

Submission to the 2025 Core Skills Occupations List (CSOL) Consultation

Real Estate Institute of Australia

Introduction

The Real Estate Institute of Australia (REIA) serves as the national peak body representing the real estate profession, advocating for policies that foster a prosperous and sustainable industry since 1924. Comprising the State and Territory Real Estate Institutes (REIs) as its members, REIA collectively represents approximately 85% of Australian real estate agencies, encompassing 46,793 businesses nationwide.

As the leading voice for real estate professionals, REIA welcomes the opportunity provided by Jobs and Skills Australia to contribute to the 2025 Core Skills Occupations List (CSOL) Consultations.

Property Managers (OSCA Code: 622131)

Real Estate Services is the largest sector in the Rental, Hiring and Real Estate Services industry, with a workforce of 160,400 professionals. Within this sector, property management serves as the backbone for the nation's housing market. The property manager workforce is indispensable, overseeing an estimated 80% of the nation's rental properties, which equate to approximately 2.7 million homes. Their responsibilities include management of property maintenance, rent collection, tenant management and recruitment as well as regulatory compliance.

Property managers are custodians of the rental housing market. With nearly a third of the population (27% as of the 2021 Census) living in private rentals, the effective management of these assets is essential for providing stable housing to millions of Australians.

Despite the indispensable function of this sector, REIA has consistently heard from the Real Estate Institutes and agencies that the industry is facing a significant and ongoing shortage of skilled professionals. Property management has seen a sustained exodus of experienced personnel since the onset of the COVID-19 pandemic. Due to a range of factors, including increased compliance, lack of training, and intergenerational lag, real estate agencies are currently facing a shortage of experienced property managers in both Australia's cities and regions.

The demand for qualified property managers remains high, as there are currently approximately 4000 job advertisements posted on [Seek](#) for the role, which is equivalent to 10% of the [39,200 Australians](#) working as property managers. Furthermore, the role requires flexibility in hours worked, as employees will often need to work overtime and on weekends to assist both tenants and landlords due to the nature of the role.

This high volume of vacancies points directly to a critical challenge in attracting and retaining talented professionals. The current workforce deficit poses a considerable risk to the quality of service, compliance standards, and the overall sustainability of the rental market. Looking ahead, this workforce deficit is projected to intensify, with the government's target to deliver 1.2

million new homes that will significantly increase the nation's housing supply. As a substantial portion of new housing stock is expected to enter the private rental market, this will increase the current housing supply, directly increasing the demand for skilled property managers to oversee additional properties.

Critical Workforce Shortage

Industry feedback has indicated that there are significant concerns facing the property management workforce, including the ongoing difficulty in recruiting and retaining skilled and experienced staff and limited pathways for skilled migration. The increasing complexity and well-being burden of the role further exacerbate this shortage.

Housing Crisis & Role of Property Managers

The significant cost of living crisis and the increasing challenges of entering the property market have driven rental market demand, as it remains the primary (or only) viable housing solution for many Australians. Property managers serve as the intermediary between property owners and tenants, meeting legal obligations to the property owner, delivering good customer service to tenants, and complying with a strict and complex legislative framework that varies by jurisdiction. With the current rental crisis, comes increased pressure on tenants who are facing dwindling choices in rental properties and increasing prices, which then puts increased pressure on property managers as they balance struggling tenants and stressed rental providers.

As part of the National Housing Accord's goal to deliver on 1.2 million homes over five years, this will require the provision of property management services to ensure that both landlords and tenants are assisted during the entire real estate transaction process. Property managers are crucial in all facets of this, from marketing, tenant management, financial management and provision of operational and day-to-day services.

Property Management Workforce

From economic uncertainty and regulatory change to shifting tenant preferences, property managers are dealing with increased demands to ensure client satisfaction and maintain competitiveness. Trusted property managers are crucial to upholding integrity in the property sector by promoting best practices at every stage of the real estate transaction process. This extends from industry entry requirements to licensing, continued training, and the consistent advancement of skills and standards.

As a result, the residential property management sector is facing an unprecedented amount of stress and burnout as professionals try to balance struggling tenants and stressed rental providers. The high-pressure nature of the role and long working hours have contributed directly to well-being and mental health concerns.

Inclusion of Property Managers (622131) on the 2025 Core Skills Occupations List

The current exclusion of property managers from the Core Skills Occupation List (CSOL) is creating a significant skills gap in the property management sector. Adding this occupation to the 2025 CSOL would be a crucial step in addressing the existing workforce shortages and ensuring the sustained, professional management of residential and commercial properties. This inclusion would help maintain high standards of service for property owners and tenants, contributing to the stability of the broader housing market. Therefore, REIA strongly recommends the inclusion of property managers on the 2025 CSOL.