

CADET-USC Training & Employment Future Skills for Sustaining the Sunshine Coast Report

Presented by:
Wayne Graham,
Lecturer in Management



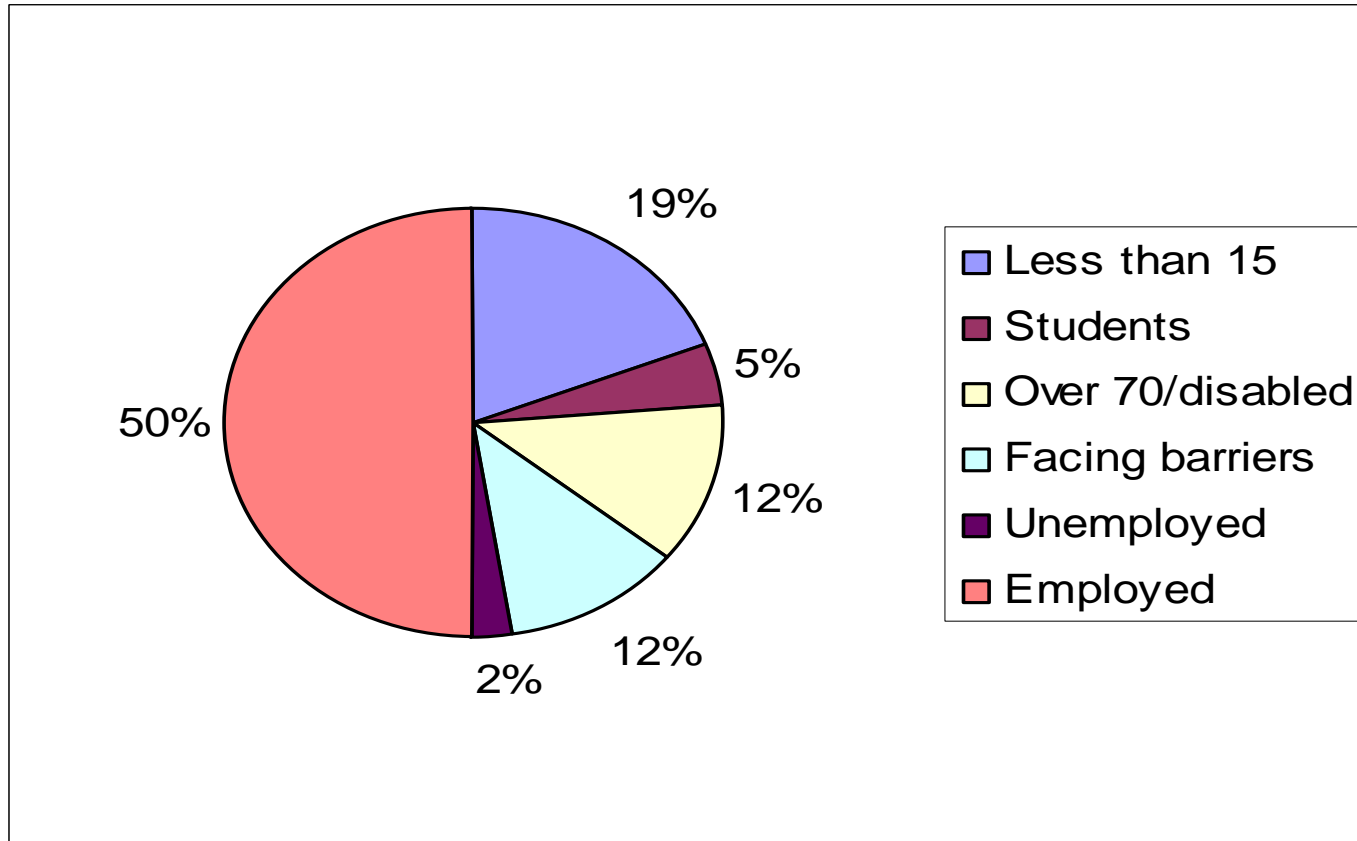
Terms of Reference

- Define, clarify and highlight skills issues on the Sunshine Coast
 - Literature review plus 10-15 interviews
 - What skills are missing?
 - How are firms managing these issues?
 - Identify target areas for remedial action
 - Suggest a research and action agenda

Background

- National skill shortages (DEST)
- State skill shortages (DEWR)
- Future skilling (NCVER)
- Queensland skills plan (DET)
- The Productivity Commission
- Business Council of Australia
- QLD Skills Expo

Australian participation rates



Types of skills

- General: reading, writing, numeracy, attitude, responsibility, work ethic
- Specific: job related
(Becker 1962; Shah & Burke 2005)
- Conceptual: understanding the 'big picture'
- Interpersonal: ability to deal with people
- Technical: specialised vocation related skills

(Katz 1974)

Technical skill shortages on the Sunshine Coast

- Health industry
 - Hospitals and aged care facilities
 - Nurses
 - General Practitioners
 - Radiographers
 - All specialists

Technical skill shortages on the Sunshine Coast (Cont'd)

- Tourism and hospitality
 - Chefs
 - Cleaners
 - Tour operators
 - Science-related
 - Frontline staff

Technical skill shortages on the Sunshine Coast (Cont'd)

- Professionals
 - Accountants, especially taxation
 - Solicitors, especially commercial law and litigation
 - Surveyors
 - Engineers, mechanical and civil
- Construction
 - All trades
 - Supervisors

Technical skill shortages on the Sunshine Coast (Cont'd)

- Information and communication technology
 - Database technicians
 - Network administrators
 - Software specialisation
 - Systems administrators
 - Programmers

Generic skill shortages on the Sunshine Coast

- Communication
 - Reading, writing, numeracy
- Customer service
- Attitude
- Responsibility
- Work ethic

Issues

- Rapid growth
- Complex and dynamic business environment
- Health & aged care industry is at crisis point
- Industries associated with trades are haemorrhaging
- Inability to fill vacancies is stifling sustained growth of the region

Issues (Cont'd)

- High reliance on small business
- Lack of information flows
- Highly skilled workforce is mobile
 - Have qualification, will travel
- Increasing wage pressures for employers
 - The lure of the mines

Recommendations

- Increase participation rates
 - Seniors
 - Women
 - Long-term unemployed
- Break down barriers and unlock prejudices
 - Culturally and linguistically diverse
 - Sole parents
 - Disabled
 - Returns

Recommendations (Cont'd)

- Value-add current workforce
 - Up-skill existing labour
 - Re-think recruitment criteria
- Education and training
 - Collaborative
 - Governments, business, educators
 - Whole of system approach
 - Technical and generic

Recommendations (Cont'd)

- Reconsider recruitment processes
 - Reduce costs
 - Invest in the future
- Changing societal mindsets
 - TAFE or Uni?
 - Baby boomers & Generation Y
 - What about Generation X?