**Health, Wellbeing and Human Services Industry Survey**

**Name:**

**Email:**

**Section 1: Organisation Information**

1. What type of organisation do you work for?
   * Public hospital/health service
   * Private hospital/health service
   * Community health centre
   * Mental health service provider
   * Aged care facility/provider
   * Disability support services
   * Child protection/family services
   * Community services organization
   * Home care provider
   * Allied health practice
   * Primary healthcare (GP clinics, medical centres)
   * Government health/human services department
   * Peak body/professional association
   * Training provider
   * Other (please specify)
2. Which service area(s) best describes your organisation's primary focus? (Select all that apply)
   * Acute healthcare
   * Mental health and wellbeing
   * Aged care and seniors services
   * Disability support services
   * Child and family services
   * Youth services
   * Community health and prevention
   * Allied health services
   * Home and community care
   * Palliative and end-of-life care
   * Addiction and substance abuse services
   * Domestic violence and crisis support
   * Housing and homelessness services
   * Aboriginal and Torres Strait Islander health/services
   * Multicultural and refugee services
   * Training
   * Government services (LHD, PHN etc)
   * Professional/industry advice and support
   * Other (please specify)
3. What is your role in the organisation?
   * CEO/Executive Director
   * Clinical Director/Manager
   * Clinical Professional
   * Human Resources
   * Training and Development
   * Service Manager/Team Leader
   * Quality and Compliance
   * Policy Advisor/Government Official
   * Professional Services
   * Other (please specify)
4. What is the size of your organisation?
   * Small (1-20 employees)
   * Medium (21-100 employees)
   * Large (101-500 employees)
   * Very large (500+ employees)
5. What is your current relationship (or your organisation’s) with TAFE NSW?
6. Does your organisation engage in any of these collaboration activities with TAFE NSW?
   * Student placements
   * Training programs
   * Research partnerships
   * Advisory committees
   * Co-design of training programs
   * Industry initiatives
   * Other
7. What is your current relationship (or your organisation’s) with TAFE NSW?

**Section 2: Current Workforce Challenges**

1. Which service area do you work in?
   * Registered Nurse
   * Enrolled Nurse
   * Midwife
   * Health Administration
   * Health Services
   * Allied Health Assistant
   * Audiometry
   * Dental
   * Pharmacy
   * Pathology
   * Dietitians
   * Occupational Therapists
   * Physiotherapists
   * Podiatrists
   * Speech Pathology
   * Aged Care Workers
   * HR/Workforce
   * Government
   * Training/L&D
   * Disability Support Workers
   * Individual Support
   * Community Services Workers
   * Social Workers
   * Alcohol & Other Drugs
   * Individual Support
   * Mental Health
   * Trauma-Informed Care
   * Counselling
2. How would you rate the severity of workforce shortages in your service area?
   * Critical - severely impacting service delivery
   * Severe - significantly impacting operations
   * Moderate - some impact on services
   * Minor - minimal impact
   * No workforce shortages
3. What are your organisation's most significant workforce challenges? (Select all that apply)
   * Difficulty recruiting qualified staff
   * High staff turnover and burnout
   * Aging workforce approaching retirement
   * Remote/regional location recruitment challenges
   * Insufficient funding for competitive salaries
   * Skills gaps in existing workforce
   * Lack of work-ready graduates
   * Competition from other sectors
   * Visa/migration issues for international workers
   * Workload and staffing pressures
   * Upskills/reskilling workforce
   * Digital transformation
   * Staff wellbeing and mental health concerns
   * Lack of career progression opportunities
   * Other (please specify)
4. Which professional/occupational groups are you finding most difficult to recruit? (Select all that apply)
   * Registered nurses
   * Enrolled nurses
   * Midwifes
   * Allied health professionals (physio, OT, speech, etc.)
   * Allied health assistants
   * Social workers
   * Psychologists
   * Mental health professionals
   * Care workers/support workers
   * General practitioners
   * Counsellors
   * Health services assistants
   * Specialist medical practitioners
   * Indigenous health workers
   * Disability support workers
   * Child protection workers
   * Youth workers
   * Community development workers
   * Administrative and support staff
   * Middle management/team leaders
   * Don’t know
   * Other (please specify)
5. How long does it typically take to fill critical positions in your organisation?
   * Less than 1 month
   * 1-3 months
   * 3-6 months
   * 6-12 months
   * More than 12 months
   * We cannot fill these positions
   * Don’t know
6. What strategies is your organisation using to address workforce shortages? (Select all that apply)
   * Increased salaries and benefits
   * Flexible working arrangements
   * International recruitment
   * Graduate programs and traineeships
   * Retention bonuses and incentives
   * Professional development opportunities
   * Improved workplace culture initiatives
   * Partnerships with training providers
   * Use of agency/contract staff
   * Service delivery model changes
   * Technology adoption to improve efficiency
   * Not currently implementing strategies
   * Don’t know
   * Other (please specify)
7. What are your organisation’s primary training priorities for the next 1 – 3 years? (Rank the top 3)
   * Upskilling existing employees
   * Training new hires
   * Retraining employees for new roles
   * Leadership and management development
   * Improving basic and foundational skills
   * Compliance and regulatory training requirements
   * Uplifting Digital literacy
   * Uplifting Technical skills
   * Improving communication skills
8. In your opinion, which of the following would improve access to careers in the industry?
   * Foundation/bridging programs for entry
   * Recognition of Prior Learning (RPL) programs
   * Work experience to formal qualification pathways
   * Language and literacy support programs
   * Aboriginal and Torres Strait Islander pre-entry programs
   * Digital literacy preparation programs
   * Career exploration and guidance programs
   * Mentoring and support programs
   * Financial support and scholarship programs
   * Flexible part-time entry pathways

**Section 3a: TAFE NSW Graduate and New Worker Readiness**

1. In your opinion, how current and industry-relevant are TAFE NSW health programs?
   * Excellent - content and delivery are cutting-edge and highly relevant
   * Good - content and delivery are current and mostly relevant
   * Moderate - content and delivery are adequate but need some updates
   * Poor - content and delivery are outdated and need significant revision
   * Very poor - content and delivery are severely outdated and irrelevant
2. How would you rate the work readiness of recent TAFE NSW graduates entering roles in your organisation?
   * Excellent - ready to contribute immediately
   * Good - require minimal orientation
   * Average - require standard orientation and support
   * Below average - require significant additional support
   * Poor - not adequately prepared for practice
3. What are the main gaps you observe in new worker readiness of TAFE NSW graduates? (Select all that apply)
   * Limited practical clinical/fieldwork experience
   * Insufficient understanding of workplace culture
   * Lack of specific technical skills
   * Poor communication with clients and families
   * Inadequate documentation and record-keeping skills
   * Limited understanding of regulatory requirements
   * Lack of professionalism and work ethic
   * inability to work effectively as part of a team
   * Weak interprofessional collaboration skills
   * Poor problem solving or critical thinking skills
   * Insufficient trauma-informed care knowledge
   * Poor understanding of cultural diversity and inclusion
   * Limited experience with vulnerable populations
   * Inadequate self-care and resilience skills
   * Technology and digital health literacy gaps
   * Limited understanding of what to expect in the workplace
   * Unrealistic expectations about the sector
   * Other (please specify)
4. How long does it take for new TAFE NSW graduates to become confident, independent practitioners?
   * Less than 6 months
   * 6-12 months
   * 12-18 months
   * 18-24 months
   * More than 2 years
5. What would most improve TAFE NSW graduate readiness for health and human services work? (Select up to 3)
   * More extensive clinical/practical placements
   * Better integration of theory and practice
   * Stronger focus on person-cantered care approaches
   * Enhanced cultural competency training
   * More exposure to interprofessional teamwork
   * Improved preparation for working with trauma
   * Better understanding of sector funding and operations
   * Stronger resilience and self-care preparation
   * More realistic expectations about sector challenges
   * Other (please specify)

**Section 3b: Graduate and New Worker Readiness**

1. How would you rate the work readiness of recent other graduates entering roles in your organisation?
   * Excellent - ready to contribute immediately
   * Good - require minimal orientation
   * Average - require standard orientation and support
   * Below average - require significant additional support
   * Poor - not adequately prepared for practice
2. What are the main gaps you observe in new worker readiness of other graduates? (Select all that apply)
   * Limited practical clinical/fieldwork experience
   * Insufficient understanding of workplace culture
   * Poor communication with clients and families
   * Inadequate documentation and record-keeping skills
   * Limited understanding of regulatory requirements
   * Weak interprofessional collaboration skills
   * Insufficient trauma-informed care knowledge
   * Poor understanding of cultural diversity and inclusion
   * Limited experience with vulnerable populations
   * Inadequate self-care and resilience skills
   * Technology and digital health literacy gaps
   * Limited understanding of what to expect in the workplace
   * Unrealistic expectations about the sector
   * Other (please specify)
3. How long does it take for new other graduates to become confident, independent practitioners?
   * Less than 6 months
   * 6-12 months
   * 12-18 months
   * 18-24 months
   * More than 2 years
4. What would most improve other graduate readiness for health and human services work? (Select up to 3)
   * More extensive clinical/practical placements
   * Better integration of theory and practice
   * Stronger focus on person-cantered care approaches
   * Enhanced cultural competency training
   * More exposure to interprofessional teamwork
   * Improved preparation for working with trauma
   * Better understanding of sector funding and operations
   * Stronger resilience and self-care preparation
   * More realistic expectations about sector challenges
   * Other (please specify)

**Section 4: Current Training and Development**

1. Does your organisation currently provide ongoing professional development?
   * Yes, comprehensive formal programs
   * Yes, regular training opportunities
   * Yes, mainly mandatory compliance training
   * Limited professional development available
   * Minimal training provided due to resource constraints
2. What training delivery methods does your organisation use? (Select all that apply)
   * In-house training programs
   * External training providers/consultants
   * Online learning platforms
   * Clinical supervision and mentoring
   * On-the-job training and shadowing
   * Conference and workshop attendance
   * Professional association training (HETI etc)
   * Microcredentials/Microskills
   * University partnerships/continuing education
   * Peer learning and communities of practice
   * Simulation-based training
   * Other (please specify)
3. What are the biggest barriers to providing training in your organisation? (Select all that apply)
   * Limited budget for training
   * Difficulty releasing staff due to workload
   * Lack of relevant training programs available
   * Geographic isolation/travel costs
   * High staff turnover reducing training ROI
   * Lack of backfill staff during training
   * Limited training infrastructure/facilities
   * Difficulty measuring training effectiveness
   * Competing priorities and time constraints
   * No significant barriers
   * Other (please specify)
4. How satisfied are you with the quality and relevance of currently available training programs for your sector?
   * Very satisfied
   * Satisfied
   * Neutral
   * Dissatisfied - not meeting our specific needs
   * Very dissatisfied

**Section 5: Training Needs and Priorities**

1. What skills areas does your organisation most need training support for? (Select up to 5)
   * Person-centred and family-centred care
   * Mental health and psychological wellbeing
   * Trauma-informed care and practice
   * Cultural competency and diversity
   * Communication with clients and families
   * Challenging behaviours and de-escalation
   * Clinical assessment and care planning
   * Documentation and compliance requirements
   * Leadership and team management
   * Quality improvement and evidence-based practice
   * Technology and digital health tools
   * Self-care and resilience for workers
   * Safeguarding and duty of care
   * Language, Literacy & Numeracy
   * Problem-solving and critical thinking
   * Empathy
   * Digital literacy
   * Working with specific populations (elderly, children, CALD, Indigenous)
   * Grief, loss and palliative care
   * Other (please specify)
2. Based on your experience in the sector, rate the severity of the following identified PROFESSIONAL AND SOFT skills gaps in the health sector? (1 - No Gaps, 2 - Minor Gaps, 3 - Moderate Gaps, 4 - Significant Gaps, 5 - Critical Gaps)
   * Communication with diverse communities
   * Cultural competency and safety
   * Trauma-informed practice
   * Person-centred care approaches
   * Critical thinking and problem-solving
   * Leadership and supervision
   * Conflict resolution
   * Collaborative teamwork
   * Professional boundaries
   * Ethical decision-making
   * Empathy
   * Problem-solving
   * Language, literacy, numeracy (LLN)
   * Self-awareness
   * Active listening
   * Feedback (giving and receiving)
3. Based on your experience in the sector, rate the severity of the following identified TECHNICAL skills gaps in the health sector? (1 - No Gaps, 2 - Minor Gaps, 3 - Moderate Gaps, 4 - Significant Gaps, 5 - Critical Gaps)
   * Digital health literacy
   * Health informatics
   * Data interpretation
   * General digital & technology literacy
   * Electronic health records
   * Telehealth delivery
   * Medical device technology
   * Data analysis and reporting
   * Quality improvement methods
   * Risk assessment and management
   * Medication management
   * Infection prevention and control
4. Based on your experience in the sector, rate the severity of the following identified CLINICAL skills gaps in the health sector? (1 - No Gaps, 2 - Minor Gaps, 3 - Moderate Gaps, 4 - Significant Gaps, 5 - Critical Gaps)
   * Evidence-Based Practice
   * Cultural Competency & Safety
   * Clinical Reasoning
   * Work Health & Safety
   * Infection Prevention & Control
   * Medical Safety & Management
5. Which industry-specific specialisations, would you like to see added to existing TAFE NSW programs? (Select all that apply)
   * Dementia care specialisation
   * Mental health first aid
   * NDIS support coordination
   * Paediatric disability support
   * Cultural liaison roles
   * Telehealth delivery
   * Digital health literacy
   * Trauma-informed practice
   * Aboriginal health worker specialisation
   * Aged care leadership
   * Community mental health
   * Youth crisis intervention
   * Family support services
   * Practice Management
   * Medical Assistant
6. What emerging skill areas will be important for your workforce in the next 3-5 years? (Select all that apply)
   * Digital health and telehealth technologies
   * Data analysis and outcome measurement
   * Artificial intelligence and automation in healthcare
   * Advanced mental health interventions
   * Genomics and personalized medicine
   * Environmental health and climate impacts
   * Advanced cultural competency
   * Complex care coordination
   * Consumer-directed care approaches
   * Social determinants of health
   * Preventive health and wellness
   * Other (please specify)
7. What training delivery formats would work best for your organisation? (Select all that apply)
   * Short workshops (half-day to full-day)
   * Multi-day intensive programs
   * Online self-paced modules
   * Blended online and face-to-face delivery
   * On-site customised training
   * Microcredentials and upskilling
   * Workplace based training and assessment
   * Sector-specific group training
   * Microlearning and just-in-time resources
   * Simulation and scenario-based training
   * Mentoring and supervision programs
   * Communities of practice and peer learning
   * Other (please specify)
8. How important is accreditation/certification for professional development programs?
   * Essential - required for registration/compliance
   * Very important for career progression
   * Somewhat important
   * Not very important
   * Not important at all
9. What is the most effective way for TAFE NSW to engage with your organisation to better understand your needs?
   * Industry-specific forums or roundtables
   * Direct outreach
   * 1-1 relationships and meetings
   * Formal surveys
   * Workshops
   * Advisory committee participation
   * Sharing industry reports and data

**Section 6: Sector Collaboration and Partnerships**

1. Does your organisation currently partner with educational institutions or training providers?
   * Yes, extensive partnerships (student placements, curriculum input)
   * Yes, some partnerships
   * Limited partnerships
   * No, but interested in developing partnerships
   * No, and not currently interested
   * Don’t know
2. What types of partnerships would be most valuable for your organisation? (Select all that apply)
   * Student clinical/practical placements
   * Collaborative curriculum development
   * Joint research and evidence-based practice projects
   * Graduate pathway programs
   * Professional development for educators
   * Shared training facilities and resources
   * Industry advisory committee participation
   * Continuing education programs for staff
   * Not interested in partnerships
   * Other (please specify)
3. How could TAFE NSW better support workforce development in your area?
   * Coordinate sector-wide training initiatives
   * Develop professional competency standards
   * Facilitate networking and knowledge sharing
   * Advocate for workforce funding and policy
   * Provide sector-specific training resources
   * Support supervision and mentoring programs
   * Promote career pathways and progression
   * Address workplace culture and wellbeing
   * Partner with peak bodies and professional associations
   * Other (please specify)
4. Based on your experience, how effectively does TAFE NSW engage with industry regarding HWHS program design and delivery?
   * Excellent - strong ongoing collaboration in program development
   * Good - regular industry input into program design
   * Moderate - some industry engagement but could be enhanced
   * Poor - limited industry involvement in program development
   * Very poor - minimal industry engagement in program design

**Section 7: Specific Sector Challenges**

1. How significantly do the following factors impact your workforce challenges? (Rate each: Very significant, Significant, Moderate, Minor, Not applicable)
   * Emotional demands of the work
   * Physical demands and occupational health risks
   * Irregular hours and shift work
   * Public perception of the sector
   * Funding constraints and resource limitations
   * Regulatory and compliance requirements
   * Workplace violence and aggression
   * Secondary trauma and vicarious trauma
   * Rural and remote location challenges
2. Which of the following regulatory or policy changes do you think will significantly impact workforce requirements and training programs?

* NDIS scheme evolution and expansion
* Aged care quality standards and staffing ratios
* Mental health service integration
* Aboriginal cultural safety requirements
* Digital health interoperability standards
* Professional registration changes
* Workplace health and safety updates
* Privacy and data protection laws
* Immigration and skilled migration policies
* Recognition of prior learning frameworks

1. How effective do you find current government workforce initiatives for health and human services?
   * Very effective
   * Effective
   * Somewhat effective
   * Not very effective
   * Not effective at all
   * Not familiar with initiatives
2. What government support would most benefit your workforce development efforts? (Select up to 3)
   * Increased sector funding for competitive wages
   * Training subsidies and professional development funding
   * Student loan forgiveness for sector workers
   * Streamlined visa processes for international workers
   * Support for rural and remote workforce incentives
   * Investment in sector training infrastructure
   * Policy reform to improve working conditions
   * Better integration across government departments
   * Other (please specify)
3. How could regulation and compliance requirements be improved to support workforce development?
   * Streamline documentation and reporting requirements
   * Provide clearer guidance on standards and expectations
   * Align requirements across different regulatory bodies
   * Increase flexibility in service delivery models
   * Improve feedback and support rather than punitive approaches
   * Reduce administrative burden on frontline staff
   * No changes needed
   * Other (please specify)

**Section 9: Future Workforce Planning**

1. What do you see as the biggest opportunities for the health and human services workforce over the next 5 years?
   * Technology improving efficiency and outcomes
   * Increased focus on prevention and early intervention
   * Growing recognition of sector importance
   * Better integration across health and social services
   * Consumer-directed approaches empowering clients
   * Improved workforce conditions and recognition
   * Enhanced community-based service models
   * Other (please specify)
2. How is your organisation preparing for future workforce needs and challenges?
3. What could TAFE NSW do to support your organisation's workforce planning, training and development?
4. Are there specific regional or community factors that affect your workforce challenges?
5. Any other comments about workforce development, training needs, or sector challenges in health, wellbeing, care and human services?

*Thank you for your valuable input. Your insights will help inform workforce development strategies and training programs for the health, wellbeing, care and human services sector.*