



**Jobs
Queensland**
Future skills. Future workforce.

Annual Report

2019-2020



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2019–20 HIGHLIGHTS

The role of Jobs Queensland is to provide well-researched, authoritative advice to the Minister and Queensland Government on patterns and trends in the State's workforce. In particular, we focus on analysing trends relevant to the jobs and workforces of the future. This includes monitoring emerging overseas experience as well as that of other jurisdictions in Australia.

Jobs Queensland's work must take into account, almost as a first principle, the State's highly decentralised pattern of demography and economic activity. An essential part of our activity, therefore, is to engage with different regions, industries, employers and communities as we seek to provide advice on measures to foster a skilled and productive workforce able to adapt to major disruptions ahead.

Some of these challenges, such as the COVID pandemic, profound technological shifts and the existential threat of climate change, are global. Others - such as rebuilding local economies and communities in the wake of cyclones or drought - have a very specific Queensland context.

We sincerely thank our industry and community partners across the various parts of Queensland for their engagement and support. We also thank Minister Fentiman for her own advocacy around building resilient economies for the future through a better trained and skilled workforce.

Professor Peter Coaldrake, AO

Jobs Queensland Chair
1 July 2019–12 June 2020

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01 ABOUT JOBS QUEENSLAND

Jobs Queensland is the trusted authority on the future skills and workforce needs of Queensland. We provide evidence-based intelligence to help policymakers and industry keep our State one step ahead of Queensland's changing economy and labour market. Queenslanders need a reliable source of information to make the best decisions for their future and to shape a better future for our State.

LEGISLATION

The *Jobs Queensland Act 2015* (the Act) outlines Jobs Queensland's functions and responsibilities. Its core function is to deliver independent advice to the Queensland Government regarding future skills needs, workforce planning and development, and the apprenticeship and traineeship system in Queensland.

This advice is provided to the Minister for Employment and Small Business and Minister for Training and Skills Development, the Honourable Shannon Fentiman MP.

Jobs Queensland undertakes research to support this work and consults industry, regional, community and government stakeholders to inform the advice delivered to the Minister and to increase awareness among Queenslanders of Jobs Queensland's work.

JOBS QUEENSLAND BOARD

Section 10 of the Act details the composition of Jobs Queensland to ensure it has a broad mix of skills, experience and capabilities. Our Board is representative of a diverse Queensland audience, including members of industry, community and regions; we are well connected, informed and equipped to help Queensland prepare for the future. The Board met eight times throughout 2019–20.

BOARD AS AT 30 JUNE 2020

- Donna Bonney
- Tamilyn Brennan
- Heidi Cooper
- Daniel Gschwind
- Peter Henneken AM
- Cathy Janetzki*
- Brett Schimming
- Holly Tattersall**
- Jennifer Thomas
- Kristine Skippington
- Rohan Webb

*Ms Cathy Janetzki commenced on 11 June 2020.

** Ms Holly Tattersall commenced on 8 August 2019.

PREVIOUS MEMBERS

Other members of Jobs Queensland during 2019–20 were:

- Ms Tracey Sharpe – resigned on 18 September 2019.
- Professor Peter Coaldrake AO – resigned on 12 June 2020.

In accordance with the Remuneration Procedures for Part-time Chairs and Members of Queensland Government Bodies (Remuneration Procedures), the Governor in Council approved remuneration arrangements for the Chairperson and eligible members of JQ, being an annual fee of \$10,000 for the chairperson and annual fees of \$7,500 for eligible members.

JOBS QUEENSLAND SECRETARIAT

Jobs Queensland is a statutory entity. The Department of Employment, Small Business and Training (DESBT) is responsible for providing budget, financial management and business support to Jobs Queensland. The Jobs Queensland Secretariat, which is a business unit within DESBT, provides dedicated support to allow Jobs Queensland to undertake its functions. The Board and Secretariat are based in Ipswich.

Jobs Queensland supports the Queensland Government's commitment to human rights by considering the requirements of the *Human Rights Act 2019* in its planning, activities and recommendations. No human rights complaints have been received.

Finance, risk management, human resources, audit and governance functions are covered in the Department of Employment, Small Business and Training reporting. For more information on the composition of Jobs Queensland, visit jobsqueensland.qld.gov.au/about-us.

02 OUR WORK IN 2019–20

ENGAGEMENT

In delivering its work, Jobs Queensland engages with a range of stakeholders. Throughout 2019-20, Jobs Queensland conducted extensive stakeholder consultation to support projects and strengthen strategic relationships.

There was engagement in metropolitan and regional centres with a diverse range of stakeholders, including employers, small and medium sized businesses, peak bodies, industry associations, community organisations, local governments, employee representatives and regional economic development bodies. Digital and online platforms also allowed engagement with stakeholders in regional and remote areas.

Jobs Queensland had the opportunity to participate in a number of regional economic development discussions across the state, as well as present at vocational education and training (VET) focused events around Australia.

Jobs Queensland's engagement in 2019–20 included:

- **35** hosted forums, workshops and events
- **39** presentations delivered at conferences and events
- **4000+** downloads of Jobs Queensland resources [Sep 2019 – Jul 2020]
- **53%** growth in eNews subscribers
- **330%** growth in LinkedIn audience
- Established a Twitter presence.

COVID-19 impacts

With the impact of COVID-19, JQ pivoted operations to support the immediate response and recovery effort across DESBT and the Queensland Government.

Jobs Queensland's role and work remains as important, if not more, as we navigate the impacts of COVID-19 on our workforce.

MAJOR EVENTS

Part of Jobs Queensland's engagement activity included the delivery of three major events. One of these events, *Embracing our future*, was hosted in Brisbane while the other two were held in regional locations.

Embracing our Future – 12 November 2019

Embracing our future: Building Queensland's workforce saw more than 220 representatives from Queensland industry, business, community groups and government come together to discuss key issues shaping the future of skills and the workforce in Queensland and discuss Jobs Queensland's recent research and analysis.

The event celebrated the pivotal role that Jobs Queensland's valued stakeholders play in assisting it to deliver strategic advice and evidence-based research on future skills needs, workforce planning and development, and apprenticeships and traineeships.

Exploring Toowoomba's Bold Ambitions – 3 December 2019

Jobs Queensland joined Regional Development Australia – Darling Downs South West and Toowoomba Regional Council for *Exploring Toowoomba's Bold Ambitions*.

The event focused on how local stakeholders can drive workforce planning that supports regional economic development. It brought together stakeholders from industry, community, education, training and skills development, and government with a focus on strengthening local collaborative arrangements in Toowoomba and across the region.

Exploring Central Queensland's future workforce – 28 February 2020

More than 150 local leaders connected with Jobs Queensland at the *Exploring Central Queensland's future workforce* event in Rockhampton for a live discussion on the opportunities and challenges facing Central Queensland's workforce.

Jobs Queensland welcomed local business, industry, community and government representatives to examine the unique skills, training and workforce needs of the Central Queensland region for the breakfast engagement.

Senior representatives from Rockhampton Regional Council, Livingstone Shire Council and Central Highlands Regional Council also provided their valuable insights and contributions at events prior to engaging with breakfast attendees.

As part of this regional engagement, members of the Jobs Queensland Board undertook site visits with local employers to gain an understanding of the workforce challenges they were experiencing as well as what opportunities there were for these businesses in the region. The Board also hosted its February meeting and strategic planning session in Rockhampton.

SPONSORSHIP

Jobs Queensland sponsors activities aligned to its legislative functions and strategic goals. In 2019-20, it sponsored:

- Queensland Training Awards - The awards provide significant exposure to key stakeholders across the State and positively associates Jobs Queensland with one of the State's long-standing and reputable community-based award programs.
- Queensland Overseas Foundation - The Foundation is a voluntary, non-profit organisation, which provides Queensland VET graduates and trainers the opportunity to work overseas to further their careers and experience.

WHAT OUR STAKEHOLDERS ARE SAYING

Advance Rockhampton has worked with Jobs Queensland around regional workforce planning.

'Jobs Queensland performs an important role in linking labour market research and government programs with on-the-ground personnel. It was good to work with the group throughout 2019-20 to highlight workforce characteristics and opportunities, and the importance of collaboration and coordination to getting future workforce skills needs right.'

The **Australian Security Industry Association Ltd (ASIAL)** has worked closely with Jobs Queensland around workforce planning for the security industry.

'The collaborative approach taken by Jobs Queensland in preparing a workforce development plan for the Queensland security industry has been greatly appreciated and well received. As a participant in the process, it has been a pleasure to work with the passionate and committed Jobs Queensland team.'

qldwater has worked closely with Jobs Queensland across a number of areas of work.

'qldwater commends Jobs Queensland on its recent efforts to inform our industry skilling and workforce planning initiatives. We have been impressed at the comprehensive engagement to develop the new AFS Data Portal and congratulate Jobs Queensland on its willingness to build a tool that is responsive to industry needs. We look forward to continuing to engage with Jobs Queensland and utilising their data and expertise as we build our industry workforce plan.'

Queensland Farmers' Federation has worked with Jobs Queensland on a variety of workforce planning research, tools and activities.

'Jobs Queensland has interacted with us and collaborated with the Rural Jobs and Skills Alliance (RJSA). Jobs Queensland has listened to industry stakeholders to improve their understanding of agriculture issues, its workforce concerns and priorities. RJSA members have participated in various research projects such as Anticipating Future Skills, Future Work and Supporting Workforces During Industry Transition.'

Regional Development Australia Darling Downs South West (RDA DDSW) has worked with Jobs Queensland around regional workforce planning.

'RDA DDSW values Jobs Queensland's input in assisting us to create a long-term workforce plan for Toowoomba under the Regional Jobs Committee. Their insights and data have also assisted employment and workforce planning across the greater Darling Downs and South West.'

OUR PROJECTS

Driven by a skilled team of industry, region and labour market experts, Jobs Queensland is a trusted advisor on Queensland's future skills and workforce needs.

Our research insights and projects provide objective, evidence-based intelligence for industry, government, regions and communities to use for workforce planning and decision-making.

Through our work, we are helping to foster a workforce designed to meet the future needs of a growing, modern economy.

FUTURE SKILLS PROJECTS

Future Work

Jobs Queensland's *Future work, future jobs: Preparing Queensland for the evolution of work* report was released in November 2019, which explores what future work could look like in 2030 for Queenslanders and the economy.

Through extensive research, stakeholder consultation and engagement activities, five themes emerged which shaped 18 recommendations. In February 2020, the Queensland Government announced that all 18 recommendations proposed in the report had been accepted.

Following the release of the *Future work, future jobs* report, two additional research papers are being finalised. These reports dive into skill and capability development for small business, and the importance of a lifelong learning mindset in supporting Queensland's workforce of the future.

jobsqueensland.qld.gov.au/projects/futurework/

Anticipating Future Skills update

Jobs Queensland has updated its highly regarded *Anticipating Future Skills* report and data with projections for 2019-2024. This included revising the modelling and undertaking testing and validation with stakeholders in late 2019.

The updated projections were developed prior to the impact of COVID-19 in early 2020, with the implications of this currently being worked through. This has delayed the publication of these projections; however it is anticipated the updated data will be available in late 2020.

jobsqueensland.qld.gov.au/anticipating-future-skills/

WORKFORCE PLANNING PROJECTS

NDIS workforce needs

Jobs Queensland is continuing to work with key National Disability Insurance Scheme (NDIS) and community services stakeholders to support a multi-year qualitative and quantitative research project (2019 to 2021).

The project is examining how regions across the State can best meet the projected jobs growth and skills needs resulting from the rollout of the NDIS.

Since commencing the project in 2019, six regional workforce research reports have been finalised, which capture the first set of key findings, impacts and themes within disability workforce, skills and employment following the NDIS rollout in the identified regions. Further research on statewide workforce implications is underway.

[jobsqueensland.qld.gov.au/
ndisworkforce](http://jobsqueensland.qld.gov.au/ndisworkforce)

Region and industry workforce planning capability building

Effective workforce planning at a region or industry level has the potential to grow that region or industry; it is a collaborative partnership between key stakeholders, led by region or industry leaders and supported by sound evidence.

The *Region and industry workforce planning guide* recognises that Queensland's regions are varied and characterised by economic diversity and varied employment opportunities and challenges. Each region requires a highly skilled workforce that aligns with their unique and natural advantages.

The guide was published in June 2020, with the target audience of industry groups, regional economic development organisations, local governments and other similar organisations.

[jobsqueensland.qld.gov.au/projects/
region-industry-guide/](http://jobsqueensland.qld.gov.au/projects/region-industry-guide/)

Townsville Workforce Development Plan

Jobs Queensland delivered a *Townsville Workforce Development Plan*, an opportunity identified under the *Townsville City Deal*, which has a five-year focus to align and respond to the *Townsville City Council Economic Development Plan* and demand for higher skills.

An environmental scan was developed to identify potential opportunities, challenges and likely relevant future developments that may impact the local workforce.

It also informed the key industries of focus for the plan - Manufacturing; Health Care and Social Assistance; Transport, Postal and Warehousing; and Professional, Scientific and Technical Services.

The *Townsville Workforce Development Plan* will be published in September 2020.

jobsqueensland.qld.gov.au/townsville

Recovery resources

The impact of COVID-19 is driving change in the Queensland economy at an unprecedented rate and is also creating a massive economic shift across the globe. Sudden and unpredictable change is being experienced in the short-term, while the long-term impacts are only just emerging.

In line with this, Jobs Queensland published a recovery resources hub on its website to support stakeholders in addressing the initial impacts of the economic disruption, as well as build strength and resilience for their industry, region or business for the future.

[jobsqueensland.qld.gov.au/
recoveryresources/](http://jobsqueensland.qld.gov.au/recoveryresources/)

STRATEGIC ADVICE

Jobs Queensland continued to provide strategic advice to the Queensland Government in 2019-20 around its VET policies and programs, as well as other government priorities. Advice included:

Social enterprise

Jobs Queensland undertook research to understand appropriate roles for government to help support social enterprise activity and deliver economic and social outcomes for Queensland. This facilitated research informed the development of the *Queensland Social Enterprise Strategy*, that was released by the Queensland Government in September 2019.

Advice on skills investment

Jobs Queensland continues to develop research and provide advice to support and inform skills investment. Jobs Queensland's Future Work research and *Anticipating Future Skills* data played a major role in the evidence base for the *Skills for Queensland - Great training for quality jobs* strategy.

The strategy, released by the Queensland Government in August 2019, builds on the strong foundations of Queensland's robust skills and training sector and existing initiatives under the *Annual VET Investment Plan*.

Regional Jobs Committees

As part of the *Skills for Queensland - Great training for quality jobs* strategy, six Regional Jobs Committees were established across the state. The establishment of these committees aligns closely with advice provided by Jobs Queensland on the importance of place-based skills and employment strategies.

These committees are part of the Queensland Government's plan to work within the community and help grow local industries by ensuring they have the skilled workforce for the jobs they need now and into the future.

Each Regional Jobs Committee is supported by Jobs Queensland and can draw upon our research and industry engagement to help identify their region's unique workforce and inform training and investment needs.

03 LOOKING AHEAD

Jobs Queensland has an extensive program of work scheduled for 2020-21 and beyond. This will have a strong focus on the Queensland Government's *Unite and Recover* economic recovery strategy and the key priorities within that.

CONTINUING PROJECTS

Anticipating Future Skills update

While the *Anticipating Future Skills* report and data for 2019-2024 is currently being updated, Jobs Queensland will continue to update these projections annually to ensure their currency moving forward.

This will include enhancing the methodology and improving the ways in which stakeholders can access and source the data for their required needs. The current COVID-19 impacts will also be taken into account in the data projections.

jobsqueensland.qld.gov.au/anticipating-future-skills/

Future Work

Jobs Queensland's scope for the *Future Work* project is to explore what future work could look like in 2030 for Queenslanders and the economy.

Although several reports have already been developed as part of this project, there will be additional research that focuses on key issues that builds on our work to date. This research will also include consideration of COVID-19 impacts on future job prospects.

jobsqueensland.qld.gov.au/projects/futurework/

Screen and digital games industry workforce development

Jobs Queensland is working with Screen Queensland to coordinate a long-term workforce planning and development response for the screen and digital games industry in Queensland.

This follows a recommendation as part of the *Advance Queensland Screen Industry 10-year Roadmap and Action Plan*.

Jobs Queensland will complete this project in late 2020.

jobsqueensland.qld.gov.au/projects/screen-and-digital/

Security industry workforce development

The Office of the Queensland Training Ombudsman reviewed the training and assessment for Queensland's security industry.

The Ombudsman's 2018 report, *Review of training and assessment for Queensland's security industry*, recommended Jobs Queensland engage with key stakeholders to coordinate a long-term workforce planning and development response for the industry.

Jobs Queensland will work with security industry stakeholders to complete this project in late 2020.

jobsqueensland.qld.gov.au/projects/security/

STRATEGIC ADVICE AND ENGAGEMENT

Jobs Queensland will continue to provide independent research and strategic advice to government to inform its priorities for employment and skills policies and programs.

Increasing public awareness of Jobs Queensland's work will be a significant focus in 2020-21. This will include greater emphasis on assisting stakeholders to access and use Jobs Queensland research and data in ways that help industries and regions across Queensland to foster skills development and support employment and jobs.

