Victorian Employer Skills and Training Survey 2017

Health Care and Social Assistance

Over 12,100 employers responded to the skills and training component of the *Victorian Employer Satisfaction and Skills Survey* in 2017. Of these, 852 were from the Health Care and Social Assistance industry. Employers report that skills are important to productivity, but many are facing challenges filling jobs and finding the right applicants with the right skills. These challenges are faced both now, and are expected to continue into the future. However, a high proportion of employers that access training to improve the skills of their workforce report a positive impact on productivity and return on investment.

The statistics below reflect the experience of employers in the Health Care and Social Assistance industry compared to the overall Victorian average.

**Productivity**

**Skills are important to productivity**

Businesses found that a lack of skills had a medium impact on workplace productivity.

**High impact**

Health Care and Social Assistance Industry: 18%

Victoria: 28%

**Medium impact**

Health Care and Social Assistance Industry: 63%

Victoria: 53%

**Low impact**

Health Care and Social Assistance Industry: 16%

Victoria: 16%

**Impact of insufficient workforce skills**

A lack of skills can increase the workload for other staff, affect operating costs and resulted in poorer quality of service/products.

**Increased workload for other staff**

Health Care and Social Assistance Industry: 67%

Victoria: 61%

**Increased operating costs**

Health Care and Social Assistance Industry: 42%

Victoria: 44%

**Poorer quality of service/products**

Health Care and Social Assistance Industry: 41%

Victoria: 38%

**Challenges**

**Managing the skills of the workforce**

Employers reported that recruitment was challenging due to candidates not having the required skills or being job ready.

Over a third of employers saw the need to improve skills of existing staff.

Finding people with the right skills

Health Care and Social Assistance Industry: 56%

Victoria: 53%

Finding job ready candidates

Health Care and Social Assistance Industry: 33%

Victoria: 33%

Training staff to keep skills up to date

Health Care and Social Assistance Industry: 36%

Victoria: 27%

**Recruitment challenges**

Employers faced recruitment challenges primarily due to a lack of relevant experience and potential candidates.

Agreed roles were difficult to fill

Health Care and Social Assistance Industry: 54%

Victoria: 54%

**Lacked relevant experience**

Health Care and Social Assistance Industry: 58%

Victoria: 55%

**Few applicants**

Health Care and Social Assistance Industry: 47%

Victoria: 46%

**Lacked technical / job specific skills**

Health Care and Social Assistance Industry: 41%

Victoria: 50%

**Skills**

**Skills needed now and for the future**

Businesses are concerned they may not have the skills they need for the future

Health Care and Social Assistance Industry: 26%

Victoria: 24%

Businesses lack the skills they need today

Health Care and Social Assistance Industry: 9%

Victoria: 9%

Businesses believe they have the skills needed for today and for the next 12 months

Health Care and Social Assistance Industry: 62%

Victoria: 61%

**Main skills lacking today and in the next 12 months**

Over half of employers identified technical and job specific skills are lacking today or will be lacking in the next 12 months.

**Technical / job specific skills**

Health Care and Social Assistance Industry: 56%

Victoria: 69%

**IT / computer skills**

Health Care and Social Assistance Industry: 46%

Victoria: 33%

**Management / leadership skills**

Health Care and Social Assistance Industry: 44%

Victoria: 40%

**Training**

**Employers’ access to training**

Employers supported staff training in 2016

Health Care and Social Assistance Industry: 79%

Victoria: 63%

Employers mainly used private training providers and industry associations to deliver their training in 2016.

**Private training providers**

Health Care and Social Assistance Industry: 59%

Victoria: 50%

**Industry associations**

Health Care and Social Assistance Industry: 56%

Victoria: 48%

**TAFE**

Health Care and Social Assistance Industry: 18%

Victoria: 24%

**Training contribution and quality**

Employers find that training has a positive contribution to productivity and business success.

Positive Return on Investment

Health Care and Social Assistance Industry: 75%

Victoria: 75%

Positive impact on productivity

Health Care and Social Assistance Industry: 73%

Victoria: 72%

Training is a priority for the workplace

Health Care and Social Assistance Industry: 92%

Victoria: 86%

Quality of provider training was high

Health Care and Social Assistance Industry: 81%

Victoria: 79%