

South Australian
Skills Commission

Annual Report

2021 – 2022



South
Australian
Skills
COMMISSION

OFFICIAL

2021-22 ANNUAL REPORT for the South Australian Skills Commission



**Government
of South Australia**

SOUTH AUSTRALIAN SKILLS COMMISSION

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To:

Hon Blair Boyer MP

Minister for Education, Training and Skills

This annual report will be presented to Parliament to meet the statutory reporting requirements of the [South Australian Skills Act 2008](#) and the requirements of Premier and Cabinet Circular *PC013 Annual Reporting*.

This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

Submitted on behalf of the SOUTH AUSTRALIAN SKILLS COMMISSION by:

Renee Hindmarsh

South Australian Skills Commissioner

Date 31 March 2023

Signature



A handwritten signature in black ink, appearing to read 'Renee Hindmarsh', is written above a solid horizontal line.

The following statement provides reasons for the delay in presenting this report after the end of the period allowed. This annual report is subject to the reporting requirements set out under the *Public Sector Act 2009* (PS Report) and the *South Australian Skills Act 2008* (Commissioner's Report). Due to a lack of clarity on reporting timeframes, it was assumed the Commission must comply with the reporting date nominated within the South Australian Skills Act which is 31 March 2023. Following preparation of the Commission's financial statements in late 2022 the Commission's reporting obligations were reviewed and the Crown Solicitor has since clarified the Commission, if integrating the PS Report and Commissioner's Report, must submit the report by 30 September each year. To this end, the Commission's next annual report will be submitted by 30 September 2023.

From the Commissioner

I am delighted to present the South Australian Skills Commission's inaugural annual report. The issue of skills has been front and centre of the national and state agendas and the Commission's establishment and focus on skills and workforce development in South Australia could not have been timelier.

The Commission has embraced its new role, independently monitoring the skills sector, reforming the State's apprenticeship and traineeship system and strengthening the coordination of industry input into government policy.

Our Commission members provided expert guidance to effectively integrate the activity of the former Office of the Training Advocate and Training and Skills Commission, while fulfilling the functions set out in the revised [South Australian Skills Act 2008](#).

The finalisation of the Commission's first [Strategic Plan \(2022-2024\)](#) has been a key milestone. The Plan represents many months of research, consultation and collaboration. Having drawn on the collective intelligence of South Australian employers, Industry Skills Councils, government and education sector stakeholders, the Plan sets down a high-level roadmap for the Commission. Aligning with the objectives of the State Government, the plan is flexible enough to adapt to change and respond to opportunities.

A key focus of the Commission is ensuring a connected skills sector and coordinated industry advice into government policy and programs. The seven Industry Skills Councils, each chaired by a member of the Commission, provide robust advice and industry insights. In addition, as Commissioner I participated in approximately 300 stakeholder engagements, inclusive of business, industry associations, registered training organisations, peak bodies, group training organisations, related statutory authorities and regulatory bodies. These meetings have allowed for candid discussions, promotion of the Commission's role and strengthening of new and existing relationships.

Connectedness also extends to the myriad government stakeholders responsible for skills and training at a state and federal level. The Education and Training Advisory Group was convened by the Commission with representatives from various agencies across State and Commonwealth Government and a focus on creating connections, reducing duplication, identifying opportunities for collaboration and strengthening messaging around skills-related initiatives.

There was significant growth in traineeships and apprenticeships during this period. As regulator of the traineeship and apprenticeship system in South Australia, the preparation and implementation of the [South Australian Skills Standards](#) has been an essential element of reform. The Commission has worked with a wide range of stakeholders to enhance understanding of the new obligations associated with this method of training and how it helps to grow the State's pipeline of skilled workers. In addition, the Commission has introduced new reporting arrangements with the Department to ensure greater oversight and compliance.

Significant effort has been invested in ensuring robust data to inform government decision making for skills and training, and this work continues with regular input from our Industry Skills Council members and involves engagement with other government entities.

The ongoing impact of COVID-19 on industry intensified the skills shortage in many businesses, and for many it also required them to rapidly upskill and reskill staff. The Commission undertook a range of activities to ensure the skills and training system was responsive to changing needs. This included the Commission's Micro-credential Pilot Program, a joint initiative with the former Department for Innovation and Skills (now Skills SA) that has endorsed 25 micro-credential training programs that are responsive to local industry needs and fill gaps unable to be met by qualifications within the Australian Qualifications Framework. The Commission has also declared new trades and vocational pathways, including the first higher education apprenticeship pathway, and streamlined the reactivation of archived pathways.

To support learners throughout their training, and - in the case of apprenticeships/ traineeships - employers as well, the Commission offers a free and confidential dispute resolution and advocacy service that supported more than 1,800 cases in our first year of operations. The service provided the Commission with real-time indicators of the health of the skills sector and in monitoring the implementation of the South Australian Skills Standards, with feedback guiding amendments and allowing for early identification of systemic issues within sectors and across the system.

The South Australian Training Awards were an opportunity to recognise the outstanding achievement of individuals and organisations within the vocational education and training sector, the calibre of finalists a testament to the commitment and quality of our State's training system.

With a clear strategic direction for the year to come, the Commission is well placed to progress strategic plan projects and deliver real outcomes including strengthening the apprenticeship and traineeship experience, improving supervisor training and increasing completion rates.

I am proud of what has been achieved since the creation of the Commission and I acknowledge the significant contributions of Commission members, Industry Skills Council members (previous and current) and the team within the Office of the South Australian Skills Commission. I'd also like to thank Minister Blair Boyer MP and his team for their support, and his Ministerial predecessor David Pisoni MP and staff.



Renee Hindmarsh

Skills Commissioner

South Australian Skills Commission

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Overview: about the agency

Our purpose

The South Australian Skills Commission is an independent voice ensuring an industry-led skills system that delivers prosperity for South Australia.

Our vision

A high-performing workforce aligned to the needs of industry, enabling South Australia's individuals, communities and businesses to thrive.

Our values

Trusted – Our stakeholders know that we will always act with integrity and purpose.

Responsive – Listening, understanding and being responsive to the needs of our stakeholders and the South Australian economy is our core business.

Collaborative – We strive to be exceptional collaborators because we understand that it is through partnerships and collaboration that the best outcomes are achieved.

Effective – With a focus on outcomes we always seek to achieve genuine impact through our activities.

Our functions, objectives and deliverables

As set out in the [South Australian Skills Act 2008](#), the South Australian Skills Commission is required to:

- advise the Minister on:
 - matters relating to the development, funding, quality and performance of vocational education and training and adult community education;
 - strategies and priorities for workforce development in the State with the aim of supporting employment growth and investment in the State (including recognition of skills and qualifications gained outside of Australia);
 - the State's role as part of an integrated national system of education and training; and
- regulate the State's apprenticeship and traineeship system; and
- prepare the South Australian Skills Standards and other information for the purposes of this Act; and
- undertake complaint handling and provide, where appropriate, mediation and advocacy services in disputes relating to apprenticeships and traineeships, vocational education and training, higher education or international education, and to otherwise assist in the resolution of such disputes (including by providing advocacy services for parties in proceedings before the South Australian Employment Tribunal (SAET)); and

- monitor, and report to the Minister on, the state of vocational education and training and adult community education in the State, including the expenditure of public money in those areas; and
- promote the development of investment, equity and participation in, and access to, vocational education and training, adult community education, and higher education sectors; and
- promote pathways between the secondary school, vocational education and training, adult education and training, adult community education, and higher education sectors; and
- enter into reciprocal arrangements with appropriate bodies with respect to the recognition of education and training; and
- monitor, and make recommendations to the Minister on, the administration and operation of this Act; and
- such other functions as may be assigned to the Commission by the Minister or by or under this or any other Act.

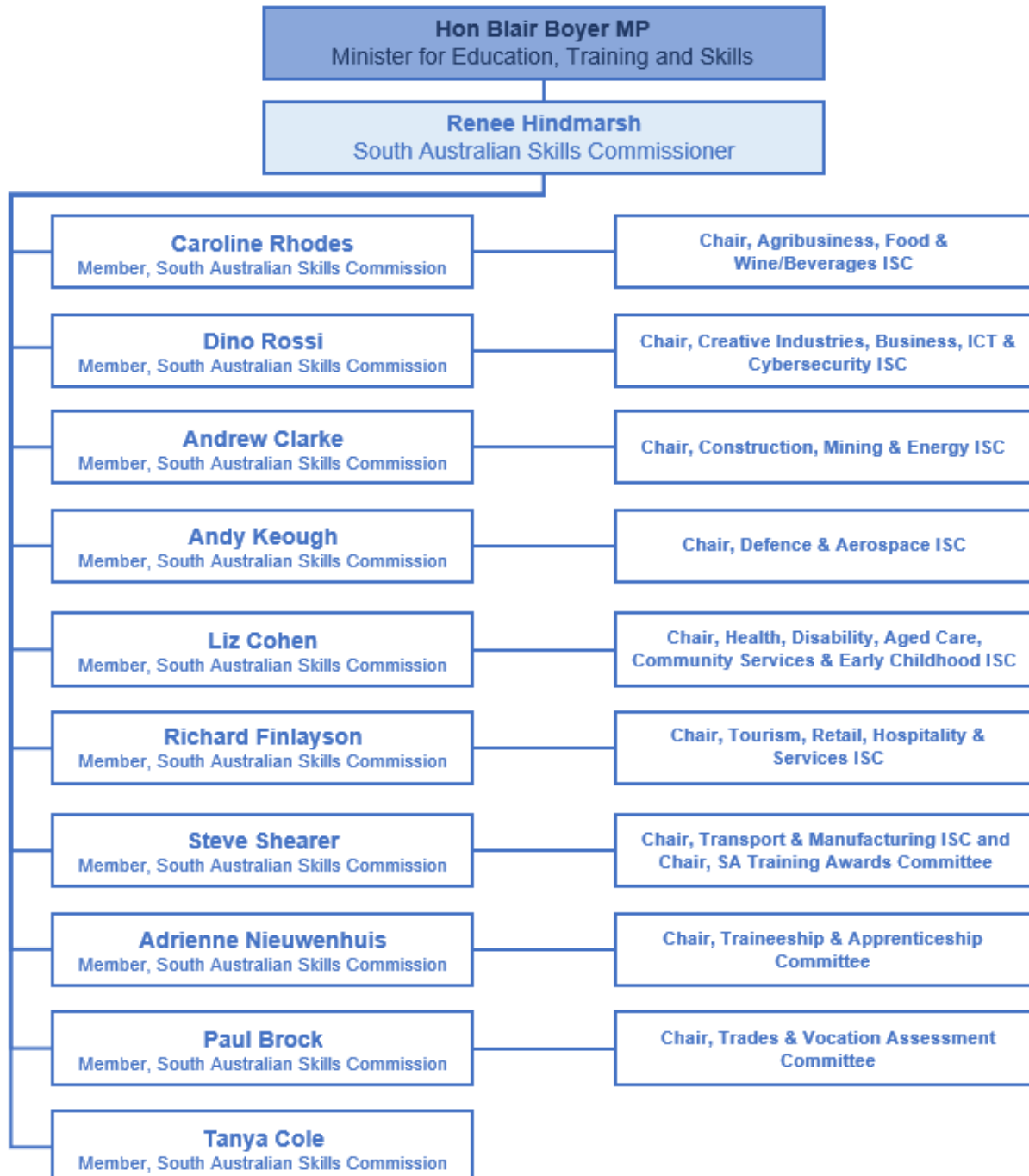
The Commission must, in advising or making recommendations to the Minister, to such extent as may be reasonably practicable, consult with —

- (a) industry and commerce, including industry, skills and other advisory bodies and associations and organisations established by or representing industry and commerce; and
- (b) associations and organisations representing employees; and
- (c) relevant bodies, associations or organisations representing higher education, vocational education and training and adult community education; and
- (d) relevant government and community bodies.

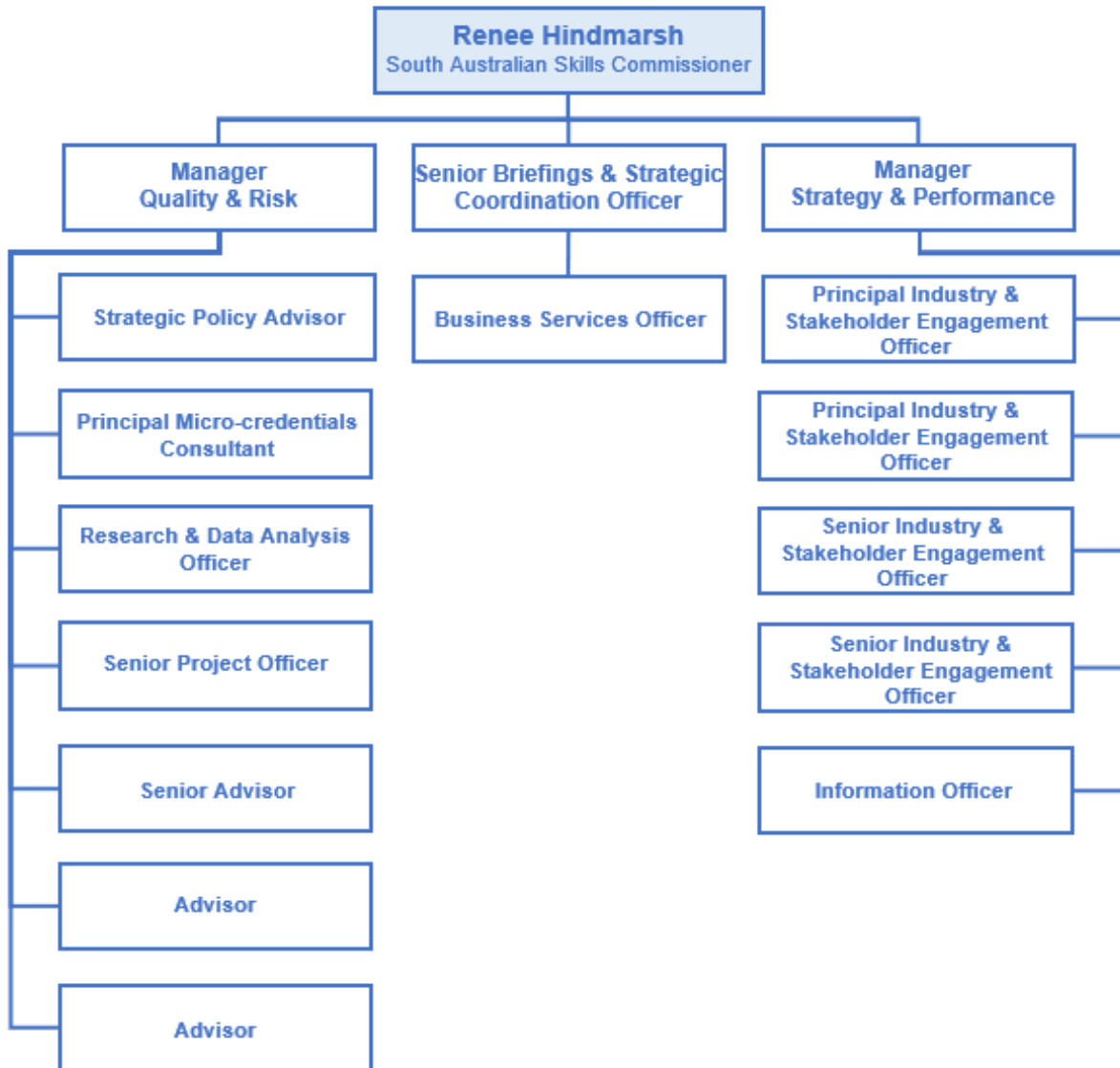
The Commission may, in accordance with any requirements in the regulations, establish such industry engagement or advisory bodies as the Commission thinks appropriate (which may but need not consist of members of the Commission).

Our organisational structure

The following structure details [Members of the South Australian Skills Commission](#), and as Chairs of Industry Skills Councils (ISC) and sub-committees of the Commission (as at June 2022). Term dates for Commission members are 1 July 2021 to 30 June 2023, noting Richard Finlayson’s appointment commenced 18 January 2022, replacing Nikki Govan who resigned 31 December 2021.



The following details the structure of the Office of the South Australian Skills Commission as of 30 June 2022.



Changes to the agency

During 2021-22 there were the following changes to the agency's structure and objectives as a result of internal reviews or machinery of government changes.

- The South Australian Skills Commission was established as a result of changes to the [South Australian Skills Act 2008](#) on 1 July 2021. This involved the creation of the new organisational structure and replaced the functions of the Training Advocate and the Training and Skills Commission.
- Machinery of Government saw transition processes commence during the latter months of the financial year, leading to the transition of the training and skills function (including the South Australian Skills Commission) from within the Department for Industry, Innovation and Science (formerly Department for Innovation and Skills) to the Department for Education. Formal commencement of arrangements occurred 1 July 2022.

Our Minister



Hon Blair Boyer MP

Minister for Education, Training and Skills

The Hon Blair Boyer is the Minister for Education, Training and Skills. In 2018 he was elected as a Member of Parliament for the seat of Wright in the north and north-eastern suburbs of Adelaide.

Blair grew up on the family farm, just over the border from Mt Gambier in South-West Victoria. His father was a public school teacher for 40 years and his mother worked in the disability sector.

Blair completed an Arts/Law Degree at University, where he met his wife Cath in their first year. He practiced briefly as a solicitor before starting work for a country Labor MP.

The focus of his work in government has been education, child protection, industrial relations and emergency services; the latter leading to Blair becoming a volunteer with the Salisbury SES Unit.

Our Skills Commissioner



Renee Hindmarsh

South Australian Skills Commissioner

Renee is South Australia's inaugural Skills Commissioner and Chair of the South Australian Skills Commission. This role provides independent industry-led advice to the Government of South Australia on workforce development priorities and is responsible for advising the Minister for Education, Training and Skills on the performance of the training system.

Renee has an extensive background in senior executive and advisory positions across the education and public sectors including through her previous role as the state's Training Advocate since early 2019.

Prior to being the Training Advocate, Renee was the Executive Director of the Australian Technology Network of Universities where she drove collaboration between Australia's technology universities to improve outcomes for graduates and strengthen links with industry.

Renee is passionate about training and skills development to aid South Australia in meeting its future skills needs.

Legislation administered by the agency

[South Australian Skills Act 2008](#)

- [South Australian Skills Regulations 2021](#)

Other related agencies (within the Minister's area/s of responsibility)

Department for Education (including Skills SA)

The agency's performance

Performance at a glance



300+ stakeholder engagements

(forums, presentations, interviews, industry skills councils, round table discussions, meetings, committees)



7 Industry Skills Councils, 81 members representing 51 sectors



20% of members identified as able to represent regional perspectives

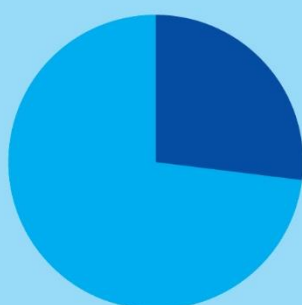


25 micro-credentials

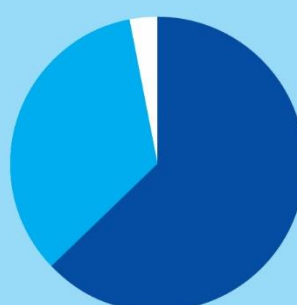
endorsed, across construction, defence, ICT, community services and hospitality sectors



1,831
cases managed



27% enquiries
73% disputes



64.8% of cases raised by an individual
34.2% of cases raised by an organisation
3% unknown



98.4% of cases finalised

Meetings attended by board members during 2021-22

Board member	Board	Strategic planning days	ISC or committee
Adrienne Nieuwenhuis	11 of 11	Day 1 & 2	4 of 4
Andrew Clarke	11 of 11	Day 1 & 2	5 of 5
Andrew Keough	11 of 11	Day 2	5 of 5
Caroline Rhodes	10 of 11	Day 1 & 2	5 of 5
Dino Rossi	11 of 11	Day 1 & 2	5 of 5
Liz Cohen	11 of 11	Day 2	5 of 5
Nikki Govan**	2 of 5		2 of 2
Paul Brock	10 of 11	Day 1 & 2	2 of 2
Richard Finlayson*	4 of 5		3 of 3
Steve Shearer	7 of 11	Day 1	5 of 5
Tanya Cole	10 of 11	Day 2	N/A

ISC = Industry Skills Council

** = from January 2022*

*** = resigned December 2021*

Agency response to COVID-19

During 2021-22 the Commission continued to work with other agencies to support South Australia's recovery. As regulator of the State's apprenticeship and traineeship system, the Commission proactively monitored and reported the impact of COVID-19 related restrictions and vaccination policies.

Agency contribution to whole of Government objectives

Key objective	Agency's contribution
More jobs	<p>Contributed to the creation and strengthening of effective pathways to training and jobs in South Australia:</p> <ul style="list-style-type: none"> - Professional advice by Industry Skill Council members to the development of the Department for Education's Flexible Industry Pathways as part of VET in Schools reform, creating new pathways from school to training and work. - Declaration of first higher education apprenticeship, co-designed with industry with a focus on employment outcomes. - Industry supported and Commission endorsed micro-credentials, assisting flexible and rapid upskilling and reskilling of individuals. - Approval and reactivation of new trades and declared vocations for inclusion on the Traineeship and Apprenticeship Pathway Schedule, ensuring the schedule reflects industry needs. <p>Assisted 1,831 individuals to support training program completions through tailored independent advice.</p>
Lower costs	<p>Introduction of processes to expedite registration of employers of apprentices/ trainees and reduce regulatory burden for business.</p> <p>Delivery of additional functions associated with the revised South Australian Skills Act 2008 within previously allocated budget and resources, including through the Service Level Agreement with Department for Industry, Innovation and Science (formerly Department for Innovation and Skills).</p>
Better services	<p>Provision of a fully on-line support and dispute resolution service to assist learners and employers (as a response to COVID-19 restrictions).</p> <p>Establishment of a dedicated website to assist people access information about the apprenticeship and traineeship system.</p> <p>Implementation of a proactive early-intervention mechanism to support parties of a training contract to reach agreement to resume, suspend, or terminate a contract.</p>

	<p>Delivery of education sessions to promote understanding and compliance with the requirements of the South Australian Skills Act 2008 and associated standards and regulations.</p> <p>The Commission engaged with employers and other industry stakeholders right across the economy through the Industry Skills Councils.</p>
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Agency specific objectives and performance

Agency objectives	Indicators	Performance
Connected Skills Sector	Facilitating connectivity within the skills sector and contributing to the ongoing development of education pathways	<p>The South Australian Skills Commissioner initiated and or participated in 293 external stakeholder engagements, spanning the breadth of the state and national skills system, to build connections and discuss priorities and opportunities. Engagement included State and Commonwealth agencies, industry associations, peak bodies, registered training organisations, sector/industry representatives, organisations, higher education, local government, regulatory bodies and tribunals.</p> <p>Seven Industry Skills Councils (ISCs) were established, based on a review of ISCs in 2021, to provide strategic advice on skills, training and workforce matters to assist government decision-making.</p> <ul style="list-style-type: none"> • As of 30 June 2022, there were 74 members (exclusive of Chairs), appointed from February 2022 to 30 June 2023. Members were recruited through an expression of interest process undertaken in late November 2021. Of the 129 applications received, 36% were from previous members. • Each ISC met five times, a total of 35 ISC meetings occurring. • ISCs have developed strong relationships with government and provided input into multiple skills and training-related policies and initiatives to ensure they reflect the needs of South Australian industry and support a responsive training system including: <ul style="list-style-type: none"> • Department for Education Technical Colleges • South Australian Certificate of Education Board's Capabilities and Learner Profile project

		<ul style="list-style-type: none"> • Identification of strategic/industry priorities to guide the development of the Commission’s Strategic Plan • Industry feedback as part of the Commission’s micro-credentials endorsement process • South Australia skills plan consultation • CHC Community Services Training Package consultation • Australian Qualifications Framework training package reviews • Department for Education review and endorsement of VET qualifications in the Flexible Industry Pathways and Skills Clusters. <p>The Education and Training Advisory Group was established as a mechanism for members to share skills-related information. As of 30 June 2022, membership included 9 executives representing multiple agencies across State and Commonwealth Government with a membership term from January 2022 to December 2022. A key focus of the Group is reducing duplication of effort through greater collaboration and strengthening of messaging in the skills space.</p> <p>Introduction of South Australia’s first Higher Education Training Contract (in collaboration with the Department for Industry, Innovation and Science), enabling a fully integrated on and off-job training model associated with a higher education qualification. The development of the higher education apprenticeship framework was informed by key stakeholders across the tertiary education sector participating in a Higher Education Apprenticeship Roundtable informed.</p>
<p>Responsive Skills System</p>	<p>Monitoring and promoting development of the skills system in South Australia, inclusive of the provision of</p>	<p>During the reporting period, the Commission contributed to state and national level activities/ initiatives through provision of industry-led and evidence-based advice aimed to improve</p>

	<p>information and dispute resolution services</p>	<p>the quality and responsiveness of the training system including:</p> <ul style="list-style-type: none"> • National Vocational Education and Training Regulatory Advisory Council • Department of Education, Skills and Employment review of Australia’s tuition protection arrangements, led by Nous Group • Industry & Schools Collaboration Event (Department for Education, Construction Industry Training Board and Master Builders Association) which highlighted initiatives to build the future workforce for the building and construction industry • State Industry Body Workshop attended by the Senior Skills Officials Network and statutory body counterparts across each jurisdiction focused on training product assurance • Industry Skills Round Table hosted by the Department for Infrastructure and Transport in relation to current career pathways and emerging workforce demands • Department for Innovation and Skills Growth State Taskforce (Skills and Innovation policy stream) • Cross agency Regional Workforce Advisory Group • Ministerial Advisory Committee International Education (Department for Trade and Investment) • Ministerial Advisory Committee Vocational Education and Training for School Students (Department for Education) • Community of Practice International Education Group, hosted by the Commonwealth Overseas Student Ombudsman • Vocational Education and Training National Data Asset stakeholder consultation (National Skills Commission) for the development of a tool that links with existing VET activity
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		<p>data and student outcomes data to allow measurement of outcomes.</p> <ul style="list-style-type: none"> • Indigenous skills, engagement and employment program (National Indigenous Australians Agency) highlighting the importance of continued investment into early education and support for Aboriginal and Torres Strait Islander people through schooling and entry level pathways and flexibility in identifying solutions that can be adapted for specific regions and cohorts. <p>Continuation of the Micro-credential Pilot Program (a partnership with the former Department for Innovation and Skills and most recently, with machinery of government changes, Skills SA within the Department for Education) to facilitate the development of high quality, short form training to meet the demands of South Australian industries. Skills SA supports development of new micro-credentials and the Commission endorses micro-credentials, on application, that satisfy a range of criteria, providing an industry seal of approval. During 2021-22:</p> <ul style="list-style-type: none"> • 91 expressions of interest were received for course development, resulting in 29 micro-credential applications. Of these, 25 have been endorsed by the Commission. • 44 enrolments and 26 completions have been recorded for endorsed micro-credentials, noting limited uptake due to the impact of COVID-19 on businesses and industry. <p>The Commission's Support and Dispute Resolution Service assisted individuals and businesses regarding skills related queries and issues. During the reporting period:</p> <ul style="list-style-type: none"> • 1,831 cases were managed, including <ul style="list-style-type: none"> • 498 enquiries (27% of total cases) • 1,333 disputes (73% of total cases). • 1,802 cases were finalised (those outside resolution include partly
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		<p>answered, unable to answer, awaiting response or partial remedy).</p> <ul style="list-style-type: none"> • Of the 1,333 disputes <ul style="list-style-type: none"> • 1,185 related to apprenticeships and traineeships • 122 related to domestic education • 24 related to international education • 2 related to other matters. • Disputes peaked in Q1 2021 (584) and stabilised with an average 249 disputes for the remaining quarters. • 13 clients were supported to access the South Australian Employment Tribunal. <p>As part of the Commission’s monitoring role, key systemic apprenticeship and traineeship issues that have been identified, monitored, investigated and where possible addressed included:</p> <ul style="list-style-type: none"> • Standard 9: interpretation and application of the transfer fee. • Standard 6: delays in acceptance from education organisation to be the nominated training organisations for an apprentice/ trainee. <p>The South Australian Training Awards, hosted by the Commission, promoted the training system through recognition of excellence of individuals and registered training organisations. In partnership with the Department for Industry, Innovation and Skills, the program involved promotion, assessment of applications, interview panels and event coordination for the 2021 and 2022 Awards. A review of the program was undertaken to identify opportunities to streamline the process.</p>
<p>Contemporary Apprenticeship and Traineeship System</p>	<p>Regulating, promoting and supporting individuals and employers within South Australia’s Traineeship and</p>	<p>The Commission is responsible for the regulation of the South Australian apprenticeship and traineeship system.</p> <p>During the reporting period:</p> <ul style="list-style-type: none"> • Instruments of Delegation were enacted, delegating the day-to-day functions for the management of trainees and apprentices to Traineeship and

	<p>Apprenticeship system</p>	<p>Apprenticeship Services (formerly within the Department for Innovation and Skills).</p> <ul style="list-style-type: none"> • Strengthened compliance through a new Delegations Compliance Framework and Delegations Policy governing the arrangement between the Commission and Traineeship and Apprenticeship Services created on 1 July 2021. • Reports, prepared by Traineeship and Apprenticeship Services as the delegated authority during the period, and endorsed by the Commission include: <ul style="list-style-type: none"> • Annual Compliance Monitoring Plan 2021-2022, including annual regulatory priorities and compliance plan • Quarterly Dashboard Reports • Regular engagement with Traineeship and Apprenticeship Services, registered training organisations (public and private), industry stakeholders, peak bodies, key State and Commonwealth agencies and Australian Apprenticeship Support Networks was undertaken to discuss impacts specific to South Australia. • A proforma for use with Training Contracts for vocational education and training aligned apprenticeships/ traineeship pathways was created. <p>Development and enactment of the South Australian Skills Standards (under the South Australian Skills Act 2008 and the South Australian Skills Regulations 2021).</p> <p>Nine major amendments approved and gazetted 23 December 2021:</p> <ul style="list-style-type: none"> • Addressed lack of flexibility and clarity in the clauses relating to remote and indirect supervision. • Incorporated a new clause regarding the application for a higher education qualification-aligned trade or vocation.
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		<ul style="list-style-type: none"> Amended the Nominated Training Organisation requirements to include a time limit for accepting a nomination. <p>An annual review of increases (2% in line with indexation) associated with fees and charges under the South Australian Skills Act 2008 (namely Standard 9 Transfer of Training Contracts and Substitute Employer and Standard 13 Recognition of Other Qualifications and Experience in Trades and Declared Vocations) was undertaken in readiness for application from 1 July 2022.</p> <p>Declaration of trades and vocations: The declaration process establishes apprenticeships and traineeships that can be undertaken under a training contract in association with a nationally accredited qualification. The application and approval process, managed by the Traineeship and Apprenticeship Committee is designed to ensure there is genuine industry demand for a traineeship or apprenticeship pathway and employment outcomes for completing apprentices and trainees. Trades and vocations approved by the Commission form the Traineeship and Apprenticeship Pathway Schedule.</p> <p>On 1 July 2021, the Commission approved the declaration of over 1,400 trades and declared vocations.</p> <p>During the reporting period:</p> <ul style="list-style-type: none"> Four applications for new trades and declared vocations were endorsed. Six applications for the reactivation of archived trades and declared vocations were endorsed. The process to fast-track applications to reactivate trades and declared vocations was introduced. 'Supervision ratios' for trades and vocations not previously rated were endorsed.
Futureproofed Workforce	Enabling a high performing	Recognition of Trade Training: The Trade and Vocation Assessment subcommittee (of

	<p>workforce, including through responding to skill shortages</p>	<p>the Commission), responsible for preparing a framework for the assessment of applications for recognition of a person’s qualifications and experience in any of the trades and declared vocations on the Traineeship and Apprenticeship Pathways Schedule, met twice during the reporting period.</p> <p>Assisting the creation of a framework, engagement has been undertaken with interstate counterparts, peak industry bodies and registered training organisations. In addition, discussions with the Consumer and Business Services and the Office of the Technical Regulator have been undertaken to ensure that an applicant issued with a Certificate of Recognition for a licensed trade or vocation can also meet industry standards.</p> <p>Regional engagements such as:</p> <ul style="list-style-type: none"> • Mid North Local Jobs and Skills Taskforce Forum (panellist) • Presentation delivered on skills demand data and ISCs to the Regional Workforce Meeting hosted by Regional Development South Australia • Discussion panellist for Primary Industries and Regions Forum: <i>Resetting the future together</i> presenter.
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Corporate performance summary

The South Australian Skills Commission is resourced through the Department for Industry, Innovation and Science and therefore administrative and operational functions comply with the Department's policies and procedures, established in accordance with the public sector requirements. This report will refer to the Department's Annual Report where appropriate.

Employment opportunity programs

Program name	Performance
Please refer to the Department for Industry, Innovation and Science Annual Report	

Agency performance management and development systems

Performance management and development system	Performance
Performance Management and Development Plan requires two formal sessions per year	All staff reporting to the Skills Commissioner participated in performance sessions during the reporting period to meet agency targets.

Work health, safety and return to work programs

Program name	Performance		
Workplace Health Safety and Injury Management System	<p>All staff participated in required training programs in accordance with Department policy directions.</p> <p>All staff were provided with information about WHS committee updates, incident and reporting requirements and other relevant information (at regular staff meetings).</p>		
Workplace injury claims	Current year 2021-22	Past year 2020-21	% Change (+ / -)
Total new workplace injury claims	Please refer to the Department for Industry, Innovation and Science Annual Report		
Fatalities			
Seriously injured workers*			
Significant injuries (where lost time exceeds a working week, expressed as frequency rate per 1000 FTE)			

*number of claimants assessed during the reporting period as having a whole person impairment of 30% or more under the Return to Work Act 2014 (Part 2 Division 5)

Work health and safety regulations	Current year 2021-22	Past year 2020-21	% Change (+ / -)
Number of notifiable incidents (<i>Work Health and Safety Act 2012, Part 3</i>)	Please refer to the Department for Industry, Innovation and Science Annual Report		
Number of provisional improvement, improvement and prohibition notices (<i>Work Health and Safety Act 2012 Sections 90, 191 and 195</i>)			

Return to work costs**	Current 2021-22	Past year 2020-21	% Change (+ / -)
Total gross workers compensation expenditure (\$)	Please refer to the Department for Industry, Innovation and Science Annual Report		
Income support payments – gross (\$)			

**before third party recovery

Data for previous years is available at: [Data SA](#)

Executive employment in the agency

Executive classification	Number of executives
The Skills Commissioner is a statutory appointment	1

Data for previous years is available at: [Data SA](#)

The [Office of the Commissioner for Public Sector Employment](#) has a [workforce information](#) page that provides further information on the breakdown of executive gender, salary and tenure by agency.

Financial performance

Financial Performance

Financial performance at a glance

The Department for Industry, Innovation and Science allocates the resources required for the Skills Commission to function. The following is a brief summary of the overall financial position of the agency. The information is unaudited. Full audited financial statements for 2021-2022 are attached to this report.

As the Commission was established on 1 July 2021, there are no 2020-21 comparative figures presented in the full audited financial statements for 2021-22.

Statement of Comprehensive Income	2021-22 Budget \$000s	2021-22 Actual \$000s	Variation \$000s	Past year 2020-21 Actual \$000s
Total Income	2477	2879	402	-
Total Expenses	2477	2459	-18	-
Net Result	0	420	420	-
Total Comprehensive Result	0	420	420	-

Statement of Financial Position	2021-22 Budget \$000s	2021-22 Actual \$000s	Variation \$000s	Past year 2020-21 Actual \$000s
Current assets	667	894	227	-
Non-current assets	0	0	0	-
Total assets	667	894	227	-
Current liabilities	258	189	-69	-
Non-current liabilities	372	249	-123	-
Total liabilities	630	438	-192	-
Net assets	37	456	419	-
Equity	37	456	419	-

Consultants disclosure

The following is a summary of external consultants that have been engaged by the agency, the nature of work undertaken, and the actual payments made for the work undertaken during the financial year.

Consultancies with a contract value below \$10,000 each

Consultancies	Purpose	\$ Actual payment
All consultancies below \$10,000 each - combined		0

Consultancies with a contract value above \$10,000 each

Consultancies	Purpose	\$ Actual payment
All consultancies above \$10,000 each - combined		0

Data for previous years is available at: [Data SA](#)

See also the [Consolidated Financial Report of the Department of Treasury and Finance](#) for total value of consultancy contracts across the South Australian Public Sector.

Contractors disclosure

The following is a summary of external contractors that have been engaged by the agency, the nature of work undertaken, and the actual payments made for work undertaken during the financial year.

Contractors with a contract value below \$10,000

Contractors	Purpose	\$ Actual payment
All contractors below \$10,000 each - combined	Various	14 690

Contractors with a contract value above \$10,000 each

Contractors	Purpose	\$ Actual payment
Hays Specialist Recruitment	Temporary labour hire for implementation of the new legislation.	149 874
Synergy IQ Pty Ltd	Change and project management services for	108 266

Contractors	Purpose	\$ Actual payment
	the establishment of the South Australian Skills Commission.	
	Total	272 830

Data for previous years is available at: [Data SA](#)

The details of South Australian Government-awarded contracts for goods, services, and works are displayed on the SA Tenders and Contracts website. [View the agency list of contracts.](#)

The website also provides details of [across government contracts.](#)

Other information

The Skills Commissioner is subject to the direction, in writing, of the Minister; however no Ministerial direction may be given in relation to a particular finding or recommendation of the Commissioner as per section 9 of the [South Australian Skills Act 2008](#). The annual report (section 9(4)) is required to include any written directions received from the Minister. No Ministerial directions were received by the Skills Commissioner for the period.

Risk management

Risk and audit at a glance

Fraud detected in the agency

Category/nature of fraud	Number of instances
Nil	0

NB: Fraud reported includes actual and reasonably suspected incidents of fraud.

Strategies implemented to control and prevent fraud

The Department has risk-based strategies in place to control and prevent fraud. This is overseen by the Risk and Performance Committee. The Skills Commission's processes comply with these policies.

Data for previous years is available at: [Data SA](#)

Public interest disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the [Public Interest Disclosure Act 2018](#):

0

Data for previous years is available at: [Data SA](#)

Note: Disclosure of public interest information was previously reported under the *Whistleblowers Protection Act 1993* and repealed by the [Public Interest Disclosure Act 2018](#) on 1/7/2019.

Reporting required under any other act or regulation

NIL

Reporting required under the [Carers' Recognition Act 2005](#)

The *Carers' Recognition Act 2005* is deemed applicable for the following: Department of Human Services, Department for Education, Department for Health, Department for Innovation and Skills, Department for Infrastructure and Transport, South Australia Police and TAFE SA.

Section 7: Compliance or non-compliance with section 6 of the *Carers Recognition Act 2005* and (b) if a person or body provides relevant services under a contract with the organisation (other than a contract of employment), that person's or body's compliance or noncompliance with section 6.

The Department provides online training to staff regarding disability and inclusion, which includes the *Carer's Recognition Act 2005*, as well as flexible working and special leave options to assist employees in meeting caring responsibilities.

[Please refer to the Department for Industry, Innovation and Science Annual Report.](#)

Public complaints

Number of public complaints reported

Complaint categories	Sub-categories	Example	Number of Complaints 2021-22
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	0
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	0
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	0
Communication	Communication quality	Inadequate, delayed or absent communication with customer	0
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	0
Service delivery	Systems/technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	0
Service delivery	Access to services	Service difficult to find; location poor; facilities/environment poor standard; not accessible to customers with disabilities	0
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	0
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	0
Policy	Policy content	Policy content difficult to understand; policy unreasonable or disadvantages customer	0

Complaint categories	Sub-categories	Example	Number of Complaints 2021-22
Service quality	Information	Incorrect, incomplete, out dated or inadequate information; not fit for purpose	0
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	0
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	0
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	0
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	0
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	0
		Total	0

Additional Metrics	Total
Number of positive feedback comments	N/A
Number of negative feedback comments	
Total number of feedback comments	
% complaints resolved within policy timeframes	

Data for previous years is available at: [Data SA](#)

Service Improvements

N/A

Compliance Statement

South Australian Skills Commission is compliant with Premier and Cabinet Circular 039 – complaint management in the South Australian public sector	Y
South Australian Skills Commission has communicated the content of PC 039 and the agency’s related complaints policies and procedures to employees.	Y

Appendix: Audited financial statements 2021-22