



South Australian
Skills Commission

Annual Report

2022 – 2023

OFFICIAL

2022-23 ANNUAL REPORT for the South Australian Skills Commission



**Government
of South Australia**

SOUTH AUSTRALIAN SKILLS COMMISSION

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To:

The Honourable 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:

Sara Longbottom

Acting South Australian Skills Commissioner (3 April – 21 July 2023)
Manager, Strategy and Performance (return to substantive role from 24 July 2023)

Date 26 September 2023

Signature



From the Acting Commissioner



The South Australian Skills Commission's second year of operations has been as equally productive as its first. Guided by its inaugural Strategic Plan 2022-2024, the Commission embarked on several key projects focussed on its core functions under the *South Australian Skills Act 2008*.

The establishment of Jobs and Skills Australia and the announcement of the ten Jobs and Skills Councils in late 2022, signalled the need for greater collaboration with like bodies in other states and territories. To that end, a new body, the Federated Industry Skills Network (FISN) had its first meeting in Adelaide, coinciding with the Australian Training Awards hosted in South Australia on Friday 18 November 2022.

Membership of, and contribution to, the FISN supports the Commission's function of advising the Minister on the State's role as part of an integrated national system of education and training. Fostering national coordination of industry advice and bringing a shared approach to training package review and development, the FISN seeks to assist in mitigating stakeholder engagement overload.

In providing advice to the Minister and national authorities, the Commission is supported by its seven Industry Skills Councils (ISCs). Members of ISCs are selected for their individual skills, technical knowledge of vocational education and training (VET) and breadth of understanding of specific industries that underpin the South Australian economy. Supporting the work being undertaken at the national level including consultation on:

- Australian Bureau of Statistics' review of occupation codes
- Jobs and Skills Australia's Skills Priority List
- Department of Employment and Workplace Relations Australian Apprenticeship Priority List.

In addition to assisting the development of the Commission's projects to support its Strategic Plan, ISCs have provided input to key state priorities including:

- Skills SA Department for Education 10-year Skills Plan
- Department for Education conversation on the purpose of public education in South Australia
- Department for Education's technical colleges.

As a contributor to the development of the Roadmap for the future of TAFE SA (2023-2033), the Commission was keen to convey the benefits to be realised by greater collaboration between TAFE SA and other training organisations. The Commission further cautioned against a wholly market-based approach to the VET system in South Australia.

The role of Skills SA and its delegates who manage much of the day-to-day operations associated with the administration of apprenticeships and traineeships is acknowledged. Throughout 2022-23 the Commission continued its focus on building reliable and timely reporting and monitoring on traineeships and apprenticeships. Complementary to this work is the Commission's dispute resolution and mediation service, supporting apprentices, trainees, employers, and students.

In early 2023, the Commission welcomed the establishment of a national VET Completions Taskforce by the Minister for Education, Training and Skills. To support this work, the Commission and Skills SA partnered to deliver the VET Completions Interactive Workshop in May 2023. The workshop enabled the collation of shared experiences of registered training providers, employers, unions, apprentices, trainees and students, to inform the National Skills Agreement.

The South Australian Training Awards once again provided the opportunity to acknowledge and commend our State's finest training providers, VET students, apprentices and trainees and their employers, and their role in fostering excellence in skills and workforce development.

The joint Commission and Skills SA Department for Education Micro-credentials Pilot program concluded on 30 June 2023. From its commencement in November 2020 to 30 June 2023, 34 micro-credentials have been endorsed, 278 participants (as at 31 March 2023) having completed a micro-credential. An evaluation of the pilot will inform decisions about future micro-credential frameworks.

Tribute is paid to the outgoing members of the board, Dino Rossi, Caroline Rhodes, Steve Shearer, Andrew Clarke, Tanya Cole, Paul Brock, Richard Finlayson, and Liz Cohen, who retired in December 2022, for the untiring and collaborative application of their professional expertise and knowledge in support of the Skills Commissioner and the Minister. Each board member brought valuable skills and expertise and a commitment to strategic and systematic improvements to the South Australian VET system and positioning it within the national context.

It was an honour and privilege to take the role of acting South Australian Skills Commissioner following the unexpected resignation of Renee Hindmarsh, the inaugural South Australian Skills Commissioner. Renee was indefatigable in her approach to systems change and improvement to support students, business and industry more broadly. Her oversight of the establishment of the Commission and deepening connections within and across government and industry is applauded.



Sara Longbottom

Acting South Australian Skills Commissioner (3 April – 21 July 2023)

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 —

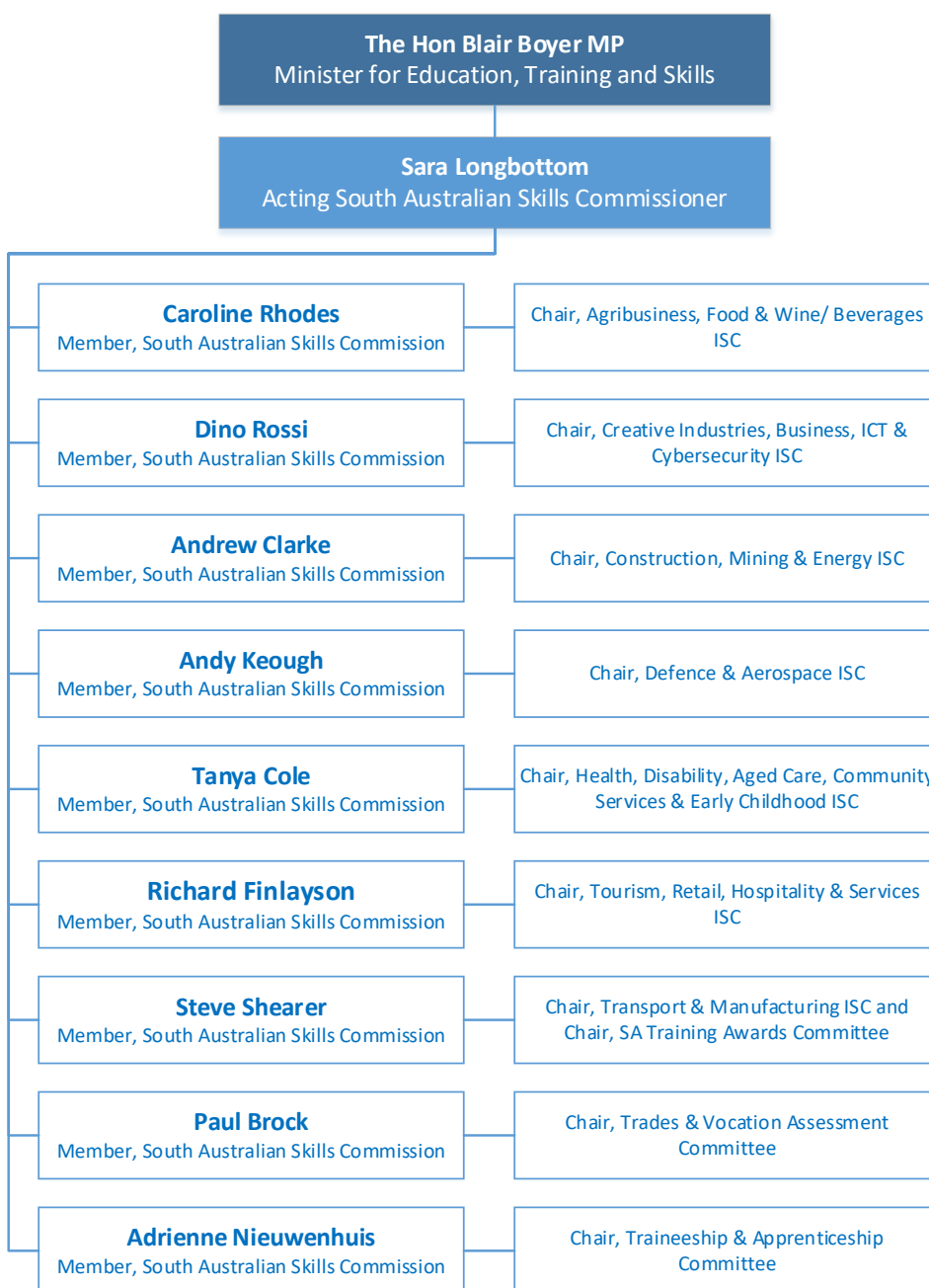
- (a) industry and commerce, including industry, skills and other advisory bodies and associations and organisations established by or representing industry and commerce; and
- (b) associations and organisations representing employees; and
- (c) relevant bodies, associations or organisations representing 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 (ISCs) and sub-committees of the Commission as at June 30, 2023. Term dates for Commission members were 1 July 2021 to 30 June 2023, noting the resignation of Liz Cohen as of 1 December 2022, with Tanya Cole assuming the role of Chair of the Health, Disability, Aged Care, Community Services and Early Childhood ISC at this time.

As also indicated in the below organisational structure, Sara Longbottom was Acting South Australian Skills Commissioner as at June 30, 2023. Sara Longbottom was appointed Acting Skills Commissioner, effective 3 April 2023, with resignation of Renee Hindmarsh as the State’s inaugural Skills Commissioner, effective 31 March 2023.



The following details the structure of the Office of the South Australian Skills Commission as at 30 June 2023.



Changes to the agency

During 2022-23 the following changes to the agency’s structure and objectives as a result of internal reviews or machinery of government changes took place.

- Machinery of Government changes saw the transition of the training and skills function from the Department for Industry, Innovation and Science (formerly Department for Innovation and Skills) to the Department for Education (DfE). In line with this change, the South Australian Skills Commission also transitioned to align with DfE, including receiving corporate support through a service level agreement from DfE. Commencement of this arrangement formally took effect from 1 July 2022.

Our Minister



The Honourable Blair Boyer

Minister for Education, Training and Skills

Blair lives in the North Eastern suburbs of Adelaide with his wife and three daughters. He grew up on the family farm in rural South West Victoria, not far from Mount Gambier. He was elected to represent the State electorate of Wright in 2018 and was appointed Minister for Education, Training and Skills in March 2022. Blair is passionate about education and believes that a strong, affordable and accessible public education system is the key to equality.

Our Skills Commissioner



Renee Hindmarsh

South Australian Skills Commissioner (1 July 2021 – 31 March 2023)

Renee was 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.

Our Acting Skills Commissioner



Sara Longbottom

Acting South Australian Skills Commissioner (3 April 2023 – 21 July 2023)

Sara took on the role of acting Skills Commissioner following Renee Hindmarsh's resignation. Sara has been with the Commission since its inception in July 2021 and played an instrumental role in its establishment. With a background in industry and community engagement, regulation of the traineeship and apprenticeship system, dispute resolution and complaints handling, Sara was well positioned to take on the role. Her extensive experience and expertise in the Commission's role and functions, enabled her to provide considered advice to the Minister for Education, Training and Skills and to oversee the operations of the Commission.

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



250+ stakeholder engagements



7 Industry Skills Councils, 69 members representing 51 sectors



Implementation of Inaugural Strategic Plan 2022 - 2024 began, 7 new Strategic Plan projects commenced



7 micro-credentials
endorsed, across health care and social assistance sector, education and training sector and creative industries



1,094 cases managed



30% enquiries
70% disputes



75% of cases raised by an individual
21% of cases raised by an organisation
4% unknown



96% of cases finalised

Meetings attended by board members during 2022-23

Board member	Board	ISC or committee
Adrienne Nieuwenhuis	10 of 11	3 of 3
Andrew Clarke	10 of 11	9 of 9
Andrew Keough	11 of 11	7 of 8
Caroline Rhodes	10 of 11	5 of 5
Dino Rossi	11 of 11	8 of 8
Liz Cohen*	4 of 5	1 of 1
Paul Brock	8 of 11	3 of 3
Richard Finlayson	10 of 11	6 of 6
Steve Shearer	7 of 11	4 of 5
Tanya Cole	11 of 11	6 of 6

ISC = *Industry Skills Council*

* = *resigned*

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 Skills Council (ISC) members to the planning and development of South Australia's new Technical Colleges. • Industry supported and Commission endorsed micro-credentials, assisting flexible and rapid upskilling and reskilling of individuals. • Sector Talent Attraction Project, whereby the Commission facilitated collaborative efforts of ISCs to attract skilled people into their respective sectors. • Rapid Upskilling Project, whereby the Commission facilitated collaborative efforts of ISCs, to support business to upskill existing staff as a means of responding to skills shortages across sectors. • Approval and reactivation of new trades and declared vocations for inclusion on the Traineeship and Apprenticeship Pathway Schedule, ensuring the schedule reflects industry needs. • Assisted 1,094 individuals to support training program completions through tailored independent advice.
Lower costs	<p>Continued to deliver additional functions associated with the revised South Australian Skills Act 2008 within previously allocated budget and resources and with a new Service Level Agreement with DfE that delivers a reduced level of corporate support than received prior to Machinery of Government changes.</p>

Better services	<p>Delivered the Interactive VET Completions Workshop contributing to national work to improve VET completion rates.</p> <p>Provided secretariat support to the expert reviewer for the Roadmap for the future of TAFE SA (2023-2033) that sets down a vision and priorities for TAFE SA for the next decade.</p> <p>Hosted the inaugural Federated Industry Skills Network meeting in Adelaide. The Network has been established to improve collaboration and better streamline industry engagement by states.</p> <p>Commenced the Apprenticeship/ Traineeship Education and Support Project that is developing targeted communication and education for apprentices, trainees, their employers and supervisors to build capacity, enhance understanding of responsibilities, promote psychological wellbeing, enable better access to assistance and promote earlier help seeking.</p> <p>Commenced the Streamlined Apprenticeship/ Traineeship System Project that is reviewing and improving key processes associated with the apprenticeship/ traineeship system.</p> <p>Ongoing monitoring and reporting of delegated powers against a Delegations Compliance Framework and Delegations Policy.</p> <p>Ongoing training and education of frontline staff to enable responsive, quality service.</p>
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Agency specific objectives and performance

Agency objectives	Indicators	Performance
<p>Connected Skills Sector</p>	<p>Facilitating connectivity within the skills sector and contributing to the ongoing development of education pathways</p>	<p>The South Australian Skills Commissioner/ Acting Skills Commissioner initiated and/ or participated in 232 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 ISCs provided strategic advice on skills, training and workforce matters to assist the Commission to provide advice to the Minister.</p> <ul style="list-style-type: none"> • As of 30 June 2023, there were 69 ISC members, appointed from 1 January 2022 to September 2023. • Each ISC met four times during the twelve months, in addition to a joint meeting of all ISCs held in December 2022 and an additional meeting of the Tourism, Retail, Hospitality and Services ISC, for a total of 30 ISC meeting held during 2022-23. • 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 including: <ul style="list-style-type: none"> ○ DfE Technical Colleges and the August 2023 Career Month ○ South Australian Certificate of Education (SACE) Board’s Capabilities and Learner Profile project ○ Guidance in planning and establishing the Commission’s <i>Strategic Plan 2022–2024</i> projects

		<ul style="list-style-type: none"> ○ Participation in project teams supporting Strategic Plan projects ○ Industry feedback as part of the Commission’s micro-credentials endorsement process ○ South Australian Skills Plan consultation ○ National training package development and reviews ○ Skilled Migration policy review. <ul style="list-style-type: none"> ● Other ISC specific initiatives, members have contributed to include: <ul style="list-style-type: none"> ○ ANZSCO consultation ○ Department for Child Protection (DCP) workforce strategy ○ Cyber Industry Growth Strategy ○ Defence Industry Workforce and Skills Taskforce ○ Agriculture career education hub ○ Establishment of Renewal SA Regional Housing. <p>The Education and Training Advisory Group was established as a mechanism for members to share skills-related information. As of 30 June 2023, membership included nine 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>Responsive Skills System</p>	<p>Monitoring and promoting development of the skills system in South Australia, inclusive of the provision of information and dispute resolution services</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 at improving the quality and responsiveness of the training system including:</p> <ul style="list-style-type: none"> ● Skills Plan - Skilled People; Seamless System; Successful Economy targeting the concept of holistic support for learners and industry.

		<ul style="list-style-type: none"> • Qualifications Reform to develop a proposed new qualification model as part of the National Skills Reforms. • Civil Construction Roundtable. • Department of Employment and Workplace Relations review of Apprenticeship Services and Support and representation on the Apprenticeships Working Group. • Submission on the Employment White Paper Terms of Reference. • Input to the Jobs and Skills Australia Discussion Paper. • Review of the Construction Industry Training Fund Act 1993. • Submission to the Roadmap for the future of TAFE SA (2023-2033). • Input to the Inquiry into the Perceptions and Status of VET. • Business SA policy paper – SA. Population and Environment. • Federated Industry Skills Network. • Jobs and Skills Australia State and Territory workshops and providing feedback on key projects such as work plan development and data forecasting requirements. • National Vocational Education and Training Regulatory Advisory Council. • Community of Practice International Education Group, hosted by the Commonwealth Overseas Student Ombudsman. <p>Continuation of the Micro-credential Pilot Program (a partnership with Skills SA within the DfE) until 30 June 2023 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</p>
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		<p>criteria, providing an industry seal of approval.</p> <p>During 2022-23:</p> <ul style="list-style-type: none"> • 27 expressions of interest were received for course development, resulting in eight micro-credential applications. Of these, seven have been endorsed by the Commission. • 458 enrolments and 278 completions have been recorded for endorsed micro-credentials. (Noting that figures aren't yet available for Q2 2023.) <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"> • 1,094 cases were managed, including <ul style="list-style-type: none"> ○ 329 enquiries (30% of total cases) ○ 765 disputes (70% of total cases). • 96% of total cases were finalised (those outside resolution include partly answered, unable to answer, awaiting response or partial remedy). • Of the 765 disputes <ul style="list-style-type: none"> ○ 674 related to apprenticeships and traineeships ○ 65 related to domestic education ○ 17 related to international education ○ 9 related to other matters. • Disputes peaked in quarter one of the reporting period (264) and stabilised with an average 167 disputes for the remaining quarters. • 17 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 (ongoing from 2021/22).
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		<ul style="list-style-type: none"> Standard 6: delays in acceptance from education organisations to be the nominated training organisations for an apprentice/ trainee. <p>The annual South Australian Training Awards, hosted by the Commission, promote the training system through recognition of excellence of individuals and registered training organisations. The 2022 South Australian Training Awards saw twelve people/ organisations awarded top honours and go on to represent South Australia at the national competition. The national training awards ceremony was in Adelaide in 2022.</p> <p>In 2022-23 implementation of the Commission’s inaugural <i>Strategic Plan 2022–2024</i> commenced. Key Strategic Plan projects contributing to a ‘Responsive Skills System’ were:</p> <ul style="list-style-type: none"> The Promotion of VET Pathways Project, whereby the Commission facilitated collaborative efforts of ISCs, to identify how best to support existing programs seeking to promote and lift the status of VET pathways. <p>Delivery of Interactive VET Completions Workshop, contributing to national work to improve VET completion rates.</p>
<p>Contemporary Apprenticeship and Traineeship System</p>	<p>Regulating, promoting and supporting individuals and employers within South Australia’s Traineeship and Apprenticeship system</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 revised to reflect the transition from Department for Industry, Innovation and Science (formerly Department for Innovation and Skills) to DfE, delegating the day-to-day functions for the management of trainees and apprentices to Traineeship and Apprenticeship Services (TAS) (formerly within DIS). Compliance with the delegations is monitored and managed through a Delegations Compliance Framework and Delegations Policy.

		<ul style="list-style-type: none"> • Reports, prepared by TAS as the delegated authority during the period, and endorsed by the Commission include: <ul style="list-style-type: none"> ○ Annual Compliance Monitoring Plan 2022-2023, including annual regulatory priorities and compliance plan ○ Quarterly Dashboard Reports. <p>Regular engagement with TAS, registered training organisations (public and private), industry stakeholders, peak bodies, key State and Commonwealth agencies and Australian Apprenticeship Support Network providers was undertaken across the reporting period to stay abreast of and respond to emerging issues.</p> <p>Development and enactment of the South Australian Skills Standards (under the <i>South Australian Skills Act 2008</i> and the <i>South Australian Skills Regulations 2021</i>). Amendments during the reporting period included:</p> <ul style="list-style-type: none"> • Amendment to Skills Standard 13 to provide clarity for the assessment for a trade or declared vocation on the Traineeship and Apprenticeship Pathways Schedule, gazetted 29 June 2023. • Minor amendments to National Training Contract – gazetted 22 June 2023. <p>An annual review of increases (4.8% in line with indexation) associated with fees and charges under the <i>South Australian Skills Act 2008</i> (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 2023.</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</p>
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		<p>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>During the reporting period:</p> <ul style="list-style-type: none"> • One application for a new trade was endorsed. • Eight applications for the reactivation of archived trades and declared vocations were endorsed. <p>In 2022-23 implementation of the South Australian Skills Commission’s inaugural <i>Strategic Plan 2022–2024</i> commenced. Key Strategic Plan projects contributing to a ‘Contemporary Apprenticeship and Traineeship System’ were:</p> <ul style="list-style-type: none"> • Streamlined Apprenticeship/ Traineeship Project which is reviewing key processes associated with the traineeship/ apprenticeship system and making recommendations to the Commission for improvement. • Apprenticeship/ Traineeship Education and Support Project which is developing targeted communication and education for apprentices, trainees, their employers and supervisors to improve awareness of responsibilities, build capacity, enable better access to assistance/ navigation of the system, promote psychological wellbeing and promote earlier help seeking.
<p>Futureproofed Workforce</p>	<p>Enabling a high performing workforce, including through responding to skill shortages</p>	<p>Recognition of Trade Training: The Commission continued to progress the framework for the recognition of trades and declared vocations on the Traineeship and Apprenticeship Pathways Schedule during the reporting period. The framework has now been finalised, with the Commission to sign a Memorandum of Administrative Agreement with TAFE SA to conduct the assessment component along with</p>

		<p>consultation with key industry bodies. The program will be ready to open in 2023/ 24.</p> <p>Participation in regional engagement with the purpose of workforce development included:</p> <ul style="list-style-type: none"> • Regional Development South Australia Summit (panelist). • TAFE SA Regional Skills Summits and Meetings. <p>In 2022-23 implementation of the South Australian Skills Commission’s inaugural <i>Strategic Plan 2022–2024</i> commenced. Key Strategic Plan projects contributing to a ‘Futureproofed Workforce’ were:</p> <ul style="list-style-type: none"> • School to Work-Foundation Skills Project, which saw the Commission in conjunction with the Agribusiness, Food, Wine and Beverages ISC, investigate the extent of foundation skills deficits in South Australia, particularly for young people living regionally, services available to assist and how efforts in this area may be supported. • Rapid Upskilling Project, whereby the Commission facilitated collaborative efforts of ISCs, to support business to upskill existing staff as a means of responding to skills shortages across sectors. • Sector Talent Attraction Project, whereby the Commission facilitated collaborative efforts of ISCs to attract skilled people into their respective sectors.
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Corporate performance summary

The South Australian Skills Commission is resourced through the Department for Education 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 and data from previous years can be located via [Data SA](#), Department for Industry, Innovation and Science.

Employment opportunity programs

Program name	Performance
Please refer to the Department's 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 & Injury Mgmt System	All staff participated in training programs in accordance with Department policy directions and were provided with information about WHS committee updates, incident reporting requirements and other relevant information (at regular staff meetings).		
Workplace injury claims	Current year 2022-23	Past year 2021-22	% Change (+ / -)
Total new workplace injury claims	Please refer to the Department's 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 2022-23	Past year 2021-22	% Change (+ / -)
Number of notifiable incidents (<i>Work Health and Safety Act 2012, Part 3</i>)	Please refer to the Department's 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 year 2022-23	Past year 2021-22	% Change (+ / -)
Total gross workers compensation expenditure (\$)	Please refer to the Department's Annual Report		
Income support payments – gross (\$)			

**before third party recovery

Executive employment in the agency

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

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 at a glance

The Department for Education allocates the resources required for the South Australian 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 2022-23 are attached to this report.

Statement of Comprehensive Income	2022-23 Budget \$000s	2022-23 Actual \$000s	Variation \$000s	2021-22 Actual \$000s
Total Income	0	3 072	0	2 879
Total Expenses	0	2 836	0	2 459
Net Result	0	236	0	420
Total Comprehensive Result	0	236	0	420

Statement of Financial Position	2022-23 Budget \$000s	2022-23 Actual \$000s	Variation \$000s	2021-22 Actual \$000s
Current assets	0	1 528	0	894
Non-current assets	0	-	0	
Total assets	0	1 528	0	894
Current liabilities	0	500	0	189
Non-current liabilities	0	336	0	249
Total liabilities	0	836	0	438
Net assets	0	692	0	456
Equity	0	692	0	456

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	Various	NIL

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

Consultancies	Purpose	\$ Actual payment
Victoria University	Lead Reviewer, TAFE Roadmap for the Future	\$106 095
	Total	\$106 095

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	Nil

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

Contractors	Purpose	\$ Actual payment
HAYS Specialist Recruitment	Strategic project work	\$75 016
	Total	\$75 016

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

During the reporting period an external risk management agency was contracted to undertake analysis of the strategic risks of the Commission including via consultation with Commission members. Results of the analysis and mitigation strategies were handed down following this and will be used to inform strategic risk management practice over 2023-24.

The Department has risk-based strategies in place to control and prevent fraud. The Skills Commission's processes comply with these policies.

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

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 Department for Education.

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.

Please refer to the Department's Annual Report.

Public complaints

Number of public complaints reported

Complaint categories	Sub-categories	Example	Number of Complaints 2022-23
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 2022-23
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	

Service Improvements

Compliance Statement

N/A

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 2022-23