

CENTRAL COAST LOCAL HEALTH DISTRICT

CASE
STUDY

JANUARY 2019



Health
Central Coast
Local Health District

CUSTOMER PROFILE

Company: Central Coast Local Health District

HQ: Gosford, NSW

Industry: Health and Community Services

Products and Services: Community Services

Employees: 7,500

Annual Operating Budget: \$820 million

Website: cclhd.health.nsw.gov.au



Central Coast Local Health District (CCLHD) recognises that a happy, healthy workforce reflects well in the community, and that great professional development leads to improving the way their staff deliver care to the community.

Central Coast Local Health District (CCLHD) first partnered with TAFE Enterprise to offer the school based trainee program as part of their proactive approach to developing and supporting their Aboriginal and Torres Strait Islander work force.

TAFE Enterprise was chosen because of the scale and scope of the curriculum, as well as TAFE Enterprise's ability to understand the context and complexity of CCLHD's training needs. TAFE Enterprise worked closely with the team at CCLHD to coordinate workplace attendance, assessment programs and processes, as well as adapting the relevant Traineeship Training Packages to suit the needs of Gosford and Wyong Hospitals.





20,462 accredited
training programs



824 apprentices
supported and mentored
84% completion rate



145 unemployed young
people enrolled



212 Indigenous workers
supported

THE BRIEF

- To create training focused on the school sector, specifically the School-Based Traineeship program.
- To provide workplace training that would keep participants engaged in the health care system.
- To leverage off an extensive curriculum and understanding of the public sector to deliver comprehensive solutions that ensures sustainable, long-term employment.
- To be collaboratively involved in regional initiatives, working with other partners to develop further articulation pathways for local youth.

WHY TAFE ENTERPRISE?

- TAFE Enterprise has the ability to mobilise flexible training solutions, with years of experience implementing School-Based Traineeship programs with comprehensive articulation pathways.
- TAFE Enterprise offers customised training solutions across all industries, helping customers respond to market changes and grow their business through their people. We develop well-skilled employees.
- TAFE Enterprise is Australia's largest training provider, training over 50,000 employees each year. Expert industry trainers utilise the latest industry practices to deliver training wherever, whenever and however.
- Businesses give TAFE Enterprise a 4.5 out of 5 stars.



RESULTS

- 100% of the attendees completed their qualification and traineeship.
- 80% of trainees remain employed or in further training relevant to CCLHD.
- The program grew from 5 trainees in 2014 to 45 trainees in 2018, with another 42 SBAT trainees being signed up in 2019.
- The success of the training has led to the expansion of the program, from one that was originally aimed at the Aboriginal and Torres Strait Islander community, to a wider selection.
- The participants remain employed in the health industry and are engaged in further learning, providing CCLHD with a pipeline of well-trained and talented young people who are eager to sustain a career in healthcare.



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CCLHD is proud to work with TAFE Enterprise as two of the largest employers in the Central Coast region. Both agencies feel an important sense of social responsibility to the communities we serve and have a complementary business relationship that builds and develops the region's workforce to meet the care needs of the population we service. TAFE Enterprise are a pleasure to work with as they understand our business and find solutions to meet contemporary issues. We look forward to working with TAFE Enterprise into the future and growing the skills of the region's health workforce.

**Ian Arnold - A/g Executive Director -
Workforce and Culture**

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**TAFE** MSN**ENTERPRISE**

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