

EARLY ACTIONS AT A GLANCE

An adequately sized and diverse workforce, ready to meet demand

#1 Address the labour market imbalance:

- Measures for unmet demand and community need for frontline roles.
- Labour market data dashboard.
- Workforce solutions exchange.

#2 Foster and develop new sector entrants:

- Targeted promotion and pathways.
- Steps 2.0 (hybrid: virtual + agency placement).
- Earning while learning national guidance.

#3 Build a “disaster-ready workforce”

- Disaster coordination and planning.
- Immediate disaster response work in community hubs.
- Specialist disaster practice training and support.

A happy and resilient workforce

#4 Vigilance about workforce wellbeing:

- Workforce wellbeing resource hub and forums.
- Workforce wellbeing awards.
- Solo and isolated workers’ wellbeing initiative.
- Employee Assistance Program access.

A capable and enabled workforce

#5 Strengthen skills, quality and professionalism:

- Recognition and support for specialist practice.
- Casework support.
- Professional foundations for financial capability workers.
- Agency managers’ support.

#6 Innovate and streamline for more time with clients:

- Safe and ethical AI.
- Open banking for all.
- Secure digital identity.
- Consistent national data collection and reporting.

#7 Consistent support for frontline workers, wherever they are based:

- Shared training and practice materials.
- Frontline worker legal advice line pilot.
- Employer coverage of professional supports.

#8 Strong capability to support diverse and marginalised groups:

- Client and community insights data.
- Responsive services for First Nations communities.
- Multicultural capability uplift project.
- Diverse recruitment and training pathways.

#9 Build on successful First Nations workforce measures:

- First Nations wellbeing initiative.
- Mob Talk network with tailored learning and development.
- Culturally safe workplaces.
- Stronger First Nations representation and voice across the sector.

10 Strong interface of financial counselling and capability work

- Supported career pathway for financial capability workers into financial counselling.
- Integrated and collaborative service models and tools.
- Guidance on the interplay of both roles.