



Industry Skills Forecast Initial Snapshot

Key Points

- 1.** Almost 7 in 10 respondents have experienced a labour shortage in the last year.
- 2.** Over 6 in 10 of respondents have experienced skills gaps in 2019.
- 3.** Current training is satisfactory to 50% of respondents, and 44% report not needing any new skills, knowledge, or qualifications.
- 4.** Employer sentiment regarding the future of the sector is positive (72%).

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2020 Industry Skills Forecast: Property Services

This summary is drawn from Stage 1 of the Artibus 2020 Industry Skills Surveys. It is based on 48 responses submitted by the 3rd of December 2019. This summary provides a preliminary overview of trends, concerns, and interests of respondents. It is not designed to provide depth analysis. The underpinning logic of the 2020 survey was to:

- Provide a context where distinctive stakeholder roles, and the unique interests and concerns that go along with them, could be distinguished
- Invite substantive qualitative feedback, and allow individual concerns to be explored at the discretion of the respondent
- Identify emerging trends and broader issues of concern within the built environment, and the implications for training needs.

Labour Shortages

Labour shortages were reported by 67% (27) of respondents (32% did not experience a labour shortage). The most frequently noted shortages were in:

- Real Estate (31%)
- Property & Facilities Management (15%)
- Pest Management (15%)
- Security (12%)
- Strata Management (12%).

The most frequently given reasons for the shortages were the difficulty of attracting new workers (51%), licensing or regulation requirements (42%), and a poor industry or job reputation (30%). Just short of a quarter of respondents saw the availability of training (24%), and workers leaving the industry (24%) are relevant issues.

Labour shortages occur when there are not enough workers to fill the required roles.

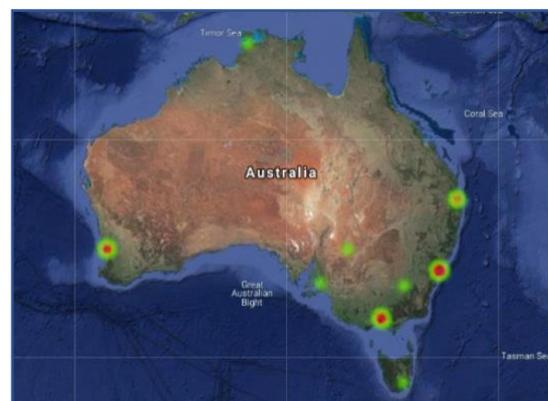
Skills gaps happen when current workers need new skills to meet industry and employer needs.

Skills Gaps

Skills gaps, understood as when current workers in a workplace need new skills to continue doing their jobs, were experienced by 64% of respondents. A range of skills gaps were experienced by respondents, with the most frequently noted in:

- IT and new technologies (30%)
- Building Compliance (10%)

The main reasons for skills gaps fell were training and business planning. Training quality (38%), access (30%), and availability of an appropriate training product (23%) were the key training issues. Business planning reasons for skills gaps included a lag in new skills required by business decisions (34%), a lack of planned staff training and development (30%), the failure to increase workforce skills in response to new business opportunities (15%), and the insufficient induction of new employees (11%). High staff turnover (26%) was also an issue.



Survey response distribution as of the 3rd December 2019

Employers & Industry

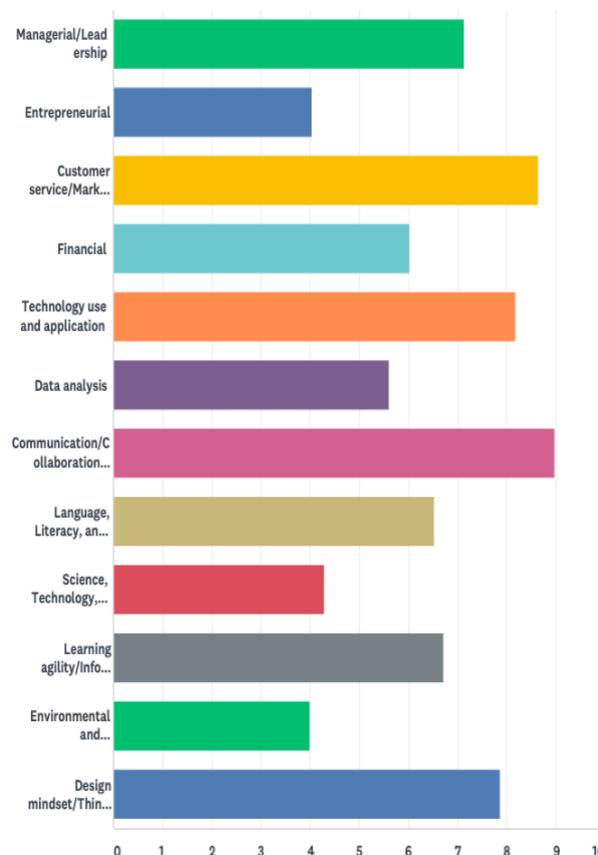
Employers identified a range of issues likely to impact businesses across the next 5 years, with an excess of regulation being the most frequently mentioned (42%). Other significant foci are the need to adapt to new technologies (35%) and the lack of training (35%). Respondents were more likely to be explicitly positive rather than negative about sector responses to new developments (35% positive/21% negative). Current training is satisfactory to 50% of respondents, and 44% report needing no new skills, knowledges, or qualifications. The employer responses to this section of the survey were predominantly comprised of small businesses (50%), with a further 35% drawn from medium and 14% from large businesses.

Registered Training Organisations

RTOs identified a wide range of issues, with consistent concerns raised about:

- new technologies (35%)
- costs (23%)
- licensing and registration (17%).

Just over half (53%) of respondents think that new skills, knowledge, or training are needed, with improving various technological literacies the most pressing concern. Numerous specific training changes were suggested, with the need to focus on jobs and skills, the involvement of industry in training, and more specialist skills each suggested more than once. RTO respondents were drawn from private providers (44%), TAFE (33%), and industry bodies, adult and community education, and commercial providers.



The 12 ranked generic workforce skills result for the Property Services 2020 ISF

If you'd like to contact us regarding this survey, or our research, please email research@artibus.com.au