



## Message from the Minister

The Hon. John Ajaka MLC

"On 28 August 2014, I had the pleasure of delivering the keynote address to approximately 120 leaders from the community services sector in the Illawarra and Shoalhaven who came together for a one day workshop aimed at developing a shared vision for the future of the industry.

The workshop was hosted by the Illawarra Forum Inc as the peak body for the community services sector in the Illawarra and featured participants from across industry and all levels of government.

Participants discussed their ambitions for the sector and mapped the routes to achieving this vision. Everyone also explored opportunities to innovate and collaborate to improve outcomes for both clients and communities.

The 'Roadmap for the Future of Community Services in the Illawarra' details the outcomes of the workshop and highlights the positive work being done across the Illawarra to drive innovation and growth in the sector."

'I commend the Illawarra Forum Inc. on this report and look forward to the Illawarra continuing to lead the way in working collaboratively to promote excellence in community services.'



The Hon. John Ajaka MLC  
Minister for Ageing,  
Minister for Disability Services,  
Minister for the Illawarra.



## The Roadmap identifies the key steps required to achieving our vision:

- 1 Leverage the combined expertise, resources and social capital to support our most vulnerable communities.
- 2 Work smarter (not harder) to drive partnerships and solutions that promote better social and service delivery outcomes for the region.
- 3 Develop collaborated entities for service delivery excellence.

The key to delivering on the vision will be transparency and accountability and a concrete set of actions have been detailed to achieve that.

The workshop and subsequent development of the priority actions and Roadmap are the beginning of our efforts to develop and promote a shared vision for the future of community services in the Illawarra and Shoalhaven.

As we work together towards regional excellence in community/human service delivery, the actions and timeframes will inevitably change. This plan will therefore be a living document adapting to the needs of our industry and our community.

For more details see the Roadmap for the Future report at [illawarraforum.org.au](http://illawarraforum.org.au)

# Roadmap for the Future of Community Services in the Illawarra 2014 - 2020

A shared vision and action plan for the future of the community services industry in the Illawarra and Shoalhaven



illawarra  
forum

[illawarraforum.org.au](http://illawarraforum.org.au)

This Roadmap represents the results of collaborative input from leaders of all sectors of the community services industry, from government and education.

**Our shared vision for the future of community services is:**

Regional Excellence in Community/ Human Services Delivery with Strong Organisations, Strong Partnerships, Strong Communities, and Strong Individuals.

Working to achieve this vision will improve outcomes for clients and communities.

The accompanying report documents the activities and outcomes of the one day workshop. This includes 57 of the current collaborations and partnerships working across sectors such as children and early years education, community development, disability and aged care, housing and homelessness, social enterprise, and services for women and young people.

Further opportunities for collaboration have been identified under the following themes;

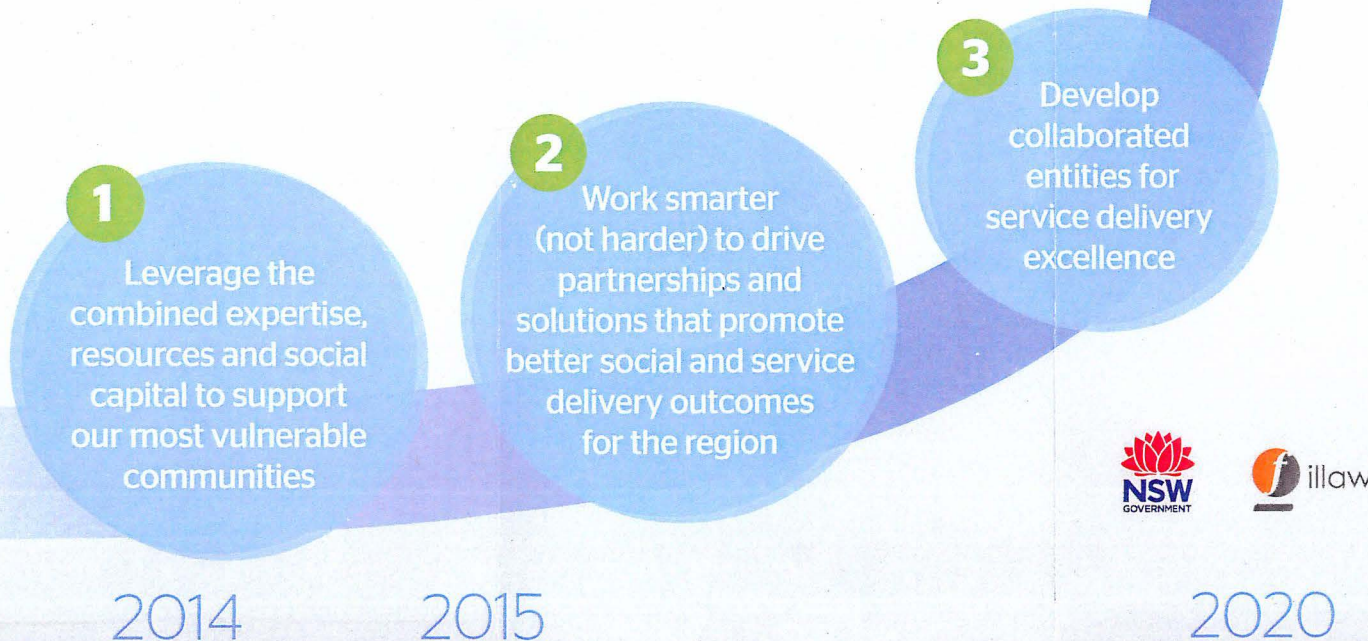
- Regional service delivery mapping
- Addressing key service provision gaps
- Regional networking
- Addressing workforce issues
- Encouraging innovation



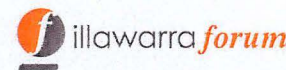


# Roadmap for the Future of Community Services in the Illawarra 2014 - 2020

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Action	Timeframe
<b>SUPPORTING COLLABORATIVE PRACTICE</b> <ul style="list-style-type: none"> <li>Development of governance structures and model agreements to facilitate alliances/consortia/partnerships</li> <li>Private sector partnerships to enhance service delivery</li> <li>Development of a comprehensive database of service provision</li> <li>Leveraging back-of-house activities for economies of scale</li> <li>Collective funding - explore opportunities for joint submissions</li> </ul>	January 2015 December 2015 January 2015 June 2015 June 2015
<b>DEVELOPMENT OF A SUSTAINABLE, INTEGRATED, AND SKILLED WORKFORCE:</b> <ul style="list-style-type: none"> <li>Partnerships between Education and Industry</li> <li>Pathways to careers</li> <li>Work-ready passport</li> <li>Shared workforce</li> </ul>	Committee to be formed by December 2015. Action plan and timeframes to be determined by steering committee
<b>ESTABLISH COMMUNITIES OF PRACTICE TO ENCOURAGE PRACTICE EXCELLENCE</b> <ul style="list-style-type: none"> <li>Across all sectors e.g. Children's Services, Aged Care, Youth Services, Home and Community Care</li> </ul>	First community of practice to be established by June 2015
<b>REGIONAL NETWORKING OPPORTUNITIES</b> <ul style="list-style-type: none"> <li>Increase opportunities for collaboration e.g. Cross sectoral 'speed dating'</li> </ul>	Commence November 2015
<b>SOCIAL INNOVATION INCUBATOR</b> <ul style="list-style-type: none"> <li>Develop and deliver a safe place to innovate</li> </ul>	Recruit and convene working party by February 2015
<b>SOCIAL PROCUREMENT</b> <ul style="list-style-type: none"> <li>Regional commitment to social enterprise</li> </ul>	Recruit and convene working party by February 2015





# CAREERS

## Why Work in Aged & Disability Services?

**“a job that is  
challenging and  
rewarding”...**



**“a career where  
you get to make  
a difference in  
someone’s life”...**

Aged and disability services provide support to older people, people with a disability, carers and families. They improve quality of life, independence and wellbeing.

To achieve this, services offered by the sector are quite diverse; this means that there are a large variety of roles and career opportunities for people with different attributes and skills.

“The Community Services and Health sector continues to be Australia’s largest and fastest growing employer.”

By 2050, over **3.5 million** older people will need to access **Aged Care** services each year, with around **80 percent** of services delivered in the community.

**In the Illawarra, we have  
a higher proportion of  
older people that will be  
needing these services.**

(compared to State and Australian averages)  
with estimates that by 2021 there will be a  
32% increase in the population 65+ and a 52%  
increase in the population 85+ in the region



**You get the opportunity to grow personally and professionally.**

**Why it's great to work in aged and disability services:**

- Flexible working conditions
- Many different employers and work environments
- Financial benefits – such as fringe benefits or salary packaging (depending on the employer)
- Training and study support
- Long term career security
- Interesting Career Pathways
- Local opportunities
- Skills you can take **anywhere** in the world
- Recognition for the important role you play
- Work/life balance
- Every day is different
- Challenging and rewarding
- Enjoy people and cultural diversity

**There are a vast array of career opportunities and pathways available.**

**JOIN US!**

**Working in this industry isn't just about having a job, it's about having a career that provides a great range of opportunities.**

- Do you have good communication, time management and problem solving skills?
- Are you patient, trustworthy and honest?
- Would you describe yourself as practical, flexible and respectful?
- Do you have empathy and compassion?

*Employers look for these important skills and attributes when recruiting.*

**Where do I start?**

Many people start out by completing the relevant training and there are a number of accredited training providers you can choose from. Other people find work with employers who train “on the job” and offer ongoing training opportunities.

Another avenue is to volunteer your time! Contact your local aged or disability service provider or your local volunteering agency.

**So, get your future started...**



# CAREERS

## Opportunities in Aged & Disability Services



**If you are looking  
for a rewarding  
career...**

**then a job in aged & disability  
services is for you!**

where you can make a positive difference  
in someone's life... where you are  
appreciated and respected.

**There are a large  
variety of roles and  
careers available  
NOW!**

**You don't have to choose just  
one place to work either!**

The skills that you gain from working in one  
area are usually easily transferred to another,  
and many employers will offer a mixture of  
these services to their community.

## Opportunities

Here are some examples of the types of roles and careers available in the Illawarra.

- Direct Support Services
- Team Leaders & Supervisors
- Building services & maintenance
- Management & Executive
- Customer Service, Human Resources IT & Administration
- Health Professionals
- Hospitality



# CAREERS

## Qualification requirements



**Community services** and **health** continue to be **Australia's largest and fastest** growing area of employment. In fact this growth is being **experienced worldwide**, so if you are looking for a job you can do **anywhere in the world** – this is the career for you.

In some cases qualifications are not a pre-requisite when looking for a rewarding job in aged & disability services. Often training can be provided either on the job, through a traineeship or a work based training arrangement.

Depending on the role you are undertaking you may need a first aid certificate before you can start work.

Working in the aged & disability services isn't just about nursing or 'hands-on' caring, there are a number of different roles and career options available in a variety of work environments

Please note that the expected education level varies from employer to employer.