

# Recruitment Experiences and Outlook Survey: September quarter 2023

Jobs and Skills Australia conducts the Recruitment Experiences and Outlook Survey (REOS) to monitor recruitment activity and conditions across Australia. Key national indicators from the survey are released monthly; more detailed data disaggregated by state, area, industry and occupation are released in this quarterly report. For further information on these data and the REOS, please refer to the notes on the last page.

Recruitment rate

|  |  |
| --- | --- |
|  | * The recruitment rate in September quarter 2023 was 48%. * This was 9 percentage points lower than this time last year (57%). |
| Recruitment difficulty rate | * The recruitment difficulty rate in the September quarter 2023 was 60%. * This was 12 percentage points lower than the quarterly peak of recruitment difficulty (72%) recorded a year ago. |
| Expecting to increase staff | * In the September quarter 2023, 24% of employers expected to increase staff. This was 4 percentage points lower than a year ago (28%). * The proportion of employers who expected to decrease staff was 3% in the September quarter. |

## Key indicators by state/territory

In the September quarter 2023, the Northern Territory and Western Australia recorded the highest recruitment rate of any state or territory (67% and 55% respectively). The Northern Territory also recorded the highest recruitment difficulty rate (68%). Employers in Tasmania were the most likely to expect to increase staff in the next 3 months (30%).

Table 1. Key indicators by state/territory, September quarter 2023

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | Recruitment rate | | Recruitment difficulty rate | | | Expect to increase staff | | |
|  | % of employers | | Annual change (% points) | | % of recruiting employers | Annual change (% points) | | % of employers | Annual change (% points) |
| NSW | 48% | | -7 pts | | 60% | -11 pts | | 25% | -1 pts |
| VIC | 43% | | -17 pts | | 62% | -13 pts | | 21% | -11 pts |
| QLD | 54% | | -5 pts | | 62% | -8 pts | | 26% | -3 pts |
| SA | 47% | | -5 pts | | 60% | -4 pts | | 23% | 2 pts |
| WA | 55% | | 1 pts | | 51% | -24 pts | | 22% | -6 pts |
| TAS | 44% | | -8 pts | | 46%\* | -21 pts\* | | 30% | 9 pts |
| NT# | 67% | | -9 pts | | 68% | -6 pts | | 24% | -10 pts |
| ACT# | 51% | | -10 pts | | 50% | -22 pts | | 25% | -9 pts |

# Due to smaller sample sizes, data for the NT and ACT are based on six-month average data (June qtr to Sep qtr).   
\* Interpret with caution due to low sample size.

Figure 1. Recruitment rate by state, September quarter 2022 – September quarter 2023

Figure 2. Recruitment difficulty rate by state, September quarter 2022 – September quarter 2023

Figure 3. Expecting to increase staff numbers over the next 3 months by state, September quarter 2022 – September quarter 2023

## Key indicators by ARIA location

In the September quarter 2023, Outer Regional, Remote, and Very Remote Australia recorded the highest recruitment rate (55%) and the highest level of recruitment difficulty (67%). Expectations to increase staffing was the highest in Inner Regional Australia (27%).

Table 2. Key indicators by ARIA location, September quarter 2023

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Recruitment rate | | Recruitment difficulty rate | | Expect to increase staff | |
|  | % of employers | Annual change (% points) | % of recruiting employers | Annual change (% points) | % of employers | Annual change (% points) |
| Major Cities of Australia | 47% | -9 pts | 57% | -15 pts | 23% | -6 pts |
| Inner Regional Australia | 49% | -11 pts | 64% | -7 pts | 27% | 0 pts |
| Outer Regional, Remote,  & Very Remote Australia | 55% | -3 pts | 67% | -6 pts | 24% | -1 pts |

Note: Accessibility and Remoteness Index of Australia (ARIA) classifications of Outer Regional Australia, Remote Australia, and Very Remote Australia have been combined into one category to increase sample size.

Figure 4. Recruitment rate by ARIA location, September quarter 2022 – September quarter 2023

Figure 5. Recruitment difficulty rate by ARIA location, September quarter 2022 – September quarter 2023

Figure 6. Expecting to increase staff numbers over the next 3 months by ARIA location, September quarter 2022 – September quarter 2023

## Key indicators by selected industries

In the September quarter 2023, the highest recruitment rate was recorded by the Accommodation and Food Services industry (69%), whilst the lowest was recorded for Wholesale Trade (35%). Health Care and Social Assistance recorded the highest recruitment difficulty rate (71%). Expectations to increase staff was the highest in the Accommodation and Food Services industry (36%).

Table 3. Key indicators by industry, September quarter 2023

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Recruitment rate | | Recruitment difficulty rate | | Expect to increase staff | |
|  | % of employers | Annual change (% points) | % of recruiting employers | Annual change (% points) | % of employers | Annual change (% points) |
| Manufacturing | 51% | -4 pts | 69% | -10 pts | 23% | -5 pts |
| Construction | 41% | -10 pts | 61% | -9 pts | 21% | -7 pts |
| Wholesale Trade | 35% | -10 pts | 67%\* | -8 pts\* | 21% | -5 pts |
| Retail Trade | 45% | -15 pts | 58% | -18 pts | 22% | -8 pts |
| Accommodation and Food Services | 69% | -9 pts | 40% | -29 pts | 36% | -8 pts |
| Professional, Scientific & Technical Services | 37% | -5 pts | 59% | -3 pts | 23% | 5 pts |
| Health Care & Social Assistance | 57% | -16 pts | 71% | 0 pts | 29% | -1 pts |

\* Interpret with caution due to low sample size.

Figure 7. Recruitment rate by industry, September quarter 2022 – September quarter 2023

Figure 8. Recruitment difficulty rate by industry, September quarter 2022 – September quarter 2023

## Key indicators by selected occupation groups

In the September quarter 2023, the highest recruitment difficulty rate was recorded for Technicians and Trades Workers (75%). Employers recruiting for Technicians and Trades Workers, as well as Professionals were the most likely have been recruiting for longer than a month.

Table 4. Key indicators by occupation, September quarter 2023

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Recruitment difficulty rate | | Vacancies taking longer than 1 month to fill | |
|  | % of recruiting employers | Annual change (% points) | % of recruiting employers | Annual change (% points) |
| Professionals | 68% | -6 pts | 71% | -4 pts |
| Technicians and Trades Workers | 75% | -7 pts | 71% | -10 pts |
| Community & Personal Service Workers | 60% | -15 pts | 52% | -24 pts |
| Clerical and Administrative Workers | 43% | -12 pts | 47% | -4 pts |
| Sales Workers | 52% | -17 pts | 46% | -19 pts |
| Machinery Operators and Drivers | 57% | -15 pts | 45%\* | -29 pts\* |
| Labourers | 48% | -26 pts | 39% | -29 pts |

Figure 9. Recruitment difficulty rate by occupation, September quarter 2022 – September quarter 2023

Figure 10. Vacancies taking longer than 1 month to fill, by occupation group, September quarter 2022 – September quarter 2023

### REOS Background and Notes

Jobs and Skills Australia conducts the Recruitment Experiences and Outlook Survey (REOS), a telephone administered survey of at least 1,000 employers each month. While the results are indicative of recruitment activity, they may be subject to seasonal factors and other volatility and should therefore be used with a degree of caution. In addition, the survey is targeted towards employers with 5 or more employees, and excludes many government organisations. More detail is available at <https://www.jobsandskills.gov.au/work/reos-survey-methodology>. REOS data are published on the Jobs and Skills website at: [https://www.jobsandskills.gov.au/work/recruitment-experiences-and-outlook-survey](https://www.jobsandskills.gov.au/work/recruitment-experiences-and-outlook-survey%20)

Data in this release should be referenced as: *Jobs and Skills Australia, Recruitment Experiences and Outlook Survey: September quarter 2023*

#### Data notations

\* Interpret with caution due to low sample size.

#### Recruitment rate

The proportion of employers either currently recruiting or who had recruited in the previous month. It is calculated by dividing the number of employers who recruited or were attempting to recruit by the number of employers that responded to the survey (excluding ‘unsure’ responses).

#### Recruitment difficulty rate

The proportion of recruiting employers who experienced difficulty hiring staff. This indicator focusses on the most recent recruitment round in the previous month. The indicator is calculated as: employers who recruited and reported difficulty, divided by all employers who recruited (excluding ‘unsure’ responses).

#### Expectations to increase staffing levels over the next 3 months

This is calculated as the percentage of employers who expect to increase staff over the next 3 months, divided by all employers. Expectations to decrease staff is also collected.

#### Vacancies taking longer than 1 month to fill

The proportion of recruiting employers unable to fill all their vacancies within a month. It excludes employers with unfilled vacancies who have been recruiting for less than a month.

### Recent REOS releases

The [Jobs and Skills Australia](https://www.jobsandskills.gov.au/data/recruitment-experiences-and-outlook-survey) website includes:

* The September 2023 monthly REOS report, including a more detailed excel datafile. The datafile includes both the monthly results as well as the quarterly series. The quarterly estimates are aggregated results for the 3 months within each quarter.
* REOS Spotlight series features analysis on topics of interest not covered in the regular monthly. Recent spotlight releases cover employers' greatest concerns for the future and unrealised vacancies (or employers who had given up recruiting).

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