Australian Government | Jobs and Skills Australia

Recruitment Experiences and Outlook Survey (REOS)

What is REOS

The Recruitment Experiences and Outlook Survey (REOS) is conducted monthly by Jobs and Skills Australia to monitor recruitment activity, hiring challenges, and staffing expectations for around 10,000 employers across Australia each year. It informs workforce policy and planning by providing timely, employer-sourced insights.

How can REOS be used?

The Recruitment Experiences and Outlook Survey is a rich data source for practical and policy-related purposes. The main uses are:

- Monitoring labour market by tracking recruitment activity across industries, regions and business sizes, which helps identify trends and changes in hiring behaviour.
- Informing evidence-based workforce policies by providing insights into employer challenges and expectations.
- Assessing staffing outlook to anticipate future labour demand, using information on recruitment difficulty and vacancy duration to guide interventions for hard-to-fill roles.
- Helping businesses benchmark their recruitment experiences against national and regional trends.
- Collecting employer data on the JSA priorities or topics of interest, with flexibility to focus on different cohorts as needed within the survey methodology.

Who we survey and how it is collected?

REOS targets Australian businesses with 5 or more employees, excluding:

- Sole traders.
- Religious institutions.
- Government schools.

The survey is collected by using a Computer-Assisted Telephone Interview method by trained in-house call centre labour market interviewers.

Did you know…

- Staff turnover is the main driver for recruitment, accounting for roughly 60% of all hires.
- REOS collects information on vacancies that are filled by word of mouth. One in four of employers uses personal networks, making it the second most common recruitment method, especially in regional and remote communities.
- Employers in regional areas are increasingly using social media platforms such as Facebook, LinkedIn and Instagram for recruitment.
- The number of roles unfilled for over a month has hit a record low, which means better candidate availability and quicker hiring.
- Regional areas are recruiting more and facing tougher hiring challenges, especially for skilled roles. Capital cities remain stable with slightly lower recruitment activity and difficulty.
- REOS collects information on a wide range of occupations across all skill levels.
- Around 20% of employers reported recruitment or retention difficulties as their single greatest future concern, particularly those within the Health Care and Social Assistance industry.

Our products

The REOS is an enhanced, rich data source and covers a range of products, including stakeholder requests and data published on the JSA website. These products include:

- **Monthly and quarterly summary reports**: High-level insights into recruitment activity and hiring intentions, trends in recruitment difficulty across industries and regions.
- **Thematic deep dives:** focused reports on emerging issues, such as mature aged and young workers in the labour market, First Nation's people, people with disability, how employers recruit, and generative AI.
- **Time series data:** trends over time in recruitment activity, recruitment difficulty and staffing outlook.
- **Custom data requests:** tailored data extracts for government departments, researchers, and policy teams, enabling targeted analysis for program design and evaluation.

Further information

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