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## WHAT WILL THE DIRECT SUPPORT WORKFORCE OF 2020 LOOK LIKE?

## What will the Support Worker of 2020 look like?

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## Project Overview

- ▶ What people with a disability and their families will want in the future
- ▶ Current, transition and future workforce environments for direct support, allied health, management and supervision, and planning and case management
- ▶ Comparison of award structures with other industries
- ▶ Analysis of the barriers and opportunities:
  - in rural and regional areas
  - providing employment to people with a disability
    - Aboriginal people
    - CALD
    - technology

## Methodology

- ▶ Review of the literature
- ▶ Data Collection:
  - Interviews
  - Focus groups
  - Meetings and networks
  - Call for submissions and feedback
- ▶ Scenario Planning
- ▶ Report writing

*Project concludes March 2011*

## The Changing Context

- ▶ Service models are 'semi-institutionalised' or settings based
- ▶ Service delivery through day programs, accommodation, respite and in-home care (outreach): skill sets essentially the same
- ▶ One-third government employees, and two-thirds non-government
- ▶ Disparity in pay and conditions
- ▶ Workers will be facilitators to community participation into mainstream activities
- ▶ Workers: highly mobile, community networker, more specialised care, linkages with mainstream services. Merging of work roles
- ▶ Most clients will actively shape service provision and direct their workers efforts
- ▶ More clients with ageing issues

2010

2020

## Changing Skills Profiles

- ▶ Mix of unqualified, Certificate III in Disability
- ▶ Many employers recruit for attitude rather than qualifications
- ▶ Specialist skills for work with specific client groups
- ▶ Many workers have low level or minimal IT skills
- ▶ Worker attitude is of key importance: emphasis on flexibility and responsiveness
- ▶ Relationship management skills, community engagement and advocacy
- ▶ Convergence with community worker
- ▶ IT skills are fully integrated into work role

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## Levels of Responsibility

- ▶ Various levels of supervision depending on the work context
- ▶ Much work is supervised or undertaken when working with colleagues
- ▶ Most workers operate independently / collaboratively with client
- ▶ Client is part-manager
- ▶ Technology will assist client to further manage their own money

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## Effort

- ▶ Work is a mix of traditional domestic work and more complex client support and development.
- ▶ Work is mainly physical / routine.
- ▶ Physical / practical domestic work will remain: robots? or more sophisticated appliances,
- ▶ Reduction in some physical aspects of the work.
- ▶ Higher level thinking and initiative required

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## Working Conditions / Risks

- ▶ On site work (mainly)
- ▶ OHS risks: occupational assault, manual handling, stress
- ▶ Risks due to working autonomously; assault (client and worker), isolation, client demands for work that is not part of role
- ▶ Manual handling risks decline because of improved technology

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## The New Role

- ▶ To ensure client safety, comfort, dignity and choice
- ▶ To ensure client has the same rights and opportunities as other people in the community and to support them in the exercise of these rights and responsibilities.

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2020

**Salary - entry level, other industries**

Aged care	Children's services	Hospitality	General retail	Road transport
Aged Care Award 2010	Children's Services Award 2010	Fast Food Industry Award 2010	General Retail Industry Award 2010	Road Transport and Distribution Award 2010
Full time or Part time \$16.45	Full time or part time \$15.93	Full time or part time \$17.46	Full time or Part time \$16.69	Full time or Part time \$15.88
Casual \$20.56	Casual No amounts provided	Casual \$21.82	Casual \$20.86	Casual \$19.85

## Technology

- ▶ Clients for communication
- ▶ Managers - support workers - clients
- ▶ Workers for learning and support / networks
- ▶ Robots / assistance with work
- ▶ Rostering, reporting, recording

## Questions

- ▶ What factors do you think will make this a more/less attractive industry to work in?
- ▶ What skills do you think managers and supervisors will need to further develop to address the anticipated changes?
- ▶ What initiatives would you like to see introduced to grow and develop the workforce?

## Contact

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