Victorian Employer Skills Survey 2018

Transport, Postal and Warehousing

Of the 13,600 employers responded to the *Victorian Employer Skills Survey* in 2018, nearly 740 were from the Transport, Postal and Warehousing industry. Employers report that sills 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 with a lack of skills found it had a medium impact on workplace productivity.

**High impact**

Transport, Postal and Warehousing: 30%

Victoria: 28%

**Medium impact**

Transport, Postal and Warehousing: 64%

Victoria: 56%

**Low impact**

Transport, Postal and Warehousing: 6%

Victoria: 15%

**Impact of insufficient workforce skills**

Businesses lacking skills mainly reported the following workplace issues:

**Increased workload for other staff**

Transport, Postal and Warehousing: 50%

Victoria: 66%

**Loss of business to competitors**

Transport, Postal and Warehousing: 52%

Victoria: 37%

**Inability to meet customer needs**

Transport, Postal and Warehousing: 48%

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.

Nearly a quarter of employers saw the need to improve the skills of existing staff.

**Finding people with the right skills**

Transport, Postal and Warehousing: 59%

Victoria: 59%

**Finding job ready candidates**

Transport, Postal and Warehousing: 34%

Victoria: 35%

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

Transport, Postal and Warehousing: 23%

Victoria: 27%

**Recruitment challenges**

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

**Agreed roles were difficult to fill**

Transport, Postal and Warehousing: 63%

Victoria: 59%

**Lacked relevant experience**

Transport, Postal and Warehousing: 62%

Victoria: 56%

**Few applicants**

Transport, Postal and Warehousing: 54%

Victoria: 52%

**Lacked technical / job specific skills**

Transport, Postal and Warehousing: 48%

Victoria: 52%

**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: 22%

Victoria: 26%

**Businesses lack the skills they need today**

Transport, Postal and Warehousing: 11%

Victoria: 12%

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

Transport, Postal and Warehousing: 66%

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**

Transport, Postal and Warehousing: 66%

Victoria: 68%

**Management / leadership skills**

Transport, Postal and Warehousing: 32%

Victoria: 39%

**Customer service skills**

Transport, Postal and Warehousing: 32%

Victoria: 32%

**Training**

**Employers’ access to training**

**Employers supported staff training last year**

Transport, Postal and Warehousing: 53%

Victoria: 64%

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

**Internal training**

Transport, Postal and Warehousing: 66%

Victoria: 57%

**External training**

Transport, Postal and Warehousing: 60%

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**

Transport, Postal and Warehousing: 89%

Victoria: 90%

**Positive impact on productivity**

Transport, Postal and Warehousing: 87%

Victoria: 90%

**Developed sufficient levels of technical skills**

Transport, Postal and Warehousing: 96%

Victoria: 91%

**Quality of provider training was high**

Transport, Postal and Warehousing: 89%

Victoria: 88%