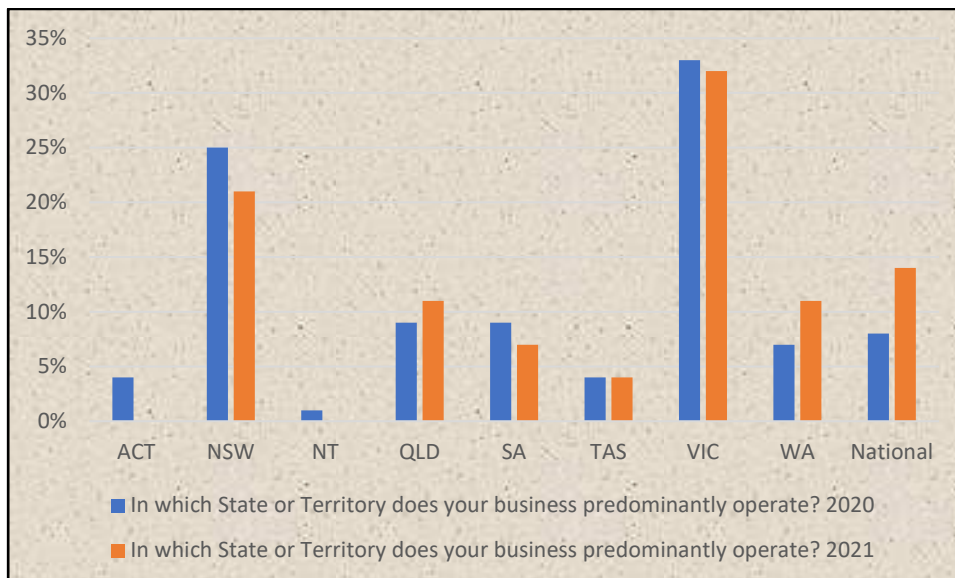


CDAA Member Survey

– Getting a Feel for COVID Impact -From Members Working Primarily With Adults

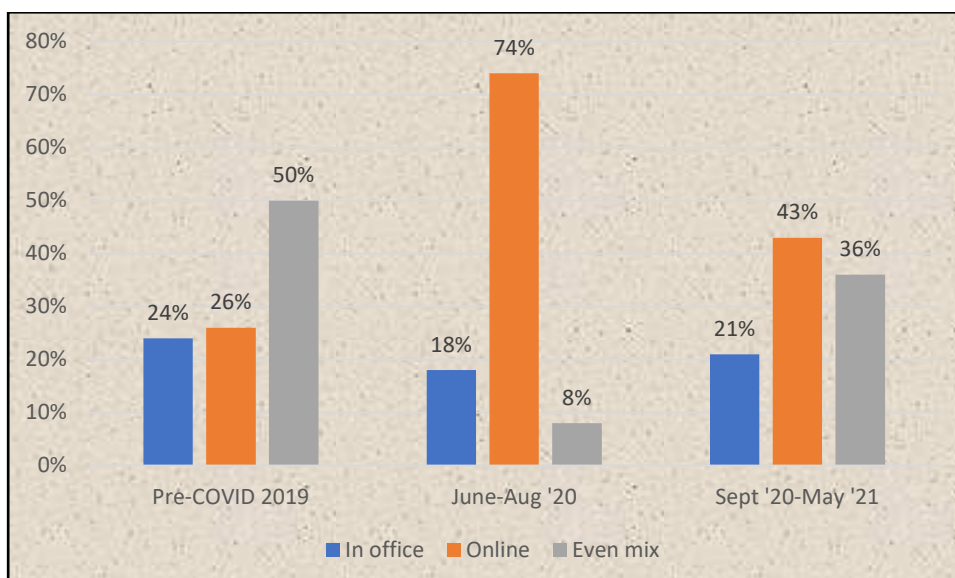
- ❖ June-August 2020
- ❖ September 2020-May 2021
- ❖ Compared with 2019 pre-COVID

In which State or Territory does your business predominantly operate?



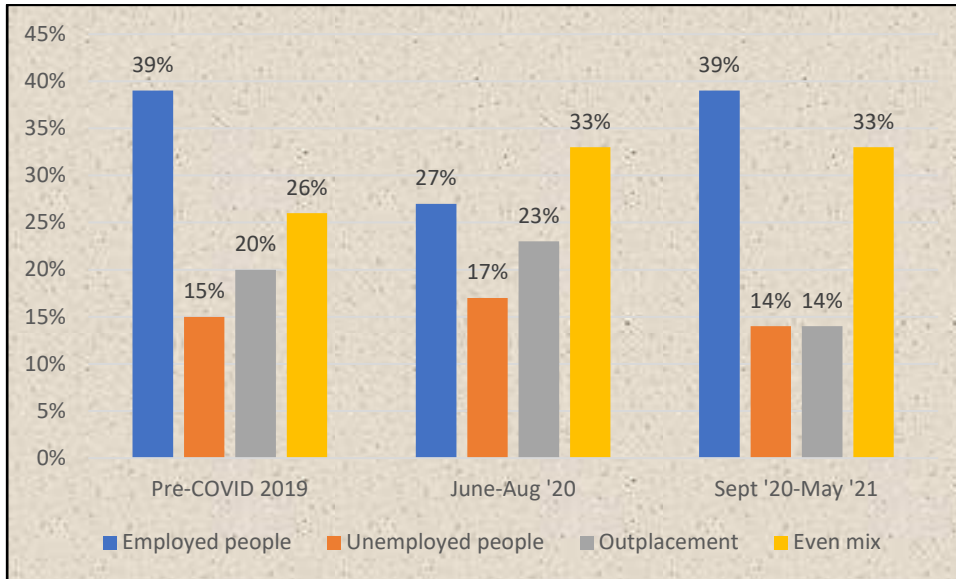
- reasonably indicative of CDAA membership across Australia

Which mode of service have you predominantly provided?



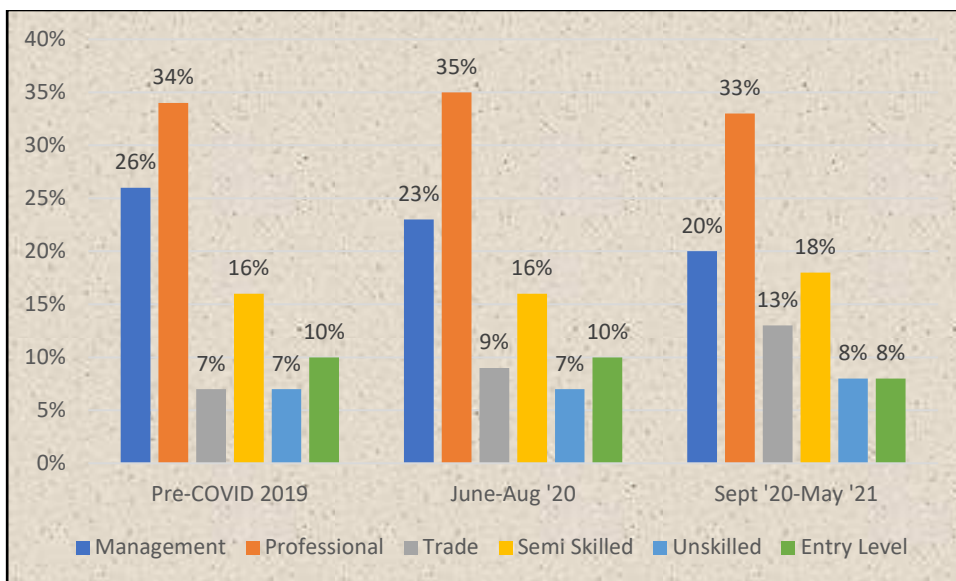
-a significant shift to online service provision during the significant national lockdown period, then a move to more even demand.

Who have been your main client group?



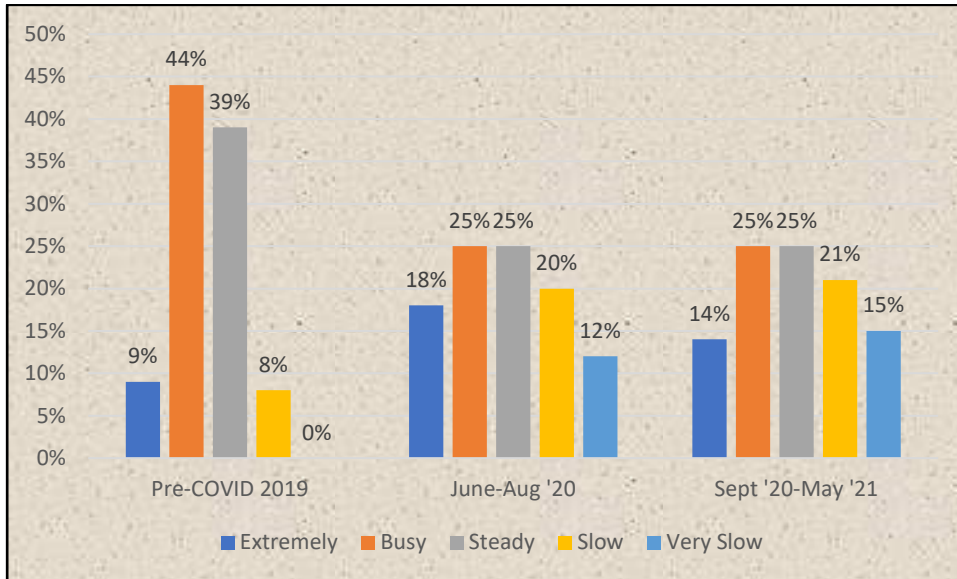
- a shift to service provision for those out of work or in transition initially, followed by a return to closer to the pre-COVID profile – indicative of labour market transition.

Which types of roles have your clients been predominantly seeking?



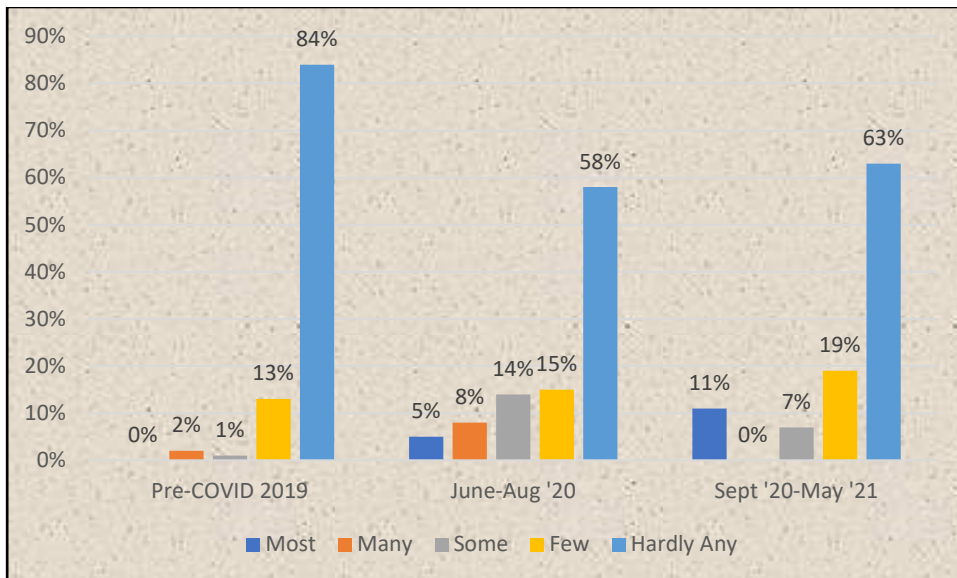
- not significant change.

On average, how busy would you characterise your client workload?



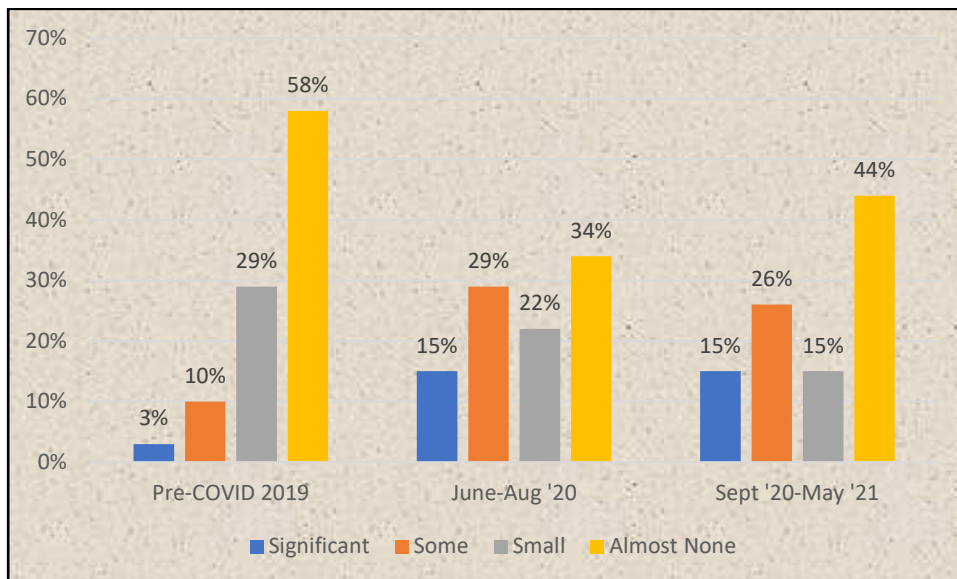
- two extremes being shown. Some members with a significant increase in business, others with a significant decrease.

How many of your clients have asked for pro-bono or reduced rate services?



-there was a significant increase in requests for pro-bono or reduced rate services initially which has now reduced somewhat, although demand is still higher than pre-COVID.

How much pro-bono or reduced rate service have you provided?



- CDAA members continue to give generously to assist clients in need.

The responses to the questions below are the most consistent statements made by a majority of respondents.

What is the most significant change in the services required by your clients in the past 12 months compared to 2019?

- Services to clients whom a career change is being forced on them, rather than of their own timing or choice
- Increase in clients who are out of work or in the process of being made redundant
- More corporate work for outplacement services
- Assistance with navigating all aspects of the digital / online career and job market
- More interest in how to stand out in a crowded job market place
- Greater insight into the turbulent employment market
- Significant demand for mental health support
- More support required for a longer job search timeline
- More support for resilience and change management
- More support for well qualified people looking for work
- Stress related issues have increased significantly
- Career change into occupations more work secure

What has been your biggest work challenge in the past 12 months?

- Balancing and servicing the differing demands of online and face to face service
- The increasing number of clients with mental health issues
- Providing an increased level of support and follow up for clients
- Keeping up with labour market information and government initiatives
- Keeping up with demand
- Online fatigue
- Helping clients stay positive and hopeful
- Maintaining a positive yet realistic attitude
- Staying motivated
- Maintaining my own work / family / life balance
- Managing uncertainty
- Working in isolation

Is there something your CDAA has been doing in the past 12 months that has helped you?

Providing a supportive environment

Facilitating community / colleague / peer engagement

Labour market update information

Industry updates, including from international sources

Ongoing online PD

Newsletter information

Is there anything else your CDAA could do to assist you?

Continue more of the same - a supportive community and updated information

Continue to advocate for the value of qualified career development - to government, media, the public

Continue to improve the range and quality of PD opportunities