



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

Jobs Queensland Annual Report

2020-2021



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More information

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CHAIR'S MESSAGE

It is with great pleasure that I introduce Jobs Queensland's Annual Report for 2020-21.

As has been the case with many organisations and businesses across Queensland, the last 12 months has been a period of adaption for Jobs Queensland as we have refocused our work to support economic recovery and the state's emerging skills and workforce priorities.

During 2020-21, Jobs Queensland continued to undertake significant skills and workforce research as well as workforce planning projects focused on several of the state's key employing industry sectors.

These workforce planning projects have helped inform strategies to support the skills and workforce development priorities for the disability services sector, in particular the NDIS workforce, the security industry and our growing screen and digital games industries.

Importantly, we have also focused on our small business community through our *Future Work for Small Business* report. The report examines the high-level skills and capability requirements of Queensland small businesses, and strategies to help businesses gain and grow these skills. Pleasingly, the report informed the development of the Queensland Government's *Big Plans for Small Business Strategy*.

We also continued work around our *Future work, future jobs* research program, including updated advice to the government on the findings in our 2019 *Future work, future jobs* report.

This essential work examines the rapid acceleration of future work trends in light of significant adaption to working arrangements, business models and the economy in response to pandemic conditions.

Our *Future work, future jobs* research program also involved a project examining lifelong learning and why it is important for Queensland today and into the future.

The *Lifelong learning: The foundation of future work* report outlines strategies to support a lifelong learning mindset in individuals and workplaces, ensuring Queensland is well positioned for ongoing productivity and prosperity.

During 2020-21, we also released a new Anticipating Future Skills Series, and continue to work on next release in the series which will provide industry, regions and government with new five-year employment projections.

In delivering our work, we are committed to active and genuine stakeholder engagement. I would like to thank all the organisations and individuals who provided valuable insights during our engagement activities over the last year, including everyone we met during our Board regional engagements in Cairns (December 2020) and Ipswich (March 2021).

I would particularly like to recognise our lead partner organisations in our workforce planning projects – WorkAbility Queensland, the Community Services Industry Alliance, the Chamber of Commerce and Industry Queensland and Screen Queensland.

I also acknowledge the commitment shown by the members of our Security Industry Advisory Committee and the Screen and Digital Games Advisory Committee for sharing their expertise, strategic advice and networks to guide the development of these workforce plans.

Finally, I would also like to acknowledge the significant efforts of the Jobs Queensland Secretariat. During the last year, the members of the Secretariat have continued to provide strong support to the Board in the delivery of its work.

As we look ahead, Jobs Queensland remains committed to providing the Queensland Government with high quality research, analysis and strategic skills and workforce advice and continuing to play an important role in delivering a positive future for Queensland.

Donna Bonney
Jobs Queensland Chair

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01 ABOUT JOBS QUEENSLAND

Jobs Queensland is an independent Board, established under the *Jobs Queensland Act 2015* (the Act).

Jobs Queensland is committed to supporting Queensland to maintain and develop a highly skilled and resilient workforce to meet the needs of industry and individual aspirations into the future.

This includes supporting economic recovery and jobs of the future, a strong vocational education and training (VET) system, and building capability and resilience in industries and regions.

LEGISLATION

The Act establishes Jobs Queensland with the purpose to provide independent expert advice to the Queensland Government regarding future skills needs, workforce planning and development, and the apprenticeship and traineeship system in Queensland.

Jobs Queensland advice to government is provided to the Minister for Employment and Small Business and Minister for Training and Skills Development (the Minister).

Jobs Queensland undertakes research to support its work and consults with industry, regional, community and government stakeholders to inform the advice delivered to the Minister and to increase awareness among Queenslanders of its 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. The Board is representative of a diverse Queensland audience, including members of industry, community and regions; it is well connected, informed and equipped to help Queensland prepare for the future.

The Board met eight times throughout 2020–21.

BOARD AS AT 30 JUNE 2021

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

PREVIOUS MEMBERS

Other members of Jobs Queensland during 2020–21 were:

- Ms Holly Tattersall – resigned on 5 February 2021.

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 Jobs Queensland, being an annual fee of \$10,000 for the Chairperson and annual fees of \$7,500 for eligible members. Some members have declined receipt of fees. Full details about Board remuneration are available in the DESBT annual report.

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, a DESBT business unit, is staffed by public servants, and as needed, specialist resources, to provide dedicated support to enable Jobs Queensland to undertake its functions. The Secretariat is 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.

Information about finance, risk management, human resources, audit and governance functions are part of DESBT reporting. For more information on the composition of Jobs Queensland, visit jobsqueensland.qld.gov.au/about-us.

02 JOBS QUEENSLAND'S WORK IN 2020-21

ENGAGEMENT

In delivering its work, Jobs Queensland actively engages with stakeholders across Queensland to inform its projects and ensure its intelligence and advice are reflective of the differing needs and requirements of the state's varied industries and regions, including:

- community representatives, including representatives from rural and regional areas, it considers appropriate;
- representatives from a broad range of industries it considers appropriate, including representatives of employers; unions; and industry associations and peak bodies.

Jobs Queensland is also closely connected to the DESBT regional network and is committed to ongoing regional engagement.

BOARD REGIONAL ENGAGEMENT

Part of Jobs Queensland's engagement activity included the delivery of two regional engagements by the Jobs Queensland Board.

Connecting in the Cairns region – 3-4 December 2020

During December 2020, the Jobs Queensland Board undertook a regional engagement in Cairns and Port Douglas.

The Board engaged with a range of industry sectors that provided local intelligence about skills and workforce planning and development needs of the regional labour market. These included tourism, education and training, and health care and social assistance.

Jobs Queensland also hosted a small business consultation in conjunction with the Office of the Queensland Small Business Commissioner. Fifteen local small businesses representatives from a range of industries attended the event to share in a panel discussion about the challenges and opportunities facing the Cairns small business community.

This regional engagement was informed by a series of initial stakeholder meetings in October 2020, followed by a digital engagement with local representatives across business, industry, government and the community. These collective insights subsequently informed engagements with the Jobs Queensland Board across Cairns and Port Douglas in December 2020.

The Board provided a report back to the Minister on its key findings from this engagement.

Ipswich regional engagement – March and April 2021

The Jobs Queensland Board conducted a range of engagement activities across the Ipswich region to gain a greater understanding of the priority skills and workforce matters for the region.

As part of the Board's March meeting, representatives from Ipswich City Council and Ipswich Region Chamber of Commerce shared their insights around the economic development and small business goals for Ipswich.

An online engagement with members of the Ipswich Community Services sector was also conducted. Health Care and Social Assistance is the fastest growing industry in the region and the discussion centred on the workforce experiences and challenges faced by employers in the region and the opportunities available to strengthen the sector.

As a follow-on from its previous work with the manufacturing industry in Ipswich, the Board visited local advanced manufacturer Protonautics to learn more about the development of the local advanced manufacturing sector, training and skills development requirements, and the work Protonautics does to support production services for the defence, aviation, electronics, law enforcement and medical sectors.

The Board provided a report back to the Minister on its key findings from this engagement.

PROJECTS

Jobs Queensland's research and projects provide objective, evidence-based intelligence for industry, community and government to use for place-based workforce planning and decision-making. Previous reports and research have been highly valued by government and industry and have informed a number of recent Queensland Government strategies and policies, including *Big Plans for Small Business Strategy 2021-2023*.

FUTURE SKILLS PROJECTS

Anticipating Future Skills Series

Jobs Queensland released an update of its highly regarded *Anticipating Future Skills* (AFS) report and data with projections for 2019-2024. This release was supported with a new interactive dashboard to provide users with improved access and capability to explore the data.

The AFS Series 2019-2024 was finalised prior to the emergence of COVID-19. However, the employment trends provide valuable insights into pre-COVID-19 projected future skills and workforce opportunities for the Queensland economy to 2024.

AFS Series 2019-2024 is being updated to incorporate COVID-19 impacts on employment and economic conditions. The updated data is expected to be available in the second half of 2021.

jobsqueensland.qld.gov.au/afs

Impact:

- Helping industries and regions with local workforce planning and skills activities.

Future work

As a result of the COVID-19 pandemic and looking toward Queensland's recovery, Jobs Queensland revisited its *Future work, future jobs* report, released in November 2019.

This review, delivered in April 2021, highlighted a number of points, including: that the pandemic accelerated the drivers of change identified in the *Future work* report; the disruption caused by the pandemic was uneven across regions and industries and would also impact recovery

efforts; as well the opportunity to rebuild for an economy and society that is inclusive, forward-looking and diverse.

The *Future work, future jobs* report also identified small business skills and capability development as an important element to increasing small business productivity into the next decade.

Jobs Queensland initiated additional research to investigate the skill and capability development pathways that are essential to supporting growth and sustainability of the Queensland's dynamic small business sector.

Future work for small business: Skills, capabilities and potential examines the high-level skills and capability needs of Queensland small businesses and identifies ways these needs can be supported, particularly in a post-COVID-19 world and against a backdrop of significant shifts in the way businesses and individuals work.

This report informed aspects of the Queensland Government's *Big Plans for Small Business Strategy 2021-2023*.

Impact:

- Informed the Queensland Small Business Strategy
- An evidence base to guide Queensland Government skills and capability development priorities.

Future work, future jobs also identified a lifelong learning mindset, the willingness to engage in continuous learning as a vital workforce response to Queensland's rapidly changing economy.

Jobs Queensland initiated an investigation into the possible models for enabling and encouraging individuals to adopt a lifelong learning mindset and for industry and their workforce, community and government to foster a learning culture in the workplace.

This report will be published in the early second half of 2021.

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.

The project is examining how stakeholders in regions across the state can best meet the projected jobs growth and skill needs resulting from the rollout of the NDIS.

Since commencing the project in 2019, six regional workforce research reports have been finalised. These reports present the first set of key findings, impacts and themes within disability workforce, skills and employment following the NDIS rollout in Queensland.

Work is underway to complete the first statewide research report. It will provide a snapshot of the NDIS sector's workforce demographics, workforce demand and workforce skills requirements as it was rolled out across Queensland.

The statewide report will be published in the early second half of 2021.

jobsqueensland.qld.gov.au/ndisworkforce

Impact:

- Supporting a strategic industry-led approach to NDIS workforce development.
- Informed the Queensland Productivity Commission's review of the NDIS market in Queensland.

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

Impact:

- Encouraging and enabling a lifelong learning mindset in Queensland to support future economic development and social inclusion.

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*.

It is expected that the workforce plan will be published in the second half of 2021.

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

Impact:

- An industry development plan to increase skills and career pathways.
- Building local business capability to compete and grow in increasingly global markets.

Security industry workforce development plan

Jobs Queensland has worked with security industry stakeholders to develop a workforce plan to support the industry's evolution and future growth through a long-term approach to workforce planning and development.

This followed the Queensland Training Ombudsman's review of the training and assessment for Queensland's security industry, which recommended that Jobs Queensland and the security industry in Queensland work collaboratively to progress long term workforce planning. The Queensland security industry workforce development plan will be published in the early second half of 2021.

jobsqueensland.qld.gov.au/security/

Impact:

- Supporting the Queensland security industry's evolution and future growth.

STRATEGIC ADVICE

Jobs Queensland continued to provide strategic advice to the Queensland Government in 2020-21 around its vocational education and training (VET) policies and programs and other government priorities. Advice included:

Advice on skills investment

Jobs Queensland's research and stakeholder engagement informs advice about future skills investment priorities.

Jobs Queensland's research, including the *Future work for small business* report, informed the Queensland Government's *Big Plans for Small Business Strategy 2021-2023*.

The Small Business strategy, released by the Queensland Government in June 2021, aims to help small business thrive and grow through increasing the skills and capability of small business owners and their workforces to take up new business opportunities.

Regional Jobs Committees

As part of the Queensland Government's *Skills for Queensland - Great training for quality jobs* strategy, 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 bring together local industry groups, training providers, local and major employers, and councils to help plan local training investment so that it matches local skill needs.

Jobs Queensland supports each Regional Jobs Committee and can draw upon its research, expertise and resources to help identify the region's workforce and skills needs to inform training and investment.

03 LOOKING AHEAD

Jobs Queensland has an extensive program of work scheduled for 2021-22. This will have a strong focus on the Queensland Government's *Unite and Recover* economic strategy.

CONTINUING PROJECTS

Anticipating Future Skills update

Jobs Queensland will continue to update the *Anticipating Future Skills* series projections annually to retain ongoing currency and relevance.

The upcoming work will include enhancing the methodology and improving the ways in which stakeholders can access and source their data for their needs.

jobsqueensland.qld.gov.au/afs

Queensland agriculture workforce planning project

Jobs Queensland is collaborating with the Queensland Farmers' Federation (QFF) to deliver a workforce plan for Queensland's agriculture industry.

The workforce plan will identify strategies to respond to skills needs and shortages which impact the ability of the industry to respond to future opportunities and challenges.

Priorities sectors for place-based workforce planning will also be identified as part of this project.

jobsqueensland.qld.gov.au/projects/agriculture-workforce/

Region and industry workforce planning capability building

Jobs Queensland, in partnership with DESBT and Regional Jobs Committees, will work collaboratively to increase workforce planning skills and capability of small business and industry in regions across Queensland.

This work will include reviewing and updating Jobs Queensland's *Region and industry workforce planning guide*, which was initially published in June 2020.

jobsqueensland.qld.gov.au/projects/region-industry-guide/

Future Skills Fund

Jobs Queensland will provide actionable advice to support the delivery of the Queensland Government's Future Skills Fund priorities.

The fund focuses on giving Queenslanders the skills needed for the jobs of the future; equipping people with the right skills is a key part of creating opportunities that translate into jobs, products and profitability.

This includes taking into consideration:

- emerging industries
- the changing nature of work
- future skills
- economic recovery.

NEW PROJECTS

Queensland Workforce Summit

The Queensland Workforce Summit will bring together a diverse range of stakeholders from different sectors and industries to explore labour market challenges, including the attraction and retention of skilled staff. Jobs Queensland will support the design and delivery of this event.

Manufacturing Skills Queensland

Jobs Queensland will provide support in the establishment of Manufacturing Skills Queensland. As part of this support, Jobs Queensland will review and update its 2018 *Advancing Manufacturing Skills* strategy, including post-COVID-19 considerations, to inform the work of Manufacturing Skills Queensland.

Small business digital skills and capability

Jobs Queensland is partnering with Chamber of Commerce and Industry Queensland (CCIQ) to develop research based on the findings from CCIQ's Digital Readiness Report and Jobs Queensland's *Future work for small business* report to identify insights and explore the "digital divide" between large and small businesses in a post COVID-19 economy.

Hydrogen industry workforce planning

Jobs Queensland will work in partnership with DESBT to undertake the development of a workforce framework for the hydrogen industry to support the work of the Ministerial Hydrogen sub-committee.