

# ISA CONSULTATION STRATEGY

## TLI Training Package Development

### Furniture Removal

#### Project Purpose Statement

This project aims to address the low uptake of current standalone Furniture Removal qualifications due to a void in the number of RTOs with the qualification on scope. It proposes the deletion of the TLI Certificate II and III Furniture Removal qualifications, whilst retaining the units of competency applicable to furniture removal and incorporating them into alternative TLI supply chain qualifications at the appropriate level.

#### Project Timeframe

Overview of major stages in this project. Please note timeframes and dates may change through the progress of the project.

Technical Committee review and development commences 12 August 2024

- 3 TC cycles, with the last cycle serving as the final review and signoff
- Meetings will be online and between 2 and 3.5 hours in duration
- Stakeholder Consultation - There will be 2 Public Consultations during the review and development phase:
  - 1st consultation – September 2024 (4 weeks)
  - 2nd consultation – November 2024 (2 weeks)
- Submission - Submission of draft Training Products / Final draft for SRO / states and territories review – [Jan – Feb 2025]
- Project submitted to Assurance Body – [30 March 2025]
- Webinar/s during the life of the project:
  - A Webinar will take place after completion of the project. (April-June 2025)

#### Stakeholder Consultation

This Stakeholder Consultation strategy has been developed to ensure ISA identify and engage all relevant stakeholders through our consultations. It reflects a shared commitment to embedding effective engagement and consultation practices to ensure Training Product review and development work is responding to the needs of the industry. Consideration will be given to capturing the views of stakeholders in metropolitan, regional and remote areas across all states and territories, including employers and organisations with limited representation.

#### Objective

The aim of this consultation strategy is to gather insights and feedback from key stakeholders in the sector to inform the revision and development of training package products. This strategy will ensure the products are relevant, up-to-date, and align with industry and regulatory needs.

## Stakeholder Identification

Key stakeholder groups for this project include:

- Industry subject matter experts
- Registered Training Organisations (RTOs)
- Industry associations and bodies
- Regulators (Department of Home Office)
- Government agencies
- Employers and business representatives
- DEWR
- State Training Authorities & Senior Responsible Officers (SROs)
- Applicable Unions
- Appropriate Jobs and Skills Councils (JSCs)
- Aboriginal and Torres Strait Islander community representatives, where applicable
- Disability advocates, where applicable
- Any other relevant organisations and individuals

## Consultation Mechanisms

Consultation mechanisms will be determined based on the size of the project, and drivers for the work and impact of the project deliverables.

Different mechanisms will be required for projects with a diversity of views to those where there is generally consensus about workforce requirements and project outputs and their implementation.

ISA will work closely with stakeholders throughout the life of the project and consider all ideas, opinions, and feedback to ensure the revised training products meet the needs of industry. A consultation log containing a high-level summary of all feedback and ISA's response will be maintained and available on our website.

To ensure consultation achieves the depth of reach required to obtain balanced and representative feedback, project promotion will be multifaceted including as many of the following as required:

- Direct engagement: Face to face consultations, Site visits, Phone, emails, video/teleconferencing meetings
- ISA Newsletter and targeted EDMs to stakeholders
- ISA website (project pages)
- Conferences and industry events
- Stakeholder networks and forums
- ISA regional fora
- Media – digital and broadcast media (media releases)
- Social media – (e.g.: Twitter now known as X and LinkedIn posts)
- Webinar

Refer to **Appendix A: Organisations for Targeted Consultations**

Refer to **Appendix B: Key Stakeholder types.**

Where there is a large volume of project outputs, consultation mechanisms and timing will be structured to ensure stakeholders are afforded appropriate access to material, and time to provide considered feedback (*it needs to be remembered that the vast majority of stakeholders will be managing the review of material and development and submission of feedback in addition to their duties in their substantive job role*).

Where projects are more contentious, and there is a known diversity of views, more direct forums such as webinars, workshops/forums and/or focus groups will be used to facilitate the open exchange of views.

**Consultations:**

The training products in this project will be drafted in consultation with the Technical Committee and their networks. At the public consultation stage, ISA will then present and discuss the draft training products, collecting feedback from a wide range of stakeholders across the country. Whilst specific public consultation dates are identified, feedback is welcomed at any time, and will help the Technical Committee in drafting the training products. Stakeholders are encouraged to contact the project specialist via ISA website.

**Accessibility:**

The consultation process will be accessible to all stakeholders. ISA will provide options for participation that cater to various needs and preferences.

**Feedback Acknowledgment:**

We will acknowledge the input and feedback from stakeholders, recognising their valuable contributions to the vocational unit development.

If you have any questions about this project, please contact Lisa Giammarco, Project Specialist, email:

[lisa.giammarco@isajsc.org.au](mailto:lisa.giammarco@isajsc.org.au)

**Appendix A: Organisations for Targeted Consultations**

Stakeholder Type	Organisation	Coverage
Commonwealth Government Representatives	Department of Home Office	National
	Department of Employment and Workplace Relations	National
Employers	Chess Moving	State
	Grace Removals	National
	Greater Northern Removals and Storage	State
	Karaco Group - Whybirds Removals and Storage	State
	Kent Removals & Storage	National
	Ready Movers	State
	Two Men and a Truck	National
	Keys The Moving Solution	State
	Mackay's Furniture Transport	State
	Wards Removals and Storage	State
	Conroy Removals	State
Industry Associations	Australian Furniture Removers Association (AFRA)	National
ITABs/Advisory bodies	Various	State
Regulators	NHVR	National
STAs & SROs	State Training Authority	State

	Senior Responsible Officers	National and State
Training Providers	Flexible Training Solutions	State
	Saltera Group – Training	State
	TAFE NSW	State
	All RTOs with qualification on scope	State and National
Unions	Transport Workers' Union of Australia	National
	Australian Services Union	National

### Appendix B: Key Stakeholder types by state

Stakeholder type	National	QLD	NSW	ACT	Vic	SA	NT	TAS	WA
Industry employer	✓	✓	✓	✓	✓	✓	✓	✓	✓
Industry association /Peak industry body	✓								
ITAB	✓	✓	✓		✓	✓	✓		✓
Government Commonwealth Enterprises	✓								
Government and State Enterprises	✓	✓	✓	✓	✓	✓	✓	✓	✓
Regulator	✓								
STAs & SROs	✓	✓	✓	✓	✓	✓	✓	✓	✓
Training Providers	✓	✓	✓	✓	✓	✓	✓	✓	✓
Unions	✓								

