Victorian Employer Skills Survey 2018

Health Care and Social Assistance

Of the 13,600 employers that responded to *Victorian Employer Skills Survey* in 2018, nearly 960 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 Healthcare and Social Assistance industry compared to the overall Victorian average.

**Productivity**

**Skills are important to productivity**

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

**High impact**

Health Care and Social Assistance Industry: 28%

Victoria: 28%

**Medium impact**

Health Care and Social Assistance Industry: 60%

Victoria: 56%

**Low impact**

Health Care and Social Assistance Industry: 7%

Victoria: 15%

**Impact of insufficient workforce skills**

Businesses lacking skills mainly reported the following workplace issues:

**Increased workload for other staff**

Health Care and Social Assistance Industry: 68%

Victoria: 66%

**Increased operating costs**

Health Care and Social Assistance Industry: 40%

Victoria: 46%

**Inability to meet customer needs**

Health Care and Social Assistance Industry: 42%

Victoria: 41%

**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.

More than 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: 59%

Victoria: 59%

**Finding job ready candidates**

Health Care and Social Assistance Industry: 34%

Victoria: 35%

**Faced challenges training staff to keep skills up to date**

Health Care and Social Assistance Industry: 35%

Victoria: 27%

**Recruitment challenges**

Employers facing recruitment challenges mainly reported applicant related reasons for their difficulties.

**Agreed roles were difficult to fill**

Health Care and Social Assistance Industry: 60%

Victoria: 59%

**Few applicants**

Health Care and Social Assistance Industry: 58%

Victoria: 52%

**Lacked relevant experience**

Health Care and Social Assistance Industry: 54%

Victoria: 56%

**Lacked technical / job specific skills**

Health Care and Social Assistance Industry: 44%

Victoria: 52%

**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: 27%

Victoria: 26%

**Businesses lack the skills they need today**

Health Care and Social Assistance Industry: 9%

Victoria: 12%

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

Health Care and Social Assistance Industry: 64%

Victoria: 62%

**Type of skills lacking today and in the next 12 months**

Employers who lack the skills today, or expect to over the next year, identified various skills needs.

**Technical / job specific skills**

Health Care and Social Assistance Industry: 65%

Victoria: 68%

**IT / computer skills**

Health Care and Social Assistance Industry: 38%

Victoria: 33%

**Management / leadership skills**

Health Care and Social Assistance Industry: 37%

Victoria: 39%

**Training**

**Employers’ access to training**

**Employers supported staff training last year**

Health Care and Social Assistance Industry: 62%

Victoria: 57%

Employers who supported training either utilised external trainers or made provisions for training within the organisation by other staff.

**Internal training providers**

Health Care and Social Assistance Industry: 62%

Victoria: 57%

**External training providers**

Health Care and Social Assistance Industry: 85%

Victoria: 82%

**Training contribution and quality**

Employers who supported training agreed it had a positive contribution to productivity and business success.

**Positive return on investment**

Health Care and Social Assistance Industry: 92%

Victoria: 90%

**Positive impact on productivity**

Health Care and Social Assistance Industry: 89%

Victoria: 90%

**Training is a priority for the workplace**

Health Care and Social Assistance Industry: 96%

Victoria: 94%

**Quality of provider training was high**

Health Care and Social Assistance Industry: 90%

Victoria: 88%