

Skills Priority List Findings

Community and Personal Service Workers

ANZSCO Major Group 4

Occupations in Shortage

Across all Community and Personal Service Worker occupations assessed for the 2021 Skills Priority List (SPL), 8% were found to be in shortage compared with 19% across all occupation groups (Table 1). Of the Sub-Major Groups, Carers and Aides had the greatest proportion of occupations in shortage (29%), followed by Health and Welfare Support Workers (12%). No shortages were identified for Hospitality Workers, Protective Service Workers and Sports and Personal Service Workers.

Table 1: Occupations in shortage, Community and Personal Service Workers Major Group and Sub-Major Groups

ANZSCO Group		No. reviewed	% of reviewed in shortage
41	Health and Welfare Support Workers	17	12%
42	Carers and Aides	17	29%
43	Hospitality Workers	5	0%
44	Protective Service Workers	9	0%
45	Sports and Personal Service Workers	38	0%
4	Community and Personal Service Workers	86	8%
	All occupations	799	19%

Future Demand

A relatively large proportion (44%) of Community and Personal Service Worker occupations are projected to have strong future demand, compared with 33% of all occupations.

Hospitality Workers and Health and Welfare Support Workers had the greatest proportion of occupations with strong future demand (Table 2).

Table 2: Future demand, Community and Personal Service Workers Major Group and Sub-Major Groups

ANZSCO Group		No. of occupations reviewed	Future demand ratings (% of reviewed occupations)		
			Strong	Moderate	Soft
41	Health and Welfare Support Workers	17	76%	24%	0%
42	Carers and Aides	17	29%	53%	18%
43	Hospitality Workers	5	100%	0%	0%
44	Protective Service Workers	9	56%	0%	44%
45	Sports and Personal Service Workers	38	26%	74%	0%
4	Community and Personal Service Workers	86	44%	48%	8%
	All occupations	799	33%	60%	7%

Of Community and Personal Service Worker occupations, three were found to be in shortage with strong future demand:

- Enrolled Nurse
- Child Care Worker
- Aged or Disabled Carer.

Results by State and Territory

Of the states and territories, the Northern Territory had the highest proportion of Community and Personal Service Worker occupations assessed in shortage (31%), followed by New South Wales (23%), while Queensland had the lowest proportion of assessed occupations in shortage (6%).

It should be noted that the variation across the states and territories, at least in part, reflects differences in the stakeholder input received.

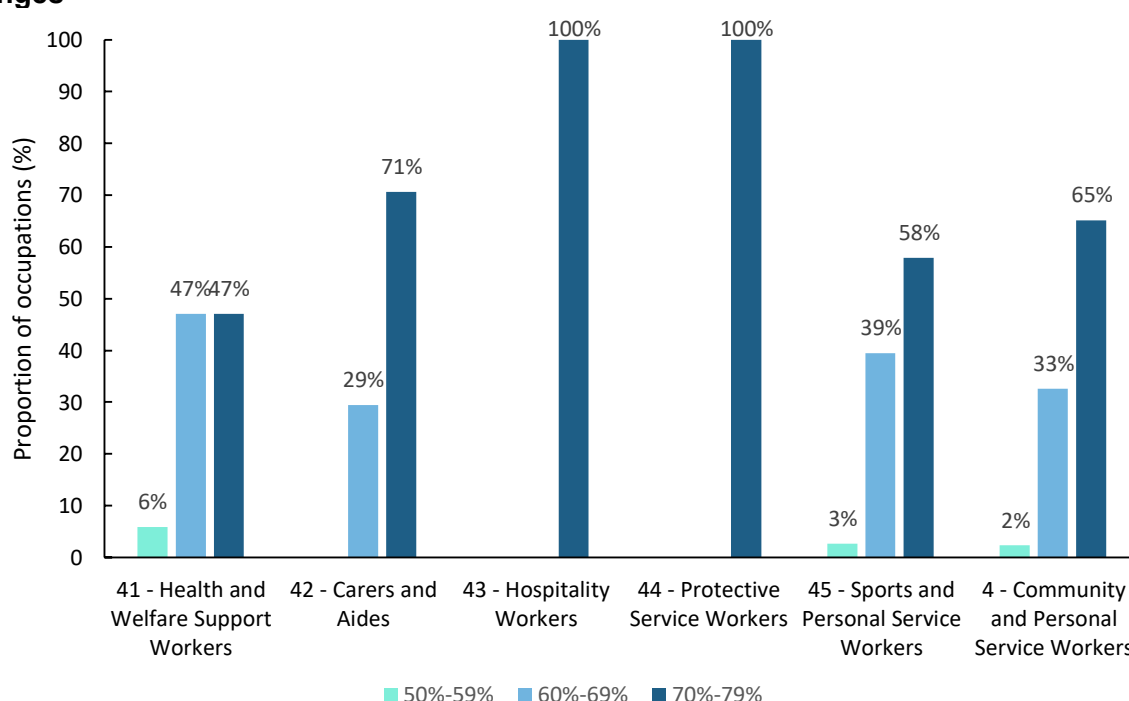
Predicted Fill Rates

Incorporating many labour market indicators, including data from the NSC's Survey of Employers who have Recently Advertised (SERA) where available, the predicted fill rate has

been formulated by the NSC to predict the percentage of vacancies filled by employers for a particular occupation over the 12 month research period.

The predicted fill rate for Community and Personal Service Worker occupations was primarily in the 70%-79% range (Figure 1), with close to two in three occupations in this range, showing that most vacancies are predicted to be filled. All Hospitality Worker and Protective Service Worker occupations had fill rates in the 70%-79% range. Health and Welfare Support Workers, which includes occupations such as Intensive Care Ambulance Paramedic and Dental Hygienists, Technicians and Therapists, had the greatest proportion of occupations in the lower fill rate ranges of 50%-59% and 60%-69%.

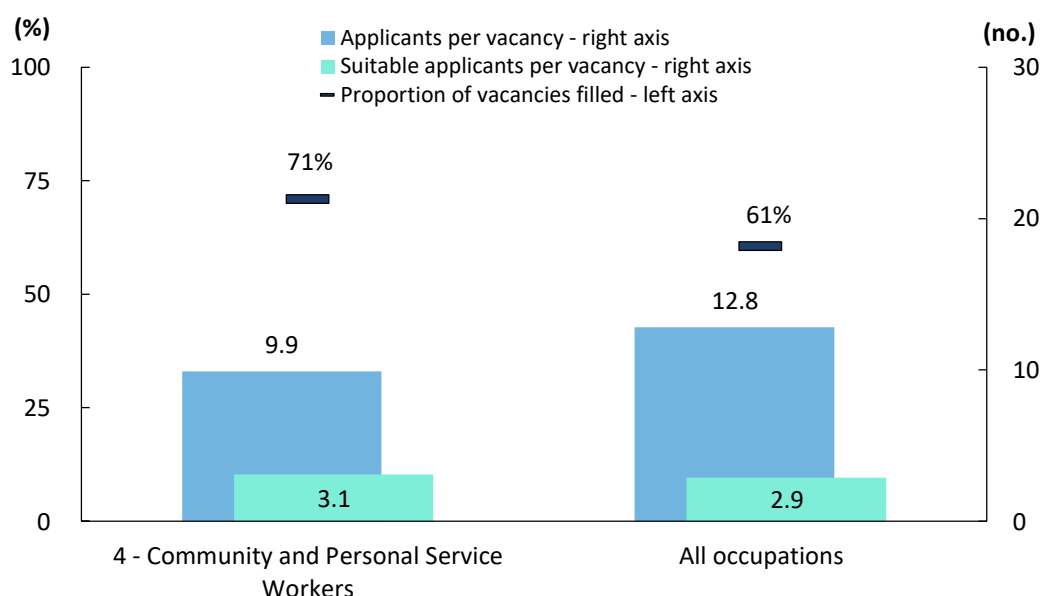
Figure 1: Community and Personal Service Worker occupations, predicted fill rate ranges



Survey of Employers

The Survey of Employers who have Recently Advertised (SERA) is a key component of the SPL analysis. Between July 2020 and April 2021, the NSC contacted employers who had advertised vacancies for Community and Personal Service Workers. Employers were contacted about their recruitment experience for Enrolled Nurses and Child Care Workers only. Employers of these occupations generally filled a larger proportion of vacancies compared with the average across all surveyed occupations (Figure 2), however they received fewer applicants per vacancy.

Figure 2: Proportion of vacancies filled (%), average number of applicants and suitable applicants per vacancy (no.), Community and Personal Service Workers and all surveyed occupations, Australia, July 2020 to April 2021



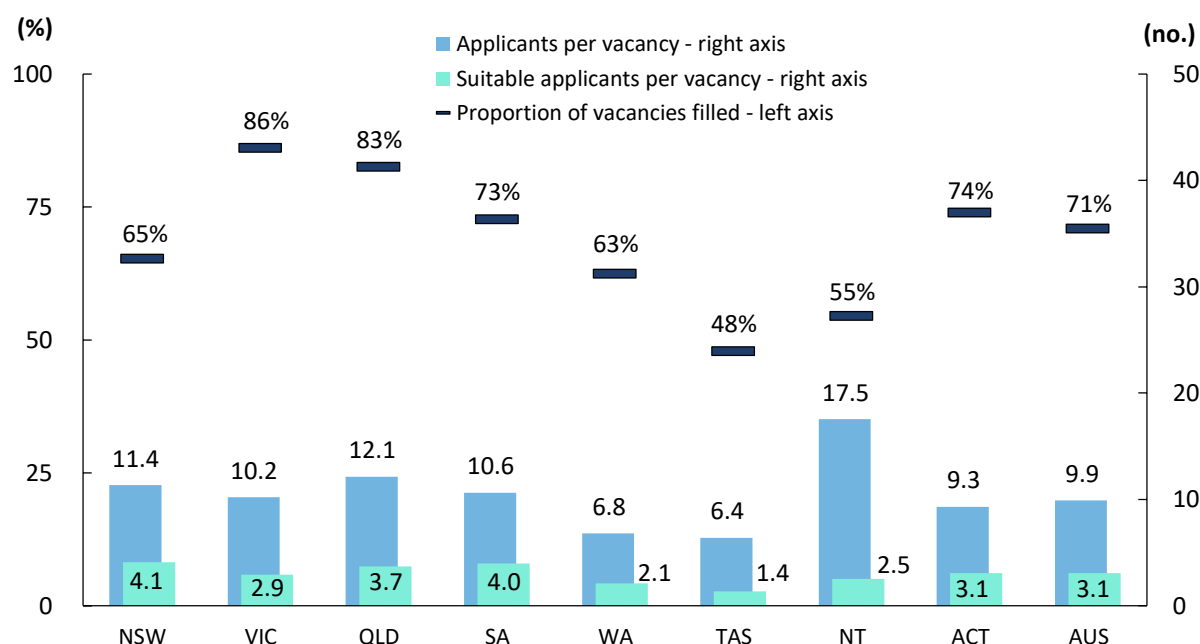
Employers of Community and Personal Service Workers considered around 3 applicants per vacancy to be suitable, on average, although 10% of employers received no suitable applicants, and more than a quarter of employers had unfilled vacancies. The most common reason applicants were found unsuitable was due to a lack of general experience in the occupation (mentioned by nearly two thirds of employers), followed by a lack of required qualification or registration (mentioned by half of employers). Effectively all (99%) of Enrolled Nurse and Child Care Worker employers required applicants to have a formal qualification, most commonly a diploma or certificate III.

Where employers did not receive enough suitable applicants, this was most commonly attributed a lack of available skilled workers in the workforce (64% of employers), or the location of the vacancy (46%).

Employers in regional areas filled fewer Community and Personal Service Worker vacancies (64%), compared with their metropolitan counterparts (76%).

Of the states and territories, employers in Victoria filled the greatest proportion of Community and Personal Service Worker vacancies (86%), while employers in Tasmania filled the fewest (48%, see Figure 3).

Figure 3: Proportion of vacancies filled (%), average number of applicants and suitable applicants per vacancy (no.), surveyed Community and Personal Service Workers, by State and Territory, July 2020 - April 2021



Stakeholder Engagement

Community and Personal Service Worker occupations were raised by a number of stakeholders through the engagement process, where various representative bodies responded to surveys, met with the NSC, or provided other submissions. The occupations most frequently mentioned by stakeholders included Aged or Disabled Carer, Child Care Worker, Residential Care Officer, Nursing Support Worker and Waiter.

Where stakeholders reported difficulty recruiting for occupations, this was found nationally, in individual states and territories and regionally. Most commonly stakeholders reported that recruitment was difficult due to a lack of suitable applicants and a regional or remote job location.

The majority of stakeholders expect that recruitment difficulty will persist or worsen in the next 12 months, with an ageing workforce and lack of locally trained workforce being the primary future challenges. Members of stakeholder organisations experienced recruitment difficulty for both entry level and experienced positions, with the majority of jobs requiring a certificate III or IV qualification. Many stakeholders reported that increasing wages or contributing to training initiatives were used to attract employees for vacancies.

Demand and Supply

The demand for Community and Personal Service Workers is strong, with advertised vacancy numbers and employment rising over the past year to historical highs. The number of advertised vacancies for these workers rose strongly over the year to June 2021, to its highest recorded level.¹ Employment in Community and Personal Service Workers occupations increased over the year to May 2021 to above pre-pandemic levels.²

New supply to this labour market is subdued. Training pathways for Community and Personal Service Worker occupations are varied, but the main source of new supply is through vocational training, with more than 40% of these workers holding a certificate III or higher VET qualification.³ The number of students completing VET qualifications associated with Community and Personal Service Workers occupations decreased by around 12% over the five years to 2020.⁴ Enrolments in these VET courses, however, have increased since a low in 2018, up by 6% over the two years to 2020.

Temporary skilled migration is also a source of supply for a range of Community and Personal Service Workers occupations. The number of temporary skilled visa holders in Community and Personal Service Workers occupations has fallen since early 2020, down by around a third, further limiting supply to this labour market.⁵

¹ National Skills Commission, Internet Vacancy Index, June 2021, trend

² ABS, Labour Force, May 2021, National Skills Commission trend

³ ABS, Census of Population and Housing, 2016

⁴ NCVER, Total VET Students and Courses, TVA Program Completions 2015-2020

⁵ Department of Home Affairs, Temporary resident (skilled) visa holders in Australia, June 2021 (subclasses 457 and 482)

Appendix – SPL Findings for Community and Personal Service Worker Occupations

Occupation		Current Labour Market Ratings and Future Demand Rating									
ANZSCO	Occupation	National Labour Market Rating	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	National Future Demand
411111	Ambulance Officer	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
411112	Intensive Care Ambulance Paramedic	NS	NS	NS	NS	NS	NS	NS	S	NS	Moderate
411211	Dental Hygienist	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
411212	Dental Prosthetist	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
411213	Dental Technician	NS	S	NS	NS	NS	NS	NS	NS	NS	Strong
411214	Dental Therapist	NS	NS	NS	NS	NS	NS	NS	S	NS	Strong
411311	Diversional Therapist	S	S	S	NS	NS	NS	NS	NS	NS	Moderate
411411	Enrolled Nurse	S	S	S	S	S	S	S	S	S	Strong
411412	Mothercraft Nurse	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
411511	Aboriginal and Torres Strait Islander Health Worker	NS	NS	NS	NS	NS	NS	NS	S	NS	Moderate
411611	Massage Therapist	NS	S	NS	NS	NS	NS	NS	S	NS	Strong
411711	Community Worker	NS	S	NS	NS	NS	NS	NS	S	NS	Strong
411712	Disabilities Services Officer	NS	S	NS	NS	NS	NS	NS	S	NS	Strong
411713	Family Support Worker	NS	S	NS	NS	NS	NS	NS	S	NS	Strong
411714	Parole or Probation Officer	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
411715	Residential Care Officer	NS	NS	NS	NS	NS	NS	NS	S	NS	Strong
411716	Youth Worker	NS	S	NS	NS	NS	NS	NS	S	NS	Strong
421111	Child Care Worker	S	S	M	NS	S	S	S	S	S	Strong
421112	Family Day Care Worker	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
421113	Nanny	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
421114	Out of School Hours Care Worker	NS	S	NS	NS	NS	NS	NS	S	NS	Strong
422111	Aboriginal and Torres Strait Islander Education Worker	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
422112	Integration Aide	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
422115	Preschool Aide	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
422116	Teachers' Aide	NS	S	NS	NS	NS	NS	NS	NS	NS	Moderate
423111	Aged or Disabled Carer	S	S	S	S	S	S	S	S	S	Strong
423211	Dental Assistant	S	S	S	S	S	S	S	S	S	Moderate
423311	Hospital Orderly	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
423312	Nursing Support Worker	S	S	S	S	S	S	S	S	S	Moderate

Occupation		Current Labour Market Ratings and Future Demand Rating									
ANZSCO	Occupation	National Labour Market Rating	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	National Future Demand
423313	Personal Care Assistant	S	S	S	S	S	S	S	S	S	Moderate
423314	Therapy Aide	NS	NS	NS	NS	NS	NS	NS	S	NS	Moderate
423411	Child or Youth Residential Care Assistant	NS	NS	NS	NS	NS	NS	NS	NS	NS	Soft
423412	Hostel Parent	NS	NS	NS	NS	NS	NS	NS	NS	NS	Soft
423413	Refuge Worker	NS	NS	NS	NS	NS	NS	NS	NS	NS	Soft
431111	Bar Attendant	NS	NS	NS	NS	NS	NS	NS	S	NS	Strong
431112	Barista	NS	NS	NS	NS	NS	NS	NS	S	NS	Strong
431311	Gaming Worker	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
431411	Hotel Service Manager	NS	NS	NS	NS	NS	NS	NS	S	NS	Strong
431511	Waiter	NS	NS	NS	NS	NS	NS	NS	S	NS	Strong
441211	Emergency Service Worker	NS	NS	NS	NS	NS	NS	NS	NS	NS	Soft
441212	Fire Fighter	NS	NS	NS	NS	NS	NS	NS	NS	NS	Soft
441311	Detective	NS	NS	NS	NS	NS	NS	NS	NS	NS	Soft
441312	Police Officer	NS	NS	NS	NS	NS	NS	NS	NS	NS	Soft
442111	Prison Officer	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
442213	Crowd Controller	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
442214	Private Investigator	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
442216	Security Consultant	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
442217	Security Officer	NS	NS	NS	NS	NS	NS	NS	S	NS	Strong
451111	Beauty Therapist	NS	NS	NS	NS	NS	NS	NS	S	NS	Moderate
451211	Driving Instructor	NS	NS	NS	NS	NS	NS	NS	S	NS	Moderate
451311	Funeral Director	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
451411	Gallery or Museum Guide	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
451412	Tour Guide	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
451511	Natural Remedy Consultant	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
451512	Weight Loss Consultant	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
451513	Herbalist (Western)	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
451611	Tourist Information Officer	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
451612	Travel Consultant	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
451711	Flight Attendant	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
451811	Civil Celebrant	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
451814	Body Artist	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
451815	First Aid Trainer	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
451816	Religious Assistant	NS	NS	NS	NS	NS	NS	NS	NS	NS	Strong
452111	Fitness Instructor	NS	S	NS	NS	NS	NS	NS	NS	NS	Moderate

Occupation		Current Labour Market Ratings and Future Demand Rating									
ANZSCO	Occupation	National Labour Market Rating	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	National Future Demand
452211	Bungy Jump Master	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
452212	Fishing Guide	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
452213	Hunting Guide	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
452214	Mountain or Glacier Guide	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
452215	Outdoor Adventure Instructor	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
452216	Trekking Guide	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
452217	Whitewater Rafting Guide	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
452311	Diving Instructor (Open Water)	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
452312	Gymnastics Coach or Instructor	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
452313	Horse Riding Coach or Instructor	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
452314	Snowsport Instructor	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
452315	Swimming Coach or Instructor	NS	S	NS	NS	NS	NS	NS	S	NS	Moderate
452316	Tennis Coach	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
452317	Other Sports Coach or Instructor	NS	S	NS	NS	NS	NS	NS	NS	NS	Moderate
452318	Dog or Horse Racing Official	NS	S	NS	NS	NS	NS	NS	NS	NS	Moderate
452321	Sports Development Officer	NS	S	NS	NS	NS	NS	NS	S	NS	Moderate
452322	Sports Umpire	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
452323	Other Sports Official	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
452411	Footballer	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
452412	Golfer	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
452413	Jockey	NS	NS	NS	NS	NS	NS	NS	NS	NS	Moderate
452414	Lifeguard	NS	NS	NS	NS	NS	NS	NS	S	NS	Moderate

Ratings: S – Shortage; M – Metropolitan Shortage; NS – No Shortage