer - VET Activity Data*. Brisbane: Queensland Government. <https://desbt.qld.gov.au/training/docs-data/statistics/training-performance/vet-activity>

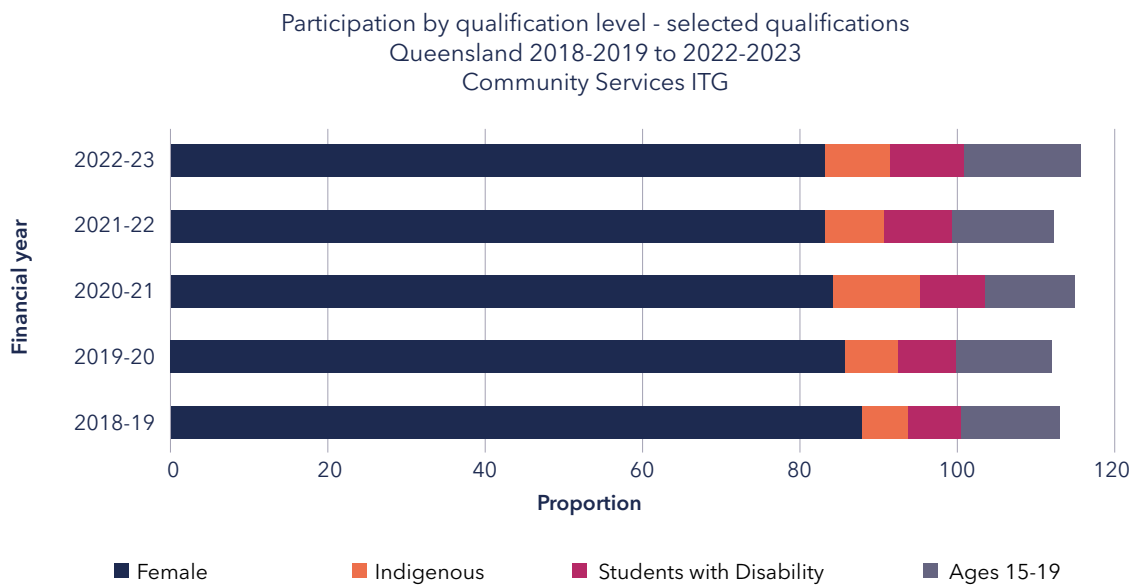
Two training packages are relevant to the housing and homelessness services industry – CHC Community Services and HLT Health. The community services training package offers the primary training products for the industry. In 2022, top qualifications by enrolment included Diploma of Community Services, Diploma of Counselling, Certificate III in Community Services, Certificate IV in Youth Work, and Certificate IV in Child, Youth and Family Intervention. Industry-specific qualifications like Certificate IV in Housing and Certificate IV in

Social Housing had lower enrolments. Refer to Appendix C for a non-exhaustive list of relevant qualifications and skill sets with enrolments for 2022.

Only two qualifications within the HLT Health training package are relevant to the industry. They are Certificate III in Allied Health Assistance and Certificate IV in Allied Health Assistance, which had 609 and 1466 enrolments, respectively. There were no enrolments in the two relevant health skill sets.⁴⁶

Chart 8 | Participation by equity group

Note: These equity groups are not exclusive, so proportions may exceed 100.



Source: Department of Employment, Small Business and Training. (2023). *VET Annual Summary Data Slicer*. Brisbane: Queensland Government. <https://desbt.qld.gov.au/training/docs-data/statistics/training-performance/vet-activity>

Training delivery is primarily provided by privately operated organisations (75.2 per cent), with TAFE contributing 19.5 per cent (Table 4). Most enrolments are in the community services training package, with only a few in the health training package relevant to the industry.

46 NCVET. (2023). *VOCSTATS database, Total VET Activity (TVA) program enrolments 2015-2022*. Adelaide: National Centre for Vocational Education Research. <https://www.ncver.edu.au/research-and-statistics/collections/students-and-courses-collection/total-vet-students-and-courses>

Table 4 | Total VET Activity - program enrolments 2022 by provider type

Provider type	Program enrolments	Proportion (%)
TAFE institutes	3150	19.5
Universities – government	349	2.2
Schools – government	70	0.4
Schools – Catholic	58	0.4
Schools – independent	5	0.03
Community education providers	294	1.8
Enterprise providers – non-government	7	0.04
Privately operated organisations	12,177	75.2
Industry associations	86	0.5

Source: NCVER. (2023). *TVA program enrolments 2015-2022*. Adelaide: National Centre for Vocational Education Research. <https://www.ncver.edu.au/research-and-statistics/collections/students-and-courses-collection/total-vet-students-and-courses>



Current training and education pathways

Occupations within the housing and homelessness services industry encompass a broad spectrum, with many roles falling under the categories of professional (e.g. social workers, psychologists) or paraprofessional (e.g. welfare support workers, youth workers). While professionals typically enter these roles through higher education, VET and higher education provide pathways for individuals seeking paraprofessional positions.

Apprenticeships and traineeships are widely recognised as valuable pathways into various careers, offering hands-on experience and formal training. In recent years, there has been notable growth in participation in apprenticeships and traineeships within the housing and homelessness services industry, particularly at the certificate III level. There has also been significant growth at the certificate IV level, indicating a diversification of entry pathways into the sector.

Table 5 | Apprenticeships and traineeships - new commencements 2017-2022 financial years

Financial year	2017-18	2018-19	2019-20	2020-21	2021-22
Apprenticeships and traineeships – new commencements	38,881	37,278	32,242	53,077	75,543
TAFE and other government providers	10,242	9317	8387	13,374	15,502
Non-government providers	28,639	27,961	23,855	39,703	60,041
Certificate I and II	5205	4701	3913	4301	5023
Certificate III	31,821	30,703	26,714	42,280	56,798
Certificate IV	1237	1350	1047	4283	10,469
Diploma and above	618	524	568	2213	3253

Source: Department of Employment, Small Business and Training. (2023). *VET Annual Summary Data Slicer - VET Activity Data*. Brisbane: Queensland Government. <https://desbt.qld.gov.au/training/docs-data/statistics/training-performance/vet-activity>

Despite these opportunities, the utilisation of apprenticeships and traineeships within the industry remains relatively low compared to other sectors.

While there has been an increase in commencements, particularly among female participants, there is still room for further engagement and utilisation of these pathways to address workforce needs.

In Queensland, apprenticeships and traineeships have experienced significant growth over the past five years, primarily facilitated by non-government providers. However, Queensland's housing and homelessness services sector still sees comparatively fewer commencements in these programs.

Similarly, school-based apprenticeships and traineeships (SATs) offer high school students the chance to begin their career journey while completing their education. However, in Queensland, the engagement in SATs relevant to the housing and homelessness services industry remains limited, indicating a potential area for targeted efforts to raise awareness and increase participation in these valuable pathways.

In June 2021, 10,299 students were enrolled in SATs in Queensland, with the top three industries being business, retail and hospitality. Despite its projected employment growth, only 8.4 per cent of SATs were in the community services industry. In March 2023, 332 students were undertaking SATs relevant to the housing and homelessness services industry, all enrolled in Certificate III in Community Services.⁴⁷

47 NCVET. (2023). *Apprentices and trainees - March 2023. Training Contract status then Type of training by At school by State/territory*. Adelaide: National Centre for Vocational Education Research. <https://www.ncver.edu.au/research-and-statistics/publications/all-publications/apprentices-and-trainees-2023-march-quarter>

Table 6 | Apprentices and trainees, selected qualifications, in training, Queensland, March 2023

Qualification	Male	Female	Total
Certificate III in Community Services	427	1285	1712
Certificate IV in Child, Youth and Family Intervention	0	26	26
Certificate IV in Youth Work	244	305	549
Certificate IV in Social Housing	1	40	41
Certificate IV in Housing	0	7	7
Certificate IV in Community Services	20	58	78
TOTAL	692	1721	2413

Source: NCVER. (2023). *Apprentices and trainees - March 2023*. Adelaide: National Centre for Vocational Education Research. <https://www.ncver.edu.au/research-and-statistics/publications/all-publications/apprentices-and-trainees-2023-march-quarter>

VET in Schools (VETiS), funded by the Queensland Government, allows secondary students to earn nationally recognised VET qualifications while still in school. This provides employers with graduates

equipped with industry-related skills. However, less than one per cent of Queensland students pursue relevant VET qualifications through VETiS.



Industry of focus

Queensland Council of Social Service's (QCOSS) *State of the Sector 2022* report highlighted significant challenges facing the social services industry due to the COVID-19 pandemic, rising living costs and a deepening housing crisis worsened by major floods in Queensland. Despite increased funding and policy measures from state and federal governments, workforce challenges in the housing and homelessness services sector persist as demand for services continues to rise along with the complexity of service user needs.⁴⁸

The Queensland Housing Summit in October 2022 saw commitments from the Queensland Government to boost housing supply, including doubling funding in the Housing Investment Fund and conducting audits of government-owned land for residential use. However, the summit did not address the workforce challenges facing the industry.

Increased service demand is driven by the complexity of needs, community demand and poverty levels. Specialist homelessness services in Queensland support clients experiencing family and domestic violence, mental health issues and substance abuse problems.

Workforce challenges include staffing difficulties, funding shortages and volunteer recruitment issues, despite the crucial role volunteers play across the sector.

The *Homes for Queenslanders* report identified that there is a need to support frontline specialist homelessness services in Queensland. To increase capacity, an additional 20 per cent funding boost will be provided while an independent review is undertaken to assess the state's homelessness response.⁴⁹

In the 2022 Australian Community Services Survey (ACSS), 327 individuals were employed in Queensland, representing 22.2 per cent of all respondents. Of these, 13 per cent worked in housing and homelessness services, and an additional 12 per cent in domestic and family violence and family services. A significant portion of respondents worked in regional areas (51 per cent), with 10 per cent in rural or remote areas.

Many respondents identified as having lived experience of disadvantage and/or using community services (29 per cent). Characteristics such as being a carer (20 per cent), having a disability (9 per cent), speaking a language other than English at home (6 per cent), or identifying as Aboriginal peoples or Torres Strait Islander peoples (6 per cent) were shared among respondents.⁵⁰

At a workforce level, 59 per cent of respondents reported increased difficulties in staffing, while 49 per cent struggled to secure sufficient funds. Difficulty in finding volunteers also rose over the previous year (37 per cent).

Volunteers play a crucial role in the social services sector, with 328,000 volunteers supporting its work.⁵¹

48 QCOSS. (2023). *State of the Sector 2022*. Brisbane: Queensland Council of Social Service. <https://www.qcoss.org.au/wp-content/uploads/2023/03/State-of-the-Sector-Report-2022.pdf>

49 Department of Housing, Local Government, Planning and Public Works. (2024). *Homes for Queenslanders*. Brisbane: Queensland Government. https://www.housing.qld.gov.au/__data/assets/pdf_file/0022/48163/homes-for-queenslanders.pdf

50 QCOSS. (2023). *State of the Sector 2022*. Brisbane: Queensland Council of Social Service. <https://www.qcoss.org.au/wp-content/uploads/2023/03/State-of-the-Sector-Report-2022.pdf>

51 QCOSS. (2023). *State of the Sector 2022*. Brisbane: Queensland Council of Social Service. <https://www.qcoss.org.au/wp-content/uploads/2023/03/State-of-the-Sector-Report-2022.pdf>

Employment outlook

Employment in the other social assistance services industry is forecast to expand by 30 per cent, adding 27,234 new jobs. Residential care services are forecast to contribute 4178 jobs, making up 45.8 per cent of the industry's new employment opportunities.⁵²

As of August 2023, Queensland employed 126,500 individuals aged 65 and over, with 65.9 per cent aged 65-69 years and 20.7 per cent aged 70-74 years. This age group is often overlooked in recruitment despite having valuable skills and experience.

The top five occupations in other social assistance services and residential care services are similar (Table 7), showing increased competition for workers and a heightened demand for education and training services to meet workforce needs. The disability care industry, bolstered by the National Disability Insurance Scheme (NDIS) rollout in Queensland, is also vying for workers, contributing to further competition in the labour market.⁵³

Table 7 | Projected employment growth to 2025-2026 by industry class

Other social assistance services	Residential care services ⁵⁴
Aged and disabled carers (33.5%)	Welfare support workers (14.4%)
Welfare support workers (26.8%)	Aged and disabled carers (11.9%)
Welfare, recreation and community arts workers (29.3%)	Registered nurses (6.1%)
Social workers (29.4%)	Kitchenhands (2.4%)
General clerks (32.7%)	Nursing support and personal care workers (2%)

Source: Jobs Queensland. (2023). *Anticipating Future Skills Series, Data explorer*. Ipswich: Queensland Government. <https://jobsqueensland.qld.gov.au/anticipating-future-skills/data-explorer/>

Role of volunteers

Volunteers are essential for filling staffing gaps and enriching the services provided by many organisations. Their contributions extend beyond labour to include valuable community networks, firsthand knowledge of local needs, and cultural insights, particularly within multicultural or marginalised communities.

Despite their invaluable role, many organisations (84 per cent) are facing challenges with declining volunteer numbers, which not only worsen staff shortages but also diminish community engagement and knowledge. The COVID-19 pandemic further worsened this issue, as

movement restrictions significantly reduced volunteer participation. Although volunteer numbers have begun to recover with the easing of restrictions, they have yet to reach pre-pandemic levels.⁵⁵

The shortage of volunteers has intensified pressure on service delivery, highlighting the critical importance of effective volunteer management practices across the industry.⁵⁶ Organisations must prioritise strategies for recruiting, retaining and supporting volunteers to ensure the continued success and impact of their services.

52 Jobs Queensland. (2023). *Anticipating Future Skills Series, Data explorer*. Ipswich: Queensland Government. <https://jobsqueensland.qld.gov.au/anticipating-future-skills/data-explorer/>

53 Jobs Queensland and Community Services Industry Alliance. (2023). *Strengthening Queensland's NDIS Workforce 2022*. Ipswich: Queensland Government. <https://jobsqueensland.qld.gov.au/wp-content/uploads/2023/05/strengthening-ndis-workforce-2022-report.pdf>

54 Includes Residential aged care services

55 Muir, K., Carey, G., Weier, M., Brown, G., Barraket, J., Qian, J., Flatau, P. (2021). *Pulse of the For-Purpose Sector Final Report: Wave Two*. Sydney: Centre for Social Impact. <https://www.csi.edu.au/research/pulse-of-the-for-purpose-sector/>

56 Muir, K., Carey, G., Weier, M., Brown, G., Barraket, J., Qian, J., Flatau, P. (2021). *Pulse of the For-Purpose Sector Final Report: Wave Two*. Sydney: Centre for Social Impact. <https://www.csi.edu.au/research/pulse-of-the-for-purpose-sector/>

Identified challenges and shortages

Challenges include low wages, poor working conditions in some pockets, part-time work vulnerability, lack of career development, and worker fatigue and burnout as a result of the COVID-19 pandemic. Underemployment is high and accompanied by high levels of multiple job holding. Low pay and poor working conditions are contributing to high staff turnover rates and difficulty attracting an appropriately skilled and experienced workforce.⁵⁷

In Queensland's housing and homelessness services sector, establishing specialised First Nations roles is essential. First Nations peoples are six times more likely to experience homelessness than other Queenslanders, which underscores the urgent need for targeted support.⁵⁸ These specialist roles are designed to address the immediate housing needs of First Nations peoples and to provide culturally sensitive services. These roles facilitate understanding and respect for the unique cultural backgrounds and perspectives of First Nations peoples, ensuring that services are delivered respectfully, inclusively and effectively. By incorporating both First Nations specialist positions and cultural awareness roles, Queensland can take significant strides towards reducing Indigenous homelessness and improving the overall wellbeing of its First Nations communities.

The involvement of people with disabilities in the housing and homelessness sector is vital for fostering inclusive and responsive services. Despite facing unique challenges, individuals with disabilities bring invaluable perspectives and insights to this field. However, ensuring their meaningful participation requires proactive measures to address barriers to employment. This includes implementing reasonable adjustments in recruitment processes, job duties, and workplace environments to accommodate diverse needs. Moreover, fostering a supportive and inclusive workplace culture is essential, where individuals with disabilities are valued, respected and provided with equal opportunities for career advancement. By actively promoting the recruitment and retention of people with disabilities in the housing and homelessness sector, Queensland can enhance the effectiveness and inclusivity of its services, ultimately contributing to better outcomes for all members of the community.

57 Social Ventures Australia and the Centre for Social Impact. (2021). *Partners in recovery: Moving beyond the crisis?* Sydney: Social Ventures and the Centre for Social Impact. <https://www.socialventures.com.au/assets/Partners-in-Recovery-Moving-beyond-the-crisis.pdf>

58 Australian Institute of Health and Welfare. (2017). *Australia's Welfare 2017*. Canberra: Australian Government. <https://www.aihw.gov.au/reports/australias-welfare/australias-welfare-2017/contents/summary>

Respondents to the ACSS in Queensland identified a number of workforce challenges



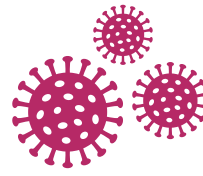
77%

felt it had become more difficult to attract and retain staff



67%

reported staff experiencing exhaustion/burnout



67%

reported increased absenteeism due to COVID-19



59%

found it difficult to keep services properly staffed



42%

experienced challenges in recruiting and retaining staff



39%

felt staff turnover was too high



37%

reported finding it increasingly difficult to attract volunteers



36%

indicated that full-time equivalent staff numbers were reduced



32%

reported that staff worked unpaid hours to meet demand



18%

reported using less-qualified staff or volunteers to meet demand

Source: QCOSS. (2023). *State of the Sector 2022*. Brisbane: Queensland Council of Social Service. <https://www.qcoss.org.au/wp-content/uploads/2023/03/State-of-the-Sector-Report-2022.pdf>

Workers in rural, remote and regional areas were often impacted by the same lack of affordable housing as their clients.

The complexity of workforce issues facing the industry will require innovative workforce solutions and collaboration, not just with government and education and training providers but also with other service providers.

Future skills and training requirements

The industry is grappling with challenges in recruiting and retaining a skilled workforce amidst a changing economic landscape. This leads to heightened demand for services and intensified competition for workers in the broader social assistance sector. Education and training opportunities are crucial for attracting and retaining staff and volunteers, with clear career pathways from school to higher education fostering new entrants and retaining existing workers.

Professionals typically need a bachelor's degree, while paraprofessionals often pursue diplomas or advanced diplomas. Reskilling workers from

other industries, particularly service sectors, offers a potential short-term solution, creating the need for collaboration between industry leaders and the education sector to address skills gaps.

Effective volunteer management strategies are essential for attracting and retaining volunteers, who play a vital role in many organisations. Volunteer management is a capability that is often poorly developed and volunteer programs are either not or only partially implemented. Attracting and retaining volunteers will require proactive volunteer management strategies and a workplace culture that values and supports them.



Considerations for potential industry consultation

To support identification of issues and find solutions

This environmental scan provides a historical and point-in-time reference. A number of considerations have emerged that may guide DHLGPPW should they wish to undertake any future industry consultation activities.

The need for a better picture of the workforce composition



The housing and homelessness services sector lacks comprehensive data and research on its workforce composition, particularly in Queensland. The existing focus primarily lies on service users and their needs, neglecting to provide a clear understanding of the workforce. There is a pressing need to gather data on the workforce, including volunteers, to better understand and address the challenges within the industry.



Management and leadership skills

Building management and leadership skills is critical for small businesses, which form a significant portion of the industry. Workforce planning and development, including disaster preparedness and response training, are areas where assistance is needed. The Queensland Government's Industry Workforce Advisors program helps with workforce planning.⁵⁹ DESBT-funded micro-credentials through the University of the Sunshine Coast include Business Planning, Workforce Planning for Business, and Business Continuity. Skills broadening to address complex client needs, such as rising levels of family and domestic violence, is also identified as crucial for the industry's workforce.

The lack of engagement with the apprenticeship and traineeship system



The apprenticeship and traineeship system offers an entry-level route into the industry, with SATs allowing students to explore career opportunities while in school. SATs also provide employers with graduates possessing industry-relevant skills and experience.

Traineeships offer employers job-ready graduates familiar with their organisation. Currently, only four traineeships are relevant to the housing and homelessness services industry. However, numerous qualifications within the community services training package are suitable for formal traineeships. Expanding traineeship options could offer a pathway for school leavers.

Promoting SATs and traineeships to employers and increasing awareness among schools, parents and students could be an effective recruitment strategy.

A female dominated industry



The proportion of males employed in the industry has been decreasing, particularly in residential care services. Employment projections for Queensland show that many male-dominated occupations are declining in size.⁶⁰ This presents an opportunity for the industry to attract more males. Developing targeted recruitment strategies for this purpose may help the industry.

59 Business Queensland. (2023). *Industry Workforce Advisors*. Brisbane: Queensland Government. <https://www.business.qld.gov.au/running-business/employing/planning-workforce/industry-workforce-advisors#:~:text=The%20Industry%20Workforce%20Advisor%20program,workforces%2C%20and%20support%20workforce%20growth>

60 Jobs Queensland. (2023). *Anticipating Future Skills Series, Data explorer*. Ipswich: Queensland Government. <https://jobsqueensland.qld.gov.au/anticipating-future-skills/data-explorer/>

High levels of part-time work and underemployment



The industry has a high proportion of part-time employment (around 50 per cent) and under employment. Women are more likely to be employed part-time (one in every two women to one in every three males). The underemployment rate is higher than national and Queensland rates, at 7.8 per cent. Looking at opportunities to convert part-time roles to full-time roles, considering job redesign and flexible work arrangements may assist in retaining experienced workers and addressing some existing workforce shortages.

Increasing diversity



Along with increasing the proportion of males in the workforce, there is a need to increase the proportion of people with disabilities, and Aboriginal peoples and Torres Strait Islander peoples. Both cohorts are underrepresented in the industry and are a potential source of labour. Consideration could be given to developing targeted strategies to attract and retain this workforce.

First Nations



While references to First Nations communities often fall under broad diversity categories, there is a clear need for a more sophisticated standalone analysis. This analysis should delve into the multifaceted factors contributing to housing insecurity and homelessness within Indigenous communities, acknowledging historical injustices, systemic barriers and cultural considerations.

By conducting a comprehensive assessment, we can better understand the root causes of these issues and identify targeted measures to address the identified needs or gaps. This includes enhancing culturally appropriate service delivery, fostering meaningful community engagement and promoting Indigenous-led initiatives.

Moreover, providing support entails building genuine partnerships with First Nations organisations and communities, ensuring their voices are heard and their expertise is valued in developing and implementing housing and homelessness strategies.

By prioritising this standalone analysis and fostering collaborative approaches, we can work towards more effective and equitable solutions for First Nations Queenslanders facing housing and homelessness challenges.

Attracting and retaining volunteers



Volunteers are vital in the industry, easing workforce shortages and allowing skilled staff to delegate duties that are not reliant on a specialised skill set or qualification to be undertaken, and focus on their specialised roles. They also act as community connectors, offering insights into hard-to-reach communities. However, volunteer numbers have declined over the past five years. Effective volunteer management and a supportive organisational culture are crucial for attracting and retaining volunteers.

Support for small business



The small business sector significantly contributes to employment in Queensland, employing 42.3 per cent of the workforce as of 30 June 2022. Given that the proportion of small businesses in the housing and homelessness services industry aligns with Queensland's overall population, a similar proportion of the workforce is likely employed in this industry.

Small businesses in this sector often struggle to attract and retain experienced and skilled staff, with workforce planning typically not a priority. The increasing use of digital technologies, accelerated by the pandemic and ongoing labour shortages, underscores the need for a digitally literate workforce, particularly in cybersecurity.⁶¹

Enhancing business capabilities in workforce planning and upskilling the existing workforce in digital skills will help small businesses attract and retain appropriately skilled staff.

Upskilling and reskilling



Across the industry, responding to increasingly complex client needs is the most cited indicator of increased service demand. It may also significantly contribute to staff turnover as workers may lose confidence in their ability to respond to client needs.⁶² Upskilling and reskilling are strategies that may improve staff morale and increase the retention of experienced staff. Both VET and higher education offer a range of upskilling and reskilling options in the form of skill sets (VET) and micro-credentials (higher education). Both have options that support management and capability building as well as professional development of professional and paraprofessional staff.

The lack of career pathways for existing workers



The workforce is largely female and well-educated, with many para-professional and professional roles. Yet, there are no obvious career pathways within the industry. Developing and promoting clear career pathways has the potential to improve retention rates. Using skill sets and micro-credentials could provide opportunities for career development and progression. This could also improve both attraction and retention within the industry.

⁶¹ Jobs Queensland. (2020). *Future work for small business*. Ipswich: Queensland Government. <https://jobsqueensland.qld.gov.au/wp-content/uploads/2021/05/future-work-small-business-web.pdf>
⁶² QCOSS. (2023). *State of the Sector 2022*. Brisbane: Queensland Council of Social Service. <https://www.qcoss.org.au/wp-content/uploads/2023/03/State-of-the-Sector-Report-2022.pdf>

What is a Workforce Plan

While there is no commitment to develop a workforce plan for the industry, should this occur in future, an industry workforce plan may be tailored to reflect the industry at a statewide or region-specific level. A workforce plan should not only align to major employer needs, but also support small and medium businesses, emerging and expanding industry sectors, as well as those

in transition. Current workforce initiatives should be assessed against anticipated future workforce needs to determine if they will remain effective or need to be adapted. If there are gaps, then new workforce strategies that will address these gaps should be recommended for development and potential implementation.

Workforce planning strategies and actions can be grouped into six key areas of focus:



| **Skill** the new workforce, **upskill** or **reskill** the existing workforce



| Supporting the workforce through **industry transitions**



| **Attraction** and **retention** programs for new and existing employees



| Fostering opportunities to **build connections** across industry networks, employers and training providers



| Increasing **workforce participation** and **skills for under-utilised** workers and those outside the labour market



| Develop **career pathway** opportunities

Source: Jobs Queensland. (2023). *Workforce planning for industry: a guide for industry, economic development bodies and government*. Ipswich: Queensland Government. <https://jobsqueensland.qld.gov.au/wp-content/uploads/2023/12/Workforce-Planning-for-Industry.pdf>

Appendix A

The industry employs people from a wide range of occupations. The table below shows some of the housing and homelessness service occupations in scope for this project.⁶³

ANZSCO ⁶⁴ code	Occupational title	Tasks / Activities
1342	Health and Welfare Services Managers	<p>Health and Welfare Services Managers plan, organise, direct, control and coordinate the professional and administrative aspects of health and welfare programs and services. Nurse Managers are excluded from this unit group.</p> <p>Tasks include:</p> <ul style="list-style-type: none"> ○ providing overall direction and management for the service, facility, organisation or centre ○ developing, implementing and monitoring procedures, policies and standards for medical, nursing, allied health and administrative staff ○ coordinating and administering health and welfare programs and clinical services ○ monitoring and evaluating resources devoted to health, welfare, recreation, housing, employment, training and other community facilities and centres ○ controlling administrative operations such as budget planning, report preparation, expenditure on supplies, equipment and services ○ liaising with other health and welfare providers, boards and funding bodies to discuss areas of health and welfare service cooperation and coordination ○ advising government bodies about measures to improve health and welfare services and facilities ○ representing the organisation in negotiations, and at conventions, seminars, public hearings and forums ○ controlling selection, training and supervision of staff <p>Occupations:</p> <ul style="list-style-type: none"> ○ 134214 Welfare Centre Manager <ul style="list-style-type: none"> ○ Alternative title - Welfare Project Officer <p>Plans, organises, directs, controls and coordinates a centre, program or project concerned with social welfare support.</p>
2524	Occupational Therapists	<p>Occupational Therapists assess functional limitations of people resulting from illnesses and disabilities and provide therapy to enable people to perform their daily activities and occupations.</p> <p>Tasks include:</p> <ul style="list-style-type: none"> ○ assessing clients' emotional, psychological, developmental and physical capabilities using clinical observations and standardised tests ○ assessing clients' functional potential in their home, leisure, work and school environments, and recommending environmental adaptations to maximise their performance ○ planning and directing programs through the use of vocational, recreational, remedial, social and educational activities on an individual and group basis ○ providing advice to family members, carers, employers and teachers about adapting clients' home, leisure, work and school environments ○ providing adaptive equipment, such as wheelchairs and splints, to assist clients to overcome their functional limitations ○ working with other Health Professionals in overall case management of clients ○ working with other professionals in providing specialist advice to specific client groups such as those requiring driver rehabilitation, third-party compensation and medico-legal representation ○ recording clients' progress and maintaining professional relationships in accordance with relevant legislative requirements and ethical guidelines

⁶³ Excluded from scope are administrative roles and allied health professionals.

⁶⁴ Australian Bureau of Statistics. (2022). ANZSCO - Australian and New Zealand Standard Classification of Occupations. Canberra: Australian Government. <https://www.abs.gov.au/statistics/classifications/anzsco-australian-and-new-zealand-standard-classification-occupations/latest-release>

ANZSCO ⁶⁴ code	Occupational title	Tasks / Activities
2721	Counsellors	<p>Counsellors provide information on vocational, relationship, social and educational difficulties and issues, and work with people to help them to identify and define their emotional issues through therapies such as cognitive behaviour therapy, interpersonal therapy and other talking therapies.</p> <p>Tasks include:</p> <ul style="list-style-type: none"> ○ working with clients on career, study and employment options by obtaining and examining information relevant to their abilities and needs ○ providing information and resources to assist clients with job-seeking skills ○ assessing client needs in relation to treatment for drug and alcohol abuse ○ conducting counselling interviews with individuals, couples and family groups ○ assisting the understanding and adjustment of attitudes, expectations and behaviour to develop more effective interpersonal and marital relationships ○ presenting alternative approaches and discussing potential for attitude and behaviour change ○ consulting with clients to develop rehabilitation plans taking account of vocational and social needs ○ contributing information, understanding and advice on the learning and behaviour of students, especially those with special needs, and assisting parents and teachers in dealing with these needs ○ may work in a call centre <p>Occupations:</p> <ul style="list-style-type: none"> ○ 272112 Drug and Alcohol Counsellor ○ 272113 Family and Marriage Counsellor ○ 272114 Rehabilitation Counsellor ○ 272199 Counsellors nec <ul style="list-style-type: none"> ○ Gambling Counsellor ○ Grief Counsellor ○ Sexual Assault Counsellor / Sexual Abuse Counsellor ○ Trauma Counsellor
272399	Psychologists nec	<p>This occupation group covers Psychologists not elsewhere classified.</p> <p>Occupations in this group include – <i>Counselling psychologist</i></p>
2725	Social Workers	<p>Social Workers assess the social needs of individuals, families and groups, assist and empower people to develop and use the skills and resources needed to resolve social and other problems, and further human wellbeing and human rights, social justice and social development.</p> <p>Tasks include:</p> <ul style="list-style-type: none"> ○ acting as a facilitator between clients in need and community services ○ assessing resources for health, welfare, recreation, housing, employment and other community services ○ providing leadership and assistance for the implementation of pilot projects in community development and self-help, and planning and implementing research projects to address client needs, organisation goals and social policy ○ cooperating with community organisations, social agencies and voluntary groups to improve services and develop new services ○ conducting individual and family case interviews to identify the nature and extent of clients' problems ○ assisting clients to understand and resolve problems by providing information, acting as a mediator and referring them to community and self-help agencies ○ analysing, developing, promoting and implementing social policies through the use of practice experience, research, analytic frameworks, and negotiation skills to respond to social need through a fair, equitable and effective allocation of social resources ○ monitoring the progress of clients by maintaining contact ○ compiling case records and reports

ANZSCO ⁶⁴ code	Occupational title	Tasks / Activities
272613	Welfare Worker	Assists individuals, families and groups with social, emotional or financial difficulties to improve quality of life, by educating and supporting them and working towards change in their social environment. Alternative Title: Welfare Case Worker
4117	Welfare Support Workers	<p>Welfare Support Workers provide support, information and advice to clients on emotional, financial, recreational, health, housing and other social welfare matters, and evaluate and coordinate the services of welfare and community service agencies.</p> <p>Tasks include:</p> <ul style="list-style-type: none"> ○ assessing clients' needs and planning, developing and implementing educational, training and support programs ○ interviewing clients and assessing the nature and extent of difficulties ○ monitoring and reporting on the progress of clients ○ referring clients to agencies that can provide additional help ○ assessing community need and resources for health, welfare, housing, employment, training and other facilities and services ○ liaising with community groups, welfare agencies, government bodies and private businesses about community issues and promoting awareness of community resources and services ○ supporting families and providing education and care for children and disabled persons in adult service units, group housing and government institutions ○ supervising offenders on probation and parole ○ assisting young people to solve social, emotional and financial problems ○ preparing submissions for funding and resources, and reports to government bodies and other agencies <p>Occupations:</p> <ul style="list-style-type: none"> ○ 411711 Community Worker ○ 411712 Disabilities Services Officer ○ 411713 Family Support Worker ○ 411714 Parole or Probation Officer ○ 411715 Residential Care Officer ○ 411716 Youth Worker

Source: Australian Bureau of Statistics. (2022). ANZSCO - Australian and New Zealand Standard Classification of Occupations. Canberra: Australian Government. <https://www.abs.gov.au/statistics/classifications/anzsco-australian-and-new-zealand-standard-classification-occupations/latest-release>

Appendix B

Characteristics of the housing and homelessness services workforce in Australia

Occupation	Employed	Full-time share	Female share	Average age	Qld share	Education level (ANZSCO)	Main employing industry
Welfare Centre Managers	1000	83%	70%	48	12.0%	Bachelor degree or higher	59.6%
Occupational Therapists	24,000	60%	92%	34	20.0%	Bachelor degree or higher	93.8%
Drug and Alcohol Counsellors	1600	64%	63%	45	11.8%	Bachelor degree or higher	86.1%
Family and Marriage Counsellors	1400	40%	83%	51	19.7%	Bachelor degree or higher	87.0%
Rehabilitation Counsellors	1600	72%	74%	35	12.1%	Bachelor degree or higher	60.7%
Other Counsellors and Life Coaches (Counsellors nec)	4100	49%	79%	41	20.6%	Bachelor degree or higher	52.0%
Other Psychologists (Psychologists nec)	1200	52%	79%	41	12.0%	Bachelor degree or higher	53.1%
Social Workers	35,000	63%	84%	42	17.0%	Bachelor degree or higher	74.1%
Welfare Workers	20,000	64%	79%	42	18.5%	Bachelor degree or higher	56.3%
Community Workers	24,400	61%	80%	45	15.8%	AQF Associate Degree, Advanced Diploma or Diploma	61.8%
Disabilities Services Officers	6500	66%	74%	45	12.0%	AQF Associate Degree, Advanced Diploma or Diploma	57.5%
Family Support Workers	3400	51%	87%	43	20.7%	AQF Associate Degree, Advanced Diploma or Diploma	68.8%
Parole or Probation Officers	1900	88%	72%	39	19.5%	AQF Associate Degree, Advanced Diploma or Diploma	94.8%
Residential Care Officers	1600	81%	68%	48	48.6%	AQF Associate Degree, Advanced Diploma or Diploma	62.9%
Youth Workers	12,300	63%	59%	35	21.9%	AQF Associate Degree, Advanced Diploma or Diploma	54.0%

Health Care & Social Assistance

Education and Training

Public Administration and Safety

Source: Jobs and Skills Australia. (2024). *Labour market insights - industries*. Canberra: Australian Government. <https://www.jobsandskills.gov.au/data/labour-market-insights/industries>

Appendix C

Selected vocational education and training (VET) qualifications and skill sets relevant to the Queensland housing and homelessness services industry.

Enrolments by type of training.⁶³

Type of Training	Qualification	Enrolments 2022
CHC Community Services		
Qualifications	Certificate II in Community Services	1222
	Certificate III in Community Services	2793
	Certificate IV in Child, Youth and Family Intervention	1394
	Certificate IV in Youth Work	2639
	Certificate IV in Community Services	575
	Certificate IV in Social Housing	22
	Certificate IV in Housing	66
	Certificate IV in Alcohol and Other Drugs	0
	Certificate IV in Mental Health	1058
	Certificate IV in Coordination of Volunteer Programs	14
	Diploma of Child, Youth and Family Intervention	1058
	Diploma of Youth Work	498
	Diploma of Counselling	3578
	Diploma of Financial Counselling	131
	Diploma of Community Services	4112
	Diploma of Alcohol and Other Drugs	144
	Diploma of Mental Health	826
	Advanced Diploma of Community Sector Management	0
	Graduate Certificate in Client Assessment and Case Management	8
	Graduate Diploma of Family Dispute Resolution	18
Skill sets	Advocacy Skill Set	0
	Alcohol and Other Drugs Co-existing Needs Skill Set	0
	Alcohol and Other Drugs Skill Set	1
	Case Management Skill Set	0
	Child Protection Skill Set	0
	Client-orientated Service Delivery	0
	Community Safety Services Skill Set	0
	Coordinate Client Directed Services	0
	Crisis Support Skill Set	0
	Homelessness Support Work	0
	Mental Health Assistance	0
	Mental Health Co-existing Needs Skill Set	0
	Provide Family Support Services Skill Set	0
	Service Coordination and Collaboration	0
	Social Housing Skill Set	0
	Supporting Children and Families with Complex Needs	30
	Team Leader	41
	Work with Clients with Complex Needs Skill Set	0
	Workforce Planning Skill Set	0
	Working in a Child Safe Environment	0
Working with Families	0	

Type of Training	Qualification	Enrolments 2022
HLT Health		
Qualifications	Certificate III in Allied Health Assistance	609
	Certificate IV in Allied Health Assistance	1466
Skill sets	Allied Health Assistance - Occupational Therapy	0
	Allied Health Assistance - Social Work	0

Appendix D

Non-exhaustive list of relevant courses by university 2023

Higher education provider	Course
Bond University	Bachelor of Psychological Science
	Bachelor of Psychological Science (Honours)
	Bachelor of Business/Bachelor of Social Science
	Bachelor of Social Science
	Graduate Diploma in Psychology (Bridging)
	Master of Professional Psychology
	Graduate Diploma of Psychological Science
	Master of Psychology (Clinical)
	Doctor of Philosophy (Psychology, Criminology and Social Sciences)
	Bachelor of Health Science/Master of Occupational Therapy
	Professional Doctorate of Occupational Science
	Bachelor of Business/Bachelor of Social Science
	Bachelor of Psychological Science (Honours)
	Master of Professional Psychology
	Master of Psychology (Clinical)
Master of Occupational Therapy	
CQ University	Bachelor of Science (Psychology)
	Bachelor of Psychological Science (Honours)
	Bachelor of Social Work
	Bachelor of Psychological Science
	Bachelor of Allied Health
	Bachelor of Occupational Therapy (Honours)
	Graduate Diploma of Positive Psychology
	Graduate Diploma of Domestic and Family Violence Practice
	Graduate Certificate in Facilitating Men's Behaviour Change
	Graduate Certificate in Positive Psychology
	Graduate Certificate in Domestic and Family Violence Practice
	Master of Clinical Psychology (Advanced Entry)
	Master of Professional Psychology
	Master of Clinical Psychology
	Master of Applied Positive Psychology
Master of Domestic and Family Violence Practice	
Griffith University	Bachelor of Child, Youth and Family Practice
	Bachelor of Child, Youth and Family Practice (Honours)
	Bachelor of Counselling
	Bachelor of Human Services
	Bachelor of Human Services (Honours)
	Bachelor of Occupational Therapy (Honours)
	Bachelor of Psychological Science
	Bachelor of Psychological Science (Honours)
	Bachelor of Psychology (Honours)
	Bachelor of Social Science

Higher education provider	Course
Griffith University	Bachelor of Social Work
	Bachelor of Social Work (Honours)
	Diploma of Psychological Science
	Master of Applied Behaviour Analysis
	Master of Clinical Psychology
	Master of Clinical Psychology Practice
	Master of Human Services
	Master of Professional Psychology
	Master of Rehabilitation Counselling
	Master of Social Work
	Graduate Certificate in Applied Behaviour Analysis
	Graduate Certificate in Case Management
	Graduate Certificate in First Peoples Community Practice
	Graduate Certificate in Human Services
	Bachelor or Master of Psychological Science/Rehabilitation Counselling
Masters of Social Work/Mental Health Practice	
James Cook University	Bachelor of Social Work
	Graduate Certificate of Human Services
	Master of Social Work (Professional Qualifying)
	Bachelor of Occupational Therapy (Honours)
	Graduate Certificate of Rehabilitation
	Graduate Diploma of Rehabilitation
	Graduate Diploma of Rural Generalist Practice
	Master of Rehabilitation
Master of Rural Generalist Practice	
Queensland University of Technology	Bachelor of Behavioural Science (Psychology)
	Bachelor of Behavioural Science (Psychology)/Bachelor of Laws (Honours)
	Bachelor of Behavioural Science (Psychology)/Bachelor of Business
	Bachelor of Behavioural Science (Psychology)/Bachelor of Social Work
	Bachelor of Behavioural Science (Honours Psychology)
	Bachelor of Human Services
	Bachelor of Social Work
	Bachelor of Human Services/Business
	Bachelor of Human Services/Bachelor of Justice
	Graduate Certificate in Domestic Violence Responses
	Master of Social Work - Qualifying
	Master of Clinical Psychology
Master of Counselling	

Higher education provider	Course
University of Queensland	Bachelor of Human Services (Honours)
	Bachelor of Occupational Therapy (Honours)
	Bachelor of Psychological Science (Honours)
	Bachelor of Social Work (Honours)
	Master of Clinical Psychology
	Master of Counselling
	Master of Occupational Therapy Studies
	Master of Psychology
	Doctorate of Psychology
University of Southern Queensland	Associate Degree of Allied Health
	Bachelor of Occupational Therapy (Honours)
	Bachelor of Health (Honours) (Human Services)
	Bachelor of Human Services
	Bachelor of Human Services (Child and Family Studies)
	Bachelor of Human Services (Community Development and Indigenous Studies)
	Bachelor of Human Services (Counselling)
	Bachelor of Human Services (Health and Social Wellbeing)
	Bachelor of Psychology (Honours)
	Bachelor of Science (Psychology)
	Bachelor of Science (Honours) (Psychology)
	Bachelor of Social Work
	Bachelor of Social Work (Honours)
	Diploma of Human Services and Development
	Graduate Certificate of Counselling
	Graduate Certificate of Counselling (Drug and Alcohol Studies)
	Graduate Certificate of Counselling (Child, Youth and Family Therapy)
	Graduate Certificate of Counselling (Foundations of Practice)
	Graduate Diploma of Counselling
	Graduate Diploma of Counselling (Alcohol and Drug Studies)
	Graduate Diploma of Counselling (Child, Youth and Family Therapy)
	Graduate Diploma of Counselling (Foundations of Practice)
	Master of Clinical Psychology
	Master of Counselling
	Master of Counselling (Advanced Practice)
Master of Counselling (Alcohol and Drug Studies)	
Master of Counselling (Child, Youth and Family Therapy)	
Master of Counselling (Foundations of Practice)	
Master of Professional Psychology	
Undergraduate Certificate of Child and Family Studies	
Undergraduate Certificate of Psychology Fundamentals	

Higher education provider	Course
University of the Sunshine Coast	Bachelor of Behavioural Science (Psychology)
	Bachelor of Counselling
	Bachelor of Human Services
	Bachelor of Psychology (Honours)
	Bachelor of Social Work
	Bachelor of Behavioural Science (Psychology) / Bachelor of Counselling
	Bachelor of Business / Bachelor of Behavioural Science (Psychology)
	Bachelor of Behavioural Science (Psychology) (Honours)
	Graduate Certificate in Applied Support Work
	Graduate Certificate in Cognitive Behaviour Therapy
	Master of Counselling
	Master of Professional Psychology
	Master of Psychology (Clinical)
	Master of Social Work (Qualifying)
	Master of Social Work by Research
	Bachelor of Occupational Therapy (Honours)
	Diploma in Allied Health Assistance
Undergraduate Certificate in Allied Health Assistance	

Source: Various university websites.

