

# Results and Comments

## on Future Industry Labour and Training Requirements

January 2007

A response to the 2006 Federal Enquiry into Employment in the  
Transport and Logistics Industry

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Note: This report should be read in conjunction with the 2005 ANTA Transport and Logistics Skills report-found at [www.tdtaustralia.com](http://www.tdtaustralia.com) under reports.

# 1. Introduction

The Australian Transport and Logistics industry is a valuable and vibrant component of the Australian domestic and off-shore economy. The sector encompasses road, rail, maritime, aviation and stevedoring business operations and impacts on a multitude of supply chain operations throughout Australia. In an industry that prides itself on being responsible for the transport and delivery of consumable items as well as passengers, there exists a clear understanding that the capacity to maintain industry services and competitiveness is inextricably linked to its capacity to attract and retain a viable skilled workforce.

On a volume scale the industry employs an estimated 427,000 people, contributes \$16 billion to the Aus GDP annually (9% of Australia's economy) and over \$US one trillion globally<sup>1</sup>. Small business is a dominant factor in the sector accounting for over 90% of all businesses and the employment of 35% of the industry workforce. Almost three quarters of the workforce are male<sup>2</sup>.

The future transport and logistics sector requires a dynamic and responsive industry. In recent times the sector has shown significant robustness in constantly responding to shifting commercial and community expectations. Issues of local and global competitiveness, national security and the effective use of Australia's transport infrastructure are some of the key issues that have confronted the industry in more recent times.

Supply chain management and vertical business integration are common business structures found amongst the large organisations that dominate the transport and logistics scene in Australia. Small to medium sized business, although not always being able to develop internal supply chain processes, have well established business-to-business arrangements that increase their individual business capabilities and the overall effect of their services in the broader community.

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<sup>1</sup> Australian Freight Logistics Journal. Issue 1 August/September 2006

<sup>2</sup> ANTA Industry Skills Report – Transport and Logistics Industry Skills Council Feb 2005 P2  
2006/07 Federal enquiry data.

## 2. The Transport & Logistics Industry Skills Council

The Transport and Logistics Industry Skills Council forms one of the 10 National Skills Councils that were formed in Australia in 2004 as network that replaced the previous 24 national Industry Training Advisory Bodies. The industry sector represented by the Transport and Logistics Industry Skills Council includes Road Transport, Maritime, Aviation, Stevedoring and Rail operations.

The Transport and Logistics Industry Skills Council is contracted by the Federal Government to provide a range of services to industry and DEST which culminate in:

*'the development, continuous improvement and implementation of high Quality, nationally recognised training products and services that respond to industry skill needs, maximise cross-industry competencies and incorporate new and emerging skills that respond to the contemporary and future work environment and ensure that those qualified through the national training system have their skills singularly recognised and certified across the country'*

The Transport and Logistics Industry Skills Council, formerly TDT Australia, has provided extensive curriculum and competency standard development services to the Transport and Logistics sector since 1995. During this time the organisation has been viewed, by industry, as a valuable resource for the development of national competency standards and high quality training resources.

### **3. About the Survey**

In response to requests for information to support the enquiry on future industry labour and training requirements, the Transport & Logistics Industry Skills Council developed an industry survey designed to capture a contemporary position on those issues most pertinent to the enquiry. Whilst some data already existed on employment in the industry, the Transport & Logistics Skills Council took this opportunity to validate and enhance the existing opinion on this important topic.

Acknowledging the time and resource constraints in the sector, the survey was built to maximise the likelihood of responses being made, which was facilitated through a low number of targeted, unambiguous questions. Interestingly whilst only three questions on the survey provided an opportunity for additional comments to be made over 150 responses were provided using this facility. These comments have been reproduced verbatim in Appendix 1

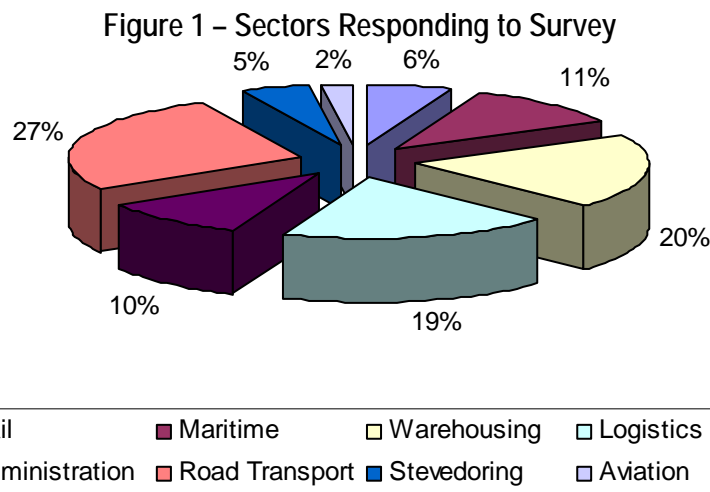
The survey was made available to over 2500 business organisations through the use of the Transport & Logistics Skills Council's existing database. The results of the survey are presented below in a graphic form with comment supplied to give additional context. The survey was completed by 100 businesses, representing a cross section of large, medium and small transport and logistics enterprise. Industry associations and training organisations also supplied responses. The outcomes of the survey provide a factual basis for the current situation regarding labour and training requirements in the sector. It also provides an opportunity to separate the facts from anecdotal information that can negatively impact on opinion and perceptions that people may have about the industry.

## 4. Survey Results and Analysis

### Survey Demographics:

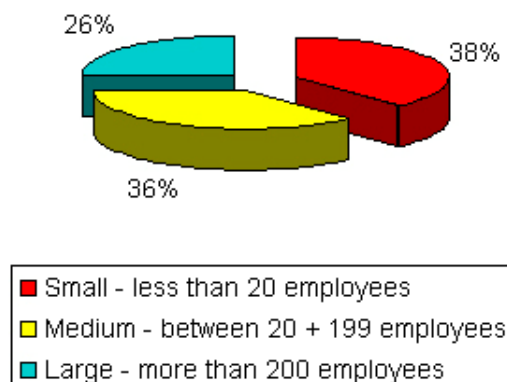
The following sectors of the Industry were represented among survey respondents:

- Maritime
- Road
- Warehousing
- Rail
- Aviation
- Logistics
- Administration
- Stevedoring



Responses were received from all states and territories with 48% of organisations having both a metropolitan and regional presence. The remaining 52% was split 38% metropolitan only; 14% regional only. The organisations completing the survey were classified as follows with regard to number of employees:

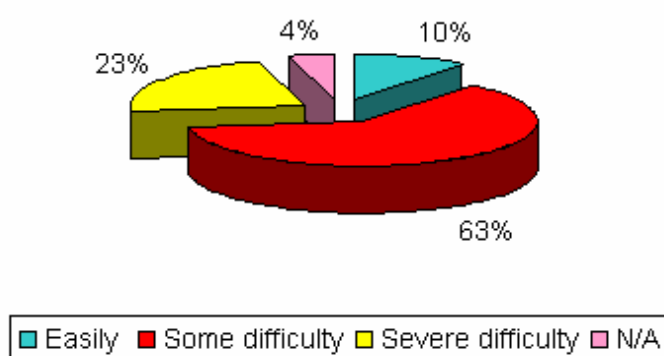
**Figure 2 – Organisation Size**



## Anticipated Labour / Skills Shortage Areas

63% of all employers responding to the survey indicated that they had found it difficult to attract staff to their organisations over the past 12 months, with an additional 23% indicating that they had found more severe difficulties in attracting staff. Detailed analysis of the individual survey results indicated that staff appeared to be more easily found in NSW and Victoria than some other states.

Figure 3 – How would you rate the capacity of your organisation to find new employees over the previous 12 months?

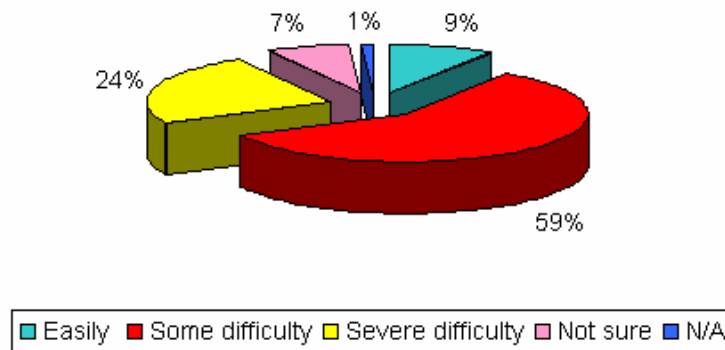


Based on anecdotal feedback from industry The Transport & Logistics Skills Council would suggest that drivers and warehouse staff are generally harder to find in regional areas and in particular away from major transport hubs. This view is also reflected in data found in the Australian Bureau of Transport and Regional Economics-Skills Shortages Report<sup>3</sup>. The report outlines that in South Australia; a region dominated by small business, shortfalls in drivers is being felt at all levels. The report notes that on the Limestone Coast region, on any night between 15 to 20 trucks are unable to move due to driver shortages.

In attracting labour for the future the Skills Council survey found that less than one quarter of respondents indicated that they would find severe difficulties in finding the appropriate labour to fill roles in their organisations. This response was interesting and not in keeping with general feedback on industry labour shortages. It is possible that a larger survey would be required to substantiate this position. It is also possible that this finding highlights the need for further analysis that examines the capacity for large multinational organisations to attract staff more or less easily than small to medium sized business.

<sup>3</sup> Australian Bureau of Transport and Regional Economics-Skills Shortages in Australia's Regions Working Paper 69 2006 p31  
2006/07 Federal enquiry data.

Figure 4 – How would you rate the capacity of your organisation to attract new employees in the future?



Notwithstanding the comments above, 59% of employers indicated that they would find some difficulties in attracting staff in the future. A smaller number (16%) of respondents indicated they were either not sure of their capacity to attract staff in the future or that they felt it would not be problematic.

Additional comments provided on this aspect of the survey identified a wide range of roles that employers would be seeking to fill. The comments focused highly on driving skills as an area of need and it also highlighted a number of ancillary and segmented industry roles, including Marine Surveyors, Lecturing staff, Rail Engineers, Track Workers, Warehouse Trainees, Freight Forwarders and Train Drivers. Also mentioned was a growing need for higher level skills in manger/supervisory positions, as well as the ongoing impact of the increase in legislative and regulatory responsibilities, eg management of subcontractors and issues relating to chain of responsibility.

Survey feedback from the Australian Shipowners Association suggests that the maritime industry is facing a significant skills shortage that has the potential to cripple the industry in the future, particularly for occupations such as Deck Officers and Engineer Officers. They anticipate that the shortage will stretch much further than merely the operation of ships. Typically, seafarer's progress to play vital roles as regulators, educators/trainers, managers, administrative staff, marine pilots, port staff, etc. There is little doubt the shortage will 'flow on' to the agencies/organisations that typically rely on the talent pool of seafarers as a recruiting source. In the years to come, there is a potential for the shortage to cause significant problems for our nation which has a massive task in that it accounts for approx. 11% of total world sea-borne task.



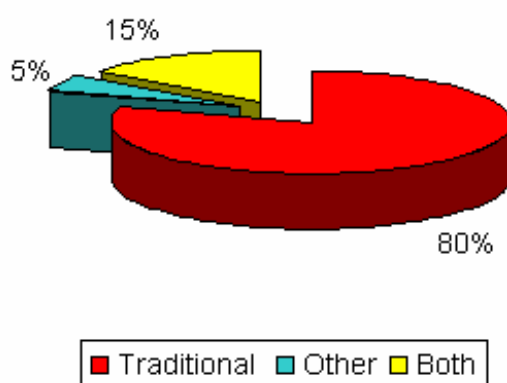
An extensive list of all roles identified as being in demand has been made available in Appendix 2. Additional commentary provided to The Transport & Logistics Skills Council via its industry engagement and liaison with the National Rail Tram and Bus Union indicate that many areas in Australia currently have, and will continue to suffer the effects of a shortage of train drivers for some time.

## Attracting New Workers

Many studies have shown that the Transport and Logistics sector suffers from a poor perception when it comes to the attraction of new workers<sup>4</sup>. In light of a shifting labour base in Australia and in an industry that is dominated by an older than average workforce, there is a need for new approaches and initiatives to be developed to attract workers to this sector.

When asked about the methods used to attract workers to their organisations most businesses (80%) indicated that they are still heavily reliant on traditional methods (newspaper, word of mouth, internet) to seek new workers (the internet was also categorised as traditional in order to further highlight any highly innovative methods for employment that were being used by the industry). The link between local employers and schools appeared to be something that employers were focusing on as a primary supply chain for future labour as well as the application of trainees in the workplace.

Figure 5 – Recruitment Methods Used in the Past



The initiative of using spotter's fees for the attraction of new workers, as well as profiling the industry has been raised at regional careers forums. There were a wide range of possible initiatives raised in the survey, many of them specifically tailored to targeted markets.

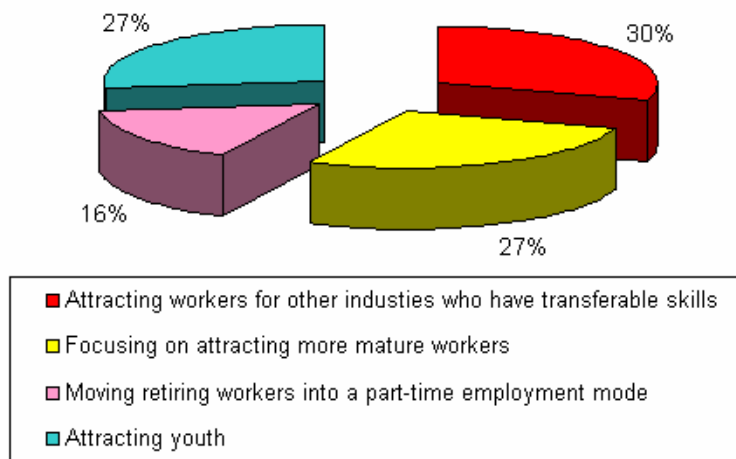
<sup>4</sup> Australian Freight Logistics Journal. Issue 1 August/September 2006  
2006/07 Federal enquiry data.

When asked about other initiatives could be applied in the industry more broadly the responses included:

- Better awards and conditions
- Offer more flexible work arrangements
- Government incentives
- Reducing the levels of certification required
- Changing the image of the industry
- Higher pay rates
- Using more overseas workers

Responses to the question of methods through which employers would attract new workers indicated a high level of understanding of cross industry (transferable) skills that may be applied in the Transport and Logistics sector. Given a number of scenarios for attracting new employees 25% of respondents indicated that they would source new workers from industries that had a similar skill base.

Figure 6 – Planned recruitment methods\*



- the data represented in this question emanates from questions that enabled more than one response from employers, these figures should be seen as indicative only.

An extremely positive aspect of this response is that it raises the prospect of the industry taking a lateral approach to future labour needs and recognising that all future labour will not just be found via the schools sector or the overseas labour market. It is also possible that this mindset, to attracting more mature and cross skilled labour, emanates from the fact that in nearly all cases an individual will require some form of licence to work in the Transport and Logistics sector whether it is in the Road, Rail, Maritime or Aviation occupations.

Supporting this concept further was the response that an additional 27% of workers would be sought from the mature age pool, again an extremely positive response given the shifting demographics in the Australian labour force.

Employers also identified retiring workers seeking part time work as a viable labour pool both currently and into the future. The remaining responses focused on the traditional method of focusing on new youth entering the workforce as potential employment candidates. Overall the industry appears to be well informed on its likely labour gaps and is prepared to use a range of strategies to attract its future labour requirements.

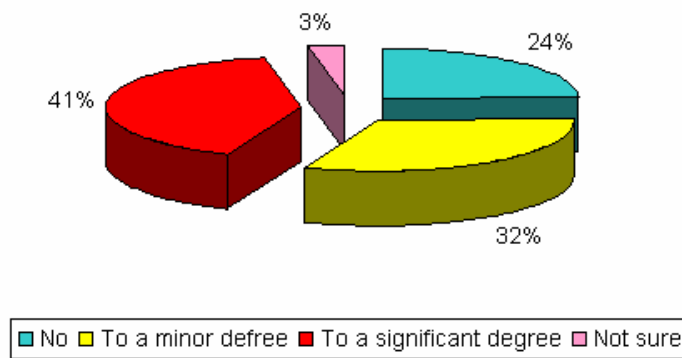
## **Worker Retention**

Although labour retention in the industry has traditionally been cited as a major concern this has not been highlighted in the survey. Whilst just over 40% of employers raised retention as an issue only 32% rated this as a minor issue with an additional 24% indicating that it was not an issue at all. Some explanation for this response may be found where employers are retaining high levels of existing staff with additional labour requirements being largely borne out of business growth. This growth position may be supported through an anticipated doubling of the freight task up to 2020<sup>5</sup> however further analysis may be required to better understand the statements provided on this aspect of the survey. It is also possible that the industry is more focused on the attraction of staff as opposed to retention at this point in time, an expensive and exhaustive position if this is the case.

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<sup>5</sup> Australian Freight Logistics Journal. Issue 1 August/September 2006  
2006/07 Federal enquiry data.

Figure 7 – Level of concern regarding worker retention



### Factors Deterring People from Entering the Industry

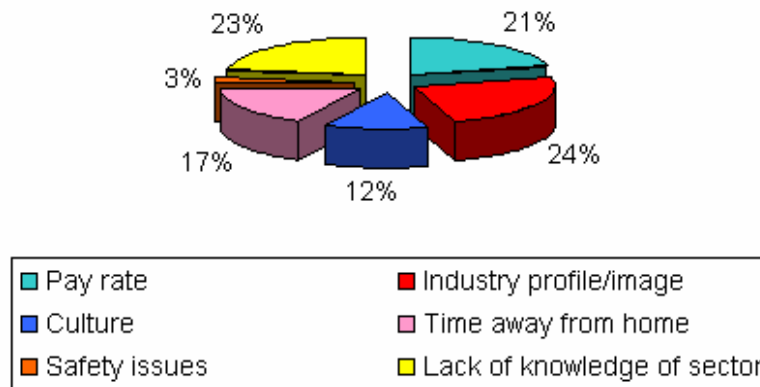
There are a number of factors that employer's cite as barriers to attracting new workers into the industry with the three most significant being:

- industry profile/image
- lack of knowledge of the sector, from people seeking to enter it, and
- pay rates

Industry profile/image, and the perceptions that many may have of the sector, remain at the forefront of employers comments on this issue. Further work however is required to segment those elements of profile and image that may be unattractive to new employees. Over recent years the sector has provided many examples where it has tried to professionalise the look and nature of the industry, particularly with the larger national organisations like TOLL, TNT and P&O.

It is possible that the look/feel and the generally more global nature of the national and multi national organisations provides an improved profile to the industry and consequently attracts a labour force that ordinarily may not consider working in the sector; and in particular within the smaller to medium sized businesses.

Figure 8 – Factors deterring people from entering Transport & Logistics Industry\*



\* the data represented in this question emanates from questions that enabled more than one response from employers, these figures should be seen as indicative only.

Employers indicated (17%) that time away from home was a factor that formed a barrier to employment in the industry, a factor that is likely to remain a constant as generation X and Y consider to what degree they will forego their local/family/friends pursuits over a job in the transport.

Whilst truck drivers and other occupations suffer this effect to some degree the issues are most strongly felt in the maritime sector. In a number of industry papers the Australian Maritime College cite clear examples of where long periods away from home have acted as deterrents to young people seeking to enter the maritime industry. In one such report<sup>6</sup> the Hon Peter Morris notes:

*"I mentioned the growing world shortage of officers. Sectors of the international shipping industry have complained for years that quality young people will not go to sea. This is the case for almost all the developed nations because capable young people see better career opportunities ashore where they do not have to spend long periods away from home and family.*

*Careers ashore that do not carry the onerous responsibilities of ships officers whose power has been reduced but whose responsibilities have been increased, especially during times of port entry, cargo discharge and departure'.*

<sup>6</sup> Australian Maritime College Annual Graduation Ceremony Presentation Launceston TAS. March 2005  
2006/07 Federal enquiry data.

A comparison can be made to the hospitality industry and the labour shortages that have been endured in this sector for some time. Creative and innovative marketing efforts have helped change the perception of this industry over time, a sector that suffered many of the same challenges as the Transport and logistics sector including shift work, poor pay rates and variable working conditions.

During the late 1980 the hospitality industry, in suffering severe labour and skill shortages, created new marketing images that, instead of promoting images that were not attractive to young people, started to re-image the industry as an international career that offered global travel, being part of a national hotel chain and other aspects of the industry that were more attractive to a youth base with a global/travel mindset.

Somewhat surprising in this transport survey was the degree to which employers felt that safety was not a major barrier in attracting new workers to the industry. This perception is in direct conflict with data<sup>7</sup> that places the Transport and Storage sector in third highest place, after Mining and Manufacturing, for the number of workers that were involved in industrial accidents. This feedback requires further analysis on the basis that employers and potential new workers may have opposing, and possibly, inconsistent views in regard to this important factor.

Whilst the survey has been targeted to employers in the Transport and Logistics sector the Skills Council considers that further work needs to be undertaken amongst the general public to establish what primary considerations are made when people are considering a career in the sector.

The issues of skills development and the degree to which the industry provides adequate training and development should also form a key aspect of further analysis. In a sector that has predominantly used licensing as underpinning skill and knowledge requirements there is often little additional training provided in the workplace.

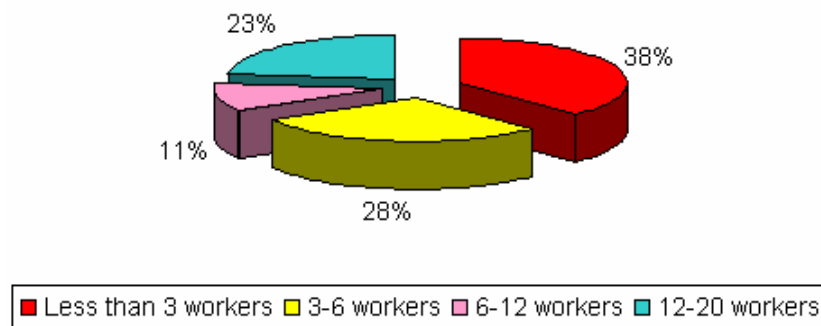
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<sup>7</sup> Monash Employment Forecast (based on ABS data) and ABS work related injuries (6324.0), Sept 2000  
2006/07 Federal enquiry data.

## Looking Ahead

Reflecting the high degree of small to medium size businesses in the industry, 38% indicated that they would be seeking either less than three workers, closely followed by 28% who said they would be seeking between 3 and 6 workers. It should be noted however that large business also indicated significant labour needs with 23% of respondents indicating that they would need between 12 and 20 workers with an additional 11% of employers seeking between 6 and 12 workers over the following 12 months. The industry has indicated that across a range of business types and sizes, labour requirements will be high and consistent.

Figure 9 – Employment needs over next 12 months.



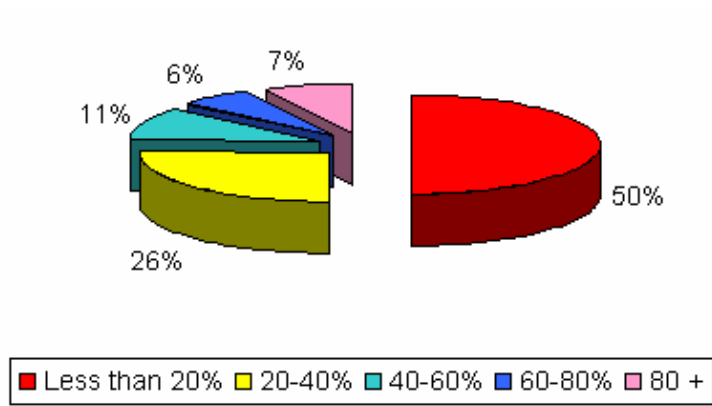
## Re-skilling of the Existing Workforce

Re-skilling appeared as a key factor in the industry with 50% of all employers indicated that up to 20% of their staff would need re skilling over the next three years. It is possible that this position supports the suggestion in the data that employers are able to retain many of their existing skilled workers.

Of some concern in this response is a possible reluctance of a larger group of employers to up-skill new and existing workers or to appreciate that training and up-skilling in itself can act as a powerful employee retention tool. Historically some areas of the industry provide a poor record for the training and up-skilling of staff, which may also account for some of the concerns regarding the culture and profile of the industry in the broader community.

Only 7% of employers indicated that over 80% of their staff would need up-skilling over the next three years.

Figure 10 – Re-skilling needs over next 3 years.





# Appendix 1 - Additional Comments

**Q7. If you used a successful innovative approach in attracting new employees, what was it?**

Those who have successfully completed traineeships have been offered permanent employment. This is supplemented by offering permanent work to casual contract labour.

Advertising for a tender for specialised training, but very expensive & long

All attempts yield little response, the reason we do achieve are low quality & inappropriate, word of mouth is best.

Become a RYA school which enticed people from overseas to apply for a job

Careers night, school presentation, bus tours promotional DVDs

Directly approaching foreign sea - going personnel

Employment Re branding & National Campaign, Candidate Management System

Generally senior staff are recruited by the General Manager

Guaranteeing new flying instructors employment upon gaining their flying instructor qualifications. Links with Qantas is a good pathway for instructors to later go into the major airlines.

Have current drivers hand out flyers

In conjunction with RTO's & the Local Learning & Employment Network we have been conducting a series of school visit/presentations, the program has been designed to engage Generation Y & utilises approaches outlines in the TDT Aust "Addressing the Skills Shortage in T&L" document. A range of images, video & audio aiming to show the T&L industry as dynamic & varied. The Technology that transforms PowerPoint presentation into an interactive 2-way discussion with all students, simultaneously allowing them to answer questions anonymously using their personal keypad. Responses are collated & graphically displayed on there screen in real-time for all to view.

Publication of Brochures to attract school leavers

Run 4 week of Rail School with pay - Cert I & parts of Cert II & III, also Run work ready schools 5 days (Cert I TDT)

Seminars, workshop partnership with other training organisation, aviation specialist visiting overseas to market the programs rather than leaving it to marketing people, sending aviation staff deliver talks nationally & overseas. Creating new industry associations, publication of articles in overseas magazines.

Sponsoring skilled candidates from overseas especially for our regional offices in our North Western Australia Branches of Karratha & Port Headland

Spotters fee paid to current employees who find new personnel who last the probationary period

Telephone prospective employee

Trade fair also presentations at TAFE colleges

Trainee programs, exposure to secondary schools students, Toll Virtual

Training our own staff

Truck Appearance - good trucks to drive

Use of displays at agricultural shows

Web Advertising

## Q8. What other initiative do you feel could be applied to attract new entrants to the industry?

Advertise overseas

Advertising with emphasis on new technologies used in industry & career prospects

Applicants to have identification of the skills & attributes that they possess that make them valuable to industry. Wages & employment conditions are also a factor that needs investigating as well as how to apply for jobs.

Better awards and better conditions

Better conditions, better quality education opportunities.

Better Image for Truck drivers as a profession

Better marketing of the industry as dynamic & vibrant.

Better training programs, philosophy change to attitude of truck drivers

Better wages

By not making it so hard for when young people are getting their truck licences.

Change the image of the industry, show pathways from end to end, promote heavily into schools highlighting different occupations within the industry

Employer / employee friendly legislation promotion of the benefits of being in the industry

Expand contact with school careers councillors, industry sponsored exposure at careers expo events, graduate programs.

Flexible working arrangements

Funding to take TDT cert I & II marketing to schools to educate & attract youth to the transport industry, also allow the unemployed to gain a certificate within the transport industry (Work Ready Training). Transport Industry "Field Days", Expo's, marketing to advertise & "sell" the industry image & profile to be an employer of choice.

General advertising of the sport

Get industry to lift its profile in the Community so they can do more & pay more

Gov funding to pay the cost of training cost, traineeships in driving instructor for 21 years plus to attract younger people to apply for jobs

Gov incentives, to obtain a licences through traineeships

Government incentives to make the industry more attractive. Subsidisation of higher wages.

Greater management with university / TAFE

Greater recognition of Navy qualifications, there are a large pool of marines in the Navy who can't work in the maritime industry because qualifications aren't recognised.

Guaranteed long term security, lift profile of industry

Have a culture of qualified Australian seafarers, manning Australian flagged vessels. We are on island continent but rely on international vessels to transport our coastal, import & export cargoes.

Higher pay rates

Improve career pathways & marketing/advertising common industry entry point.

Improve image of truck driving

Improve information transfer to improve public knowledge

Increased hourly rate

Industry employment identity / branding

Industry functions

Industry funded advertising awareness campaign

Introduce school based traineeships, work with schools & show industry to school leavers

Introduce to schools in their vocational guidance programs

Its all about pay rate in WA

Lift the profile

Low course costs & no BAS & ABN requirements

Lowering the costs of training

Mainly rely on referral from industry people

Make drivers feel more valued

Make the industry more attractive for people, make good working conditions

More general marketing on the Transport & logistics field, make them more focused on career paths, don't always focus on labour intensive career, 95% of our trainees are clerical based, with travel & group wages

On going training TAFE/University app scheme, indenture program & no real structure to our industry.

Packaging of conditions of employment outside of generic enterprise agreements

Pay move money

Presentations on rail at Secondary schools, work experience, media advertising

Promote the industry as attractive to new entrants & as a prestigious long term career

Raise profile of industry - advertising, school based learning

Raise the Industry Profile

Recognition by QLD Transport of RYA / MCA Yacht master as a commercial qualification

Recognition that its a profession & not regarded as a recreational activity (hobby).

Reduce the multiple layers of certification that are required to work as a sailing instructor

Simply need to find ways of paying more, which is very difficult when the differential can't apply to other lecturers in public systems.

Special salary structure for aviation & aero skills people

Structured Traineeships

Talk up the industry

Teach the young to work

The industry needs a greater marketing approach, better facilities to train new entrant as its vital to help attract new people. Additional funding support for training will also provide a boost.

The industry needs to look "sexy" & to give potential employees a sense that are not working with a bunch of 'jobbos" rather they are working for a multi national company. Everyone uses logistics therefore potential employees need to understand that what ever company takes their fancy, they can work for if they have a logistics background. That's what I tell my students.

The opportunity to advance

To go to High School level & attract kids into the industry

Trade

Traineeships career change participants

Training is essential for young people that are attracted to the industry.

Understand Truck Driver

Variety of tasks

WA's primary industry is mining, mining pays high incomes, and other industries straggle to compete for the labour market against these incomes.

We are an RTO Training in the Transport Industry, specialised field of personnel that need to understand & be experienced in the Transport Industry in order to train, educate Transport Industry employees

Wider advertisement area not only local area

# Appendix 2 – Roles in Demand

Accessing Rail Trained people

Accredited Trainers & Assessors

All areas

All aspects of qualified persons to train as Marine Surveyors

All roles, particular operational Import, export, customs

All roles, invoices manufacturing & driving

Blue Collar

Brick Transport Drivers

Business operates for a niche market in the ACT, people who are prepared to travel to & from Sydney each weekend, (an eight hour drive).

Crane operator

Competent qualified trainers & assessors with Trade 3 Logistics experience

Drivers

Drivers & administration operators

Drivers & Driver Trainers

Drivers & Offsiders

Drivers & Store Workers

Drivers & Storemen

Drivers, operations/schedulers

Driving Instructors & Assessors

Experienced Drivers

Experience staff on any level

Express Tailgate Lifter Drivers

Flying Instructors theory instructors, maintenance engineers

Forklift, truck operator long-term labourer

Freight forwarders who are experienced & good at their job

Fully qualified Marine Surveyors

HR

logistics at CSL no issue

Interstate Driving

Lecturing for Marine Engineers & Marine Operations hardest, we use as part time from industry which is great, have younger people from local jobs- not possible for maritime lectures. A recent additional problem is that with Western Australia property boom, attracting lecturers from interstate is more difficult due to the higher cost of a replacement home.

Lecturing staff

Long distant drivers & loading staff

Maintenance  
Marine Surveyors with Master Class Certs I  
Marine Safety personnel certificate of competency holders at least master class 4  
Marine Surveyor  
Mechanics & experienced truck drivers  
Multi - Skills / Truck driving  
Multi combination, heavy vehicle licence drivers  
national accredited industry trained & industry experienced trainers & accessory  
None in particular  
Office Admin  
People with technical maritime experts  
Poor salary structure  
Project officer with industry training experience & technical knowledge in the electro technology industry  
Qualified Training Consultants  
Qualified Instructors  
Qualified Sailing Instructor  
Qualified trainers in warehouse & road transport  
Rail Engineers, Electricians  
Rail Infrastructure, on board staff  
Road Transport, Warehouse & Storage, process manufacturing  
Roles requiring higher level marine qualification  
Sailing Instructors - RYA qualified with QLD Maritime qualifications  
Sales  
Skilled & ticketed staff with prior experience  
Stevedoring skills  
TDT Cert III trainers, TDTC697B Trainers  
Trackworkers but any role that demands rail experience as part of the criteria.  
Trade Managers / Clerks  
Trainers / assessors  
Truck Drivers  
Truck Instructors, cert IV qualified drivers  
Warehouse trainee / assessors  
We find it difficult to attract teachers of Logistics who have industry experience & teaching qualifications  
e.g. Cert IV training & assessment

# Appendix 3 - Organisations Responding to the survey

Ablett's Transport  
Asher's Haulage  
Austral Bricks  
Australian Institute of Marine Surveyors  
Australian Institute of Workplace Learning  
Australian Western Railroad  
Australpixie Pty Ltd  
Barrier Reef Institute of TAFE  
Big W  
BJ Network Consulting Australia  
Border Express  
Border Express  
Buttercup Bakeries - Goodman Fielder  
C.H. Brown  
Canny Carrying Co  
Challenger TAFE  
Charles Darwin University  
Coles of Canberra  
Collins Transport Group Pty Ltd  
Cove Training  
CSL Ltd  
Customs & Forwarding Services Australia Pty Ltd  
DECA Training  
DP World Adelaide Pty Ltd  
DTEC  
Dywidag Systems International  
Eastsail Pty Ltd  
EE-Oz Training Standards  
Effective Labour Contractors  
Flexible Training Solutions  
Flight Training Adelaide  
Fremantle Link Services (Toll Holdings)  
G.V. Rudd TPT  
Global Organics  
Green and Blue Pty Ltd  
High Country Meats  
Ian Watson's Driver Training Centre  
Impact Training Institute  
Intertek - Caleb Brett  
J.J's Country Express  
J.W. O'Sullivan & Sons  
Jump Concepts in Business  
K. Kerr Removals  
Kent Moving Storage  
Lioncorr  
Macleans Pines Driving School / ACT Training  
MCC Marine Pty Ltd  
Milawa Transport Couriers Pty Ltd  
Mitchell Helidon  
MST Workplace Solutions  
My Freight Career Pty Ltd  
National Capital Removals  
National Foods Pty Ltd  
Nationwide Training  
Neway Transport  
Norwall Transport  
NSW Maritime  
NSW Road Transport Associations Inc.  
OBM International Trade Services Pty Ltd  
OnRoad OffRoad Pty Ltd  
Ozetraining Pty Ltd  
P&O Ports Ltd  
Pacific National Rail  
Paragalli Haulage  
Patrick Logistics Pty Ltd  
Phoenia Freight Systems  
Pivot Maritime International  
Queensland Rail  
R.C.Collins Partnership Pty Ltd  
Riteway Express  
RMIT University  
Roadmaster Wangaratta Depot  
Rosse Bay Maritime Pty Ltd  
Ryans Freighters / Moves  
Scotts McColls Group Holding  
Shipping Australia Ltd  
Simon National Carriers  
Skillquest Training Solutions Pty Ltd  
Southern Cross Yaching  
Statewide Independent Wholesalers Ltd  
Supercheap Auto Pty  
Swan TAFE Aviation  
TAFE NSW Western Institute  
Tamex Transport Services  
Tattam Express  
The Department for Planning & Infrastructure  
Toll IPEC  
Toll IPEC  
Toll Liquid Distribution, Toll Transitions , Toll Fleet Management  
TransAdelaide  
Transfield Services (Aust) Pty Ltd  
WA Maritime Training Centre  
Willaton Transport Pty Ltd  
Wilson's Transport  
Yachting a Breeze  
Yachtmaster Sailing School



# Appendix 4 - Survey Instrument

## Survey on Future Industry Labour and Training Requirements

The Transport and Logistics Industry Skills Council, TDT is seeking feedback on critical skill and labour issues effecting the industry over the next 1-3 years.

Feedback from the survey will form part of the Transport and Logistics Industry Skills Council's response to a current Commonwealth Enquiry into Employment in the Transport and Logistics Industry.

We recognise the time impost that surveys bring with them and have consequently designed this survey to ascertain the most pressing and pertinent issues that will face the industry.

Your feedback is valued by The Transport & Logistics Skills Council and your support in the collection of this critical industry data acknowledged.

This survey should be provided back to The Transport & Logistics Skills Council by October 21st 2006 by emailing [tdt@tdtaustralia.com](mailto:tdt@tdtaustralia.com) or by faxing to 03 9320 4243

The name of our business is \_\_\_\_\_

A contact number for the business is \_\_\_\_\_

We are in \_\_\_\_\_ (state or territory).

1. My Industry Sector is (tick all relevant boxes)

Maritime  Road  Warehousing  Rail  Aviation  Logistics  Admin  Stevedoring

2. Our business is in a Regional area  a metropolitan area  Both  (tick one box)

Is your business? (tick one box)

**Small**  **Medium**  **Large**   
Employing less than 20 employees      Between 20 + 199 employees      More than 200 employees

3. How would you rate the capacity of your organisation to find new employees **over the previous 12 months?** (tick one box)

Easily  With some difficulties  With severe difficulties  Not sure  N/A

4. How would you rate the capacity of your organisation to attract new **employees in the future?** (tick one box)

Easily  With some difficulties  With severe difficulties  Not sure  N/A

5. What role in your organisation would you classify as being the most difficult role to find employees for at this time?

\_\_\_\_\_

6. Has your organisation used traditional or innovative ways of attracting new personnel? (tick all relevant boxes)

Traditional					
Newspaper	Web	Word of mouth	Innovative approach	Employment agencies	Other
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. If you used a successful innovative approach what was it?

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8. What other initiatives do you feel could be applied to attract new entrants to the industry?

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9. In seeking new employees in a tightening employment market do you believe that your organisation will focus on one or more of the following? (tick all relevant boxes)

Attracting workers from other industries who have transferable (similar skills)	Focusing on attracting more mature (older) workers	Moving retiring workers into a part-time employment mode	Attracting Youth
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other

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10. What do you believe are the main factors that deter people entering the industry? (tick all relevant boxes)

Pay rates	Industry profile/image	Culture	Time away from home	Safety issues	Lack of knowledge of sector
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Over the next 12 months will your organisation need to employ: (tick one box)

Less than 3 workers	3 – 6 workers	6 - 12 workers	12 - 20 workers
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Is the provision of skills training a factor in the retention of workers in your business? (tick one box)

No

To a minor degree

To a significant degree

Not sure

13. What percentage of your workforce will need to be re-skilled over the next three years?

Less than 20%

Between 20-40%

Between 40-60%

Between 60-80%

Over 80%

Thank you for your consideration and input into this survey.

Please email your response to [tdt@tdtaustralia.com](mailto:tdt@tdtaustralia.com)

or

Fax back on 03 9320 4243