Victorian Employer Skills and Training Survey 2017

Transport, Postal and Warehousing

Over 12,100 employers responded to the skills and training component of the *Victorian Employer Satisfaction and Skills Survey* in 2017. Of these, 726 were from the Transport, Postal and Warehousing 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 Transport, Postal and Warehousing 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**

Transport, Postal and Warehousing: 22%

Victoria: 28%

**Medium impact**

Transport, Postal and Warehousing: 48%

Victoria: 53%

**Low impact**

Transport, Postal and Warehousing: 30%

Victoria: 16%

**Impact of insufficient workforce skills**

A lack of skills can affect operating costs, increase the workload for other staff and result in a loss of business to competitors.

**Increased operating costs**

Transport, Postal and Warehousing: 44%

Victoria: 44%

**Increased workload for other staff**

Transport, Postal and Warehousing: 43%

Victoria: 61%

**Loss of business to competitors**

Transport, Postal and Warehousing: 32%

Victoria: 31%

**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.

A fifth of employers had challenges meeting industry standards within the workplace.

Finding people with the right skills

Transport, Postal and Warehousing: 50%

Victoria: 53%

Finding job ready candidates

Transport, Postal and Warehousing: 31%

Victoria: 33%

Meeting industry standards

Transport, Postal and Warehousing: 20%

Victoria: 17%

**Recruitment challenges**

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

Agreed roles were difficult to fill

Transport, Postal and Warehousing: 56%

Victoria: 54%

**Lacked relevant experience**

Transport, Postal and Warehousing: 55%

Victoria: 55%

**Few applicants**

Transport, Postal and Warehousing: 45%

Victoria: 46%

**Lacked technical / job specific skills**

Transport, Postal and Warehousing: 45%

Victoria: 50%

**Skills**

**Skills needed now and for the future**

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

Transport, Postal and Warehousing: 19%

Victoria: 24%

Businesses lack the skills they need today

Transport, Postal and Warehousing: 8%

Victoria: 9%

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

Transport, Postal and Warehousing: 62%

Victoria: 61%

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

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

**Technical / job specific skills**

Transport, Postal and Warehousing: 67%

Victoria: 69%

**Customer service skills**

Transport, Postal and Warehousing: 36%

Victoria: 33%

**Problem solving skills**

Transport, Postal and Warehousing: 34%

Victoria: 35%

**Training**

**Employers’ access to training**

Employers supported staff training in 2016

Transport, Postal and Warehousing: 48%

Victoria: 63%

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

**Private training providers**

Transport, Postal and Warehousing: 54%

Victoria: 50%

**Industry associations**

Transport, Postal and Warehousing: 47%

Victoria: 48%

**TAFE**

Transport, Postal and Warehousing: 10%

Victoria: 24%

**Training contribution and quality**

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

Positive Return on Investment

Transport, Postal and Warehousing: 73%

Victoria: 75%

Positive impact on productivity

Transport, Postal and Warehousing: 68%

Victoria: 72%

Trained staff are more valuable to the workplace

Transport, Postal and Warehousing: 85%

Victoria: 86%

Quality of provider training was high

Transport, Postal and Warehousing: 80%

Victoria: 79%