

TASMANIAN YOUTH SECTOR WORKFORCE DEVELOPMENT PROJECT 2018-21

PHASE ONE: SCOPE & SURVEY



ABOUT YNOT

The Youth Network of Tasmania (YNOT) is the peak body for young people aged 12-25 years and the non-government youth sector in Tasmania.

Our vision is a Tasmania where young people are actively engaged in community life and have access to the resources needed to develop their full potential.

Our mission is to work with young people, the Tasmanian youth sector, the community and all levels of government to increase the participation and contribution of young people in the State.

As an independent not-for-profit organisation YNOT provides a strong voice for young Tasmanians and the sector that supports them through policy advice to government, advocacy and representation, youth participation, sector consultation and engagement, information dissemination and sector capacity building.

YNOT is funded through the Department of Communities Tasmania, Communities, Sport and Recreation Division.

Report by Joanne Horton, YNOT Project & Policy Officer
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Youth Network of Tasmania
Suite 4a 236 Sandy Bay Rd, SANDY BAY TAS 7005
P: 0362 235 511
E: admin@ynot.org.au
W: www.ynot.org.au

Contact YNOT for further information provided in this report or to become involved in the Tasmanian Youth Sector Workforce Development Project.



ABOUT THE PROJECT

The Tasmanian Youth Sector Workforce Development Project 2018-21 is an initiative of the Youth Network of Tasmania (YNOT). This three-year project is the first of its kind to be conducted for the Tasmanian youth sector.

The project aims to identify key stakeholders in the Tasmanian youth sector workforce characteristics and current professional development needs. This comprises of three distinct phases:

1. Scoping and survey (this report)
2. Identify sector workforce development needs (currently ongoing)
3. To be negotiated on Phase 2 outcomes

This report identifies the Tasmanian youth sector and presents the survey results including current workforce characteristics and basic professional development needs. The report is a summary of key findings only and does not analyse trends or results identified in Phase One. For further information on this project, see YNOT 2018/19 Annual Report.

THE TASMANIAN YOUTH SECTOR

The Tasmanian youth sector is vast. For this project, the sector has been defined as organisations that receive core funding to deliver direct service provision to young people aged 12-25 years; including:

- local councils
- government departments and programs
- non-government organisations

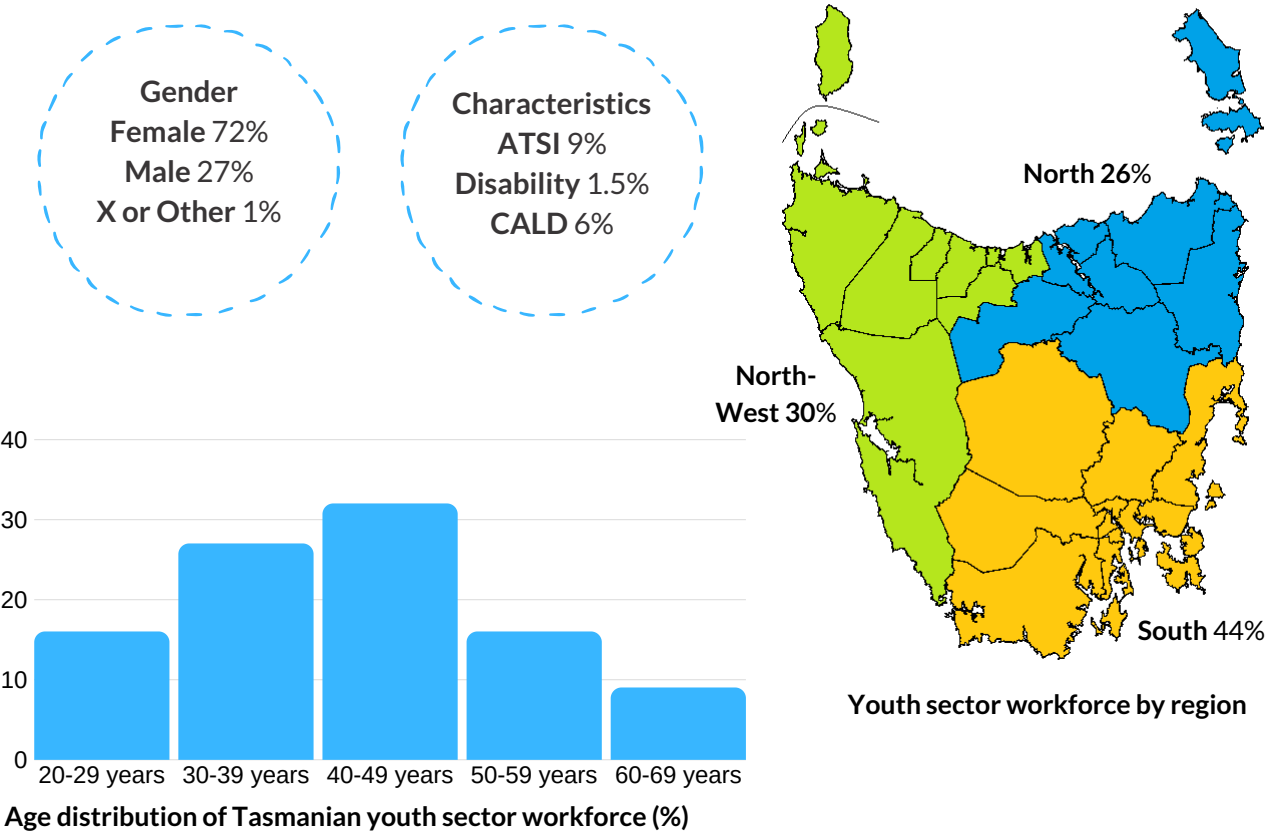
The scoping project identified 130 youth service providers. The survey was distributed widely and completed by 219 sector workers from various youth services.

Youth services scoped

- Social and community services
- Youth development programs
- Youth justice and child safety
- Health (physical, sexual, mental)
- Housing and accommodation
- Alcohol and other drugs
- Counselling and psychology services
- Disability and young carer's support
- Education and employment support
- Recreation and social support

WORKFORCE CHARACTERISTICS

Phase One of this project included a survey to identify the sector workforce characteristics including age, gender, geographic location, educational background and current qualifications.



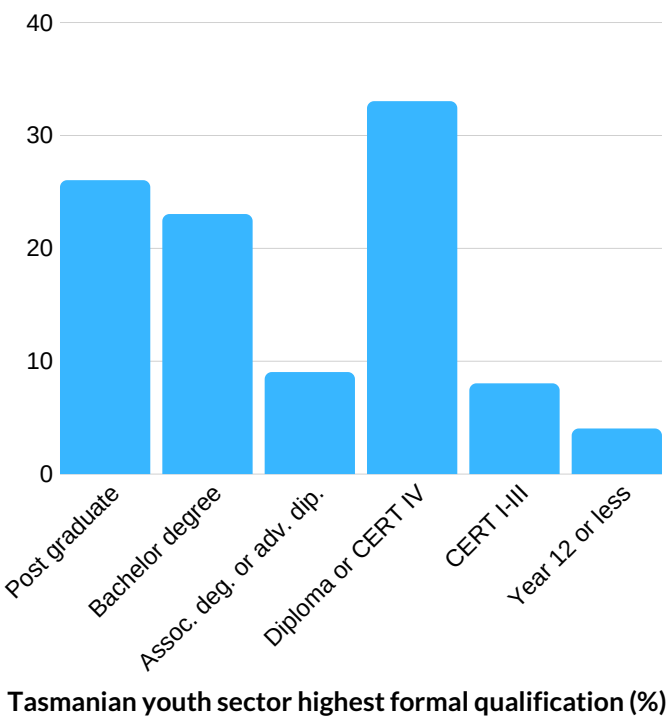
Education & Training

86% of the workforce holds a CERT IV or Diploma level certificate or higher, but only 41% stated that their qualification was relevant to the youth sector.

37% of workers stated that their qualification was unrelated but had transferable skills to their work, while 21% stated that their qualification was unrelated and had no transferable skills.

Only 12% are currently undertaking formal training for the youth sector, however 41% plan to commence within 24 months.

The most common training were post-graduate studies in social work or a Cert IV study in training relevant to their area.

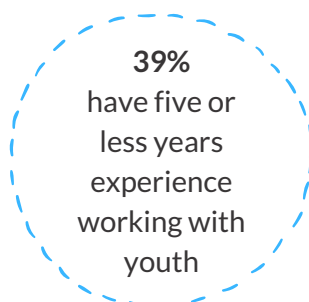
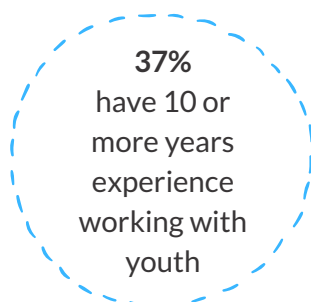


The average Tasmanian youth sector worker is female aged 40-49 years, working in the south, in face-to-face service delivery and holds a diploma or Certificate IV level qualification (either relevant to, or has transferable skills for, youth work).

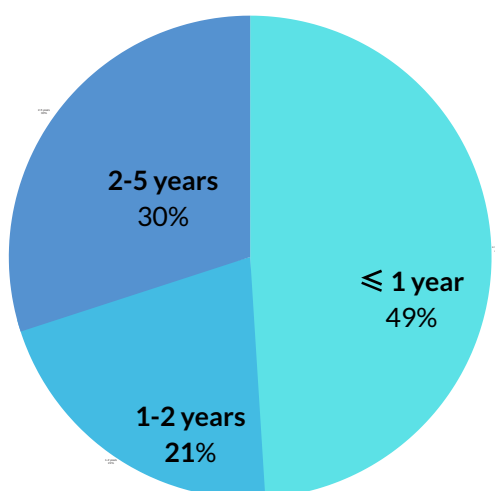
Workforce retainment

Youth sector workers stated that:

- 57% of workers plan to leave the youth sector within 10 years.
- 25% of workers plan to leave the youth sector within five years.
- 54% of workers plan to leave their current organisation within five years.
- 66% of workers plan to change their current role within five years.
- 80% plan to continue working for at least 10 years (in any industry).



Employment



Tasmanian youth sector fixed-term employment contract length (%).

The Tasmanian youth sector compliment is comprised of 39% full time, 41% part time and 20% casual positions.

37% of workers do not have a clear position description with KPIs.

Flexible work hours, alternative leave arrangements and time off-in-lieu (TOIL) were the most common benefits received.

Paid overtime and home work arrangements were the most common benefits not provided.

70% of workers undertake unpaid hours each week (excluding TOIL). The majority of workers conduct 10 or less unpaid hours each week, however 10% of the sector work more than 10 unpaid hours each week.

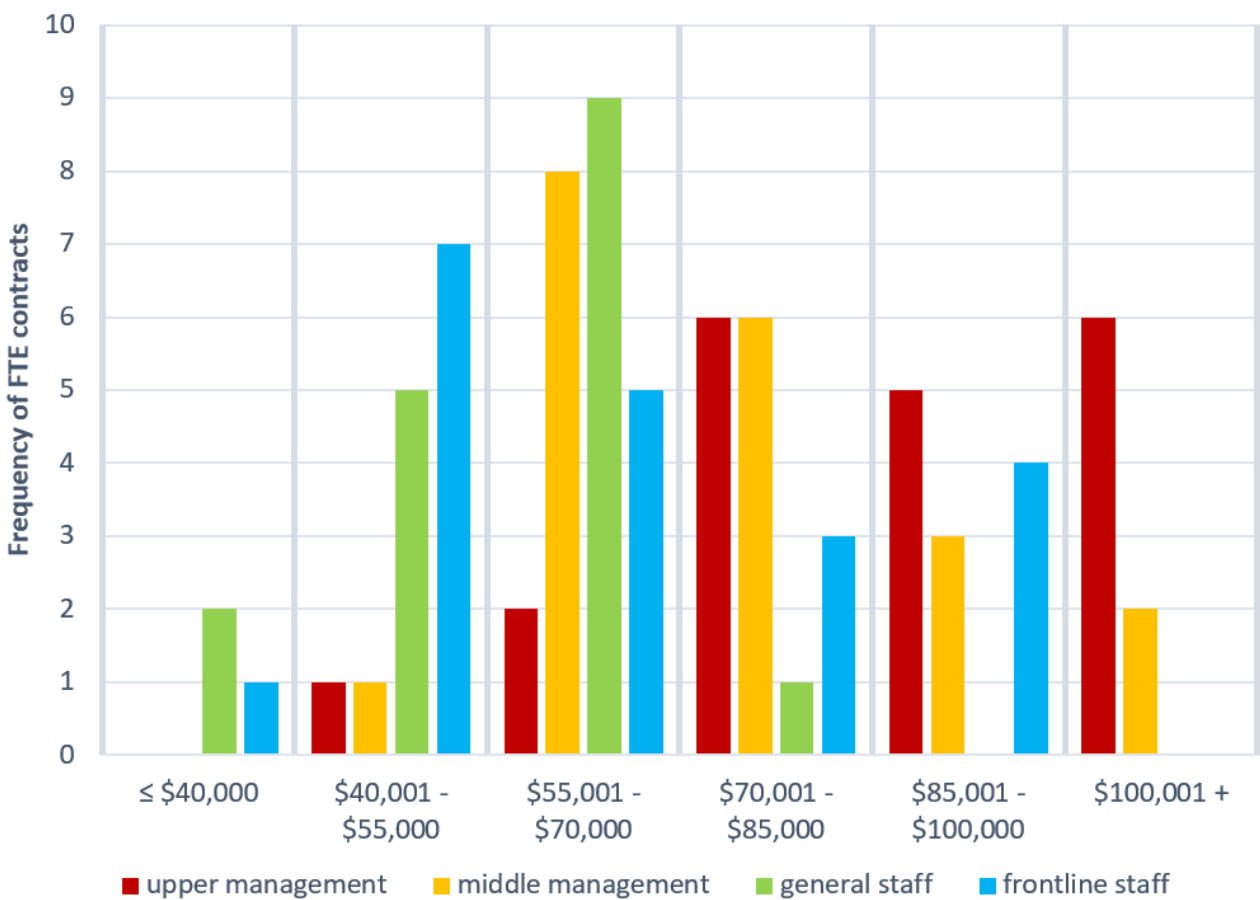
SALARY AND REMUNERATION

The general staff structure for the Tasmanian youth sector was identified as:

- 47% workers with client contact
- 24% general staff
- 12% middle management
- 17% upper management

Youth sector organisation remuneration type:

- 54% Social, Community, Home Care and Disability Services Industry Award 2010
- 12% Health Professionals and Support Services Award 2010
- 3% State Govt. Agency Award 2010
- 11% Local Govt. Industry Award 2010
- 3% APS Enterprise Award 2015
- 17% Other



Baseline salaries of Tasmanian youth sector organisations for full time equivalent (FTE) positions.

Upper management had an average FTE annual salary above \$70,000 and middle management between \$55,000 and \$100,000.

Frontline workers on average receive a FTE annual salary between \$40,000 and \$70,000.

14% of youth sector workers stated that their organisation does not offer annual salary increments or indexation.

34% of the youth sector workforce are currently on fixed-term contracts (69% of all full time workers and 39% of all part time workers).

Fixed term contracts were most commonly three years or less or subject to funding.

84% of organisations employ using an Award compared to 16% using an Enterprise Agreement.

RECRUITMENT

Thirty organisations that participated in the study identified 949 youth sector employees.

Approximately 1000 unpaid volunteers are involved with these organisations to meet service demand and deliver programs to young people.

Survey results predict a turnover rate of the Tasmanian youth sector workforce by 36% within 5 years and 60% in 5-10 years.

22% of organisations stated the current staff turnover to be 'problematic'. Issues identified include high and stressful workloads, unrealistic expectations placed on workers with available resources and staff leaving for higher paying and/or ongoing employment.

Staff recruitment varies depending on location, organisation type and role. On average the youth sector requires:

- 4 weeks to recruit upper management and general staff positions
- 6 weeks to fill frontline staff positions
- 12 weeks to recruit middle management

Barriers to recruitment were a lack of relevant skills or experience, the challenging nature of the work, less competitive remuneration, lack of organisational funding and perceived instability with fixed-term contract or subject to funding positions.

SERVICE TYPES

Primary services provided by the Tasmanian youth sector.

Service provider	Offered as primary service	Mean number of other services offered	Offered as other services
Alcohol & other drugs	6.4 %	4.3	31.9 %
Child safety	2.1 %	4.0	8.5 %
Counselling & psychology services	2.1 %	5.0	34.0 %
Disability & young carer's support	-	-	6.4 %
Education support	6.4 %	4.0	38.3 %
Employment support	-	-	38.3 %
Health (physical & sexual)	4.3	4.5	29.8 %
Housing & accommodation	12.8 %	4.8	25.5 %
Mental health	10.6 %	3.8	25.5 %
Recreation & social support	4.3 %	1.5	44.7 %
Social & community services	34.0 %	3.9	42.6 %
Youth development programs	17.0 %	3.4	34.0 %
Youth justice	-	-	6.4 %
Other	-	-	14.9 %
No other services offered	-	-	8.5 %

Primary service refers to main service and number of other services offered by their organisation or current position. The majority of organisations provide multiple youth services, reflected by the prevalence of other services offered. '-' indicates data not available.

YOUTH SECTOR FUNDING

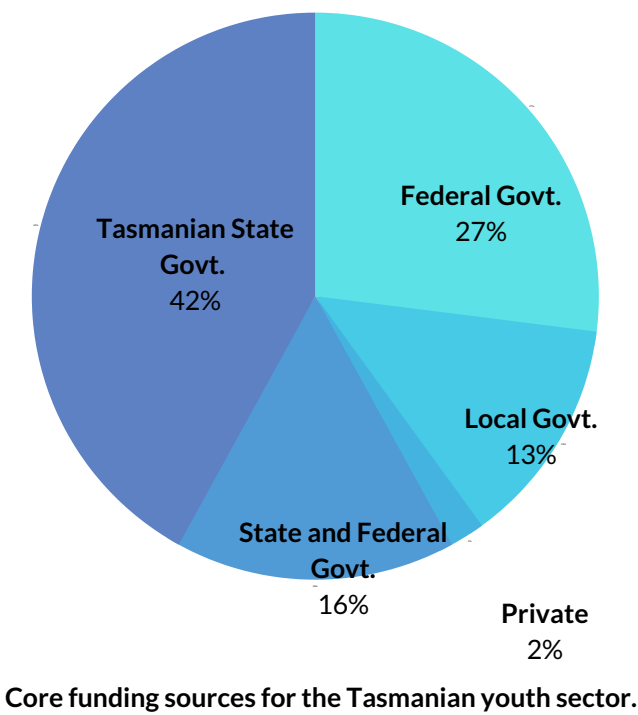
Services

28% of the Tasmanian youth sector provide direct services to young people only. The majority of organisations (72%) provide dedicated services or programs to young people as well as other age groups.

Organisation core funding

The Tasmanian youth sector is highly dependent on government funding, with 98% of all services receiving Local, State, Federal funding (or a combination of).

Organisations are also dependent on secondary funding sources, including private donations or government grants, to deliver additional services or programs.

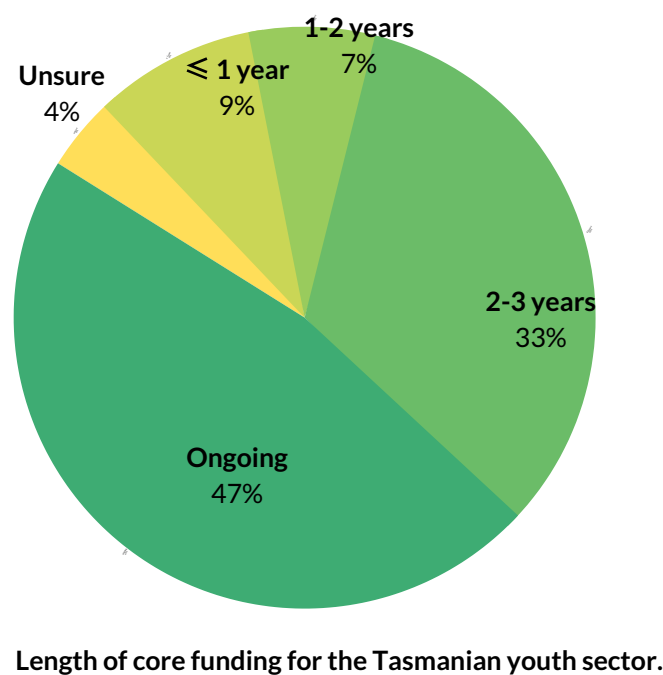


Funding stability

47% of the sector reported ongoing funding.

49% of the Tasmanian youth sector receive core funding in contracts of up to three years.

79% of respondents stated that core funding was required to remain operational, regardless of other funding sources.



PROFESSIONAL DEVELOPMENT



Key areas for professional development were identified by the Tasmanian youth sector for both organisations and personnel. Sector workers stated that young people were presenting with complex needs and that additional evidence-based training was required to meet these needs.

Management level staff stated a need for training in staff management, leadership, strategic thinking, adapting to and managing organisational change and networking.

Sector workers identified workplace professionalism/behaviour, program development/delivery, early intervention practices and applying evidence-based practice as priority professional development needs.

Organisation training needs

1. Conflict management and managing challenging behaviours
2. Trauma informed practice
3. Legal responsibilities for working with youth
4. Mental health (including first aid)
5. Understanding child protection laws

Staff training needs

1. Conflict management and managing challenging behaviours
2. Trauma informed practice
3. Leadership and management
4. Legal responsibilities for working with youth
5. Alcohol and other drugs

PHASE TWO PROJECT WORK 2019-20

Phase Two involves analysing and interpreting workforce professional development needs data collected through survey and sector consultations.

This will be collated to produce a report outlining key recommendations for training and professional development needs of the Tasmanian youth sector.

Phase Two consultation aims to identify:

- needs, gaps and barriers for training and professional development opportunities.
- potential partnerships and networks to link youth sector workers to existing resources.

YNOT will submit the Workforce Development Report with key recommendations (phases one and two) to State Government by 30 April 2020.

