

# 2022 Local Government Workforce Skills and Capability Survey

## Queensland Report

Prepared for the Australian Local Government Association

With funding from the Federal Department of Infrastructure, Transport,  
Regional Development, Communications and the Arts

November 2022





© SGS Economics and Planning Pty Ltd 2022

This report has been prepared for the Australian Local Government Association by SGS Economics and Planning and Professor Graham Sansom. SGS Economics and Planning and its associated consultants have taken all due care in the preparation of this report. However, SGS and its associated consultants are not liable to any person or entity for any damage or loss that has occurred, or may occur, in relation to that person or entity taking or not taking action in respect of any representation, statement, opinion or advice referred to herein.

SGS Economics and Planning Pty Ltd  
ACN 007 437 729  
[www.sgsep.com.au](http://www.sgsep.com.au)

Offices in Canberra, Hobart, Melbourne, and Sydney on the Country of the Ngambri/Ngunnawal/Ngarigo, muwinina, Wurundjeri, and Gadigal Peoples.

## Acknowledgement of Country

SGS Planning and Economics acknowledges the First Nations Peoples of Australia and on whose Country we live and work.

SGS Planning and Economics acknowledges that the Aboriginal and Torres Strait Islander peoples of Australia are one of the oldest continuing living cultures on Earth, have one of the oldest continuing land tenure systems in the World, and have one of the oldest continuing land use planning and management systems in the World.

We pay our respects to the First Nations Peoples, past and present, and acknowledge their stewardship of Country over thousands of years.

# Contents

ACKNOWLEDGEMENT OF COUNTRY .....	3
<b>CONTENTS .....</b>	<b>4</b>
<b>EXECUTIVE SUMMARY .....</b>	<b>9</b>
QUEENSLAND SURVEY RESULTS: HEADLINE STATISTICS .....	11
<i>Workforce profile of the Queensland local government sector</i> .....	11
<i>Skills shortages in the Queensland local government sector</i> .....	13
<i>Training needs and challenges in the Queensland local government sector</i> .....	14
<b>1. INTRODUCTION.....</b>	<b>16</b>
1.1 BACKGROUND AND CONTEXT .....	16
1.2 SURVEY METHODS .....	17
1.3 DEFINITIONS.....	19
1.4 REPORT SCOPE.....	19
1.5 COMPARATIVE DATA ABOUT RESPONDENTS TO THE 2018 AND 2022 SURVEYS .....	20
1.6 REPORT STRUCTURE .....	21
<b>2. QUEENSLAND SURVEY RESULTS: LOCAL GOVERNMENT AS A MAJOR EMPLOYER .....</b>	<b>22</b>
2.1 INDUSTRY CONTEXT .....	22
2.2 EMPLOYMENT NUMBERS .....	23
2.3 EMPLOYMENT CATEGORIES .....	25
2.4 EMPLOYMENT GENDER PROFILE.....	26
2.5 EMPLOYMENT TURNOVER.....	27
2.6 EMPLOYEE LENGTH OF SERVICE.....	27
2.7 WORKPLACE DIVERSITY.....	28
2.8 WORKFORCE AGE PROFILE .....	29
2.9 ABORIGINAL AND TORRES STRAIT ISLANDER WORKFORCE IN LOCAL GOVERNMENT .....	31
2.9.1 <i>Aboriginal and Torres Strait Islander employment participation levels in local government</i> .....	31
2.9.2 <i>Aboriginal and Torres Strait Islander age profile in local government</i> .....	32
2.9.3 <i>Aboriginal and Torres Strait Islander trainees and apprentices in local government</i> .....	32
2.9.4 <i>Aboriginal and Torres Strait Islander cadets in local government</i> .....	33
2.10 CAPABILITY AND PRODUCTIVITY .....	34
<b>3. QUEENSLAND SURVEY RESULTS: SKILLS SHORTAGES.....</b>	<b>35</b>
3.1 OCCUPATIONAL SKILLS SHORTAGES.....	35
3.1.1 <i>Occupational skill shortages by ACLG</i> .....	36
3.2 RECRUITMENT OF LESS SKILLED APPLICANTS.....	39
3.2.1 <i>Recruitment of less skilled applicants by ACLG</i> .....	40
3.3 CRITICAL OCCUPATIONAL SKILL SHORTAGES .....	42
3.3.1 <i>Critical occupational skill shortages by ACLG</i> .....	42
3.4 DRIVERS OF SKILL SHORTAGES.....	45
3.5 TIME TO FILL VACANCIES.....	45
3.6 HARDEST TO FILL OCCUPATIONS.....	46
3.7 SKILLS GAPS AND ADDITIONAL SKILLS REQUIRED .....	46
3.8 DRIVERS OF SKILLS GAPS .....	46

3.9	CURRENT APPROACHES TO ADDRESSING SKILLS GAPS AND SHORTAGES .....	47
<b>4.</b>	<b>QUEENSLAND SURVEY RESULTS: TRAINING NEEDS AND CHALLENGES.....</b>	<b>48</b>
4.1	UNMET TRAINING NEEDS AND DRIVERS .....	48
4.2	JOINT TRAINING AND DEVELOPMENT .....	49
4.3	TRAINING EXPENDITURE .....	49
4.4	PREFERRED DELIVERY MODE.....	50
4.5	UPTAKE OF TRAINING ARRANGEMENTS .....	51
4.6	FACTORS IMPACTING FUTURE SKILLING NEEDS.....	51
4.7	CHANGING JOB ROLES AND REQUIREMENTS.....	52
4.8	IMPACTS OF RECENT EVENTS ON WORKFORCE ATTRACTION AND RETENTION .....	53
<b>5.</b>	<b>SURVEY RESULTS: FOCUS GROUP INSIGHTS .....</b>	<b>54</b>
5.1	INTRODUCTION .....	54
5.2	FUTURE WORKFORCE NEEDS – INSIGHTS FROM THE FOCUS GROUPS.....	54
5.2.1	<i>Current strategies to meet future skills needs.....</i>	<i>54</i>
5.2.2	<i>The need for greater flexibility in how a role is structured and recruited .....</i>	<i>55</i>
5.2.3	<i>The need for attractive career pathways in the local government sector .....</i>	<i>56</i>
5.2.4	<i>The impact of housing shortages on recruitment .....</i>	<i>57</i>
5.2.5	<i>The need for collaboration and innovation in service delivery .....</i>	<i>58</i>
5.2.6	<i>The need for improved cultural competency training for all staff and cultural safety for Aboriginal and Torres Strait Islander workforce.....</i>	<i>58</i>
5.2.7	<i>A more agile approach to workforce planning.....</i>	<i>59</i>
5.2.8	<i>Building a future ready local government workforce.....</i>	<i>61</i>
5.2.9	<i>State specific challenges.....</i>	<i>61</i>
5.3	GREATER AGILITY, FLEXIBILITY AND COLLABORATION .....	62
<b>6.</b>	<b>TOWARDS 2030: ADVANCING SKILLS AND PRODUCTIVITY .....</b>	<b>64</b>
6.1	QUEENSLAND LOCAL GOVERNMENT’S FUTURE WORKFORCE .....	64
6.1.1	<i>Future workforce profile .....</i>	<i>64</i>
6.1.2	<i>Future workforce skills needs .....</i>	<i>65</i>
6.2	WORKFORCE SKILLS AND PRODUCTIVITY DRIVERS.....	66
6.2.1	<i>COVID-19 pandemic impacts.....</i>	<i>66</i>
6.2.2	<i>Responding to the impacts of climate change .....</i>	<i>67</i>
6.2.3	<i>Technology and Digitisation – The Fourth Industrial Revolution.....</i>	<i>68</i>
6.3	WORKFORCE DEVELOPMENT INITIATIVES .....	69
6.3.1	<i>Similar challenges in other countries .....</i>	<i>69</i>
6.3.2	<i>Australian initiatives .....</i>	<i>69</i>
6.3.3	<i>Regionalisation revisited.....</i>	<i>70</i>
6.3.4	<i>Capacity development .....</i>	<i>72</i>
6.4	CONCLUSIONS: ADVANCING LOCAL GOVERNMENT’S SKILLS AND PRODUCTIVITY .....	74
	<b>APPENDIX A: 2022 SURVEY RESPONDENTS.....</b>	<b>79</b>
	<b>APPENDIX B: 2022 SURVEY FORM .....</b>	<b>81</b>
	<b>APPENDIX C: 2022 ADDITIONAL CONSULTATION .....</b>	<b>102</b>
	<b>APPENDIX D: 2021 ABS CENSUS DATA ON THE QUEENSLAND LOCAL GOVERNMENT SECTOR .....</b>	<b>104</b>
	<i>Employment by category and gender.....</i>	<i>104</i>
	<i>Diversity.....</i>	<i>104</i>

<i>Age profile</i> .....	107
<i>Occupational profile</i> .....	108
<i>Education</i> .....	113
<b>APPENDIX E: DETAILS OF JOINT TRAINING AND DEVELOPMENT OPPORTUNITIES AND PARTNERSHIPS WITH ABORIGINAL COMMUNITY CONTROLLED ORGANISATIONS (ACCOS)</b> .....	<b>117</b>
<b>APPENDIX F: AUSTRALIAN LOCAL GOVERNMENT WORKFORCE DEVELOPMENT INITIATIVES</b> .....	<b>119</b>
<b>APPENDIX G: LOCAL GOVERNMENT WORKFORCE AND CAPABILITY PLANNING: INTERNATIONAL EXAMPLES</b> ....	<b>125</b>
<b>APPENDIX H: OECD REPORT FUTURE-PROOFING ADULT LEARNING SYSTEMS IN CITIES AND REGIONS: SUMMARY</b> .....	<b>129</b>
<b>APPENDIX I: FURTHER READING</b> .....	<b>138</b>

## LIST OF TABLES

TABLE 1: QLD LG WORKFORCE BY EMPLOYMENT CATEGORY, 2018 AND 2022 .....	25
TABLE 2: ABORIGINAL AND TORRES STRAIT ISLANDER EMPLOYMENT IN QLD LG, 2022 .....	31
TABLE 3: TOTAL ABORIGINAL AND TORRES STRAIT ISLANDER EMPLOYEES IN RESPONDING QLD LOCAL GOVERNMENTS, 2022 .....	32
TABLE 4: ABORIGINAL AND TORRES STRAIT ISLANDER PARTICIPATION IN THE QLD LG INDOOR, OUTDOOR WORKFORCE, 2022 .....	32
TABLE 5: QLD LOCAL GOVERNMENTS WITH ABORIGINAL AND TORRES STRAIT ISLANDER TRAINEES AND APPRENTICES, 2022 .....	33
TABLE 6: TOTAL ABORIGINAL AND TORRES STRAIT ISLANDER TRAINEES AND APPRENTICES IN QLD LG, 2022 .....	33
TABLE 7: RESPONDING QLD LOCAL GOVERNMENTS WITH ABORIGINAL AND TORRES STRAIT ISLANDER CADETS, 2022.....	34
TABLE 8: TOTAL ABORIGINAL AND TORRES STRAIT ISLANDER CADETS IN QLD LG, 2022 .....	34
TABLE 9: QLD LG OCCUPATIONAL SKILL SHORTAGES IN 2020-21 .....	36
TABLE 9A: OCCUPATIONAL SKILL SHORTAGES IN QLD RURAL LOCAL GOVERNMENTS IN 2020-21 .....	37
TABLE 9B: OCCUPATIONAL SKILL SHORTAGES IN QLD URBAN REGIONAL LOCAL GOVERNMENTS IN 2020-21 .....	38
TABLE 10: QLD LG RECRUITMENT OF LESS SKILLED APPLICANTS, 2022 .....	39
TABLE 10A: RECRUITMENT OF LESS SKILLED APPLICANTS IN QLD RURAL LOCAL GOVERNMENTS, 2022.....	40
TABLE 10B: RECRUITMENT OF LESS SKILLED APPLICANTS IN QLD URBAN REGIONAL LOCAL GOVERNMENTS, 2022 .....	41
TABLE 11: QLD LG CRITICAL OCCUPATIONAL SKILL SHORTAGES IN THE FUTURE, 2022.....	42
TABLE 11A: CRITICAL OCCUPATIONAL SKILL SHORTAGES IN QLD RURAL LOCAL GOVERNMENTS IN THE FUTURE, 2022 .....	43

TABLE 11B: CRITICAL OCCUPATIONAL SKILL SHORTAGES IN QLD URBAN REGIONAL LOCAL GOVERNMENTS IN THE FUTURE, 2022 .....	44
TABLE 12: QLD LG UNMET TRAINING NEEDS AND DRIVERS, 2022 .....	49
TABLE 13: QLD LG CHANGE IN TRAINING EXPENDITURE BY ACLG BROAD CATEGORY, 2021-22 .....	50
TABLE 14: QLD LG PREFERRED TRAINING DELIVERY MODE BY ACLG BROAD CATEGORY, 2022 .....	50
TABLE 15: FACTORS IMPACTING FUTURE SKILLING NEEDS IN QLD LG, 2022 .....	52
TABLE 16: PROPORTION OF QLD LG UNDERTAKING ANALYSIS OF FUTURE ROLES AND REQUIREMENTS 2018 AND 2022 .....	53
TABLE 17: OVERVIEW OF LEGISLATIVE WORKFORCE PLANS REQUIRED IN CERTAIN AUSTRALIAN STATES ..	60
TABLE 18: QLD LG OUTLOOK ON FUTURE WORKFORCE PROFILE BY EMPLOYMENT CATEGORY, 2022 .....	65
TABLE 19: STRATEGIES USED BY QLD LG TO MEET FUTURE SKILLS NEEDS, 2022 .....	65
TABLE D1: OCCUPATIONAL PROFILE OF QLD LG, 2011-21 .....	109
TABLE D2: CHANGES IN FEMALE PARTICIPATION BY OCCUPATION, QLD LG, 2011 AND 2021 .....	112

## LIST OF FIGURES

FIGURE 1: COVERAGE OF 2022 PARTICIPATING LOCAL GOVERNMENTS, QUEENSLAND .....	20
FIGURE 2: LGA BY ACLG BROAD CATEGORY, QUEENSLAND .....	23
FIGURE 3: QLD LG EMPLOYMENT, 2012-21 .....	24
FIGURE 4: DISTRIBUTION OF EMPLOYMENT SIZE, QLD LG 2018 AND 2022 .....	24
FIGURE 5: QLD LG EMPLOYMENT CATEGORIES, 2015-2020 .....	25
FIGURE 6: QLD LG EMPLOYMENT TYPE BY ACLG, 2022 .....	26
FIGURE 7: QLD LG EMPLOYMENT CATEGORY BY GENDER, 2022 .....	27
FIGURE 8: QLD LG EMPLOYEE LENGTH OF SERVICE BY ACLG BROAD CATEGORY, 2022 .....	28
FIGURE 9: QLD LG WORKFORCE AGE PROFILE BY ACLG, 2022 .....	29
FIGURE 10: QLD LG NUMBER OF TRAINEES AND APPRENTICES BY AGE AND ACLG, 2022 .....	30
FIGURE 11: AGE PROFILE OF THE LG INDOOR, OUTDOOR WORKFORCE, QLD 2022 .....	31
FIGURE 12: UNMET TRAINING NEEDS IN THE QLD LG SECTOR, 2022 .....	48
FIGURE 13: GOVERNMENT EXPENDITURE PER CAPITA, BY AUSTRALIAN GOVERNMENT SECTOR (2012-2021) . .....	75
FIGURE 14: HOW LOCAL GOVERNMENT SUPPORTS PRODUCTIVITY .....	77
FIGURE D1: ABORIGINAL AND TORRES STRAIT ISLANDER WORKFORCE IN QLD LG, 2011-21 .....	105
FIGURE D2: ABORIGINAL AND TORRES STRAIT ISLANDER WORKFORCE IN QLD BY SECTOR, 2021 .....	105
FIGURE D3: CALD WORKERS IN QLD LG, 2011-21 .....	106
FIGURE D4: PEOPLE LIVING WITH A DISABILITY IN QLD LG, 2011-21 .....	106

FIGURE D5: AGE PROFILE IN QLD LG, 2011-21 .....	107
FIGURE D6: AVERAGE HOURS WORKED PER WEEK BY AGE IN QLD LG, 2011-21 .....	108
FIGURE D7: GENDER DISTRIBUTION IN QLD LG OCCUPATIONS, 2021 .....	111
FIGURE D8: PERCENTAGE OF QLD WORKFORCE WITH A DIPLOMA OR HIGHER-LEVEL QUALIFICATION, 2016 AND 2021 .....	114
FIGURE D9: PERCENTAGE OF QLD LG WITH NON-SCHOOL QUALIFICATIONS, 2011 AND 2021 .....	114
FIGURE D10: NON-SCHOOL QUALIFICATIONS IN QLD LG, 2021 .....	115
FIGURE D11: NON-SCHOOL QUALIFICATIONS IN QLD LG BY GENDER, 2021 .....	115
FIGURE D12: PERCENTAGE OF QLD LG WITH NON-SCHOOL QUALIFICATIONS BY AGE GROUP, 2021 .....	116
FIGURE F1: EXAMPLE OF LEVEL DESCRIPTOR AND BEHAVIOURAL INDICATORS .....	120
FIGURE H1: OECD FUTURE PROOFING ADULT LEARNING – STRUCTURE OF THE POLICY MANUAL FOR LOCAL GOVERNMENT .....	132



## Executive Summary

**The 2022 Australian Local Government Workforce Skills and Capability Survey offers valuable insights into the sector's existing workforce and future capability requirements.**

The Australian Local Government Association (ALGA) commissioned SGS Economics and Planning to undertake the 2022 Local Government Workforce Skills and Capability Survey to gather contemporary insights into the national workforce profile of Australia's local government sector and to determine current and future workforce needs and priorities. This work was funded by the Australian Government.

The 2022 Local Government Workforce Skills and Capability Survey captures rich insights into the Australian local government workforce, its skilling needs, and priorities at a time when Australian communities are undergoing rapid change.

The survey also confirms longstanding constraints that continue to impede progress on workforce development. At a time when the social and economic environment is rapidly changing, now is a critical juncture for the sector to renew – and potentially reset – how it addresses key skills shortages and builds capacity for greater resilience in the longer term.

This Queensland report is intended as a resource to inform policy and decision-makers working in and with local governments, and complements the separate National report on the profile of the local government workforce nationally. The findings in this report are drawn from research commissioned by ALGA, conducted between December 2021 and March 2022. All Australian local governments were provided the opportunity to participate, with follow-ups conducted by SGS in partnership with ALGA and the State and Northern Territory Local Government Associations. 210 local governments participated in the survey in 2022, including 37 local governments from Queensland.

Local governments are not typically front of mind in Commonwealth, State and Territory policy development. Despite these preconceptions, the reality is that we all live our lives in local places. The standard and efficiency of our local services – clean streets, parkland, libraries, and sporting facilities – are no less important in determining our quality of life than the macro policy settings determined by other spheres of government.

The period between 2012 and 2021 was hugely demanding of Australia's public sector. Amongst rich nations, Australia has historically experienced strong population growth, (AIHW, 2022), generating pressures for rapid expansion of all manner of government services. In early 2020, the COVID-19 pandemic hit, further boosting demands on government spending and resources. Over the nine years from 2012 to 2020, Commonwealth spending grew from \$17,200 per capita to \$26,000 per capita, an increase of more than 50%. State government outlays grew from \$11,300 per capita to \$14,900 per capita, an increase of 32%. By comparison, local government, whose services are highly exposed to population growth (and, indeed, COVID-19) related spending requirements, saw only a 23% increase in total outlays per capita across the nation. This suggests that councils were fairly effective in getting value from the resources available to them, compared to other spheres of government.

Looking at the number of employees by level of government provides another perspective on the issue. Between 2012 and 2021, total employment numbers in local government barely changed at around

190,000. On a per capita basis, employment in local government actually fell by 11% – yet services to the community were maintained at a seemingly reasonable standard. By comparison, total employment across state governments kept pace with population growth, increasing by 213,000 workers over the nine years in question, ultimately reaching 1.66 million by 2021. For its part, the Commonwealth saw total employment fall marginally from 250,000 to 248,000. Nevertheless, these figures indicate a significant productivity gain by local government.

The key findings of this research show that:

- Local government is a major national employer with over 190,800 workers in almost 400 occupations. It plays an important role as an anchor organisation and in increasing productivity through utilising endogenous talent and innovation.
- Local governments continue to experience skills shortages in multiple occupations, exacerbated by the impacts of the COVID-19 pandemic, the impacts of climate change and the accelerated take-up of technology and digitisation of services.
- Local governments are grappling with significant challenges in relation to recruitment and retention of skilled staff and accessing training opportunities to enhance workforce skills and capability. Employee attrition and an ageing workforce are ongoing and an escalating difficulty.
- Local governments are having difficulties in securing the right quantum and mix of skills to support local service provision which is affecting not only local government's productivity, but also the productivity of host localities and regions.
- Barriers to effective workforce planning and management include a shortage of resources within local government, a lack of skilled workers and the loss of corporate knowledge as employees retire or resign.

Some of these findings are not unique to the local government sector. They are also affecting other sectors of the economy, especially in regional areas away from our major capital cities.

The impacts of recent natural disasters have coincided with the ongoing social and economic impacts of the COVID-19 pandemic, and have fundamentally shifted the composition of our communities, as well as the ways in which local communities interact with governments and with each other.<sup>1</sup> Therefore, the operating context of local governments is changing considerably, having to contend directly or indirectly with the frontline challenges of balancing public health, economic and social impacts.

Notwithstanding these impacts, it is also clear from the 2022 survey that, at least from the perspective of some local governments, **there are longstanding issues of resourcing, organisational capacity, supply constraints and cultural barriers** that continue to impede meaningful thought leadership and progress.

The findings in this report are drawn from a rich dataset, but they tell only part of the story. There is a strategic need to build a future workforce that has the skills, capacity and productivity to handle Australia's 'big picture' needs, including the agility to handle disruptions arising from pandemics, climate change (through both emissions reduction and, increasingly, adaptation), and technological advances supporting necessary economic change, including regional development and better managing metropolitan growth. As the most recent State of the Environment Report concluded, *'our environment*

---

<sup>1</sup> Cortis, N & Blaxland, M (2020): Australia's community sector and COVID-19: Supporting communities through the crisis. Sydney: ACOSS

*holds the key to our survival and wellbeing*'.<sup>2</sup> And local governments are key managers of our local environments and places.

In interpreting the Survey results, this report acknowledges a wide range of factors impacting on local government's workforce skills, its resilience and abilities to cope with rapid change, while noting that several factors lie beyond local government's direct sphere of influence. Some dimensions of quality of place such as housing supply and associated social infrastructure are significant constraints to economic development. Without housing, prospective employees are unable or reluctant to move into regional areas, and without critical mass in the local labour force, businesses may be reluctant to establish or relocate, which would otherwise stimulate regional investment. These issues are not unique to rural and regional areas, even though they may manifest in different forms. Nevertheless, the survey findings provide a rich evidence base for decision-makers, starting with a better understanding of what can be achieved with investment in the sector's current skills base and with a stronger focus on models of regional cooperation and alliance.

Insights gleaned from several focus groups show some local governments are making progress by adapting existing organisational structures and changing conventional work processes in response to their changing social, economic and environmental context. These include, for example, testing needs-based recruitment approaches and exploring non-traditional salary remuneration structures. However, greater effort is required if local government as a major employment sector is to cope with the longer-term changes that are occurring in the workforce more generally. For example, there is value in considering **a systems approach to regional learning and educational planning**. A dual focus on opportunities for learning, which local governments already focus on as part of internal strategies to meet skilling needs, as well as the *structure* of the learning ecosystem would elevate impact. Under a Regional Learning Systems approach,<sup>3</sup> local governments are positioned among a broader network of local authorities, businesses, educational institutions and training providers to establish cooperative partnerships, not just for training purposes but for job stimulus and regeneration.

Our review of international thought leadership, contained in **Appendices G and H**, highlights the need for a more holistic approach to re- and upskilling to capture those with weaker attachments to labour markets, such as low-skilled workers, those on non-standard contracts and the long-term unemployed. While it may be some time before the benefits of such initiatives filter through to the local government sector's workforce, the time to lay the foundations for an adequately skilled future workforce is now.

## Queensland Survey Results: Headline Statistics

### Workforce profile of the Queensland local government sector

- The Queensland local government comprises 77 local governments: 61 city, regional and shire local governments and 16 Aboriginal and Torres Strait Islander councils. The Queensland

---

<sup>2</sup> Cresswell ID, Janke T & Johnston EL (2021). *Australia state of the environment 2021: overview*, independent report to the Australian Government Minister for the Environment, Commonwealth of Australia, Canberra. DOI: [10.26194/f1rh-7r05](https://soe.dcccew.gov.au/about-soe/downloads). <https://soe.dcccew.gov.au/about-soe/downloads>

<sup>3</sup> Regional Australia Institute (2022), *Rebalancing the Nation Regionalisation* Consultation Paper, <https://regionalaustralia.org.au/common/Uploaded%20files/Files/Regionalisation-Consultation-Paper-DIGITAL.pdf>

sector's workforce is spatially distributed across Rural (61%), Urban and Urban Fringe (5%) and Urban Regional (34%) local governments.

- Employment size: Most of the 37 participating local governments in Queensland were small (employing fewer than 100 FTEs) to medium-sized (employing between 100 and 500 FTEs).
- Employment categories: Based on the the 2022 Survey data, 83% of the respondents' combined workforce were full-time, 8.5% were part-time and 8.4% were casual.
- Gender equity: Based on the 2022 LG survey, the gender breakdown of Queensland's LG workforce was 57.8% male and 42.2% female. This is an increase in female representation in the sector compared to data from LGAQ's 2017 Annual Workforce Census report (61.1% male, 38.9% female).<sup>4</sup>
- Based on data from the 37 respondent local governments, there is a higher proportion of males in full-time positions, females in casual positions and males participating in trainee and apprenticeship programs. The gender imbalance is even more significant among the part-time workforce, which comprises 87% females and 13% males.
- Turnover: The average staff turnover rate across the 37 participating local governments was 14%, with turnover ranging from 0 to 48%. Turnover was higher across Rural local governments, averaging almost 17% in 2022, compared to 10% for Urban Regional local governments. These figures are significantly higher than the 2018 turnover of 8.6%, as reported by the Queensland LG Annual Workforce Census report. However, this difference may be due to survey sampling.
- Length of service: Across Rural and Urban Regional local governments who responded to the 2022 Survey, approximately 35% of their workforce has been employed for 1-5 years, followed by 17-20% in Urban Regional and Rural local governments respectively who have been employed for 6-10 years. Urban Regional local governments had a higher proportion (11%) of longer-tenure employees (11+ years) compared to Rural local governments (8%).
- Age profile: Across all ACLG categories, the highest proportion of the workforce among the 37 survey participants in 2022 is in the 30-44 year age group, followed by the 45-54 and the 55-64 year age groups. Contrary to popular opinion, the local government workforce is younger when compared to the broader Australian workforce.
- Workplace diversity: Only 6 local governments provided data on the number of CALD employees, ranging from 1-96 employees (1-94% of their respective workforces), and 8 local governments said they had between 1-20 employees with a disability (<1% to 5.1% of their respective workforce).
- Aboriginal and Torres Strait Islander workforce: 22 local governments said they employed a combined 1,155 Aboriginal and Torres Strait Islander workers, representing 6.7% of their combined workforce. There were 8 local governments with more than 50% of their workforce identifying as Aboriginal and Torres Strait Islander. These are primarily Aboriginal Shire councils.

---

<sup>4</sup> Annual Workforce Census Report, LGAQ (2017), cited in the 2018 Local Government Workforce and Future Skills Report, Queensland

- An analysis of the Aboriginal and Torres Strait Islander workforce by age group and workforce category reveals that the highest proportion is in the 30-44 year age group in the Operational and Trade positions (13.3%), followed by the 15-19 year (12.4%) and 20-29 year (11.6%) age groups, also in Operational and Trade positions. The lowest proportion is in the 55-64 year age group in Professional and Administrative positions (1.8% of the total Aboriginal and Torres Strait Islander workforce among respondent local governments).
- 21 local governments said they employed a combined 80 Aboriginal and Torres Strait Islander trainees or apprentices, representing 20.4% of the total trainee and apprentice cohort of these local governments. This figure was second only to the Northern Territory.
- None of the local governments who participated in the 2022 Survey employed Aboriginal and Torres Strait Islander cadets.

### Skills shortages in the Queensland local government sector

- 33 of the 37 (89%) participating local governments reported that they were experiencing skills shortages in 2021-22, compared to 83% of respondents in 2018.
- 26 local governments (70%) said that vacancies, skills shortages, skills gaps or training needs have impacted or delayed project delivery.
- Engineers, environmental health officers, human resource professionals and plumbers were the top skill shortage areas experienced in 2020-21, identified by around 40% of responding local governments. It appears that the prevalence of these occupational skill shortage areas has increased since 2018.
- A breakdown of skill shortage areas by remoteness shows that Rural and Urban Regional local governments differed in their experience of occupational skill shortages. Community development and engagement officers were the top shortage area for Rural local governments, while engineers were the top shortage area cited by Urban Regional local governments.
- As a result of these shortages, local governments said they resorted to recruiting less skilled applicants for accounting, supervisor and team lead, and engineering positions.
- Queensland local governments who participated in the 2022 Survey said they anticipated that many of the skill shortage areas experienced in 2021-22 would become critical. These were: engineers, accountants, water treatment officers and waste water operators. The proportion of local governments anticipating shortages also increased from a range of 13.2-35.8% in 2018 to 16-43% in 2022.
- The most common drivers of skill shortages were remoteness of location, housing availability and high rental prices, a lack of suitably qualified or experienced applicants, and an inability to meet remuneration expectations. Some local governments provided further detail regarding location-specific factors, citing a lack of educational facilities for school-aged children, cost of living in some regional centres, and even candidates' perception of regional living and opportunities for career progression.
- 13 local governments (35%) said that engineers were the hardest to fill occupation, followed by plant operators (13.5%) and town planners (10.8%).

- The key drivers of critical skills gaps vary by occupation. For managers, the drivers include a lack of training opportunities and an inability to source experienced people leaders for the level of remuneration on offer. For building trades, housing availability limited external recruitment, while many environmental health officers were diverted to contact tracing during the height of the COVID-19 pandemic. Many of these factors are beyond local government's direct influence or control.
- The most successful methods for filling vacancies included reskilling and upskilling employees (65% of responding local governments), followed by using advertising and social media platforms (59%) and external recruitment agencies (54%).
- The most common reason behind the length of time to fill vacancies was difficulty in attracting staff with the right skills and experience (25 local governments; 68%), followed by 12 local governments (32%) who cited the impacts of the COVID-19 pandemic on attracting out-of-region staff.
- The most popular approach to addressing skills gaps and shortages was to provide opportunities to act up and/or across other roles (57%), followed by providing informal on-job training (51%). Some local governments also said they relied on recruiting temporary labour hire employees, succession planning, and sourcing apprentices, trainees and cadets.
- Over the last 3 years, 30 local governments (81%) had engaged with state or federal education, training or other initiative to support workforce retention and attraction.
- 19% of local governments who completed the 2022 survey said they were engaging in workforce planning by analysing and/or forecasting changing roles and skilled requirements. This is an increase from the 13.2% who said they were doing so in 2018, though it demonstrates there is still much greater scope for this to be occurring at scale.

### **Training needs and challenges in the Queensland local government sector**

- 31 local governments (83.7%) who responded to the 2022 Survey said their workforce had unmet training needs in 2021-22, compared to 53% of local governments in 2018. The most common areas of unmet training need were leadership and management training, supervisor training, and change management training.
- 6 local governments said that they had undertaken joint training and development with Aboriginal Community Controlled Organisations (ACCOs).
- 25 local governments (68%) said that their expenditure on learning and development remained the same between 2021-22. 6 local governments (16%) said it had increased while 4 local governments said that it had decreased. A breakdown by ACLG broad category shows that a higher proportion of Rural local governments decreased training expenditure between FY19/20 and FY20/21 compared to Urban and Urban Fringe local governments.
- 23 local governments (62%) preferred a blended approach to delivering training, combining in-person, self-paced and virtual delivery, compared to 11 (30%) who said they preferred in-person delivery. A breakdown by ACLG broad category reveals that a higher proportion of Rural local governments (44%) preferred in-person delivery compared to Urban Regional local governments (17.6% said this was their preferred mode).

- 21 local governments (56.7%) do not believe they are taking on enough trainees and/or apprentices to meet future skilling needs, compared to 15 (40.5%) who believe they are. The barriers to employing more trainees and apprentices include funding and other resource constraints, and a remote location which posed a barrier for trainees and apprentices who prefer on the job rather than online training.
- 65% of respondent local governments identified COVID-19 pandemic as the most common disruptor of training needs in 2021 to 2022, followed by difficulties sourcing quality training programs locally (59%) and balancing training needs with employees' time constraints (49%).
- Factors impacting future skilling needs include changes in government funding (73%), followed by an ageing workforce (70%), major council or external infrastructure projects (62%) and technological change (59%).
- The most significant impacts on workforce attraction and retention included COVID-19, housing pressures, uncertainty of long-term funding and changing local/regional economy.
- 76% of respondent local governments said they use flexible training and development was the most common strategy for meeting future skilling needs, followed by 70% who provided targeted training and development programs and 43% who were improving access to educational opportunities.
- Other strategies included: conducting virtual reality training, sourcing funding to construct staff housing for relocating staff, collaborating with other local governments and industry, applying a market loading to remuneration for specialist roles, and developing a workforce attraction and retention strategy.

# 1. Introduction

This chapter provides the background and context for the 2022 Local Government Workforce Skills and Capability Survey, the methods used to conduct the survey and garner additional qualitative information, definitions for terms used in this report, the scope and structure of this report, and some comparative data about the respondents to the 2018 and 2022 surveys.

## 1.1 Background and Context

Collectively, Australia's 537 local governments are one of the country's largest employers, with a diverse, multi-disciplinary and multi-skilled workforce of nearly 200,000 people in almost 400 occupations. At the heart of this research is a goal to better understand the workforce and skills needs, gaps and challenges of local governments across Australia and to use the evidence to make better investment decisions – at national, state/territory, and local community levels – to support local governments' continued delivery of vital services and infrastructure in their local communities; to enhance individual and community wellbeing; and to contribute to key national agendas such as improving productivity, promoting regional development and addressing climate change.

In recent years, skills and workforce issues have been a growing concern for the sector with the compounding impacts of natural disasters, ongoing structural changes (including increasing automation and digitisation), and the continuing effects of the COVID-19 pandemic, exposing vulnerabilities in organisational capacity and capabilities. A suitably skilled workforce is not only essential to fulfilling core operations, but also in a strategic sense to enable capacity building into the future.

Systemic workforce vulnerabilities impede recovery from, and resilience to, social and economic shocks. Staff turnover, imbalances in workforce age structure, declining apprenticeship and traineeship engagement, and increasing competition from other sectors for talent and labour are just some of the challenges faced by local governments nationally. When other factors such as remoteness and a population's socio-demographic profile are overlaid, it becomes clear that different skill sets are required in order to continue performing effectively as competent local governing bodies.

The 2022 survey results report on workforce skills and capability issues currently being faced by the sector. These results:

1. Provide first-hand evidence of the breadth of workforce skills gaps and issues across the country and differences between regions. The evidence may be symptomatic of underlying inequities, thereby assisting policymakers to pinpoint and potentially disrupt root causes; and
2. Clarify how organisational capacity is perceived by the sector and by individual local governments.

In reporting these results, the influence of many local-level drivers of workforce dynamics – communities in social and economic transition, housing pressures, skilled migration trends and funding uncertainty – is recognised. These are discussed to the extent that they relate to workforce skills and capability issues for the local government sector. A more detailed consideration of these issues is beyond the scope of this report.



This analysis centres on the 2022 Local Government survey results and on what has changed (or not changed) since the inaugural 2018 survey. It discusses potential opportunities for local and central (state/territory and sometimes federal) governments, referencing national and international case studies. Similar to the 2018 survey, these findings will provide an evidence base on which future policies and proposals for meeting local government's future workforce skills and capabilities might be based.<sup>5</sup>

## 1.2 Survey Methods

The project was conducted in four phases:

1. **Pilot phase** (survey to 25 local governments): December 2021.
2. **Main Round**: survey live from mid-December 2021 to 28 February 2022 (inclusive of two extensions).
3. **Focus groups and interviews**: between December 2021 to March 2022.
4. **Response analysis and reporting**: April to August 2022.

The survey was hosted on SurveyMonkey, an online survey software. All Australian local governments were provided the opportunity to participate, with follow-ups conducted as part of a communications and engagement strategy developed by SGS, in partnership with the ALGA and the State/Northern Territory Associations.

The project was managed with the oversight of the Australian Government, ALGA, and the Local Government Workforce Development Group (LGWDG), whose membership comprises State and Territory local government associations. The LGWDG provided input to the 2022 survey questionnaire, supported communications about the survey through newsletter, social media and other channels, and, in some jurisdictions, facilitated survey correspondence and follow-up.

37 of 77 local governments in Queensland responded, representing a 48% response rate. We have been clear in this report to discern between data that reflects the sector and which is drawn from other sources, and data that is specific to the respondents of the 2022 survey. The list of responding local governments by Australian Classification of Local Governments (ACLG) is provided in **Appendix A**. A copy of the survey is provided in **Appendix B**.

The 2022 survey form is largely based on the *2018 Local Government Skills Shortage Survey* to enable longitudinal comparison. However, several new questions were included to gauge the impacts of recent events on workforce attraction and retention (e.g. Qs 61, 62) and to understand how this is shaping local governments' current actions (Q 63) and future skills needs (Q 64).

The survey also included new questions relating to the sector's Aboriginal and Torres Strait Islander workforce, as well as local governments' joint training and development with Aboriginal Community Controlled Organisations (ACCOs) (Q 55), to gather insights for Key Action Priority Reform 2.3 of ALGA's

---

<sup>5</sup> In order to achieve national coverage, SGS also invited the ACT Government to participate in the survey, but they declined on the basis that it would have been too difficult to disaggregate data between Territory and what would otherwise be local government functions in the ACT.

*Closing the Gap Implementation Plan*.<sup>6</sup> The additional questions pertaining to Aboriginal and Torres Strait Islander people in the local government workforce included the following:

- How many employees identify as being of Aboriginal and Torres Strait Islander origin? (Q4)
- How many Trainees & Apprentices identify as being of Aboriginal and Torres Strait Islander origin? (Q10)
- How many staff employed under a cadetship arrangement identify as being of Aboriginal and Torres Strait Islander origin? (Q15)
- Please indicate the total number of employees of Aboriginal and Torres Strait Islander origin in each age group for Professional & Administrative Officers? (Q18)
- Please indicate the total number of employees of Aboriginal and Torres Strait Islander origin in each age group for Operational & Trade Employees? (Q20)
- Have you undertaken joint training and development with Aboriginal Community Controlled Organisations (ACCOs)? If so, please provide the details of the ACCO and whether the exercise was beneficial to Council. (Q55)

The responses to these questions are discussed in **Chapters 2 and 5**.

The survey also included a new question about whether local governments had undertaken joint training and development opportunities with Aboriginal Community Controlled Organisations. Several respondent local governments provided additional details about those arrangements, and that is included in **Appendix C**. Additional data on the Australian local government workforce from the 2021 ABS Census of Population and Housing is included in **Appendix D**.

Web survey responses were cleaned for analysis, including de-duplication of responses, review of data quality and the creation of derived variables where necessary (e.g. for free text responses).

There were several challenges to achieving a higher response rate during the 2021 and 2022 survey. These factors were beyond the control of the project team and ranged from survey timing to survey fatigue, and instances where the information is not currently held by council. These learnings may inform future survey formats and/or their harmonisation with other workforce-related Censuses conducted in some states.

A list of the stakeholder groups and organisations that were interviewed or participated in focus groups as part of this research is provided in **Appendix E**.

In addition to the survey, SGS undertook additional qualitative research to complement the survey's quantitative findings, especially in relation to skills and workforce drivers, workforce development initiatives. The scope of the additional research included a focus group of selected key organisations at the national level to scope local government workforce and capability issues and challenges, a series of focus groups with State and Northern Territory Local Government Associations and a small number of local governments in each jurisdiction, a focus group on Aboriginal and Torres Strait Islander workforce in local government, and a scan of workforce development ideas and initiatives in Australia and

---

<sup>6</sup> Australian Local Government Association (2021), *Closing the Gap Implementation Plan*, <https://alga.com.au/app/uploads/ALGA-Closing-the-Gap-Implementation-Plan-4.pdf>

internationally. Some of the raw material we gathered is included in **Appendices F, G and H**. A list of further readings is provided in **Appendix I**.

### 1.3 Definitions

For consistency and clarity in interpreting the survey results, the following definitions have been adopted in this report:

- **Australian Classification of Local Government (ACLG)** broad category: there are 22 classes of local governments defined in the Australian Classification of Local Government. For the purposes of analysis, they are regrouped into three segments in this report: Rural, Urban and Urban Fringe, and Urban Regional. **Figure 2** below is a map showing LGA by ACLG broad category.
- **Cadetship**: the employment of a tertiary level student or graduate under a structured program or for a fixed duration as part of their studies. It excludes unpaid work experience.
- **FTEs**: full time equivalents.
- **Local governments in preference to local Councils in this report**: In the Australian context, the term 'local council' refers to the elected arm of government, whereas the term 'local government' refers to the administrative and management arm of government.
- **Skill gap**: the gap between the skill level of the employee and the skills needed to perform their role description, as intended by their employer.
- **Skills shortage**: a labour shortage that requires the recruitment of more people into the workforce.

### 1.4 Report Scope

The scope of this report is to present the findings of the 2022 Local Government Workforce Skills and Capability Survey in Queensland and additional qualitative evidence gathered from focus groups, interviews with key stakeholders and secondary research into international and local best practice policy for workforce and skills/capability development in the local government sector.

This report:

- Presents the self-reported organisational capacity in relation to headcount and other human resource (HR) metrics, skills gaps and future needs of 37 of Queensland's local governments who responded to the survey.
- Describes the 2021-22 workforce profile in terms of employment trends, skills shortages, unmet training needs and employment outlook, and potential implications for the future.
- Provides an analysis of the 2022 survey results, benchmarking the data against other sources of employment information, including the 2018 national survey results and state/territory specific workforce Censuses (where available).

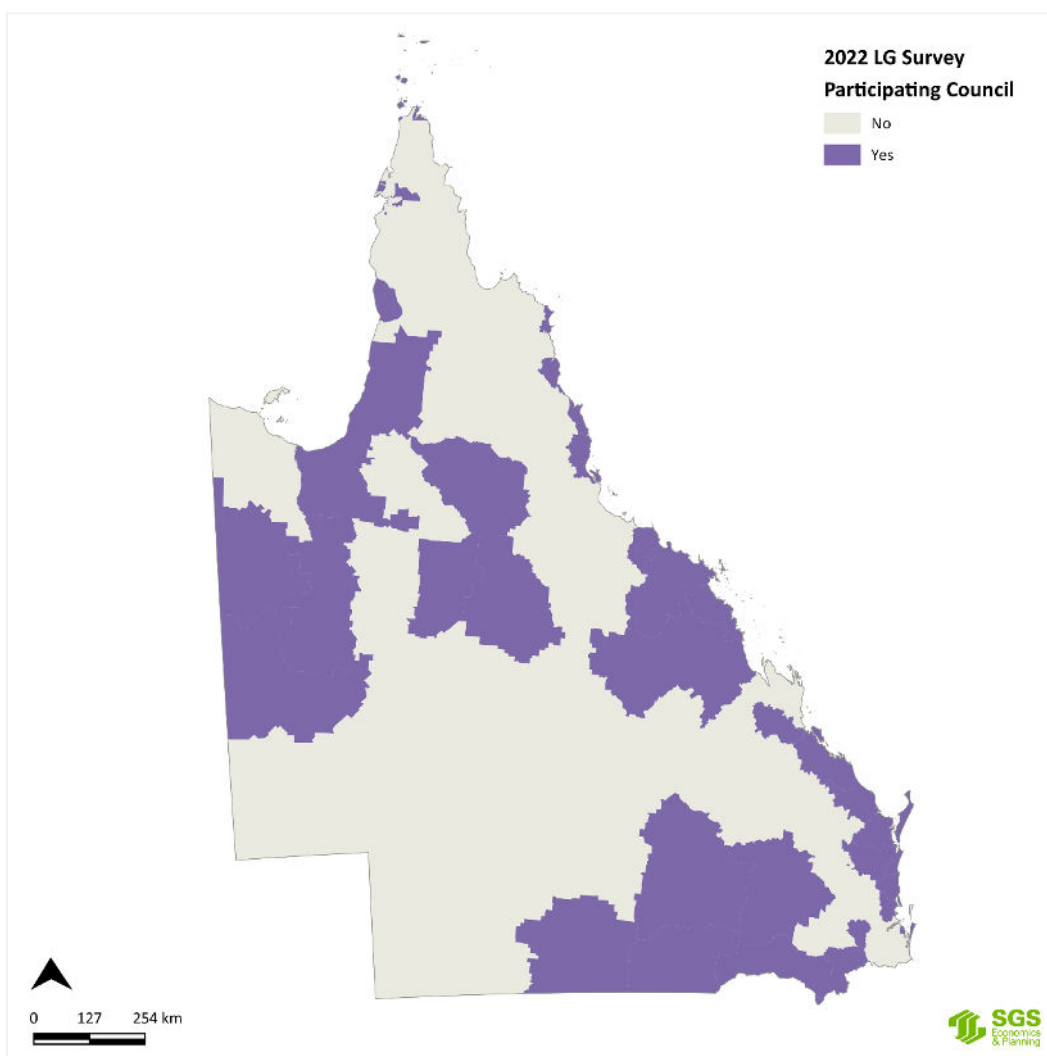
- Summarises the challenges local government faces in maintaining a skilled and competent workforce into the future to inform national and state/territory policy development over the coming decade.

This report also incorporates data from the Australian Bureau of Statistics’ 2021 Census of Population and Housing, released in October 2022, at **Appendix D**.

### 1.5 Comparative Data about Respondents to the 2018 and 2022 Surveys

37 (48%) Queensland local governments responded to the 2022 survey, comprising 20 Rural and 17 Urban Regional local governments. 26 of these 37 local governments also participated in the 2018 Survey. However, the participation rate was lower than in 2018, when 53 local governments responded (**Figure 1**). A list of 2022 respondents can be found in **Appendix A** of this report.

**FIGURE 1: COVERAGE OF 2022 PARTICIPATING LOCAL GOVERNMENTS, QUEENSLAND**



Source: SGS (2022)

Based on correspondence with local governments during the survey follow-up process, the most common reasons for declining to participate were that the information was not currently collected or not collected at the level of detail required by the survey; the COVID-19 pandemic impacted the availability of staff to respond to or collate responses for the survey.

## 1.6 Report Structure

This report combines a detailed analysis of the 2022 survey results with qualitative evidence gathered from focus groups, interviews and secondary research into international and local best practice policy for workforce and skills/capability development in the local government sector.

The report is structured as follows:

- **Chapter 2** sets out Queensland’s local government’s status and characteristics as a major employer.
- **Chapter 3** presents the results on skills shortages in Queensland’s local government workforce.
- **Chapter 4** presents the results on training needs and challenges in Queensland’s local government workforce.
- **Chapter 5** summarises key insights from the focus groups held to complement the survey.
- **Chapter 6** sets out strategies for enhanced workforce skills and productivity over the next decade.

In addition, there are several Appendices, as discussed above.

## 2. Queensland Survey Results: Local Government as a Major Employer

This chapter provides contextual material and key statistics from the 2022 Survey on the Queensland local government's characteristics as a major employer and the current nature of its workforce.

### 2.1 Industry context

The Queensland local government comprises 77 local governments; 61 city, regional and shire local governments and 16 Aboriginal and Torres Strait Islander councils. The sector oversees more than \$108 billion in community assets,<sup>7</sup> and employed over 43,300 people in 2021<sup>8</sup> whose collective activities encompass over 294 occupations (Figure 2).<sup>9</sup>

Local governments in Australia perform crucial roles and functions in the public interest to advance community wellbeing, economic and social development, and sound environmental management. These include, under delegation from State/Northern Territory governments:

- Being a democratic, representative, informed and responsible decision-maker in the interests of local and regional communities,
- Providing and coordinating a wide and growing range of services and facilities that benefit both residents and visitors,
- Managing and expanding its activities and resources in a socially just and sustainable manner,
- Providing for the welfare, wellbeing and interests of individuals and groups within its community,
- Representing the interests of its community to the wider community and other tiers of government,
- Planning at the local and regional level for measured development and to protect and conserve the environment, and
- Participating in public policy development and planning and investment activities with state, territory and federal government in order to address key regional and national agendas; the other spheres of government.

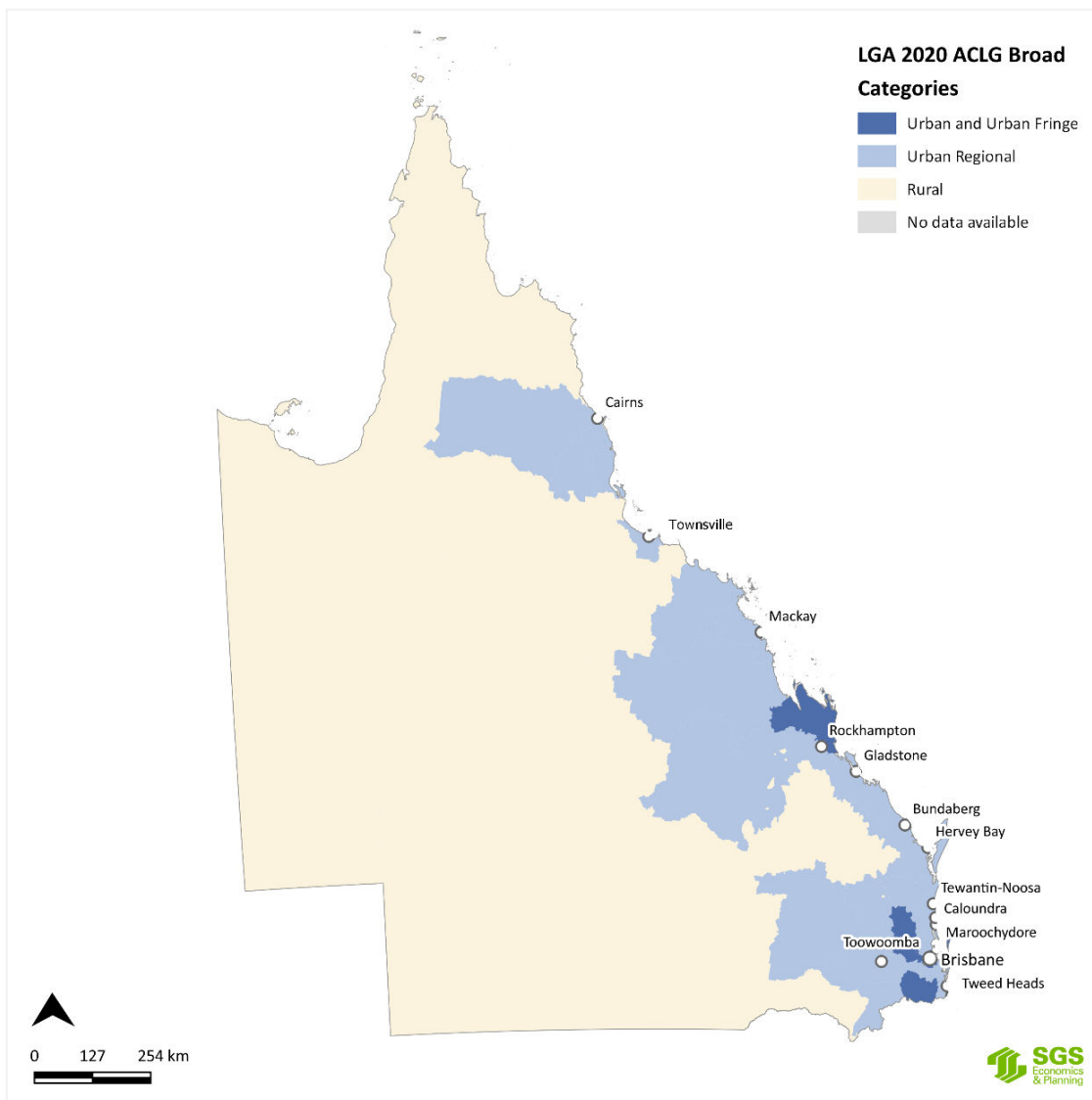
---

<sup>7</sup> LGAQ (2022), *About the Sector*, <https://www.lgaq.asn.au/council-careers/about-the-sector>

<sup>8</sup> ABS (2021), *Employment and Earnings, Public Sector, Australia*, <https://www.abs.gov.au/statistics/labour/employment-and-unemployment/employment-and-earnings-public-sector-australia/latest-release>

<sup>9</sup> LGAQ (2021), *Annual report*, <https://www.lgaq.asn.au/downloads/file/464/2021-lgaq-annual-report>

**FIGURE 2: LGA BY ACLG BROAD CATEGORY, QUEENSLAND**



Source: SGS (2022)

## 2.2 Employment numbers

In 2021, Queensland local government employed 43,300 employees; an increase from 42,500 in June 2020 (**Figure 3**). The number of local government employees in Queensland has gradually increased over the last 10 years. 59% of local governments who responded to the 2022 survey believed the size of their local governments would stay the same between the start to mid-2022, compared to 32% who said that would increase.

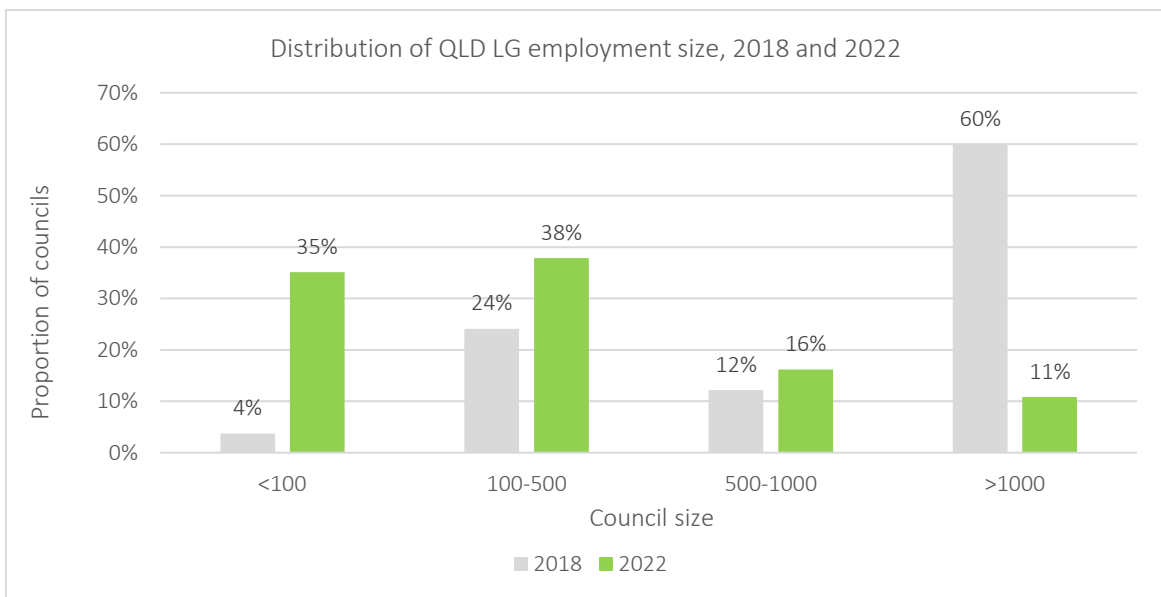
**FIGURE 3: QLD LG EMPLOYMENT, 2012-21**



Source: ABS Employment and Earnings, Public Sector, 2012-21

Employment size varied significantly across Queensland local governments, ranging from 32 FTEs at Boulia Shire Council to 1,785 FTEs at Moreton Bay Regional Council. The 2022 LG survey data shows there is higher representation of small to medium-sized local governments among the 37 respondents compared to 2018 respondents (**Figure 4**). Participation in 2018 was skewed toward larger local governments, with 60% of respondents employing more than 1000 FTEs. The differences between 2018 and 2022 employment distribution are likely attributed to the survey sample.

**FIGURE 4: DISTRIBUTION OF EMPLOYMENT SIZE, QLD LG 2018 AND 2022**



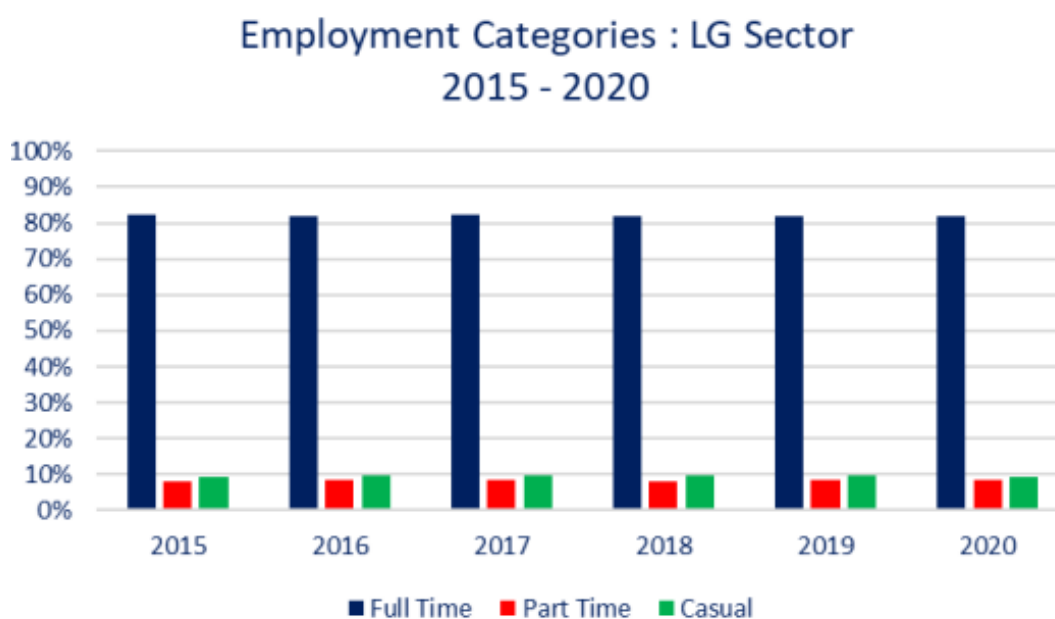
Source: 2022 LG Survey; 2018 Local Government Workforce and Future Skills Report Queensland



## 2.3 Employment categories

Between 2015 and 2020, the relative proportion of full-time, part-time and casual workers has remained relatively stable (**Figure 5**), with full-time workers comprising around 82% of the workforce, compared to 8.6% part-time and 9.3% casual.<sup>10</sup>

**FIGURE 5: QLD LG EMPLOYMENT CATEGORIES, 2015-2020**



Source: LGAQ Annual Workforce Census Data, 2015-20

Similar to the trend in **Figure 5**, the 2022 survey data shows that the relative proportion of full-time, part-time and casual workers has remained stable between 2018 and 2022 (**Table 1**).

**TABLE 1: QLD LG WORKFORCE BY EMPLOYMENT CATEGORY, 2018 AND 2022**

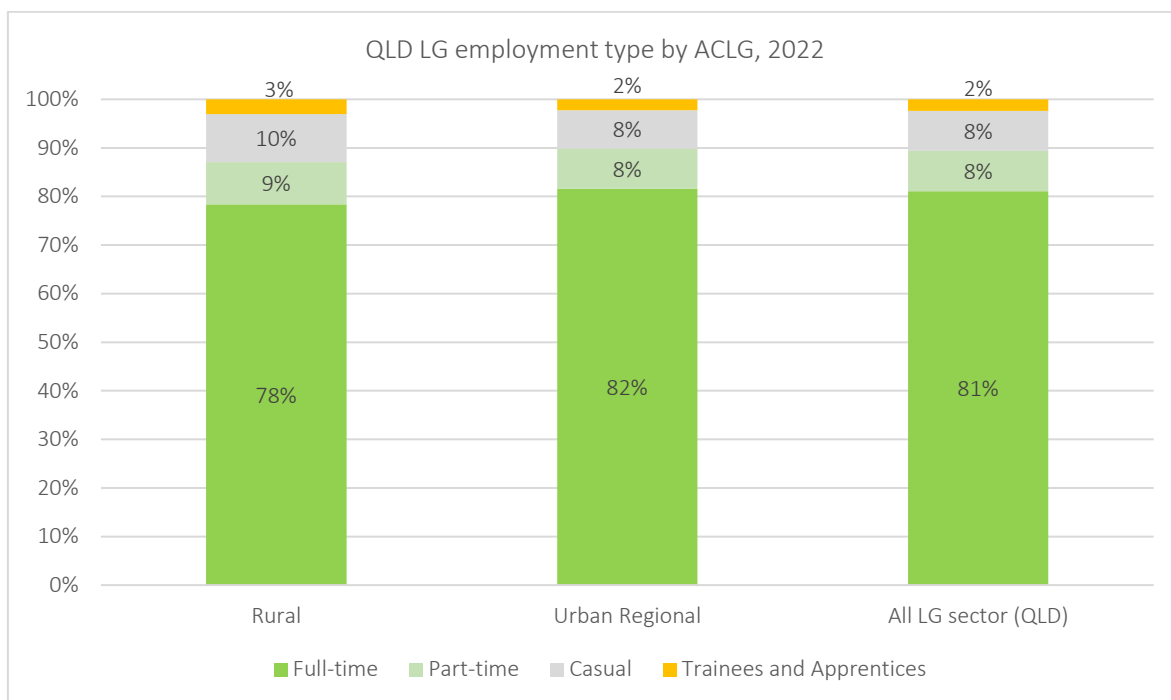
Employment category	2018	2022
Full-time	82.1%	83.0%
Part-time	8.3%	8.5%
Casual	9.6%	8.4%

Source: 2022 LG Survey, 2018 Local Government Workforce and Future Skills Report Queensland

An analysis of employment type of ACLG broad category (Rural, Urban and Urban Fringe, and Urban Regional) shows that the distribution of full-time, part-time, casual and trainee/apprentices across Queensland's Rural and Urban Regional local governments is similar. Urban Regional local governments have a slightly higher proportion of full-time workers, while Rural local governments have a higher proportion of casual, part-time and trainee employees.

<sup>10</sup> LGAQ (n.d.), *Annual Workforce Census Data*, <https://www.lgaq.asn.au/downloads/file/370/annual-workforce-census-data?msclid=937d69c8a8af11ecae1aaa236395edb5>

**FIGURE 6: QLD LG EMPLOYMENT TYPE BY ACLG, 2022**



Source: 2022 LG Survey

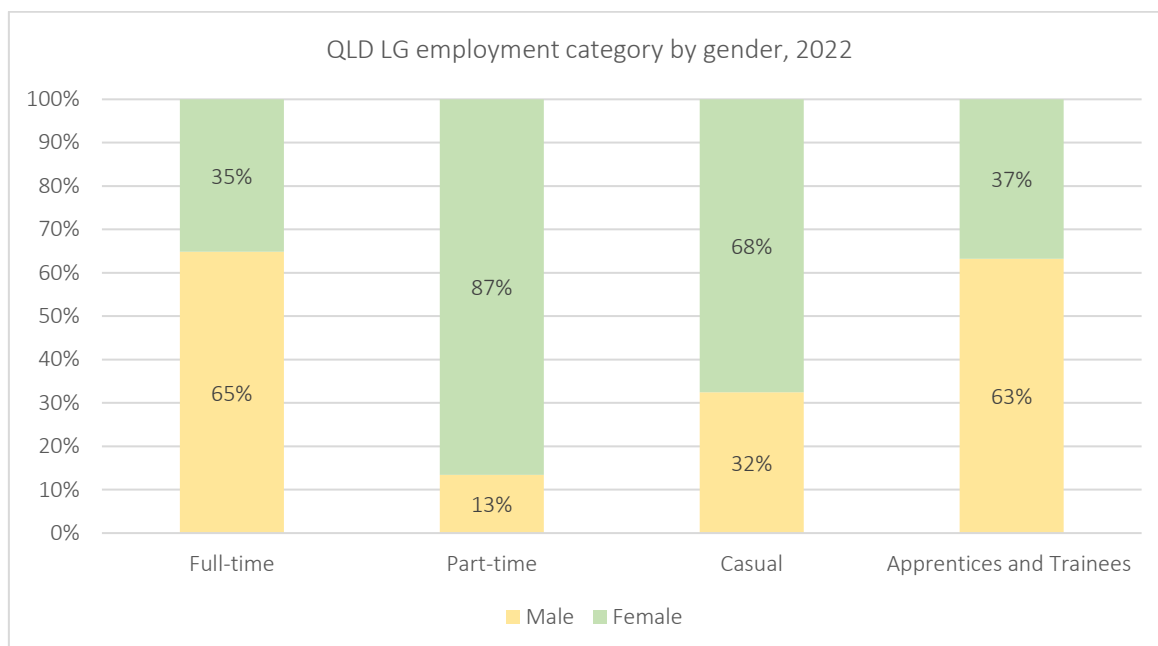
## 2.4 Employment gender profile

Based on the 2022 LG survey, the gender breakdown of Queensland’s LG workforce was 57.8% male and 42.2% female (**Figure 7**). This is an increase in female representation in the sector, as compared to data from LGAQ’s 2017 Annual Workforce Census Report (61.1% male, 38.9% female).<sup>11</sup>

There is a higher proportion of males in full-time positions, females in casual positions and males participating in trainee and apprenticeship programs. The gender imbalance is even more significant among the part-time workforce (**Figure 7**).

<sup>11</sup> Annual Workforce Census Report, LGAQ (2017), cited in the 2018 Local Government Workforce and Future Skills Report, Queensland.

**FIGURE 7: QLD LG EMPLOYMENT CATEGORY BY GENDER, 2022**



Source: 2022 LG Survey

## 2.5 Employment turnover

The average staff turnover rate across the 37 participating local governments was 14%, with turnover ranging from 0 to 48%. Turnover was higher across Rural local governments, averaging almost 17% in 2022, compared to 10% for Urban Regional local governments. These figures are significantly higher than the 2018 turnover of 8.6%, as reported by the Queensland LG Annual Workforce Census report. However, this difference may be due to survey sampling.

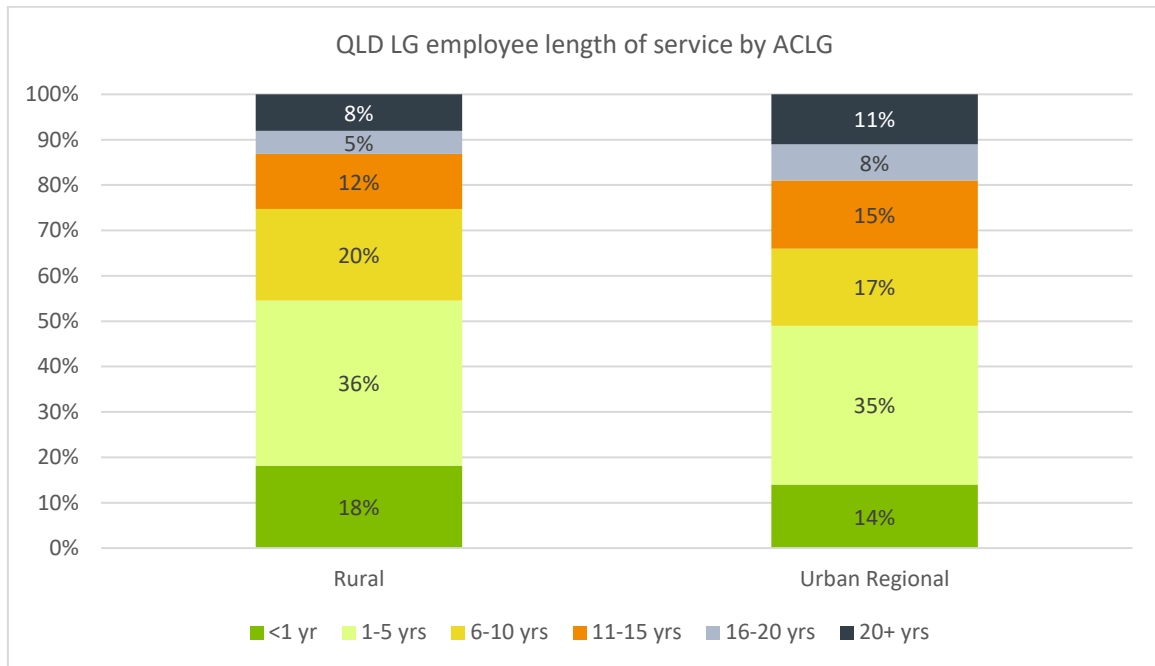
Overall, there was a much higher proportion of ‘unplanned’ turnover (ranging from <1% to 47%) compared to the proportion of retiring employees (ranging from <1% to 12.7%). The areas experiencing the highest levels of staff turnover included: administration, town planning, labourers, engineering, aged care, community events and services, water and waste, plant operators, and education and childcare.

In the year to 30 June 2021, local governments reported between 11 and 428 new workforce entrants. 30 (81%) local governments either maintained or increased their employee numbers, although this suggests that significant resources were devoted to recruitment during this period.

## 2.6 Employee length of service

The distribution of employees’ length of service is shown in **Figure 8** below, broken down by ACLG broad category. It shows that Urban Regional local governments had a higher proportion of longer-tenure employees (11+ years) compared to Rural local governments.

**FIGURE 8: QLD LG EMPLOYEE LENGTH OF SERVICE BY ACLG BROAD CATEGORY, 2022**



Source: 2022 LG Survey

## 2.7 Workplace diversity

22 of the 37 local governments in Queensland who participated in the survey reported a combined 1,155 Aboriginal and Torres Strait Islander employees. As a percentage of total employees at 30 June 2021, Aboriginal and Torres Strait Islander workforce participation in the LG sector ranged from 0-94%. There were 8 local governments with more than 50% of their workforce identifying as Aboriginal and Torres Strait Islander. Primarily, these are Aboriginal Shire councils: Cherbourg, Hope Vale, Napranum, Pormpuraaw, Torres Strait Island and Yarrabah. Torres Shire and Carpentaria Shire Councils also had a high proportion of Aboriginal and Torres Strait Islander workforce (94% and 59% respectively) in 2021-22.

7 local governments reported that 100% of their trainees and apprentices, ranging from 2-7 personnel, identified as Aboriginal and Torres Strait Islander, in addition to the 14 local governments who said that Aboriginal and Torres Strait Islander trainees and apprentices accounted for between 9-88% of this employment category.

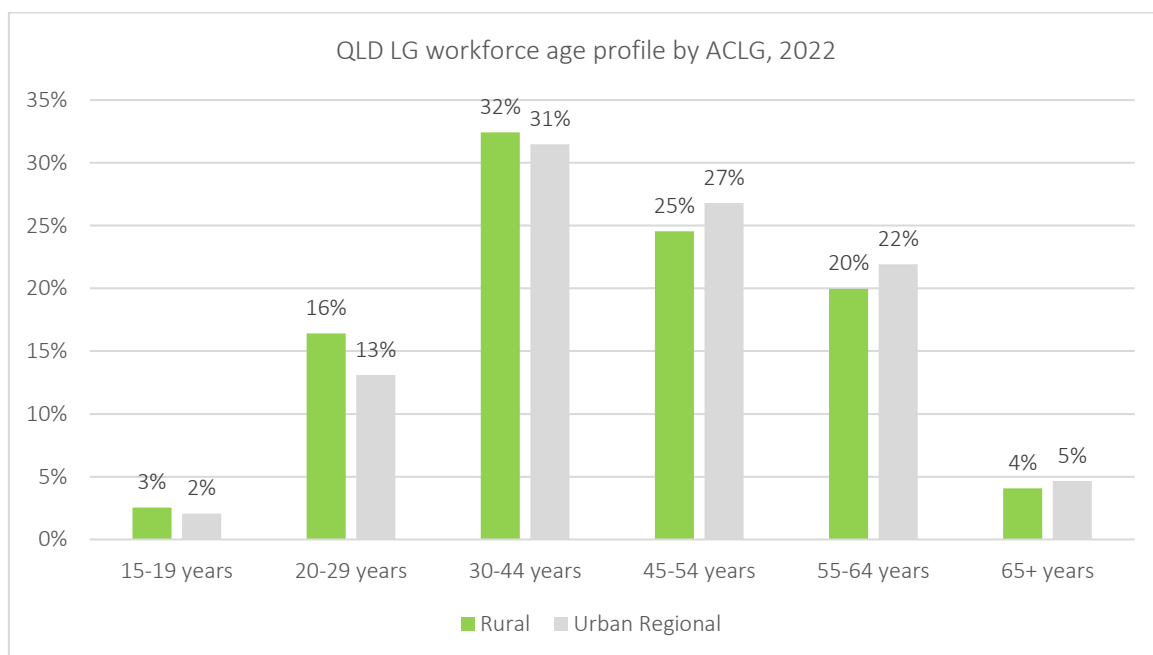
There are almost double the number of Aboriginal and Torres Strait Islander personnel in operational and trade positions (546 employees) compared to the number in professional and administrative positions (259 employees).

Only 6 local governments provided data on the number of CALD employees, ranging from 1-96 employees (1-94% of their respective workforces), and 8 local governments said they had between 1-20 employees with a disability (<1% to 5.1% of their respective workforce).

## 2.8 Workforce age profile

A breakdown of the workforce age profile by ACLG in **Figure 9** below illustrates that the workforce of Urban Regional local governments is slightly older than that of Rural local governments. 53% of Urban Regional local government employees are aged 45+, compared to 49% of employees in Rural local governments. This contrasts with the results of the 2017 Annual Workforce Census, which found that rural and remote local governments had the oldest workforce (57% of employees aged over 45 years old) and is likely due to differences in the survey sample.

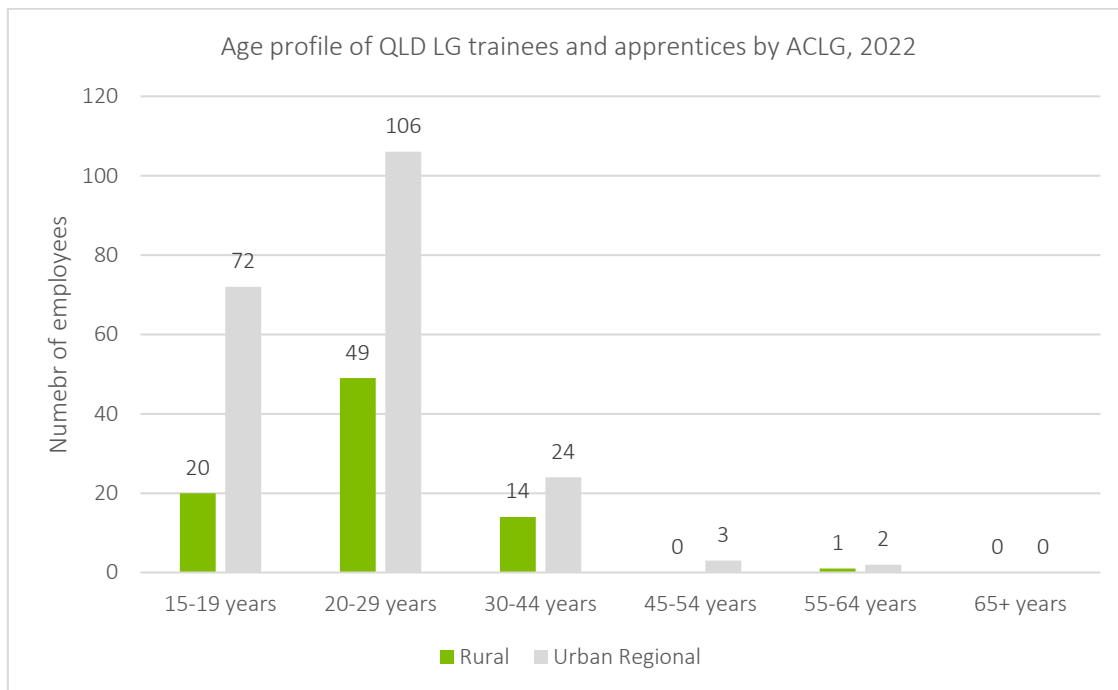
**FIGURE 9: QLD LG WORKFORCE AGE PROFILE BY ACLG, 2022**



Source: 2022 LG Survey

Unsurprisingly, the age profile of trainees and apprentices is much younger, with the highest proportions represented in the 20-29 age group (**Figure 10**).

**FIGURE 10: QLD LG NUMBER OF TRAINEES AND APPRENTICES BY AGE AND ACLG, 2022**



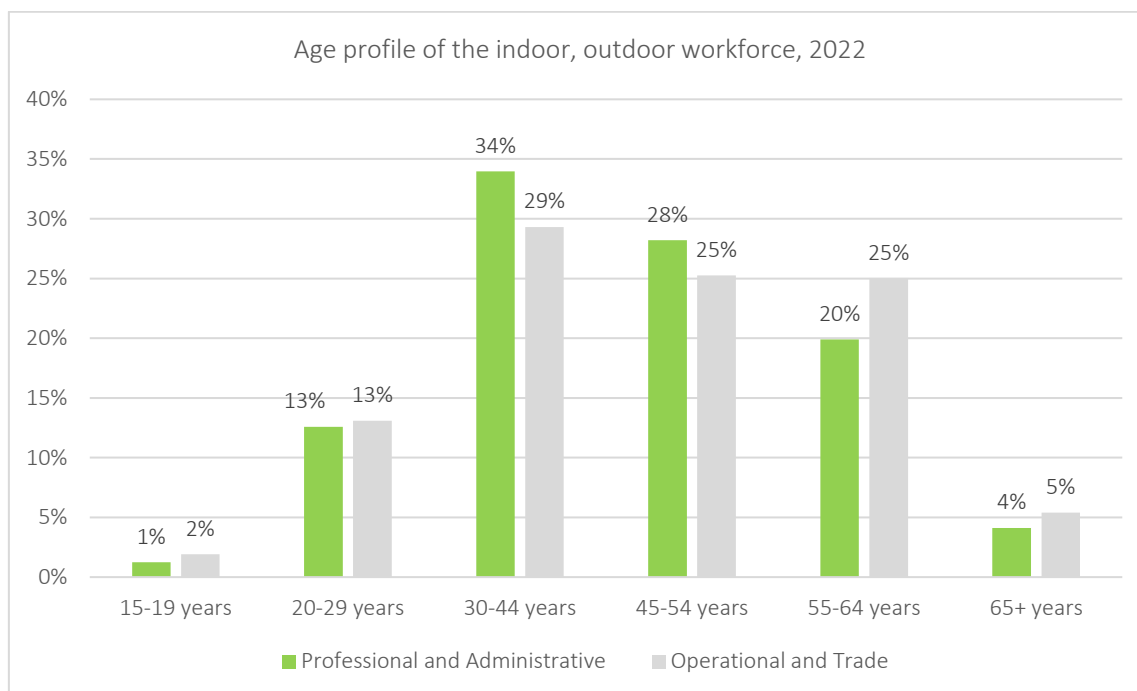
Source: 2022 LG Survey

The proportional age profile of the Professional and Administrative (indoor) and Operational and Trade (outdoor) workforce is shown in **Figure 11**. There is a higher proportion of younger professional and administrative workers, with 34% aged between 30-44 years compared to 29.3% in this age bracket for operational and trade workers. Conversely, there is a higher proportion of older operational and trade workers - 30.4% are aged over 55 years compared to 24% in this age bracket for professional workers.

The proportion of operational and trade workers aged 45+ has remained relatively stable over the last 5 years: 57.9% of the outdoor workforce in 2017 compared to 55.7% in 2022.<sup>12</sup>

<sup>12</sup> 2017 Annual Workforce Census Report, cited in the 2018 Local Government Workforce and Future Skills Report Queensland

**FIGURE 11: AGE PROFILE OF THE LG INDOOR, OUTDOOR WORKFORCE, QLD 2022**



Source: 2022 LG Survey

## 2.9 Aboriginal and Torres Strait Islander Workforce in Local Government

### 2.9.1 Aboriginal and Torres Strait Islander employment participation levels in local government

The participation levels of employees who identified as being Aboriginal and Torres Strait Islander origin varied across local governments. The total number of Aboriginal and Torres Strait Islander employees as a percentage of Queensland’s local government workforce is shown in **Table 2** below. Note that these figures may be under-reported as not all local governments collect this information, and it is also voluntarily provided by employees.

**TABLE 2: ABORIGINAL AND TORRES STRAIT ISLANDER EMPLOYMENT IN QLD LG, 2022**

Jurisdiction	# responding local governments with Aboriginal and Torres Strait Islander employees	% Responding local governments with Aboriginal and Torres Strait Islander employees	% of total local government employees who identify as Aboriginal and Torres Strait Islander
Queensland	22	59.5%	1.0%
Australia	132	62.9%	8.2%

Source: 2022 LG Survey

**Table 3** shows the number of local government employees in the 37 respondent local governments in Queensland who identify as being of Aboriginal and Torres Strait Islander origin. This figure is more than

double the national percentage, which is based on a sample of 210 Australian local governments who responded to the 2022 survey.

**TABLE 3: TOTAL ABORIGINAL AND TORRES STRAIT ISLANDER EMPLOYEES IN RESPONDING QLD LOCAL GOVERNMENTS, 2022**

Jurisdiction	# total employees with Aboriginal and Torres Strait Islander origin in responding local governments	# total employees in responding local governments	% of total employees who identify as Aboriginal and Torres Strait Islander origin in responding local governments
Queensland	1,155	17,238	6.7%
Australia	2,927	93,024	3.1%

Source: 2022 LG Survey

### 2.9.2 Aboriginal and Torres Strait Islander age profile in local government

The proportion of Professional and Administrative and Operational and Trade employees identifying as of Aboriginal and Torres Strait Islander origin is shown in **Table 4**. The age group between 30-44 years old has the highest proportion of Aboriginal and Torres Strait Islander participation in the Operational and Trade positions, followed by the 20-29 year age group, also in Operational and Trade positions. The lowest proportion of Aboriginal and Torres Strait Islander participation is among the 55-64 year age group in Professional and Administrative positions.

**TABLE 4: ABORIGINAL AND TORRES STRAIT ISLANDER PARTICIPATION IN THE QLD LG INDOOR, OUTDOOR WORKFORCE, 2022**

Workforce category	15-19 years	20-29 years	30-44 years	45-54 years	55-64 years	65+ years
Professional & Administrative	5.0%	5.3%	4.1%	2.3%	1.8%	2.4%
Operational & Trade	12.4%	11.6%	13.3%	9.0%	4.7%	2.8%

Source: 2022 LG Survey

### 2.9.3 Aboriginal and Torres Strait Islander trainees and apprentices in local government

**Table 5** below shows the number of local governments in Queensland that have Aboriginal and Torres Strait Islander trainees and apprentices.



**TABLE 5: QLD LOCAL GOVERNMENTS WITH ABORIGINAL AND TORRES STRAIT ISLANDER TRAINEES AND APPRENTICES, 2022**

Jurisdiction	# responding local governments with at least 1 Aboriginal and Torres Strait Islander trainee and apprentice	# local governments who answered this question	% responding local governments who answered this question, with Aboriginal and Torres Strait Islander trainees and apprentices
Queensland	21	32	65.6%
<b>Australia</b>	<b>55</b>	<b>179</b>	<b>30.7%</b>

Source: 2022 LG Survey

The number of trainees and apprentices in Queensland's local government workforce that identified as being of Aboriginal and Torres Strait Islander origin is shown in **Table 6**, alongside Aboriginal and Torres Strait Islander trainees and apprentices as a proportion of all trainees and apprentices in the responding local governments.

**TABLE 6: TOTAL ABORIGINAL AND TORRES STRAIT ISLANDER TRAINEES AND APPRENTICES IN QLD LG, 2022**

Jurisdiction	# total trainees and apprentices with Aboriginal and Torres Strait Islander background in responding local governments	# total trainees and apprentices in responding local governments	% of total trainees and apprentices who identify as Aboriginal and Torres Strait Islander in responding local governments
Queensland	80	392	20.4%
<b>Australia</b>	<b>165</b>	<b>1,353</b>	<b>12.2%</b>

Source: 2022 LG Survey

#### 2.9.4 Aboriginal and Torres Strait Islander cadets in local government

**Table 7** shows that none of the responding local governments said that they employed Aboriginal and Torres Strait Islander cadets. At the national level, there were only 6 Aboriginal and Torres Strait Islander cadets across the 169 local governments who responded to this question. Similarly, **Table 8** shows that none of the 39 cadets in the 37 participating Queensland local governments identified as being of Aboriginal and Torres Strait Islander origin.

**TABLE 7: RESPONDING QLD LOCAL GOVERNMENTS WITH ABORIGINAL AND TORRES STRAIT ISLANDER CADETS, 2022**

Jurisdiction	# responding local governments with at least 1 Aboriginal and Torres Strait Islander cadet	# local governments who answered this question	% responding local governments with Aboriginal and Torres Strait Islander cadets who answered this question
Queensland	0	27	0.0%
<b>Australia</b>	<b>6</b>	<b>169</b>	<b>3.6%</b>

Source: 2022 LG Survey

**TABLE 8: TOTAL ABORIGINAL AND TORRES STRAIT ISLANDER CADETS IN QLD LG, 2022**

Jurisdiction	# total cadets of Aboriginal and Torres Strait Islander origin in responding local governments	# total cadets in responding local governments	% of total cadets who identify as Aboriginal and Torres Strait Islander origin
Queensland	0	39	0.0%
<b>Australia</b>	<b>7</b>	<b>229</b>	<b>3.1%</b>

Source: 2022 LG Survey

## 2.10 Capability and Productivity

The depth and breadth of skills within a workforce is a key determinant of organisational capability and capacity and are closely linked to productivity. Organisational capability and capacity do not just improve performance, but they help achieve it in the first place. How dynamic that organizational capability and capacity is will also be something that is relevant to outcomes but, as a primary focus, local governments must be enabled organisationally to perform for its local area. Building workforce capability, also termed 'human resource development', is therefore fundamental to improving the performance of any institution, including local government.

Recent research undertaken by SGS Economics and Planning for the Australian Local Government Association on local government's productivity found that local government plays an important role in the productivity of the wider economy through regulation, service delivery, infrastructure provision, climate change adaptation/mitigation and emergency management and recovery.<sup>13</sup> The research also found that local government's productivity as a service provider is impeded by financial insecurity, difficulties in securing skilled workers and challenges in digital transformations.

The survey results discussed in the following chapters, sheds some light on these challenges.

<sup>13</sup> ALGA (2022), Submissions to Productivity Commission, <https://alga.com.au/submission-to-productivity-commission/>

## 3. Queensland Survey Results: Skills Shortages

This chapter presents the results on skills shortages in the Local Government workforce in Queensland.

### 3.1 Occupational skills shortages

33 of the 37 (89%) participating local governments reported that they were experiencing skills shortages in 2021-22, compared to 83% of respondents in 2018.

The following tables, **Table 9**, **Table 10** and **Table 11**, summarise the most common occupational skills shortages experienced during 2020-21, whether local governments had to recruit less skilled applicants, and whether they believe that these occupational skills shortages will be a critical issue in the future. They have been further broken down by ACLG category (Rural and Urban Regional).

Engineers, environmental health officers, human resource professionals and plumbers were the top skill shortage areas experienced in 2020-21, identified by around 40% of responding local governments. It appears that the prevalence of skills shortages has increased since 2018, when 33.9% and 20.7% of local governments said engineers and plumbers were a shortage area.<sup>14</sup>

Among professional and administrative occupations, it appears that the shortage of environmental health officers, HR professionals and accountants is worsening,<sup>15</sup> while computing / ICT professionals is an emerging shortage area not listed in the top 10 shortages in 2018. Similarly, it appears that the shortage of plumbers, water treatment operators and sewerage operators has become more prevalent between 2018 and 2022.<sup>16</sup>

---

<sup>14</sup> 2018 Local Government Workforce and Future Skills Report – Queensland, p. 44.

<sup>15</sup> 25%, 25% and 20.7% of local governments respectively said these were current shortages in the 2018 survey.

<sup>16</sup> 20.7%, 22.6% and 28.3% of local governments respectively said these were current shortages in the 2018 survey.

**TABLE 9: QLD LG OCCUPATIONAL SKILL SHORTAGES IN 2020-21**

Category	Occupation	# responding local governments	% responding local governments
Professional and Technical	Engineers	17	46%
	Environmental health officers	14	38%
	Human resource professionals	14	38%
	Accountants	12	32%
	Computing / ICT professionals	12	32%
	Project managers	11	30%
	Community development and engagement officers (includes Youth, Sport & Rec, Arts & Events Officers)	10	27%
	Engineering technicians	9	24%
	Urban and town planners	9	24%
	WH&S professionals	9	24%
Operational and Trade	Tradespersons - Plumber	16	43%
	Water treatment operators	15	41%
	Waste water / sewerage operators	12	32%
	Tradespersons - Mechanical	10	27%
	Supervisors / team leaders	9	24%
	Tradespersons - Automotive	9	24%
	IT / ICT technicians	7	19%
	Accounts / payroll clerk	7	19%
	Labourers	6	16%
	Plumbing inspectors	6	16%
	Tradespersons - Horticultural	6	16%
	Waste management / recycling operator	6	16%

Source: 2022 LG Survey

### 3.1.1 Occupational skill shortages by ACLG

The following tables, **Table 9A** and **9B** portray the current occupational skill shortages in Queensland local government by ACLG category, Rural and Urban Regional respectively. There are differences between the shortages experienced by Rural local governments when contrasted to Urban Regional local governments. For example, community development and engagement officers are the top occupational shortage experienced by Rural local governments (40% of Rural local governments), but affected 12% of Urban Regional local governments who participated in the survey. This is similar to asset and facilities managers, where 35% of Rural local governments identified that they had skill shortages in this occupation, in comparison to Urban Regional local governments, which only had 6% of its local governments select it as an area experiencing shortages.

TABLE 9A: OCCUPATIONAL SKILL SHORTAGES IN QLD RURAL LOCAL GOVERNMENTS IN 2020-21

Category	Occupation	# responding local governments	% responding local governments
Professional and Technical	Community development & engagement officers (includes youth, sport & rec, arts & events officers)	8	40%
	Human resource professionals	7	35%
	Asset and facilities managers	7	35%
	Accountants	6	30%
	Project managers	6	30%
	Environmental health officers	5	25%
	Procurement managers/officers	4	20%
	Engineers	4	20%
	Engineering technicians	4	20%
	Contract managers / officers	4	20%
	Operational and Trade	Tradespersons - Plumber	9
Water treatment operator		7	35%
Tradespersons - Mechanical		6	30%
Waste management / Recycling operator		5	25%
Supervisors/team leaders		5	25%
Waste water/sewerage operator		5	25%
Plumbing inspectors		3	15%
Care persons (aged, disability)		3	15%
Tradespersons - Automotive		3	15%
Accounts/pay roll clerk		2	10%

Source: 2022 LG Survey

**TABLE 9B: OCCUPATIONAL SKILL SHORTAGES IN QLD URBAN REGIONAL LOCAL GOVERNMENTS IN 2020-21**

Category	Occupation	# responding local governments	% responding local governments
Professional and Technical	Engineers	13	76%
	Environmental health officers	9	53%
	Computing/ICT professionals	9	53%
	Urban & town planners	9	53%
	Human resource professionals	7	41%
	Accountants	6	35%
	Building surveyors	6	35%
	Project managers	5	29%
	Engineering technicians	5	29%
	WH&S professionals	5	29%
Operational and Trade	Water treatment operator	8	47%
	Tradespersons - Plumber	7	41%
	Waste water/sewerage operator	7	41%
	Tradespersons - Automotive	6	35%
	IT/ICT technicians	6	35%
	Tradespersons - Horticultural	6	35%
	Accounts/pay roll clerk	5	29%
	Tradespersons - Mechanical	4	24%
	Supervisors/team leaders	4	24%
	Truck drivers	4	24%

Source: 2022 LG Survey

### 3.2 Recruitment of less skilled applicants

Queensland local governments also said they resorted to the recruitment of less skilled applicants to mitigate shortages of accountants, engineers, supervisors, and payroll clerks, among others (Table 10). The proportion of local governments saying they were forced to recruit less skilled applicants has also increased since 2018.<sup>17</sup>

**TABLE 10: QLD LG RECRUITMENT OF LESS SKILLED APPLICANTS, 2022**

Category	Occupation	# responding local governments	% responding local governments
Professional and Technical	Accountants	9	24%
	Engineers	8	22%
	Community development & engagement officers (includes Youth, Sport & Rec, Arts & Events Officers)	7	19%
	Procurement managers/officers	7	19%
	Environmental health officers	6	16%
	Human resource professionals	6	16%
	Project managers	6	16%
	Urban and town planners	6	16%
	Computing / ICT professionals	5	14%
	Engineering technicians	5	14%
WH&S professionals	5	14%	
Operational and Trade	Supervisors / team leaders	9	24%
	Accounts / payroll clerks	7	19%
	Tradespersons - Plumber	7	19%
	IT / ICT technicians	6	16%
	Water treatment operators	6	16%
	Labourers	5	14%
	Waste water / sewerage operators	5	14%
	Care persons (aged, disability)	4	11%
	Customer service workers	4	11%
	Waste management / recycling operators	4	11%

Source: 2022 LG Survey

<sup>17</sup> 2018 Local Government Workforce and Future Skills Report – Queensland, p. 44.

### 3.2.1 Recruitment of less skilled applicants by ACLG

Tables 10A and 10B provide a breakdown of the overall survey results for recruitment of less skilled applicants by Rural and Urban Regional local governments respectively. Both categories recruited less skilled applicants for similar occupational areas. In Professional and Technical roles, these were accountants, human resource professionals, and engineering technicians. For Operational and Trade positions, these were supervisor and team leader roles, waste management and recycling operators.

**TABLE 10A: RECRUITMENT OF LESS SKILLED APPLICANTS IN QLD RURAL LOCAL GOVERNMENTS, 2022**

Category	Occupation	# responding local governments	% responding local governments
Professional and Technical	Community development & engagement officers (includes youth, sport & rec, arts & events officers)	6	30%
	Accountants	4	20%
	WH&S professionals	4	20%
	Procurement managers/officers	3	15%
	Librarians	3	15%
	Human resource professionals	3	15%
	Engineering technicians	3	15%
	Governance/risk managers	3	15%
	Contract managers / officers	2	10%
	Engineers	2	10%
	Project managers	2	10%
	Environmental health officers	2	10%
	Asset and facilities managers	2	10%
	Economic development managers	2	10%
Operational and Trade	Tradespersons - Plumber	6	30%
	Supervisors/team leaders	5	25%
	Waste management / Recycling operator	3	15%
	Tradespersons - Mechanical	3	15%
	Care persons (aged, disability)	3	15%
	Accounts/pay roll clerk	2	10%
	Water treatment operator	2	10%
	Plumbing inspectors	2	10%
	Customer service workers	2	10%
	Labourers	2	10%
	Tradespersons - Construction	2	10%

Source: 2022 LG Survey



**TABLE 10B: RECRUITMENT OF LESS SKILLED APPLICANTS IN QLD URBAN REGIONAL LOCAL GOVERNMENTS, 2022**

Category	Occupation	# responding local governments	% responding local governments
Professional and Technical	Engineers	6	35%
	Urban & town planners	6	35%
	Accountants	5	29%
	Procurement managers/officers	4	24%
	Project managers	4	24%
	Environmental health officers	4	24%
	Computing/ICT professionals	4	24%
	Human resource professionals	3	18%
	Computing/ICT technicians	3	18%
	Building surveyors	3	18%
	Engineering technicians	2	12%
Operational and Trade	IT/ICT technicians	6	35%
	Accounts/pay roll clerk	5	29%
	Supervisors/team leaders	4	24%
	Water treatment operator	4	24%
	Waste water/sewerage operator	4	24%
	Labourers	3	18%
	Tradespersons - Horticultural	3	18%
	Customer service workers	2	12%
	Tradespersons - Automotive	2	12%
	Tradespersons - Plumber	1	6%
	Waste management / Recycling operator	1	6%
	Care persons (aged, disability)	1	6%
	Truck drivers	1	6%

Source: 2022 LG Survey

### 3.3 Critical Occupational Skill Shortages

Queensland local governments also said that many of the skills shortage areas experienced in 2021-22 – engineers, accountants, water treatment officers and waste water operators would be critical in the future (Table 11).

**TABLE 11: QLD LG CRITICAL OCCUPATIONAL SKILL SHORTAGES IN THE FUTURE, 2022**

Category	Occupation	# responding local governments	% responding local governments
Professional and Technical	Engineers	16	43%
	Accountants	14	38%
	Computing / ICT professionals	11	30%
	Environmental health officers	11	30%
	Human Resource professionals	10	27%
	Computing / ICT technicians	9	24%
	Project managers	9	24%
	WH&S professionals	9	24%
	Community development & engagement officers (includes youth, sport & rec, arts & events officers)	8	22%
	Engineering technicians	8	22%
	Governance / risk managers	8	22%
	Procurement managers / officers	8	22%
Operational and Trade	Water treatment operators	16	43%
	Waste water / sewerage operators	13	35%
	Tradespersons - Plumber	11	30%
	Supervisors / team leaders	10	27%
	Accounts / payroll clerk	8	22%
	Tradespersons - mechanical	8	22%
	IT / ICT technicians	7	19%
	Labourers	6	16%
	Plumbing inspectors	6	16%
	Tradespersons - Automotive	6	16%
	Waste management / recycling operator	6	16%

Source: 2022 LG Survey

#### 3.3.1 Critical occupational skill shortages by ACLG

Tables 11A and 11B provide a breakdown of the overall survey results for future critical occupational skill shortages by ACLG category.

The most critical shortages of Professional and Technical occupations that were common to both Rural and Urban Regional local governments were: accountants, engineers and human resource professionals. Similarly, for Operational and trade occupations, the top three critical occupational skill shortage areas cited by Rural and Urban Regional local governments were: water treatment operators, waste water/sewerage operators and plumbers.

**TABLE 11A: CRITICAL OCCUPATIONAL SKILL SHORTAGES IN QLD RURAL LOCAL GOVERNMENTS IN THE FUTURE, 2022**

Category	Occupation	# responding local governments	% responding local governments
Professional and Technical	Accountants	8	40%
	Engineers	6	30%
	Community development & engagement officers (includes youth, sport & rec, arts & events officers)	6	30%
	Procurement managers/officers	5	25%
	Human resource professionals	5	25%
	Project managers	5	25%
	Governance/risk managers	5	25%
	Asset and facilities managers	5	25%
	Contract managers / officers	4	20%
	Environmental health officers	4	20%
	Economic development managers	4	20%
Operational and Trade	WH&S professionals	4	20%
	Water treatment operator	9	45%
	Waste water/sewerage operator	7	35%
	Tradespersons - Plumber	6	30%
	Accounts/pay roll clerk	5	25%
	Supervisors/team leaders	5	25%
	Tradespersons - Mechanical	4	20%
	Waste management / Recycling operator	4	20%
	Care persons (aged, disability)	4	20%
	Labourers	3	15%
	Customer service workers	2	10%
	IT/ICT technicians	2	10%
	Tradespersons - Construction	2	10%
Tradespersons - Automotive	2	10%	

Source: 2022 LG Survey

**TABLE 11B: CRITICAL OCCUPATIONAL SKILL SHORTAGES IN QLD URBAN REGIONAL LOCAL GOVERNMENTS IN THE FUTURE, 2022**

Category	Occupation	# responding local governments	% responding local governments
Professional and Technical	Engineers	10	59%
	Computing/ICT professionals	8	47%
	Environmental health officers	7	41%
	Accountants	6	35%
	Computing/ICT technicians	6	35%
	Building surveyors	6	35%
	Urban & town planners	6	35%
	Human resource professionals	5	29%
	WH&S professionals	5	29%
	Engineering technicians	5	29%
	Project managers	4	24%
	Building surveying technicians	4	24%
Operational and Trade	Water treatment operator	7	41%
	Waste water/sewerage operator	6	35%
	Tradespersons - Plumber	5	29%
	Supervisors/team leaders	5	29%
	IT/ICT technicians	5	29%
	Plumbing inspectors	5	29%
	Tradespersons - Mechanical	4	24%
	Tradespersons - Automotive	4	24%
	Tradespersons - Electrical	4	24%
	Tradespersons - Horticultural	4	24%
	Accounts/pay roll clerk	3	18%
	Labourers	3	18%

Source: 2022 LG Survey

### 3.4 Drivers of skill shortages

The key drivers of skills shortages varied considerably across the 37 local governments. The most common drivers that were also reported in 2018 and included: remoteness of location, housing availability and high rental prices, a lack of qualified applicants as well as a lack of applicants more generally, inability to meet remuneration expectations and to remain competitive in the market.

Some local governments provided further detail regarding location-specific factors, citing a lack of educational facilities for school-aged children, cost of living in some regional centres, and even candidates' perception of regional living and opportunities for career progression. One local government said that the COVID-19 pandemic was a possible driver, while another said that pandemic related border closures, both international and domestic, exacerbated access to skilled workers.

### 3.5 Time to fill vacancies

26 local governments (70%) said they were running between 1-151 vacancies under staff complement (1-22% of their respective FTEs). The 10 local governments with vacancies of between 10-20% FTE were evenly split across Rural and Urban Regional local governments and were relatively mixed in their workforce size, ranging from 51 to 1,421 FTEs as recorded in the 2022 survey.

The majority of local governments (34) took between 1-3 months to fill vacancies in both professional and trade roles, while others said it took between 3-6 months to fill vacancies. Overall, these timeframes are similar to that reported in the 2018 survey. While the 2018 report noted that Aboriginal and Torres Strait Islander councils took up to 24 months to fill specialist positions,<sup>18</sup> this was not generally evidenced in the most recent survey. Only 1 Aboriginal Shire Council reported a 12-month lead time to recruiting for trade positions, and the same local government took an average of 3 months to recruit professional staff.

The most common reason behind the length of time to fill vacancies was difficulty in attracting staff with the right skills and experience (25 local governments; 68%), followed by 12 local governments (32%) who cited the impacts of the COVID-19 pandemic on attracting out-of-region staff. Some local governments also pointed to other common barriers to workforce attraction, such as housing availability, the provision of market-competitive remuneration and candidates' willingness to relocate. Three local governments shared a concern around delays from pre-employment medical checks.

Local governments were asked to select the most successful strategies for filling vacancies in skill shortage occupations. 24 local governments (65%) said they were reskilling and upskilling employees, followed by 22 local governments (59%) who said that advertising and social media platforms led to successful recruitment and 20 (54%) who used external recruitment agencies.

Two Rural local governments said they employed staff on the Temporary Skill Shortage visa to work in the fields of engineering and automotive trade.

---

<sup>18</sup> 2018 Local Government Workforce and Future Skills Report – Queensland, p. 45.

### 3.6 Hardest to fill occupations

13 local governments (35%) said that engineers were the hardest to fill occupation, followed by plant operators (5 local governments) and town planners (4). Local governments were also asked to list other occupational areas that were hard to fill. Manager positions, tradespeople, child care and community care personnel were all listed as challenging to recruit for in 2021-22.

### 3.7 Skills gaps and additional skills required

27 local governments (73%) said they were experiencing skills gaps across occupations including asset managers, project managers executive staff, finance officers, health and child care services staff, engineers and tradespersons. This is a slight increase from the 71% of local governments who said they were experiencing skills gaps in 2018.<sup>19</sup>

When asked what new or additional skills would be required to mitigate these critical skills gaps, local governments responded with a range of suggestions. Broadly, their suggestions relate to the need for more occupation specific experience and for the recruitment of workers with relevant qualifications as listed below. Compared to other jurisdictions, Queensland local governments did not highlight a need for soft skills in response to this question.

- Occupation specific experience – for example, drawing experience for civil design officers, concrete experience for concrete labourers, software development skills for ICT personnel, and frontline leadership skills for supervisors and managers
- Appropriate qualifications – Certificate III in Children Services for early childhood education officers; licences to operate machinery, and legislative training.

### 3.8 Drivers of skills gaps

Local governments identified the following key drivers of critical skills gaps by occupational area:

- Managers – lack of training opportunities and an inability to source experienced people leaders for the level of remuneration on offer;
- Engineers – competition with the private sector;
- Building trades – limited housing availability means it is not possible to recruit externally;
- Sustainability officers – challenges in recruiting personnel with knowledge of renewables and climate impact;
- Administrative and professional services – limited staff with local government experience, English as a second language could pose challenges in some roles or functions;
- Environmental health officers – diverted to contact tracing during the height of the COVID-19 pandemic and ongoing demand for COVID-19 related public health matters.

---

<sup>19</sup> 2018 Local Government Workforce and Future Skills Report – Queensland, p. 47.

While some of these key drivers were also identified by responses to the 2018 survey,<sup>20</sup> there are some new key drivers, mainly caused by the COVID-19 pandemic and the extent of natural disasters in some parts of the State, but also nationally.

### 3.9 Current approaches to addressing skills gaps and shortages

26 local governments (70%) said that vacancies, skills shortages, skills gaps or training needs have impacted or delayed project delivery. The most popular approach to addressing skills gaps and shortages was to provide opportunities to act up and/or across other roles (21 local governments, 57%), followed by providing informal on-job training (19 local governments, 51%). 6 local governments (16%) said they shared resources with other local governments, ranging from disaster management, animal management, building certifiers, town planning to environmental health services. Some local governments also said they relied on the following strategies:

- Engaging a recruitment agency, planning recruitment drives;
- Recruiting temporary labour hire employees;
- Succession planning;
- Sourcing apprentices, trainees and cadets to grow their workforce.

Over the last 3 years, 30 local governments (81%) had engaged with state or federal education, training or other initiatives. These included:

- Skilling Queenslanders for Work – First Start Program, which provides young people and disadvantaged job seekers with opportunities to gain nationally recognised qualifications and 12 months paid employment through a local government or other traineeship;<sup>21</sup>
- Construction Skills Queensland (CSQ) funding. CSQ is an independent, not-for-profit, and industry-funded body supporting employers and employees in the building and construction industry. They provide subsidised training, support industry partnerships and promote construction careers and industry pathways;<sup>22</sup>
- The Department of Education, Skills and Employment’s Foundation Skills for Your Future, a program to support Australians who need flexible training in reading, writing, maths, English language and digital skills;<sup>23</sup>
- Council’s own internship programs, e.g. the Sunshine Coast’s 12-week My Summer Workplace program for tertiary and TAFE students;<sup>24</sup>
- 1000 Jobs Package to increase employment opportunities in remote Australia.<sup>25</sup>

---

<sup>20</sup> 2018 Local Government Workforce and Future Skills Report – Queensland, p. 45.

<sup>21</sup> Department of Employment, Small Business and Training (2021), *Skilling Queenslanders for Work! First Start Guidelines for funding 2021-22*, [https://desbt.qld.gov.au/\\_\\_data/assets/pdf\\_file/0025/8269/first-start-funding-guidelines.pdf](https://desbt.qld.gov.au/__data/assets/pdf_file/0025/8269/first-start-funding-guidelines.pdf)

<sup>22</sup> Construction Skills Queensland (2022), *Frequently Asked Questions*, <https://www.csq.org.au/faqs/>

<sup>23</sup> Department of Education, Skills and Employment (2022), *The Foundation Skills for Your Future Program*, <https://www.dese.gov.au/foundation-skills-your-future-program>

<sup>24</sup> Sunshine Coast Council (2021), *Make Council your Summer Workplace!*, <https://www.sunshinecoast.qld.gov.au/Council/News-Centre/Make-Council-your-Summer-Workplace>

<sup>25</sup> National Indigenous Australian Agency (2021), *1000 Jobs Package Factsheets*, <https://www.niaa.gov.au/resource-centre/indigenous-affairs/1000-jobs-package-factsheets>

## 4. Queensland Survey Results: Training Needs and Challenges

This chapter presents the results on Local Government’s training needs and challenges in Queensland.

### 4.1 Unmet training needs and drivers

31 local governments (83.7%) said their workforce had unmet training needs in 2021-22, compared to 53% of local governments in 2018.<sup>26</sup> The most common areas of unmet training need experienced by Queensland local governments in 2022 were leadership and management training, supervisor training, and change management training (Figure 12). Local governments also identified a gap in cultural competency training, diversity and inclusion training, and project management training.

FIGURE 12: UNMET TRAINING NEEDS IN THE QLD LG SECTOR, 2022



Source: 2022 LG Survey

Local governments were asked to select the primary drivers of unmet training need from a list. The most common driver experienced by local governments was a lack of access to training due to the COVID-19 pandemic, followed by access and quality issues in local training options. Local governments who responded ‘Other’ specified a lack of success in recruiting in-house Learning and Development officers, as well as the need to develop tailored training content internally before it could be rolled out (Table 12).

<sup>26</sup> 2018 Local Government Workforce and Future Skills Report – Queensland, p. 48.



**TABLE 12: QLD LG UNMET TRAINING NEEDS AND DRIVERS, 2022**

Driver of unmet training need	% local governments responding
Lack of access to appropriate training due to COVID	65%
Unable to source quality training programs and/or trainers that can be delivered locally	59%
Employees haven't had time to attend training	49%
Council budget is insufficient for this training	49%
Travel cost of sending staff away to attend training is too high	49%
Unable to source training programs with relevant content	41%
Lack of time to organise training	32%
Other	16%
Lack of support from managers/supervisors to send staff on training courses	14%

Source: 2022 LG Survey

## 4.2 Joint training and development

6 local governments said that they had undertaken joint training and development with Aboriginal Community Controlled Organisations (ACCOs). 4 local governments described their partnerships:

- With Minjerribah Moorgumpin Elders-in-Council, which had a positive effect on council's cultural competency and its creation of an inclusive, respectful and knowledgeable workplace;
- With TribalLink Blackcard, Biral Tours, Mooloolah Kabi Kabi Lands Council for the provision of First Nations Cultural Awareness training and On-Country experiences;
- Between Torres Strait Island Regional Council and Yarrabah Aboriginal Shire Council to co-deliver a Cert IV in Social Housing as well as co-training with the Torres Strait Regional Authority (TSRA) and Torres Shire Council for Environmental Health Workers.

Additional details are provided in **Appendix E**.

## 4.3 Training expenditure

25 local governments (68%) said that their expenditure on learning and development remained the same between 2021-22. 6 local governments (16%) said it had increased while 4 local governments said that it had decreased. A breakdown by ACLG broad category shows that a higher proportion of Rural local governments decreased training expenditure between FY19/20 and FY20/21 compared to Urban and Urban Fringe local governments, while a higher proportion of urban local governments maintained prior year training expenditure (**Table 13**).

**TABLE 13: QLD LG CHANGE IN TRAINING EXPENDITURE BY ACLG BROAD CATEGORY, 2021-22**

Change in training expenditure	Rural	Urban Regional
Decreased	3 (15.8%)	1 (6.3%)
Increased	3 (15.8%)	3 (18.8%)
Remained the same	13 (68.4%)	12 (75.0%)

Source: 2022 LG Survey

Two (2) local governments estimated a 5-67% increase in training expenditure from 2020 to 2021, while another 3 local governments said the increase was less than 1%. These increases were due to a range of factors, including increased health and safety compliance spend, funding specific training in for aged care personnel and rangers, and increased organisational focus on workforce development.

Another 2 local governments estimated a decrease in training expenditure of 20-70%. Reasons provided for decreased spending included the uptake of more online training such that travel and accommodation costs were reduced, pandemic impacts on budget, and as part of an effort to achieve operational surplus.

Local governments who said the expenditure had been stable over the last year highlighted the pandemic's impacts of training patterns. They noted that it was still significantly reduced compared to pre-pandemic expenditure, and that there was now a greater focus on in-house training due to travel restrictions.

#### 4.4 Preferred delivery mode

Local governments were asked to select their preferred of four delivery modes: in-person, self-paced learning, virtual delivery and blended learning (mix of all options). 23 local governments (62%) preferred a blended approach, combining in-person, self-paced and virtual delivery, compared to 11 (30%) who said they preferred in-person delivery. A breakdown by ACLG broad category reveals that a higher proportion of Rural local governments preferred in-person delivery - 44% of Rural local governments said this was their preferred mode, compared to 17.6% of Urban Regional local governments - while the latter preferred blended learning (**Table 14**).

**TABLE 14: QLD LG PREFERRED TRAINING DELIVERY MODE BY ACLG BROAD CATEGORY, 2022**

Preferred delivery mode	Rural	Urban Regional	Total
Blended learning	10	13	23
In person, face-to-face delivery	8	3	11
Virtual delivery	-	1	1

Source: 2022 LG Survey

The primary challenges faced by local governments in providing each mode of learning are summarised below:

- Blended learning – Time and budget constraints, low digital literacy among the workforce, outdoor workers' limited access to technology, and a geographically dispersed employee base which generally complicates logistics and increases costs of organising group training.
- In person delivery – Interestingly, there were more local governments who said that distance and associate costs of sourcing trainers from Registered Training Organisations was a barrier than there were local governments who referenced the impacts of the COVID-19 pandemic on high-contact settings (such as in-person training).
- Virtual training – Its success can depend on the tech saviness of the workforce and some staff members find it hard to learn this way. In some instances, alternative training methods, such as blended learning, would need to be provided.

#### 4.5 Uptake of training arrangements

21 local governments (56.7%) do not believe they are taking on enough trainees and/or apprentices to meet future skilling needs, compared to 15 (40.5%) who believe they are. The barriers to employing more trainees and apprentices can be grouped under 3 themes:

- Resource constraints – this was the most common barrier, with some local governments constrained by funding while others did not have appropriately qualified on-site supervisors or personnel to coordinate the recruitment process.
- Supply constraints – one local government mentioned that their remote location contributed to accessibility issues for prospective trainees and apprentices, who notwithstanding the availability of online training, preferred on the job training. Another local government mentioned a lack of TAFE skilled workers for water and parks training requirements.
- Cultural constraints – one local government mentioned that its current corporate strategy and changing organisational structure were barriers to a stronger focus on the trainee and apprentice pipeline. This was echoed by another local government who reflected on current methods of workforce planning which were limiting its ability to effectively plan for the intake of trainees and apprentices.

10 Urban local governments said they employed between 1 and 8 cadets, compared to 3 Rural local governments who each employed 1-2 cadets. None of these local governments provided information about Aboriginal and Torres Strait Islander cadets; either they did not employ any or did not collect this information.

7 local governments employed cadets in engineering or civil engineering. Cadets in other occupational areas, such as utilities, town planners, and accountants, were less common.

#### 4.6 Factors impacting future skilling needs

Local governments were surveyed on any internal or external factors that would impact their future skilling needs (**Table 15**). Changes in government funding was the most common response (73% local governments), followed by the impacts of an ageing workforce (70%) and major council or external

infrastructure projects (62%). 59% of local governments believed technological change would impact future skilling needs, compared to 25% of local governments in 2018. Other factors that Queensland local governments identified were:

- Housing availability;
- Regional access to training organisations;
- The ability to share training delivery to improve efficiencies, particularly in regional areas;
- The uncertain and ongoing impacts of the COVID-19 pandemic; and
- Council's own service area focus.

A comparison with 2018 survey responses suggests that in 2022, concerns about government funding certainty, an ageing workforce and major council or external infrastructure projects have overtaken data and technology changes as having the greatest impact on future skilling needs.<sup>27</sup>

**TABLE 15: FACTORS IMPACTING FUTURE SKILLING NEEDS IN QLD LG, 2022**

Factor	# responding local governments	% responding local governments
Changes in government funding levels	27	73%
Ageing workforce	26	70%
Major council or external infrastructure projects	23	62%
Technological change	22	59%
Increasing levels of governance and compliance	21	57%
Growth in local government area	17	46%
Climate change	11	30%
Other	8	22%

Source: 2022 LG Survey

#### 4.7 Changing job roles and requirements

Local governments were asked whether they had undertaken any analysis or forecasting of changing roles and skills requirements of their workforce, specifically due to digital disruption or advances in technology. It suggests the proportion of local governments who are forward planning has increased slightly (18.9%, up from 13.2% in 2018) (Table 16).

<sup>27</sup> 2018 Local Government Workforce and Future Skills Report – Queensland, p. 50.

**TABLE 16: PROPORTION OF QLD LG UNDERTAKING ANALYSIS OF FUTURE ROLES AND REQUIREMENTS 2018 AND 2022**

Analysis of future roles and requirements	2018	2022
No	73.6%	75.5%
Yes	13.2%	18.9%
Did not respond	13.2%	5.4%

Source: 2022 LG Survey

Local governments were also asked to identify new roles that would emerge over the next three years due to service delivery changes, technological advancements or other changes at council. Their responses are grouped by theme:

- Digital skills of the future – local governments said cybersecurity skills, analytics for business intelligence, artificial intelligence (AI) and big data roles, and ICT specialists would become in demand.
- An evolution of existing roles – for example, risk managers looking toward technology-related risks and customer service officers being supported by digital connectivity to provide a better customer experience.
- Emerging roles as a result of other changes to local government – for example, major projects arising from the 2032 Olympics in south-east Queensland, workplace health and safety officers, and local governments adapting roles to contemporary trends, e.g. flexible working.

#### 4.8 Impacts of recent events on workforce attraction and retention

Local governments were asked to rate the impacts – minimal, moderate, or significant – of recent events on workforce attraction and retention. Housing pressures had the most significant impact, with 31 local governments (84%) rating it as having moderate or significant impact. The COVID-19 pandemic had the second greatest impact (27 local governments rated its impact as moderate or significant), followed by long-term funding certainty (23 local governments). Changing local and regional economies impacted Queensland local governments to a lesser extent, although one local government specified that the boom and bust cycle of mining and associated industries has made it challenging to attract, retain and skill its workforce.

Local governments were also asked about the workforce impacts of supply shortages and interruptions to road, rail and digital connectivity. Some local governments experienced minimal to moderate impacts from workforce supply shortages, while others said this caused slight project or service delivery delays. Meanwhile, interruptions to road, rail and digital connectivity disrupted staff mobility and also highlighted the need for improved technology to support working from home arrangements.

## 5. Survey Results: Focus Group Insights

This chapter presents the collective findings of the national, state and territory focus groups that were conducted to obtain additional qualitative information to complement the survey data.

### 5.1 Introduction

As part of this project, SGS undertook additional qualitative research to complement the survey's quantitative findings, especially in relation to skills and workforce drivers, workforce development initiatives and focus group discussions to gain additional insights. This included a scan of workforce development ideas and initiatives in Australia and internationally, focus group discussions with several national employer bodies and the State Local Government Associations and a small number of local governments in each jurisdiction attended by human resources managers and/or chief executive officers.

Some of the raw material we gathered is included in the following Appendices:

- **Appendix F** includes a small selection of local government workforce development initiatives in Australia.
- **Appendix G** presents the Local Government Information Unit's (LGIU) review of international best practice policy for workforce and skills/capability development in the Local Government sector, including skills shortages, leveraging partnerships, remaining agile and responding to macro trends.
- **Appendix H** is a summary of a recent OECD Policy Manual for Local Government on future proofing adult learning systems in recognition of the long term economic, social and health consequences of the COVID-19 pandemic, ongoing structural changes including automation and digitalisation, demographic changes and the transition to a 'green' economy.

### 5.2 Future Workforce Needs – Insights from the Focus Groups

Focus groups held with local government stakeholders across all state and territories confirmed that the findings of the 2018 survey are equally relevant today. But it was not clear whether the results of the 2018 survey had any significant effect on policy and practices regarding local government's efforts to tackle workplace skills and capability issues. Nevertheless, recruitment and retention, high training costs, busy workloads and a lack of skilled professionals in key sectors were all noted as ongoing challenges for the sector. Beyond this, the focus groups identified a number of common themes, as discussed below.

#### 5.2.1 Current strategies to meet future skills needs

The 2022 survey responses and focus group discussions proposed a number of different pathways for local governments to address their skills and capability needs:

- Better workforce planning, such as more detailed forecasting and developing an employee retention program.
- Sector remuneration benchmarking for critical roles.
- Developing local government-specific training programs/courses, especially in particular fields such as environmental health, digital technology, project management, lifecycle asset management, supervision, workforce planning and human resource management.
- Enabling more local decision making between local governments and training providers, and building on existing relationships with educational institutions, and training and education providers.
- Providing support for traineeships, apprenticeships and cadet programs and for fee-free and onsite training.
- Improved access to trainers, particularly in regional areas, to reduce training costs.
- Facilitating pathways for international students and skilled migrants.
- Assistance to incentivise skilled retirees to re-enter the workforce.
- Improved infrastructure and the provision of housing to address housing shortages, improved public transport services, reliable internet and facilities, or even increased tax incentives to attract and retain skilled candidates to regional areas.

Interestingly, the recent Regional Australia Institute (RAI, 2021) report and the OECD (2022) both emphasise the importance and added value of collaboration and cooperation on a regional scale with like-minded businesses and community organisations as a way of yielding regionally relevant opportunities and outcomes. These reports are discussed in more detail in **section 6.3.3** and in **Appendix H**.

### 5.2.2 The need for greater flexibility in how a role is structured and recruited

There was a recognised need for alternative models for how local governments recruit and retain staff. Stakeholders noted that how roles are described and the band they fall within can be a hurdle, particularly when looking to provide the flexibility to find and hire good people. It was noted that the actual roles carried out by staff look quite different in rural and regional local governments compared to larger metropolitan local governments, and between local governments facing different challenges. In rural local governments, the need to fill multiple roles through one position can provide a great opportunity to build diverse skill sets.

Requirements around more advanced roles and merit-based requirements were identified as barriers to attracting a more agile workforce. There was a recognised need, and a desire, to **think differently about job design**, and how to best communicate what a role actually involves and requires. For example, a council in the Northern Territory is looking at how to design roles to meet the current need (which vacancies need to be covered) rather than simply trying to recruit for conventional roles, which don't reflect the working reality in many local governments.

Ultimately there was a recognition of the need for a stronger focus on identifying candidates who have the soft skills, a willingness to learn on the job and to give them the chance to develop a career in local government. What procedures can allow for people to move around internally? How can we tap into opportunity by thinking differently?

The shift to contract-based roles, in part due to positions being tied to grant funding, is making it **difficult to fund ongoing positions** in turn making it harder to keep good people who want the security of ongoing roles.

Where there are skills shortages, some local governments are breaking the **salary structures** to make remuneration packages more attractive for recruitment. Senior officers are now negotiating outside of enterprise agreements, allowing for greater flexibility when it comes to remuneration. Common law contracts are also being used to allow people to be paid a little higher, however this can only apply to contract positions as permanent staff must be on the enterprise bargaining agreement.

Thinking differently about how to attract staff, Coomalie Community Government Council are looking at trialing a **four-day working week** as they are unable to offer the same benefits and remuneration as their competitors. However, another council noted that flexibility had been a hallmark of the local government sector, but with the shift to hybrid work more broadly, that was no longer a key benefit when recruiting.

### 5.2.3 The need for attractive career pathways in the local government sector

Stakeholders saw a gap in how the opportunities of working in local government are articulated outside the sector. Mentoring of young staff was seen as important to encourage them to think about a career in local government, rather than viewing it as a stepping stone to working for state government or the private sector. For larger local governments, such career paths are easier and evident, whereas for smaller local governments such career paths are generally non-existent.

Smaller local governments therefore often find it more difficult to attract skilled staff due to the lack of clear career pathways. This struggle to attract a diverse workforce suggests there is merit in taking a sector wide view of career pathways in local government. Some local governments will struggle to attract young or mid-career practitioners. Others might offer complex roles that provide a unique ability to develop a diverse skill set within a discipline which can be particularly beneficial when starting a career in local government. Remote local governments often look for multi-discipline people as roles are broader, but often there isn't a defined career path. Rural local governments are frequently seen as stepping stones, with staff eager to move onto larger urban and metropolitan centres. For example, it was noted that rural local governments invest in skilling staff, especially in professional roles, only to find that they get taken by larger local governments in regional or metropolitan centres or beyond local government and into the private sector.

With local governments struggling to engage people early in their career, cadetships, apprenticeships or internships are seen as ways to engage young people. For example, sometimes a university internship placement can later become a positive full-time role. It was noted there is a role for the sector to showcase itself, engaging with university students about employment and career opportunities. Equally, there was the opportunity to create awareness of the unique administrative areas, like executive assistants in the broader community.

The need to **engage a more diverse workforce** as a means of both increasing participation and widening the pool of potential job applicants is evident. The stakeholders considered training and development options that begin with practical certificates or a diploma, with the option of then building up to a degree as the preferred model. Central Desert Regional Council in the NT are designing a model for road crew staff to progress from outdoor labour-oriented work to project management work. This is



similar to the Women in Building program in Victoria<sup>28</sup> which offers a number of enrolment opportunities from an advanced diploma through to a degree in Building Surveying, equips the trainee to be registered and employed as an Municipal Building Surveyor in Victoria. And in Tasmania, a council is working with regional jobs hubs to find people with the right skillset locally. These are just a couple of examples where there is a recognised need to grow local skills ecosystems, which is consistent with suggestions by both RAI (2022) and the OECD (2022), mentioned earlier.

For **professional development**, the stakeholders identified a range of soft skills, specifically the need for **resilience** and ability to cope with change and emotional intelligence, along with the ability to think creatively, particularly around **service re-design and innovation**. One focus group participant noted the challenge facing younger planning staff who have to deal with the public and are often treated quite poorly, with flow-on effects for recruitment and retention. This highlighted the need for soft skills that are not always viewed as essential or relevant by senior executives in a council, creating a barrier to adopting this type of training.

It was noted that not only was training prohibitively expensive, some local governments find training is not providing value for money and desired improvements in staff capability and expertise. This could be addressed by sharing training across local governments, particularly in regional areas, along with efforts to **integrate the learning into the work environment** and exploring different ways to upskill, such as job sharing and job rotation, but this is difficult when people are already working to capacity.

Local government as a sector needs to be proactive in deciding collectively, what sort of education and skills training programs it requires, and then talking to the universities and TAFEs about how it wants its needs to be met. At UTS, the Centre for Local Government established an effective two-way conversation through a broad-based advisory board, and then developed packages that 'mixed and matched' local governments' needs for both short courses and graduate qualifications. Local government, through their state Local Government Associations, could work with the university sector to adopt this approach more widely.

#### 5.2.4 The impact of housing shortages on recruitment

The shortage of affordable housing in regional centres across Australia is presenting significant recruitment challenges for local government. Many local governments report difficulty in proceeding with finalising recruitment selections when it becomes evident for the successful applicant that they are unable to find adequate housing for their family. The housing problem has become more exacerbated in some key regional areas where there has been an influx of people relocating away from the major capital cities in search of different lifestyle choices, enabled by more flexible working arrangements (arising from workplace responses in mitigating the impact of the COVID-19 pandemic). At the same time, there is potential to access new talent pools if the partners of relocating employees are seeking employment opportunities.

---

<sup>28</sup> Department of Jobs, Precincts and Regions (2020), *Women Building Surveyors Program Guidelines*, [https://www.localgovernment.vic.gov.au/\\_\\_data/assets/pdf\\_file/0028/168337/Women-Building-Surveyors-Program-Guidelines.pdf](https://www.localgovernment.vic.gov.au/__data/assets/pdf_file/0028/168337/Women-Building-Surveyors-Program-Guidelines.pdf)

### 5.2.5 The need for collaboration and innovation in service delivery

Stakeholders identified an interest in, and a need for collaboration and innovation in service delivery. Greater regional collaboration was raised as one way to find innovative solutions to these shared resourcing and service delivery challenges. This included the need to share resources and opportunities between local governments and how to build the relationships to enable it to occur, possibly through a collaboration group or secondments. As evidenced by the data in part 5.2.1 in **Chapter 5**, the take-up of regional collaboration opportunities is quite low, with only 27% of responding Local Governments utilising regional staff sharing arrangements. One example that stands out in this space is the Central NSW Joint Organisation's commitment to HR coordination across 11 local government local governments in central western NSW. The JO has established three sub-groups dealing with HR, training and workforce development and these sub-groups coordinate activities and resources across the region. A selection of Australian and international examples are discussed in **Chapter 6** with more details provided in **Appendices F, G and H**.

Interest was also expressed in shared services, for instance, for a central finance pool, particularly for smaller rural local governments. Ideas for a centre of excellence in a region were also discussed, identifying which council does what best and how that resource can be shared. Another idea was that of a pooling of skillsets, an employment type service where people are available to work in several rural locations. The need for more common templates for things like a workforce plan was also raised.

Regional/remote local governments in the Northern Territory have had to base head offices in regional centres with access to services to attract staff, but even then, it is a challenge attracting people.

### 5.2.6 The need for improved cultural competency training for all staff and cultural safety for Aboriginal and Torres Strait Islander workforce

The focus group on Aboriginal and Torres Strait Islander workforce in local government raised several matters including the lack of adequate and consistent data on Aboriginal and Torres Strait Islander workforce in local government on matters such as staff retention, turnover, employment conditions that take account of cultural obligations, the occupations held by Aboriginal and Torres Strait Islander employees, the lack of a career path, and cultural safety.

The two stand-out issues were the need for cultural competency training for all employees and improved cultural safety for Aboriginal and Torres Strait Islander employees. Both of these matters were seen as two-way problems. Firstly, that all local government employees should undertake regular cultural competency training to ensure there is universal understanding of how to develop and maintain healthy working relationships between non-Indigenous employees and Aboriginal and Torres Strait Islander employees. Secondly, that employment conditions and working environments are adapted such that Aboriginal and Torres Strait Islander employees are able to fulfil their cultural obligations without feeling disadvantaged or discredited in any way in terms of their employment status or ability to be in the workplace.

### 5.2.7 A more agile approach to workforce planning

Workforce planning is defined as ‘ensuring that the right people with the right competencies are in the right jobs at the right time’.<sup>29</sup> Strategic workforce planning engages in ‘a continuous process of shaping the workforce to ensure it is capable of delivering organisational objectives now and in the future’.<sup>30</sup>

There are explicit legislative requirements for local government workforce planning in three jurisdictions: New South Wales, Victoria and Western Australia. The details are summarised in **Table 17**.

While the legislative requirements for workforce planning may not be so explicit in other jurisdictions, local governments are nevertheless expected, if not still required, to address workforce planning matters in their community strategic plans or operational plans on a cyclical basis.

There is acceptance that workforce planning is a necessity for larger local governments. However, the smaller local governments participating in the forums stated that the statutory requirement in Victoria for example, imposes expectations on them that they will never be able to deliver on, because they don’t have the workforce and no additional resources are provided by the State to do the work. The prevailing view among focus group participants and key employer associations SGS interviewed, is that the longer-term plans are fine and serve a useful purpose, but they also need to be supported by 12-monthly reviews in order to maintain their currency.

The ongoing skills shortages and recruitment and retention challenges are impacting on local governments’ workforce planning. Local governments are responding to this challenge by applying a principles-based approach to people decision making, that is focussed on what is needed and flexible planning for an inclusive and diverse organisation. There was a general shift to higher-level, long-term workforce plans, and away from a focus on staff numbers. A twelve-month people/resource plan would then sit underneath to ensure key projects get across the line. More often than not, a good staff development/training manager to drive the implementation of the plan is what is required.

Another local government was focused on identifying those few roles that are critical for strategy delivery and getting the best people in their local governments into those top five or so positions. That is, look internally and match the top five people with the top five positions.

Across the board there was a recognition of the need to think differently, to focus on what local governments are trying to achieve and then, how do they best deliver that.

---

<sup>29</sup> Taylor (2005), *People resourcing*, 2<sup>nd</sup> Edition, Chartered Institute of Personnel and Development (CIPD), London.

<sup>30</sup> Government of Western Australia, Department of Local Government (2021), Workforce Planning – A toolkit for Western Australia Local Governments, [https://www.dlgsc.wa.gov.au/docs/default-source/local-government/integrated-planning-and-reporting/integrated-planning-and-reporting-workforce-planning.pdf?sfvrsn=30330366\\_4](https://www.dlgsc.wa.gov.au/docs/default-source/local-government/integrated-planning-and-reporting/integrated-planning-and-reporting-workforce-planning.pdf?sfvrsn=30330366_4)

**TABLE 17: OVERVIEW OF LEGISLATIVE WORKFORCE PLANS REQUIRED IN CERTAIN AUSTRALIAN STATES**

State / Territory	Workforce Plans / Strategies	Comments
<b>New South Wales</b>	Workforce Development Plan, 4 years Workforce Management Strategy, 4 years	The NSW Office of Local Government lists areas that the Workforce Management Strategy should address: <ul style="list-style-type: none"> <li>An ageing workforce;</li> <li>Succession planning;</li> <li>Providing opportunities to create and retain positions for young people;</li> <li>Incentives and programs to support the council as an employer of choice;</li> <li>Learning and development;</li> <li>Performance management;</li> <li>Recruitment strategies to fill skills gaps;</li> <li>Workforce diversity.</li> </ul>
<b>Victoria</b>	Strategic Resource Plan (human resources), 4 years	The Foundational Workforce Plan Guide <sup>31</sup> outlines the following workforce documentation hierarchy: <ul style="list-style-type: none"> <li>Strategic workforce plan: to guide long-term strategic improvements using benchmarkable data;</li> <li>Operational workforce plan: to plan and monitor operational improvements;</li> <li>Foundational workforce plan: to meet basic business and legislative requirements.</li> </ul>
<b>Western Australia</b>	Workforce Plan, 4 years Workforce Planning is one of the four key components of the Integrated Planning and Reporting Framework and Guidelines in place across the local government sector in Western Australia.	The Workforce Planning Toolkit for local governments in Western Australia <sup>32</sup> The Toolkit breaks the process down into four steps: <ul style="list-style-type: none"> <li>Analysis of Internal and External Environment and Workforce.</li> <li>Strategic Community Plan Workforce Implications.</li> <li>Corporate Business Planning Strategies to meet Future Workforce Needs.</li> <li>Monitoring and Evaluation of Outcomes.</li> </ul>

Adapted from Tan & Artist (2013), Strategic planning in Australian local government: A comparative analysis of state frameworks, [https://opus.lib.uts.edu.au/bitstream/10453/42122/3/ACELG\\_2013\\_Strategic-Planning-and-Reporting.pdf](https://opus.lib.uts.edu.au/bitstream/10453/42122/3/ACELG_2013_Strategic-Planning-and-Reporting.pdf); and NSW Office of Local Government (2022), Workforce Planning, <https://www.olg.nsw.gov.au/councils/integrated-planning-and-reporting/support-for-implementation-of-ipr-framework/workforce-planning/>

<sup>31</sup> Victorian Department of Jobs, Precinct and Regions (2021), *Foundational Workforce Plan Guide*. [https://www.localgovernment.vic.gov.au/\\_\\_data/assets/pdf\\_file/0021/174621/LG-Act-2020-Implementation-Foundational-Workforce-Plan-Guide.pdf](https://www.localgovernment.vic.gov.au/__data/assets/pdf_file/0021/174621/LG-Act-2020-Implementation-Foundational-Workforce-Plan-Guide.pdf)

<sup>32</sup> Western Australian Government (2012) *Workforce Planning. The Essentials. A Toolkit for Western Australian Local Governments*. [https://www.dlgsc.wa.gov.au/docs/default-source/local-government/integrated-planning-and-reporting/integrated-planning-and-reporting-workforce-planning.pdf?sfvrsn=30330366\\_4](https://www.dlgsc.wa.gov.au/docs/default-source/local-government/integrated-planning-and-reporting/integrated-planning-and-reporting-workforce-planning.pdf?sfvrsn=30330366_4)

Additional observations include:

- CEO roles have the highest turnover and many in senior executive roles do not want to move up to CEO as they see it is a particularly difficult and highly charged position, politically.
- Succession planning is really difficult.
- There is a lack of workplace planning skills in many local governments.
- Need a greater focus on retention, particularly when looking at female participation and inclusion.
- A lot of legislation impacts workforce planning.

While the majority of participants in the focus groups were from the human resources areas of local governments, there was a general feeling of the need for greater active involvement of individuals and team leaders from across their organisations in workforce planning and staff development, particularly the need to identify 'good people' and find opportunities for them to progress internally.

### **5.2.8 Building a future ready local government workforce**

The key foundations of a future ready workforce, were identified as:

- Skills flexibility, the ability to move into different roles
- Hybrid working for those that can work that way
- Strong communication and engagement skills – the skills and confidence to engaging with community as this is increasingly a part of more council roles and a challenge for many, particularly for younger people.
- A focus on strategy, finance and engagement – how staff productivity can be improved, how to capture performance and feed it into decision making.
- Strong basic IT skills, supported by more specialist IT skills with the capacity to develop online services.
- Strong leadership, with leadership training to increase female participation and help drive change.
- A culture of mentoring and coaching.
- Strong in professional literacy – this is a gap in knowledge around what is required within local government when it comes to report writing and the capabilities of the more junior staff who are collecting data and writing emails.
- Data analytics and reporting skills – a current gap in many local governments where it is not done as well, or as efficiently as it could be.
- The shift to the digitisation of statutory and strategic planning will require several occupations to upskill.
- Public health and sanitation as renewed area of focus for local government given the public health issues raised by COVID-19.

### **5.2.9 State specific challenges**

While there was a great deal of commonality amongst the focus groups discussions, three state specific challenges are identified that are worth noting because they highlight the kind of state-wide challenges that local governments in those jurisdictions have to contend with.

Western Australia: local government is unable to compete with the mining sector in some occupations, especially project management, and this has been made worse by the border closures which has seen many companies such as BHP now only recruiting from within Western Australia.

Victoria: It was noted that the new *Local Government Act 2020* (Vic) has been overwhelming in terms of all the new requirements for policies, strategies and plans and reporting requirements, often requiring multiple staff to assist on the same issue. Occurring alongside the COVID-19 pandemic, it was a particularly difficult time for staff to cope with the demands presented by the new legislation.

Northern Territory: Remoteness and distance is a significant challenge, along with culture shock in remote communities when people arrive but aren't quite prepared for the reality. There are challenges of low connectivity in terms of roads, no NBN network and certain areas with no 4G connectivity, which need to be addressed, mostly by the Commonwealth Government. For local governments there is tension between the desire to be innovative, imagine new ways of working and developing the workforce and skillset, and a lack of consistent digital connectivity. Embracing new digital technologies in these environments is simply not possible.

The diversity between local governments in service delivery, and in the expectations of councillors, senior officers and the community (how expansive or innovative their thinking is) is a challenge, along with a lack of governance skills among elected members. One of the biggest challenges for regional shires in the NT is the sheer size of their LGAs and the risks they have to manage in remote settings.

### 5.3 Greater Agility, Flexibility and Collaboration

The focus group discussions confirmed many of the findings from the Survey, while also providing insights into the needs and challenges that local governments across Australia are currently having to contend with.

The focus group findings suggest that there is both a need and a desire for **local government to be more agile and flexible** in how it designs the roles required to meet each council's organisational needs, how they recruit for these roles, how they train and mentor staff, and with a view to encouraging a career in local government.

Skills shortages are being experienced across the country and across industries, which extend well beyond the local government sector and in many cases have only been exacerbated by the COVID-19 pandemic (RAI, 2022). While local government alone cannot address these matters, there are opportunities to help lead solutions to address these shortages, from increasing local participation, to redesigning roles, functions and job descriptions to working with education and training providers to tailor suitable training and development pathways, as both RAI (2022) and the OECD (2022) are suggesting.

The focus groups stated that many regional and rural local governments are facing staff recruitment and retention challenges, but there was also recognition of the need for more collaborative and innovate approaches by local governments on a regional scale rather than attempting to address these challenges individually. This is not a new idea and it has been tried by different local governments in the past. As the need becomes more pressing it would suggest that there is a growing imperative to explore different models. The model developed by the Central NSW JO has shown some success in addressing difficult skills training and development challenges (see **Appendix F**) and that there is considerable merit in sharing activities and resources on a regional scale.

Local governments therefore need to see their workforce skills and capability challenges in a broader context and work more cooperatively and collaboratively to develop what the OECD (2022) calls local skills ecosystems. This is discussed in more detail in part 6.3 in **Chapter 6**.

## 6. Towards 2030: Advancing Skills and Productivity

This chapter discusses the macro trends and local drivers impacting local government workforce skills and capabilities, and draws together material from the survey results, from the focus groups and the broader secondary research into international and local best practice and policy for workforce and skills/capability development in the local government sector. The analysis points to fresh approaches (notably at the regional level), broader collaborative approaches and new ways of thinking about tackling persistent, endemic skills shortages (such as job/process re-design, organisational change). The need for more and better workforce planning and increased cooperation between councils is also highlighted.

### 6.1 Queensland Local Government's Future Workforce

#### 6.1.1 Future workforce profile

Local governments were asked about the employment categories that they currently employ and their outlook on whether these types of employees would increase, decrease or stay the same. Their responses are shown in **Table 18** below and highlight that:

- 86% of responding local governments currently employ full-time employees and part-time workers;
- 35% expect the number of labour hire employees to decrease in the future;
- 35% expect the number of part-time employees to increase in the future;
- More than half of local governments expect the number of casual and full-time employees to stay the same in the future (68% and 65% respectively).



**TABLE 18: QLD LG OUTLOOK ON FUTURE WORKFORCE PROFILE BY EMPLOYMENT CATEGORY, 2022**

Employment category	Current Profile	Do not employ	Decrease	Increase	Stay the same
Casual Employees	86%	0%	8%	16%	68%
Fly in fly out workers	8%	51%	3%	0%	8%
Freelancers	14%	49%	3%	0%	11%
Full Time Employees	86%	0%	3%	27%	65%
Independent Contractors	76%	3%	11%	22%	41%
Labour Hire	68%	8%	35%	8%	32%
Part Time Employees	86%	0%	0%	35%	57%
Service Centres	5%	54%	0%	0%	5%
Volunteers	46%	27%	5%	16%	32%

Source: 2022 LG Survey

### 6.1.2 Future workforce skills needs

The 2022 survey included a question about what local governments are currently doing to meet future skills needs and what would help meet future skills needs. 76% of local governments provided flexible training and development, followed by targeted training and development programs (70%) and improved access to educational opportunities (43%). Fewer local governments engaged industry partnerships and regional staff sharing arrangements (**Table 19**). 11 local governments also said they were using a range of additional strategies:

- Virtual reality training;
- Sourcing funding to construct staff housing for relocating staff;
- Collaborating with other local governments and industry to learn from their experiences;
- Applying a market loading to remuneration for some specialist roles; and
- Developing a workforce attraction and retention strategy.

**TABLE 19: STRATEGIES USED BY QLD LG TO MEET FUTURE SKILLS NEEDS, 2022**

Strategy	# responding local governments	% responding local governments
Flexible training and development	28	76%
Targeted training and development programs	26	70%
Improved access to educational opportunities	16	43%
Other	11	30%
Building industry partnerships	7	19%
Regional staff sharing arrangements	3	8%

Source: 2022 LG Survey

Local governments identified a range of resources and/or assistance that would help them to meet future skills needs:

- Many local governments referred to funding assistance, whether for trainee and apprenticeship programs or to support the attraction of skilled workers to regional areas.
- Some local governments identified the need for better amenity and community infrastructure, including more reliable internet and the provision of housing and other life-stage specific infrastructure to meet the needs of young families.
- It was also suggested that tax incentives could be explored to attract households to relocate regionally.

## 6.2 Workforce Skills and Productivity Drivers

The focus group discussions identified the following three areas as drivers of change in workforce skills and productivity: workforce skills shortages arising from the COVID-19 pandemic; responding to the impacts of climate change; and the technological revolution (also known as the Fourth Industrial Revolution).<sup>33</sup>

### 6.2.1 COVID-19 pandemic impacts

The COVID-19 pandemic has precipitated a number of shifts in our lifestyles and values, and particularly our workplaces and work practices, employment conditions and new opportunities to work remotely. Our major cities endured differing periods of shutdowns as we managed the waves of infections and the arrival of vaccines.

While local government has played a crucial role in supporting local communities during the pandemic, it is also evident that beyond the immediate impacts on workforce capacity and skills, there are also wider implications playing out. And the impacts of the COVID-19 pandemic played out differently for local governments across the country. For example:

- COVID-19 advanced the use and implementation of digital technology into many facets of life including public service delivery, which will have a lasting impact on the workplace, even for functions that cannot be performed remotely. It has shown employers and employees what can be achieved through technology and working away from a conventional office or dedicated service centre.
- In their 'Rebalancing the Nation' report, the Regional Australia Institute (RAI) (2021) states that net migration from our capital cities to our regions reached the highest level recorded by the ABS since it started measuring internal migration in 2001. In 2020, 43,000 Australians moved to regional areas from capital cities. RAI (2021) believes the pandemic has thrown into stark relief the opportunities for a regional lifestyle as remote working has broadened the horizons of possibilities for many people.
- Many local governments reported that the COVID-19 vaccine mandates had been a challenge and they had lost staff as a result.

---

<sup>33</sup> Philbeck, T. and Davis, N. (2018). 'The Fourth Industrial Revolution' *Journal of International Affairs*. 72 (1): 17–22.

- Many local governments expressed concerns about losing environmental health staff as the demand for their skills in other contexts suddenly escalated, creating gaps in being able to fill positions requiring a high level of skills in environmental health inspection.
- Participants in the focus groups told SGS that more local government workers are considering leaving the sector because of their experiences of working during the pandemic, citing in particular, the extra demands placed on delivering face-to-face services.
- Workers nearing retirement bringing forward their retirement plans due to COVID-19.
- The pandemic has disproportionately impacted on women in science and engineering, according to the Australian Academy of Science.<sup>34</sup>
- State-border closures and International border restrictions also affected the recruitment of workers from out-of-state and from overseas.
- While WA struggled with closed border limiting their ability to attract staff externally from elsewhere within Australia as well as internationally, it increased competition amongst existing staff. Meanwhile, one local government in SA found they had more interstate applicants than previously and provided financial assistance to assist with relocation, even though some applicants thought they could do the job remotely.

Overall, the COVID-19 pandemic has brought on the need for new skill sets in local government, especially in relation to IT management and capability with staff having to work from home and for more services having to be made available online rather than continuing to be delivered over the counter. Many local governments, especially smaller local governments, struggled with getting staff to take up new technologies and get up to speed with IT capability. One factor that has emerged from the pandemic is the need for greater flexibility and multi-skilling of staff so as to make the best use of new opportunities.

### 6.2.2 Responding to the impacts of climate change

The extent and costs of the devastation caused by recent natural disasters (droughts, bushfires and floods) on the eastern seaboard are hard to determine. These events have also shown the increasing exposure to natural disasters and the impacts of climate change that Australians are facing from our capital cities to our regions.

Recent natural disasters have also revealed the difference that local governments can make in terms of responding to disasters, and how much more important mitigation, planning and preparedness will become if immediate relief stalls and the severity and frequency of such disaster events are increased by climate change (LGiU Australia, 2022). The quality of the information local governments rely on is critical to the effectiveness of both their plans and their capabilities to respond to emergencies more generally.

The most recent reports from the Intergovernmental Panel on Climate Change are emphasising the need for concerted action to reduce greenhouse gas emissions if the world is to achieve its target of limiting global warming to no more than 1.5 degrees Celsius by the end of this Century. The IPCC believes local governments play a vital role in influencing mitigation and adaptation strategies,

---

<sup>34</sup> Australian Academy of Science (2021), *Impact of COVID-19 on women in the STEM workforce*, <https://www.science.org.au/files/userfiles/support/documents/impact-covid-women-stem-asia-pacific.pdf>

especially through their land use planning and development and environmental management responsibilities.<sup>35</sup>

However, Cities Power Partnership<sup>36</sup> reports that only 169 of Australia's 537 local governments<sup>37</sup> are members of its program connecting local governments with shared emissions reduction project targets and interests across the pledge areas of renewable energy, energy efficiency, sustainable transport and community advocacy. The Cities Power Partnership report notes that local governments play a leading role in responding to climate change; but local governments face financial and other barriers in responding to natural disasters, bolstering infrastructure resilience, and reducing greenhouse gas emissions contributing to global warming.

The ALGA has said that local governments face financial and other barriers including labour shortages and the need for new organisational skills and knowledge in order to cope with the increasing impacts of climate change, that state and federal government assistance is falling short of what is required, and that it is seeking a targeted disaster mitigation program at the level of \$200 million per annum for four years to strengthen community resilience response and recovery costs.<sup>38</sup>

Accepting the realities of climate change and making adaptations to mitigate global warming is a key area where local governments can play a far more active role, despite the absence of clear leadership from higher levels of government.

### 6.2.3 Technology and Digitisation – The Fourth Industrial Revolution<sup>39</sup>

The scope of technologies that can impact on government services—and, in turn, our lives—is far-reaching, from robots that clean parks to systems that can create personalised cybersecurity by observing and learning from users' behaviours.

In particular, five technologies are demonstrably significant for local governments, including artificial intelligence (AI) and robotics; autonomous vehicles; digital government; automation; and efforts to increase cybersecurity.

- **Artificial intelligence (AI)** is already being used to handle tasks that would otherwise take much longer to perform. AI therefore presents significant opportunities to increase productivity and performance.
- Use of **autonomous vehicles** can also make significant inroads to efficiency while also reducing greenhouse gas emissions, provided they are powered from renewable energy sources.

---

<sup>35</sup> IPCC Special Report on the impacts of global warming of 1.5°C. LGiU Policy Briefing for Australian local governments. <https://lgiu.org/briefing/ipcc-special-report-on-the-impacts-of-global-warming-of-1-5c/>.

<sup>36</sup> <https://citiespowerpartnership.org.au/>

<sup>37</sup> Australian Local Government Association, *Local Government Key Facts and Figures*. <https://alga.com.au/facts-and-figures/>

<sup>38</sup> Australian Local Government Association (2021), *ALGA responds to new warnings of growing climate change impacts at the local level*, <https://alga.com.au/alga-responds-to-new-warnings-of-growing-climate-change-impacts-at-the-local-level/> and see also the Statement from 30 Australian Mayors and Councillors [https://citiespowerpartnership.org.au/wp-content/uploads/2022/03/FV\\_Mayor-and-Councillor-Flood-Statment\\_March-2022-.pdf](https://citiespowerpartnership.org.au/wp-content/uploads/2022/03/FV_Mayor-and-Councillor-Flood-Statment_March-2022-.pdf)

<sup>39</sup> The primary source for much of this discussion is drawn from the following: Five technology trends impacting state and local governments. [https://business.comcast.com/community/docs/default-source/white-papers/comcast\\_govt-techrends\\_wp\\_3.pdf](https://business.comcast.com/community/docs/default-source/white-papers/comcast_govt-techrends_wp_3.pdf)

- **Digital applications** can be used to access information quickly and easily, enabling citizens to, for example, lodge planning and building applications, to see in real time where local roadworks are occurring to avoid unnecessary delays, or to help improve the user experiences.
- **Automation and robotics** can help governments perform some functions more efficiently, particularly where tasks are boring and repetitive or higher safety risks to workers. This is particularly evident in construction and roadworks for example.
- **Cybersecurity**. As we become more reliant on information technologies (IT), it is no longer a matter of whether IT security systems will be breached, but rather when and how robust our IT systems are to avoid being corrupted or jeopardised for any length of time.

As Business Comcast<sup>40</sup> concludes, State and local governments are quickly reaching the point where adoption of new technologies is inevitable. Indeed, the efficiency and effectiveness of any government agency is dependent on the technologies it uses to provide services and protect the health and welfare of its citizens. As these new technologies loom on the horizon to help governments better serve their citizens, it is not only the networks on which these technologies rely that must be robust and flexible enough to handle the increased traffic, local governments' workforces must also be suitably qualified and experienced to handle the transition and make the most of the opportunities on offer.

## 6.3 Workforce Development Initiatives

This section summarises our secondary research into domestic and international initiatives on workforce development.

### 6.3.1 Similar challenges in other countries

Local governments in other countries face many similar problems and future challenges to Australian local governments, albeit within their own institutional, economic, social and cultural contexts. For example, construction skills shortages are affecting public infrastructure projects in the UK, Europe, US, Canada, South Africa, Hong Kong among others. Local and state governments in many countries lost significant headcount during the global recession of 2007-08 and the concomitant contraction in public budgets. The UK, NZ, USA and Canada are also experiencing shortages of skilled professional planners.

Shared issues play out differently across countries. Australia and UK both struggle with shortages in professional urban and regional planners but in different ways: Australia struggles with a shortage in regional and remote areas, whereas the UK has shortages across the board with an increased levels of development assessment activity. In both countries, local government has an 'image problem' in that it is not seen by younger people as a choice of career path. Despite these differences, there is a good deal of common ground and therefore useful insights can be gained from international practice.

### 6.3.2 Australian initiatives

In Australia, local government workforce development initiatives have focussed on capability frameworks and skills strategies, and some local governments are collaborating at a regional scale to

---

<sup>40</sup> Business Comcast (2018) Five technology trends impacting state and local governments.  
[https://business.comcast.com/community/docs/default-source/white-papers/comcast\\_govt-techtrends\\_wp\\_3.pdf](https://business.comcast.com/community/docs/default-source/white-papers/comcast_govt-techtrends_wp_3.pdf)

not only economise on costs, but also to maximise the benefits from their skills development training programs within their region.

For example, the Local Government Capability Framework authored by Local Government NSW clarifies the objects of professional development across the range of local government services. It responds to a desire for a more consistent foundation on which to conduct recruitment, workforce planning and staff development (see **Appendix F** for details).

The Local Government Skills Strategy, a program that was funded by the NSW Government (Training Services NSW) and managed by the NSW Office of Local Government, which aimed to build the workforce capability of the NSW local government sector by offering local governments improved access to professional training by facilitating pre-vocational training programs targeting local government skill priorities; encouraging and supporting local governments to increase their intake of apprentices and trainees, including upskilling their supervisors and managers; and facilitating training in skill priority areas for existing local government employees (see **Appendix F** for details).

Central NSW JO's initiatives in identifying and taking up opportunities for inter-governmental cooperation on matters relating to the joint organisation area, including facilitating stronger regional cooperation and collaboration in recruitment, staff retention, skills development and training and human resource management in the region (see **Appendix F** for details).

Careers at Council was established in late 2019, to encourage active and passive candidates to work in local government via informative content, social media (LinkedIn and Facebook), Google advertising and links with a wide range of government, industry and career sites. It was identified in the 2013-2020 National Local Government Workforce Strategy and the 2016-2020 NSW Local Government Workforce Strategy, and is now recognised by the Commonwealth and NSW Governments as the careers and jobs portal for local government (see **Appendix F** for details).

The Centre for Local Government at the UTS Institute for Public Policy and Governance currently offers training and short courses in several areas of related to local governance, formal local government qualifications, and advisory and research services for local government (see **Appendix F** for details).

In Western Australia, the Construction Training Fund (CTF) is a statutory authority established to ensure Western Australia's building and construction industry can meet demand for skilled workers. It collects a levy of 0.2 percent on all construction projects valued above \$20,000 AUD. CTF then return this levy to the industry via training subsidies, programmes and grants, reducing costs of apprenticeships, trainees and mid-career upskilling. South Australia's Construction Levy charges 0.25 percent on construction projects valued over \$40,000 AUD to pay for training for construction workers, especially those in small and medium enterprises. The aim of these funds is to grow the overall pool of skilled construction workers.

### **6.3.3 Regionalisation revisited**

It is notable that the Regional Institute of Australia (RAI, 2022) found that regional leaders are calling for regional policy development to focus on education and skills development rather than the implementation of large infrastructure projects, because in December 2021, there were over 70,000 job vacancies across regional Australia and 60 per cent of employers outside the capital cities were having trouble recruiting staff.

The recent Regional Australia Institute report on *'Rebalancing the Nation'* (RAI, 2022) identifies the following key factors as being crucial to Australia's future:

- The importance of the population narrative, both in attracting workforce and skills to regional Australia and in ensuring that Australia does not become a nation of crowded mega-cities.
- RAI's regional jobs vacancy map and monthly regional jobs update continue to highlight the availability and quality of jobs in regional Australia.
- The importance of strengthening liveability has emerged as key to the quality of life in regional Australia, including the availability of housing, services and infrastructure.
- Regional economic growth, equipping regions with the knowledge and tools they need to understand their unique opportunities for growth and how to harness innovation to increase their productivity.
- Disaster recovery and resilience seeking to ensure that regional communities and businesses stay strong in a future impacted by climate change.
- The importance of place-based planning and decision-making, calling for an elevation of regional voices and leadership.

Given that around two-thirds of local governments in Australia are regional or rural, these factors are also of significance to local government. For example:

- While the bulk of Australia's population growth continues to occur in our major cities, there are many good reasons why Australia needs to 'not become a nation of crowded mega-cities'. As noted by RAI, the COVID-19 pandemic has precipitated the largest shift of net migration away from our major capital cities to regional Australia in more than 20 years.
- There are jobs available in local government in regional Australia, and indeed, many career opportunities in many different occupations.
- Local governments are responsible for local land use planning and development and also play a vital role in local community development, contributing directly to liveability. While local government is not a direct housing provider, it can play a key role through its land use planning and development regulatory activities to create conducive conditions for new housing developments or diversification of existing residential land.
- Local governments play a very active facilitation role in supporting local and regional economic development opportunities through land use zoning, rate exemptions or waivers or other incentives.
- As discussed earlier in this report, local governments play a vital role, not only in disaster recovery, but also in improving infrastructure resilience and reducing carbon emissions in their jurisdictions. These roles will only increase as the impacts of climate change keep escalating, as we have already seen in many parts of regional Australia over the past two to three years.
- As the local planning authority for their jurisdiction, local governments are responsible for place-based planning in their local cities, towns and regions.

Local governments workforce skills and capabilities are at the heart of these challenges, and should not see itself in isolation of the opportunities and challenges presented by key events such as Covid-19. As

RAI concluded, there is an opportunity to seize the unique moment in time, to plan and shape the nation for generations to come (RAI, 2021).

#### 6.3.4 Capacity development

In other countries reviewed (**Appendix G**), a range of activities have been deployed to build capacity in local government workforces, including:

- Providing advice, toolkits and consultancy support for workforce planning;
- Training or retraining the unemployed/under-employed and embedding a culture of improvement/career development at all levels;
- Redesigning jobs to remove non-essential requirements and allow optimal use of available expertise;
- Bringing back retired personnel with a focus on mentoring/knowledge transfer (as in this example of civil engineer shortages for public works in South Africa);<sup>41</sup>
- Leveraging infrastructure investment/public procurement to fund and provide local jobs/apprenticeship opportunities;
- Marketing local government/sub-national government as an attractive career choice (see the Yukon (Canada) government's People Plan<sup>42</sup> for a discussion about branding – the Yukon government has been a Top 100 employer in Canada since 2014);
- Outreach into schools and universities to improve knowledge and appeal of construction or other shortage sectors, including internships and cadetships;
- Expanding the recruitment pool, by targeting under-represented groups such as women and minorities or recruiting skilled migrants;
- Adopting innovation/new technologies to reduce demand for workforce and increase productivity (for example offsite construction, pre-cast concrete or automation).

Case studies and examples of 'best practice' feature regularly in the process of policy assemblage and advocacy on public policy issues. Rigorous evaluation and comparison of these policy efforts are less common, despite the fact that these later steps are often essential to determining whether a policy program has had any kind of effect or caused progress towards a policy objective. This puts into question the value of some of these examples and highlights the need for a rigorous process of policy development.

Whether it is even possible to transfer examples of prior practice into new policy in a different context is also highly relevant. The term 'transfer' belies the essential role that the existing structure and function of institutions will play in the success of new ideas:

---

<sup>41</sup> Mabusela (2011), *Skills shortage in transportation engineering – education perspective*, [https://repository.up.ac.za/bitstream/handle/2263/17366/Mabusela\\_Skill%20%282011%29.pdf?sequence=1](https://repository.up.ac.za/bitstream/handle/2263/17366/Mabusela_Skill%20%282011%29.pdf?sequence=1)

<sup>42</sup> Government of Yukon (2019), *People Plan: A plan for the Government of Yukon's public service 2019-2023*, <https://yukon.ca/sites/yukon.ca/files/psc/people-plan-2019-2023.pdf>



“New programs cannot be constructed on green field sites. They must be introduced into a policy environment dense with past commitment.”<sup>43</sup>

Acknowledging this, the roles and structures of institutions, including local governments will need to shift over time if the impacts of the technological revolution are to be taken seriously. The goal of the above discussion is therefore to inform efforts for policy assemblage and shifts, not to shut them down. Case studies and examples of good practice elsewhere can be a valuable way of stimulating discussion and prompting ideas, although they should not be solely relied on without further scrutiny and contemplation. Local government in Australia could benefit from seizing the critical moments, such as the shift to new technologies to deliver a wider range of services arising from the pandemic and the impact of workforce shortages to diversify and/or upskill existing staff and provide opportunities for career development. For example, the RAI (2022:20) argues that regional Australia could benefit from rebuilding regional learning opportunities in both the VET (trades) and higher education sectors and the OECD (2022) argues by creating stronger local skills ecosystems by greater levels of cooperation and collaboration across different levels of government, business and community organisations on a regional scale. While the RAI learning systems model may not be the most suitable in all circumstances, it can vastly improve efficiencies, especially for smaller and lower-resourced councils in regional areas.

The OECD (2022:50) found that at the local and regional scales, the fragmentation of responsibilities across different levels of government and the broad range of skills required by local governments presents both a challenge and an opportunity. The OECD (2022) also found that the consequences of changing skills needs are felt acutely at the local level, through skills mismatches and skills shortages, as well as the displacement of workers without the skills sought by their employers. This is why, as part of their efforts to make local economies more resilient, many cities and regions are engaging in efforts to improve adult learning systems. The OECD’s (2022) policy manual for local government on future-proofing adult learning systems concludes that local governments can make a difference in the development of future-ready adult learning systems creating strong local skills systems through the following actions:

- **Understanding local skills demand:** Differences in local industry structures translate into differences in current and future skills requirements across different local labour markets. National skills analyses may not always capture or prioritise what matters most locally. Local governments are typically in a much better position to understand, and when possible, respond to, the immediate needs and consequences of labour market transitions for their local area. Especially if they act regionally, as the Central NSW JO case study demonstrates.
- **Cultivating/Promoting inclusive cultures of lifelong learning:** The community-based nature of many forms of adult learning often makes it possible to integrate learning elements in locally-led community activities. There are different ways to participate in formal, non-formal and informal learning opportunities. Local governments can work with small and medium-sized enterprises and local community organisation to raise awareness of the needs and

---

<sup>43</sup> Rose, R. (1993), *Lesson-drawing in public policy: a guide to learning across time and space*, Chatham House Publishers, London.

opportunities. Local social economy actors such as non-profits may be providing opportunities to develop job readiness skills among those who struggle with traditional ways of learning.

- **Strategically tailoring needs and bridging gaps:** Local governments can draw on their proximity to the many actors involved in the planning and delivery of education and training, including training providers and employers, to bring some order to the otherwise fragmented adult learning systems. They can also fill gaps, in particular for those most in need (OECD, 2022:10).

As the OECD (2022) observes, local skills ecosystems requires strong relationships among employers, learning and training providers, local governments and social partners. It also benefits from greater co-ordination across different levels of government on learning and skills relevant for the labour market. A local strategy that brings everyone to the table, with sufficient financial means, will be needed to confront the challenges ahead.

## 6.4 Conclusions: Advancing Local Government's Skills and Productivity

The Productivity Commission recently released its Interim Report of its **5-year Productivity Inquiry: The Key to Prosperity**.<sup>44</sup>

The Commission identifies the following key areas of policy focus:

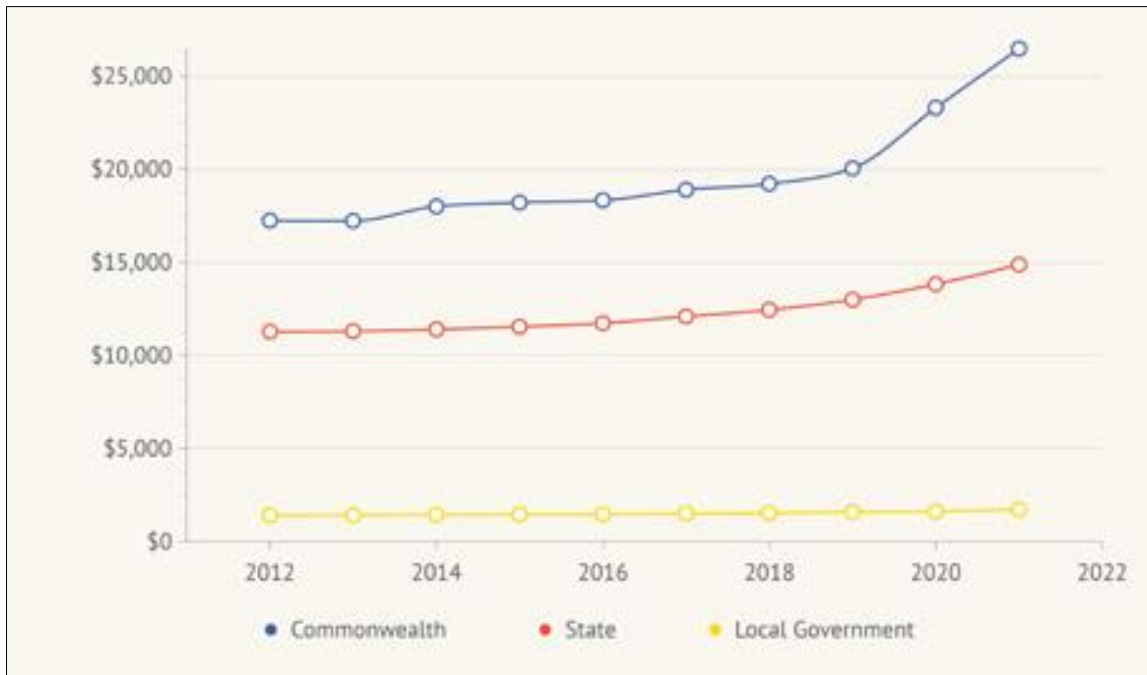
- *Innovation policy and diffusion of new processes and ideas: Policies that foster a business environment that encourages efficiency, innovation and diffusion.*
- *Data policy, digital technology and cyber security: The economy-wide importance of data and the digital technologies that generate and use data, as general purpose technologies that could boost productivity in many areas of the economy, including services.*
- *A productivity-friendly business environment: Limiting impediments to business investment, a flexible workforce, sound regulation and an efficient approach to decarbonising the economy.*
- *A skilled and educated workforce: The importance of education in driving productivity growth through increasing human capital and creating settings conducive to technological breakthroughs and adoption.*

Local Government is a pacesetter when it comes to efficient delivery of government services. Over the past nine years, local government has been fairly effective in getting value from the resources available to it, compared to the other spheres of government in Australia. For example, in relation to outlays per capita, local government saw only a 23 per cent increase, compared to more than 50 per cent for the Commonwealth and 32 per cent for State governments (**Figure 13**). In relation to total employment, between 2012 and 2021 total employment numbers in local government barely changed and on a per capita basis it fell by 11 per cent – yet services to the community were maintained at a reasonable standard, indicating a significant productivity gain by local government.

---

<sup>44</sup> <https://www.pc.gov.au/inquiries/current/productivity/interim1-key-to-prosperity>

**FIGURE 13: GOVERNMENT EXPENDITURE PER CAPITA, BY AUSTRALIAN GOVERNMENT SECTOR (2012-2021)**



Source: SGS Economics and Planning (2022) *Research for submission to Local Government Productivity Inquiry*. Prepared for the Australian Local Government Association.

Local government delivers a wide range of services. This is an outworking of community expectations of participatory democracy, the need by other levels of government for local service delivery and the endemic presence of market failures. These services typically include, but are not limited to aged care and disability, arts and culture, business services, cleaning and waste management, community development, emergency management, environmental management, equality and diversity, family and children’s services, health and safety, local laws and permits, parks, gardens playgrounds, pets and animals, planning and development assessment, roads and transport, sport and recreation, and youth services.

Ideally, local government’s provision of these services should be governed by the subsidiarity principle.<sup>45</sup> That is: local governments should have full discretion over the tax / spend trade-offs in genuinely local matters ranging across infrastructure provision, service delivery and execution of regulatory functions, and treated as an equal partner when delivering services on behalf of other spheres of government.

However, local government’s productivity is impeded by a lack of subsidiarity in the system. Local governments are held back by poor policy settings by other spheres of government, such cost shifting, inadequate fiscal equalisation and being denied adequate discretion over local revenue raising to

<sup>45</sup> Subsidiarity is an organisational and democratic principle stating that matters ought to be handled by the smallest (or the lowest) entity capable of carrying out the function. The principle relates to organisational efficiency but also concerns the sharing of power between stakeholders. The principle of subsidiarity also relates to the use and support of local capacity where such capacity exists. Devolution to the lowest viable level often allows for more responsive and efficient services that are better suited to the local context (Wensing, 2019:324).

support service delivery in line with local preferences. Local governments struggle financially with difficulties in maintaining assets, challenges in attracting and retaining skilled workforce, patchy take up of digital and data technologies. Local government is also regularly called upon to be a provider of last resort, with examples including climate change adaptation, affordable housing and health and childcare services.

Notwithstanding these challenges, local government is an efficient provider of government services, when compared to other spheres of government.

A healthy and productive local government sector is clearly important to local communities as 'consumers' of municipal services, such as those listed above.

However, local governments are also mandated to boost the productivity of other sectors in the economy and directly impacts broader economic productivity in several different ways, including:

- Providing local infrastructure (i.e. roads, cycleways, green space networks, clean streets and parks);
- Providing land for housing, businesses and community facilities;
- Mitigating externalities in development (i.e. development assessments, building controls, separation of incompatible uses);
- Better local labour markets (i.e. providing/facilitating child care services, facilitating access to training, supporting social enterprises);
- Business clusters and innovation (i.e. promoting local business districts or hubs, supporting business incubators);
- Place making and visitor economy (i.e. hosting tourism centres, tourism infrastructure, culture and the arts, safe and clean streets and parks);
- Climate mitigation and adaptation (i.e. mapping and managing climate change hazards, emergency management and recovery, renewable energy networks); and
- supporting the circular economy (i.e. resource recovery and reuse, management of landfill).

The key drivers of a productive economy as articulated by the Productivity Commission include:

- The presence of dynamic firms operating in flexible markets
- A labour force geared to the needs of the future, and
- A widespread capacity to leverage new technologies.

The range of local government functions listed above variously impact these drivers. Local government can be a critical agent or key partner in advancing these pre-conditions for productivity, or it can play a broader support role, as illustrated in **Figure 14**.

**FIGURE 14: HOW LOCAL GOVERNMENT SUPPORTS PRODUCTIVITY**

	DYNAMIC FIRMS/ FLEXIBLE MATTERS	FUTURE LABOUR FORCE	LEVERAGING NEW TECHNOLOGIES
PROVIDING URBAN INFRASTRUCTURE	Local government is a critical agent		Local government is a critical agent
PROVIDING LAND FOR HOUSING	Local government is a critical agent		
PROVIDING LAND FOR BUSINESS	Local government is a critical agent		
MITIGATING EXTERNALITIES IN URBAN DEVELOPMENT	Local government is a critical agent		
BETTER LOCAL LABOUR MARKETS	Local government plays a support role	Local government is a key partner	
BUSINESS CLUSTERS & INNOVATION	Local government is a critical agent	Local government is a key partner	Local government is a critical agent
PLACE MAKING & VISITOR ECONOMY	Local government is a critical agent		
CLIMATE MITIGATION & ADAPTATION	Local government is a key partner		Local government is a critical agent
CIRCULAR ECONOMY	Local government is a critical agent		Local government is a critical agent

<span style="display:inline-block; width:15px; height:10px; background-color:purple; border:1px solid black;"></span> Local government is a critical agent
<span style="display:inline-block; width:15px; height:10px; background-color:gold; border:1px solid black;"></span> Local government is a key partner
<span style="display:inline-block; width:15px; height:10px; background-color:darkgreen; border:1px solid black;"></span> Local government plays a support role

Source: SGS Economics and Planning (2022) *Research for submission to Local Government Productivity Inquiry*. Prepared for the Australian Local Government Association.

Local Government’s productivity is ultimately about how effective it is in delivering a wide range of desired community outcomes, including:

- The equity and accessibility of core local government services.
- The appropriateness of the services provided.
- The technical efficiency and quality of the local government sector.

To manage any of these challenges or achieve any of these outcomes, both productively and over the long-term, local government must be supported by a dynamic highly-skilled workforce across hundreds of occupations. There is still some way to go in responding to skills and workforce capability issues, and the findings of this 2022 survey are a valuable resource for understanding the gaps. Barriers to

increasing local government productivity includes the struggle to recruit qualified employees, the slow take up of digital and data technologies and operational constraints or funding limitations imposed by other spheres of government.

The 2022 Local Government Workforce Skills and Capability Survey has shown that local governments play an important role in workforce development, both for their own productivity and that of their host regions. The key findings of this research show that:

- Local government is a major national employer with over 190,800 workers in almost 400 occupations. And that it plays an important role as an anchor organisation and in increasing productivity through utilising endogenous talent and innovation.
- Local governments continue to experience skills shortages in several occupations, exacerbated by the impacts of the COVID-19 pandemic, the impacts of climate change and the accelerated take-up of technology and digitisation of services.
- Local governments are grappling with significant challenges in relation to recruitment and retention of skilled staff and accessing training opportunities to enhance workforce skills and capability. Employee attrition and an ageing workforce are ongoing and an escalating difficulty.
- Local governments are having difficulties in securing the right quantum and mix of skills to support local service provision which is affecting not only local government's productivity, but also the productivity of host localities and regions.
- Barriers to effective workforce planning and management include a shortage of resources within local government, a lack of skilled workers and the loss of corporate knowledge as employees retire or resign.

While there are some significant challenges ahead workforce planning and development in Australia, the findings of the 2022 Local Government Workforce and Skills survey can help us understand the gaps.

## Appendix A: 2022 Survey Respondents

### Australian Classification of Local Governments (ACLG), 2020-21

ACLG short name	ACLG long name	ACLG broad category (for analysis only)
RAL	Rural Agricultural Large	Rural
RAM	Rural Agricultural Medium	
RAS	Rural Agricultural Small	
RAV	Rural Agricultural Very Large	
RSG	Rural Significant Growth	
RTL	Rural Remote Large	
RTM	Rural Remote Medium	
RTS	Rural Remote Small	
RTX	Rural Remote Extra Small	
UCC	Urban Capital City	
UDL	Urban Developed Large	
UDM	Urban Developed Medium	
UDS	Urban Developed Small	
UDV	Urban Developed Very Large	
UFL	Urban Fringe Large	
UFM	Urban Fringe Medium	
UFS	Urban Fringe Small	
UFV	Urban Fringe Very Large	Urban Regional
URL	Urban Regional Large	
URM	Urban Regional Medium	
URS	Urban Regional Small	
URV	Urban Regional Very Large	

2022 responding local governments in Queensland by ACLG

State/Territory	Local Government Area	ACLG	2018 participant
Queensland 37 respondents	Balonne (S)	RAM	Y
	Boulia (S)	RTS	
	Bundaberg (R)	URL	
	Burdekin (S)	RAV	Y
	Cairns (R)	URV	Y
	Carpentaria (S)	RTM	Y
	Cassowary Coast (R)	URS	Y
	Cherbourg (S)	RTM	Y
	Cloncurry (S)	RTL	Y
	Douglas (S)	RAV	Y
	Etheridge (S)	RTS	
	Flinders (S) (Qld)	RTM	
	Fraser Coast (R)	URL	Y
	Gladstone (R)	URM	Y
	Goondiwindi (R)	RAV	Y
	Gympie (R)	URM	
	Hope Vale (S)	RTM	Y
	Isaac (R)	URS	Y
	Lockyer Valley (R)	URM	Y
	Mackay (R)	URL	
	Maranoa (R)	RAV	Y
	Moreton Bay (R)	URV	
	Mount Isa (C)	RTL	Y
	Napranum (S)	RTM	Y
	Noosa (S)	URM	Y
	Paroo (S)	RTM	
	Pormpuraaw (S)	RTS	Y
	Redland (C)	URV	Y
	Richmond (S)	RTS	
	Rockhampton (R)	URL	Y
	Southern Downs (R)	URM	Y
	Sunshine Coast (R)	URV	Y
	Torres (S)	RTL	Y
	Torres Strait Island (R)	RTL	
	Western Downs (R)	URM	Y
	Whitsunday (R)	URM	
	Yarrabah (S)	RTM	Y



## Appendix B: 2022 Survey Form

### Local Government Skills Shortage Survey - 2022

#### Local Government Skills Shortage Survey - 2022

##### Introduction

Local governments provide vital services for our communities. Your council's ability to deliver relies on your in-house expertise and ability to build a future-ready workforce.

This ALGA national survey quantifies current and future skills and training needs at the local level.

The results will be aggregated (your individual responses will not be identified) to strengthen the evidence that underpins State and Federal policy setting and investment in skills and workforce development.

##### Instructions

Please take 30-60 mins to complete this survey by 31 January 2022. Due to the subjective nature of some questions, you may wish to seek insights from other Council officers. It has six sections and does not need to be completed in one sitting.

You may pause progress and resume it at any time. To save progress, you must click on the NEXT button at the end of the section you are working on. You can rejoin the survey by using the original link. Once you have completed all six sections, press SUBMIT.

##### Aims

1. To identify current and emerging skills needs of Local Government.
2. To identify change drivers, opportunities and barriers to enhancing local government workforce capability.

##### Additional information

The Australian Local Government Association (ALGA) has commissioned this survey into workforce and skills capability across local government. ALGA is the national voice of local government, representing 537 councils across the country. In structure, we are a federation of state and territory local government associations.

SGS Economics and Planning is overseeing survey implementation and reporting, in consultation with ALGA and the State and Territory Local Government Associations. SGS is a public policy advisory business with a strong track record of collaborating with government on market-leading research, policy development, demographic analysis and economic assessment to shape sustainable communities and places.

This survey builds on the 2017 Local Government Skills Shortage Survey, which established critical evidence of local government's existing skills base and future needs. This evidence has since supported advocacy at both State and Federal levels in relation to the sector's workforce capability.

**1. Contact details**

<b>Name</b>	<input type="text"/>
<b>Council</b>	<input type="text"/>
<b>State/territory</b>	<input type="text"/>
<b>Email</b>	<input type="text"/>
<b>Phone</b>	<input type="text"/>

## Local Government Skills Shortage Survey - 2022

### Key HR Metrics

2. Please indicate the total number of FTEs at June 30, 2021 (include all staff usually considered FTEs, exclude casual and contract staff)

3. Please indicate the total number of employees within council as at June 30th 2021 (including full time, part time, fixed-term and casual employees and including employees covered by common law agreements)

4. How many employees identify as being of Aboriginal and/or Torres Strait Islander origin?

5. Please indicate the number of employees by their length of service (please round down partial years of service):

Less than 1 year

1-5 years

6-10 years

11-15 years

16-20 years

20+ years

6. Please indicate the number of ongoing Full Time Employees employed by council:

Male

Female

7. Please indicate the number of ongoing Part Time Employees employed by council:

Male

Female

**8. Please indicate the number of Casual Employees employed by council:**

Male

Female

**9. Please indicate the number of Trainees & Apprentices employed by council:**

Male

Female

**10. How many Trainees & Apprentices identify as being of Aboriginal and/or Torres Strait Islander origin?**

**11. Please indicate the total number in each age group for Trainees & Apprentices employed by council?**

15-19 years

20-29 years

30-44 years

45-54 years

55-64 years

65+ years

Do not directly employ  
(please specify how  
trainees and apprentices  
are employed)

**12. By June 30, 2022 how do you anticipate that the size of your Council workforce will have changed?**

Increased

Decreased

Stayed the same

Have no idea

**13. Do you think that your council is taking on enough trainees/apprentices to meet your future skilling needs?**

Yes

No

If not, what is stopping council employing more Trainees/apprentices?

**14. How many staff does your council currently employ under a cadetship arrangement?**  
*(a cadetship is defined as the employment of a tertiary level student or graduate under a structured program or a fixed duration as part of their studies. It excludes unpaid work experience.)*

**15. How many staff employed under a cadetship arrangement identify as being of Aboriginal and/or Torres Strait Islander origin?**

**16. Please indicate in which fields/occupational areas the cadets are employed:**

field/occupation #1

field/occupation #2

field/occupation #3

**17. Please indicate the total number in each age group for Professional & Administrative Officers** *(example occupations include Engineers, Urban and Town Planners, Building Surveyors, Project Managers, Environmental Health Officers, Building Surveying Technicians, Allied Health Professionals):*

15-19 years

20-29 years

30-44 years

45-54 years

55-64 years

65+ years

**18. Please indicate the total number of employees of Aboriginal and/or Torres Strait Islander origin in each age group for Professional & Administrative Officers:**

15-19 years

20-29 years

30-44 years

45-54 years

55-64 years

65+ years

19. Please indicate the total number in each age group for Operational & Trade Employees (*example occupations include Labourers, Customer Service Workers, Waste Management/Recycling Operations, Water Treatment Operators, Plumbers, Mechanics, Horticulturalists*):

15-19 years	<input type="text"/>
20-29 years	<input type="text"/>
30-44 years	<input type="text"/>
45-54 years	<input type="text"/>
55-64 years	<input type="text"/>
65+ years	<input type="text"/>

20. Please indicate the total number of employees of Aboriginal and/or Torres Strait Islander origin in each age group for Operational & Trade Employees:

15-19 years	<input type="text"/>
20-29 years	<input type="text"/>
30-44 years	<input type="text"/>
45-54 years	<input type="text"/>
55-64 years	<input type="text"/>
65+ years	<input type="text"/>

21. Please indicate the total number of retiring employees (excluding casuals and all types of phased retirements) whose employment ceased during the 12 month period to June 30, 2021

22. Please indicate the total number of employees (excluding casual, limited tenure, redundant and retiring employees) whose employment ceased during the 12 month period to June 30, 2021

23. In which areas have you experienced the greatest turnover of staff (please identify key occupational areas – engineers – water treatment operators - etc)

Key occupational area #1

Key occupational area #2

24. Please indicate the total number of new entrants (employees only) to your workforce (including full time, part time, casual) during the 12 month period to June 30, 2021

**25. Please indicate the number of employees currently identifying as (if information is not recorded by council please leave blank):**

Culturally and Linguistically Diverse people	<input type="text"/>
People with a disability	<input type="text"/>

**Local Government Skills Shortage Survey - 2022**

**Skills Shortages (General)**

26. Is your Council currently experiencing any skill shortages?

Yes

No

27. If you answered yes, please rank the top 5 occupations hardest to fill (1 indicating the hardest to fill):

Engineers	▼
Town Planners	▼
Plant Operators	▼
Building Surveyors	▼
Environmental Health Officers	▼

Other (please specify)

28. What are the key drivers/reasons behind your council's current skills shortages?

Key driver/reason #1

Key driver/reason #2

Key driver/reason #3

29. What strategies have been most successful in filling vacancies in skill shortage occupations? select all that apply:

Contingent workers

Advertising and social media platforms

External recruitment agencies

Graduate employment

Reskilling and upskilling employees

Other (please specify)



**30. Do you employ any staff on the Temporary Skill Shortage visa?**

Yes

No

**31. If you answered yes in question 30, please indicate:**

How many staff are employed under this arrangement

The fields/occupations they are employed in

**32. Is your Council currently running below your full staffing complement? (Exclude vacancies of less than 6 weeks).**

Yes

No

If you answered yes, by how many staff are you down?

**33. On average (in months) how long does it take you to fill vacancies in the following areas:**

Professional & Administrative positions

Operational & Trade positions

**34. If it is taking you over 3 months to fill vacancies, what is the primary reason for this? select all that apply**

Difficulty in attracting staff with the right skills and experience

Managers holding vacancies open for budgetary reasons

Lack of priority given by managers to filling vacancies

Impact of COVID in attracting out-of-region staff

Other (please specify)

**35. Have vacancies, skills shortages, skills gaps or training needs impacted or delayed project delivery?**

Yes

No

36. Does the council share services/resources with any other council, if so what?

Yes

No

Please specify the service(s)/resource(s)

Local Government Skills Shortage Survey - 2022			
Skills Shortages in specific occupational areas			
37. Please complete the table for Professional and Technical occupational skill shortages by selecting check boxes to indicate YES			
	During 2020/21 has your Council experienced a skills shortage in this skill area?	In recruiting to these positions has your Council employed less skilled applicants?	Will a skill shortage in this profession be a critical issue for your Council in the future?
ACCOUNTANTS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ALLIED HEALTH PROFESSIONALS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ASSET and FACILITIES MANAGERS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BUILDING SURVEYORS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BUILDINGSURVEYING TECHNICIANS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COMMUNITY DEVELOPMENT & ENGAGEMENT OFFICERS (includes Youth, Sport & Rec, Arts & Events Officers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COMPUTING/ICT PROFESSIONALS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COMPUTING/ICT TECHNICIANS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CONTRACT MANAGERS/OFFICERS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ECONOMIC DEVELOPMENT MANAGERS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ENGINEERS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ENGINEERING TECHNICIANS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ENVIRONMENTAL HEALTH OFFICERS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ENVRO HEALTH TECHNICIANS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FLEET MANAGERS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GOVERNANCE/RISK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	During 2020/21 has your Council experienced a skills shortage in this skill area?	In recruiting to these positions has your Council employed less skilled applicants?	Will a skill shortage in this profession be a critical issue for your Council in the future?
HUMAN RESOURCE PROFESSIONALS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LANDSCAPE ARCHITECT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIBRARIANS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PROCUREMENT MANAGERS/OFFICERS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PROJECT MANAGERS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SOLICITORS/LEGAL PROFESSIONALS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SURVEYORS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SURVEYING TECHNICIANS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
URBAN & TOWN PLANNERS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WELFARE WORKERS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WH&S PROFESSIONALS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

38. Please detail any other Professional and Technical areas in which your Council experienced a skills shortage during 2020/21

Professional area #1

Professional area #2

Professional area #3

39. In that Professional or Technical area please indicate if:

	In recruiting to this position has your council employed less skilled applicants?	Will a skill shortage in this profession be a critical issue for your council in the future?
Professional area #1	<input type="checkbox"/>	<input type="checkbox"/>
Professional area #2	<input type="checkbox"/>	<input type="checkbox"/>
Professional area #3	<input type="checkbox"/>	<input type="checkbox"/>

40. Please complete the table for Skilled Workers by selecting check boxes to indicate YES

	During 2020/21 has your Council experienced a skills shortage in this skill area?	In recruiting to these positions has your Council Employed Less Skilled Applicants?	Will a skill shortage in this profession be a critical issue for your Council in the future?
ACCOUNTS/PAY ROLL CLERK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CARE PERSONS (aged, disability)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DRAFTSPERSON	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CUSTOMER SERVICE WORKERS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT/ICT TECHNICIANS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LABOURERS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PLUMBING INSPECTOR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
STORE PERSONS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SUPERVISORS/TEAM LEADERS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CARTOGRAPHERS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TRADESPERSONS - Plumber	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TRADESPERSONS - Mechanical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TRADESPERSONS- Fabrication	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
TRADESPERSONS - Automotive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TRADESPERSONS - Electrical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TRADESPERSONS - Construction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TRADESPERSONS - Horticultural	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
TRUCK DRIVERS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WASTE WATER/SEWERAGE OPERATOR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WATER TREATMENT OPERATOR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WASTE MANAGEMENT / RECYCLING OPERATOR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	During 2020/21 has your Council experienced a skills shortage in this skill area?	In recruiting to these positions has your Council Employed Less Skilled Applicants?	Will a skill shortage in this profession be a critical issue for your Council in the future?
YOUTH SUPPORT WORKER	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>41. Please detail any other Skilled areas in which your Council experienced a skills shortage during 2020/21</b>			
Skilled area #1	<input type="text"/>		
Skilled area #2	<input type="text"/>		
Skilled area #3	<input type="text"/>		
<b>42. In that Skilled area please indicate if:</b>			
	In recruiting to this position has your council employed less skilled applicants?	Will a skill shortage in this profession be a critical issue for your council in the future?	
Skilled area #1	<input type="checkbox"/>	<input type="checkbox"/>	
Skilled area #2	<input type="checkbox"/>	<input type="checkbox"/>	
Skilled area #3	<input type="checkbox"/>	<input type="checkbox"/>	

**Local Government Skills Shortage Survey - 2022**

**Skills Gap**

**43. Are there occupations in which your council is experiencing skill gaps?**

Yes

No

**44. In which occupations are these gaps most critical. Please indicate below**

Occupation with Skills Gaps #1

Occupation with Skills Gaps #2

Occupation with Skills Gaps #3

**45. In those occupations with a critical skill gap what new or additional skills are required. Please indicate below**

Occupation with Skills Gaps #1

Occupation with Skills Gaps #2

Occupation with Skills Gaps #3

**46. In those occupations with a critical skill gap what are the key reasons/drivers behind these gaps? Please indicate below**

Occupation with Skills Gaps #1

Occupation with Skills Gaps #2

Occupation with Skills Gaps #3

47. How is your council addressing these skill gaps? Indicate all that apply:

- Offering targeted training courses
- Coaching and mentoring
- Providing informal on-job training
- Providing secondments or exchanges to other workplaces
- Providing opportunities to "act up" or "across" other roles

Other (please specify)

48. Has your Council engaged with state or federal education, training or other initiatives to support workforce retention and attraction in the last 3 years? For example, a traineeship, apprenticeship program, or wage subsidy program.

- Yes
- No

If you answered yes, please specify the program / initiative.



## Local Government Skills Shortage Survey - 2022

### Emerging Skilling Needs

49. Which internal or external factors will impact on your Council's future skilling needs? Select all that apply:

- Changes in government funding levels
- Major council or external infrastructure projects
- Technological change
- Growth in local government area
- Ageing workforce
- Increasing levels of governance and compliance
- Climate change

Other (please specify)

50. Has your council undertaken any analysis or forecasting of changing roles and skills requirements of your workforce - specifically due to the impact of digital disruption or to advances in technology?

- Yes
- No

51. What new roles do you see emerging over the next 3 years as a result of changes in service delivery, technological advancements or other changes at council?

**Local Government Skills Shortage Survey - 2022**

**Training Needs**

52. Are there training needs within your workforce that you have been unable to address in 2020/21?

Yes

No

53. Please select the unmet training needs for your council. Select all that apply:

- Business process improvement
- Change management training
- Financial management
- Leadership and management training
- Procurement in local government and tender management
- Mental health resilience
- Supervisor training
- Regulatory services
- Specific software training

Other (please specify)

54. What are the main drivers behind the unmet training need? Select all that apply:

- Unable to source training programs with relevant content
- Unable to source quality training programs and/or trainers that can be delivered locally
- Employees haven't had time to attend training
- Council budget is insufficient for this training
- Lack of time to organise training
- Lack of support from managers/supervisors to send staff on training courses
- Travel cost of sending staff away to attend training is too high
- Lack of access to appropriate training due to COVID

Other (please specify)

**55. Have you undertaken joint training and development with Aboriginal Community Controlled Organisations (ACCOs)?**

Yes

No

If so, please provide the details of the ACCO and whether the exercise was beneficial to Council.

**56. How has your Council's expenditure on learning and development changed this year compared to last?**

Increased

Decreased

Remained the same

By what percentage has it changed (% as comparison to 2019/20 financial year)?

**57. Why has expenditure on learning and development changed? Please specify the main reason for this change.**

**58. What is your preferred mode of delivery for training?**

In person, face-to-face delivery

Self-paced learning

Virtual delivery (e.g. zoom)

Blended learning (mix of the above)

**59. What are the challenges associated with offering or accessing this type of training identified in question 58?**

**Local Government Skills Shortage Survey - 2022**

**Future Workforce Profile**

60. Please indicate which of the following types of workers council currently employs to deliver services (Current Profile) and also indicate how you anticipate this profile might change in the future.

	Current Profile	Future Workforce Profile- Remain the Same	Future Workforce Profile- Increase	Future Workforce Profile- Decrease	Do not employ
Full Time Employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Part Time Employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Casual Employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Labour Hire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Independent Contractors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Freelancers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fly in fly out workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

61. Please indicate the impact of these recent events on workforce attraction and retention:

	Minimal impact	Moderate impact	Significant impact
COVID-19 pandemic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Natural disasters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changing local/regional economy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing pressures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Long-term funding certainty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skilled migration trends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Other (please specify)			

**62. Please indicate how these events have impacted workforce attraction and retention at your council:**

Supply shortages

Interruptions to road, rail, digital connectivity

Other (please specify)

**63. What is your council currently doing to meet future skills needs? Select all that apply:**

Regional staff sharing arrangements

Building industry partnerships

Flexible training and development

Improved access to educational opportunities

Targeted training and development programs

Other (please specify)

**64. What would help your Council to meet future skills needs?**

## Appendix C: 2022 Additional Consultation

To date, SGS has consulted with the following stakeholder groups and individuals to qualitatively supplement the 2022 survey data collection. Membership for the State and Territory level focus groups comprised volunteer local governments.

Focus Groups	Date	Attendees
<b>National</b>	13 December 2021	Institute of Public Works Engineering Australasia
		Environmental Health Australia
		Planning Institute of Australia
		Department of Education, Skills and Employment
		National Indigenous Australians Agency
		Department of Infrastructure, Transport, Regional Development and Communications
		Australian Local Government Association
<b>Queensland</b>	9 February 2022	Fraser Coast Regional Council
		Sunshine Coast Council
		Carpentaria Shire Council
		Cassowary Coast Regional Council
		Mareeba Shire Council
<b>Victoria</b>	10 February 2022	Borough of Queenscliff
		Strathbogie Shire Council
		Pyrenees Shire Council
		Banyule City Council
		City of Boroondara
		Moorabool Shire Council
		City of Whittlesea
		Moira Shire Council
		Golden Plains Shire Council
		Glen Eira City Council
		City of Greater Dandenong
<b>Northern Territory</b>	15 February 2022	Alice Springs Town Council
		Barkly Regional Council

		Belyuen Community Government Council
		Central Desert Regional Council
		Coomalie Community Government Council
		City of Palmerston
		City of Darwin
		East Arnhem Regional Council
<b>New South Wales</b>	16 February 2022	The Hills Shire Council
		Richmond Valley Council
		Tamworth Regional Council
		Bathurst Regional Council
		Namoi Regional Organisation of Councils
		Riverina Joint Organisation
<b>Western Australia</b>	22 February 2022	City of Canning
		City of Busselton
		City of Bunbury
		City of Stirling
		City of Wanneroo
<b>South Australia</b>	24 February 2022	City of Onkaparinga
		Streaky Bay District Council
		Light Regional Council
		Yorke Peninsula Council
		Clare and Gilbert Valleys Council
		Southern Mallee District Council
<b>Tasmania</b>	25 February 2022	Break O'Day Council
	February 2022	TAFE Directors Australia
	March 2022	Environmental Health Australia
	March 2022	NSW Office of Local Government (DPE)
<b>Interviews</b>	March 2022	Western Australia Financial, Administrative & Professional Services Training Council
	March 2022	Central NSW Joint Organisation
	April 2022	Planning Institute of Australia
	April 2022	Planned Resources, a boutique recruitment agency

## Appendix D: 2021 ABS Census data on the Queensland local government sector

This Appendix reports sector wide metrics on the Queensland local government workforce that are drawn from the 2021 ABS Census conducted in August 2021. It supplements the results of the 2022 Local Government Workforce Skills and Capability Survey, to which 37 Queensland local governments responded.

### Employment by category and gender

According to the ABS Survey of Employment and Earnings, employment in the Queensland local government sector was 42,500 people as at June 2020.<sup>46</sup> As at August 2021, there were 38,787 workers employed in the QLD local government sector (ABS, 2021).

The 2021 ABS Census data also indicates that in August 2021:

- There were 77.2% full-time employees, 15.3% part-time employees and 7.5% employees who were not at work during Census week. In 2016, the breakdown was 72.1% full-time, 22.3% part-time, and 5.6% who were not at work during Census week, representing a slight decrease in full-time and a slight increase in part-employees, and
- The gender breakdown of the Queensland local government workforce was 58.7% male and 41.3% female. This represents a minor decline in the proportion of males and increase in females since the 2016 Census, which was 60% male and 40% female. Female participation is the relatively low in the local government workforce, compared to national government employment in Queensland (49.6%), Queensland state government (66.3%) and the private sector (47.1%).

### Diversity

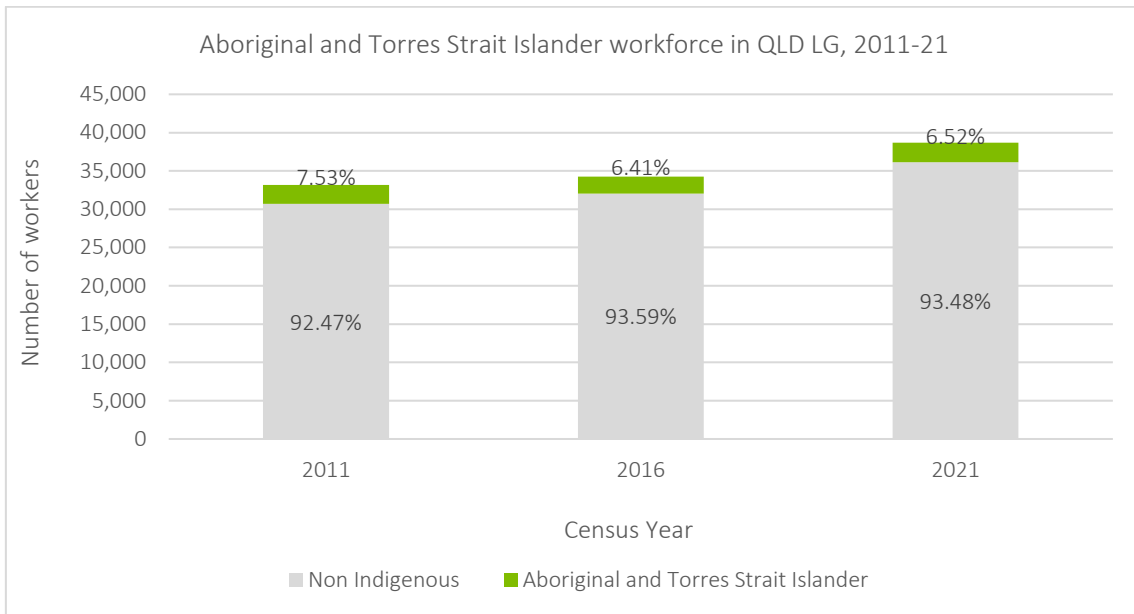
Based on the 2021 ABS Census, 6.5% of the Queensland local government workforce identifies as Aboriginal and Torres Strait Islander. The proportion of employees identifying as Aboriginal and Torres Strait Islander has remained around 7% over the last decade (**Figure D15**).

---

<sup>46</sup> ABS 2021, Employment and Earnings, Public Sector, Australia, <https://www.abs.gov.au/statistics/labour/employment-and-unemployment/employment-and-earnings-public-sector-australia/latest-release#data-download>. The 2021/22 release is schedule for late November 2022.



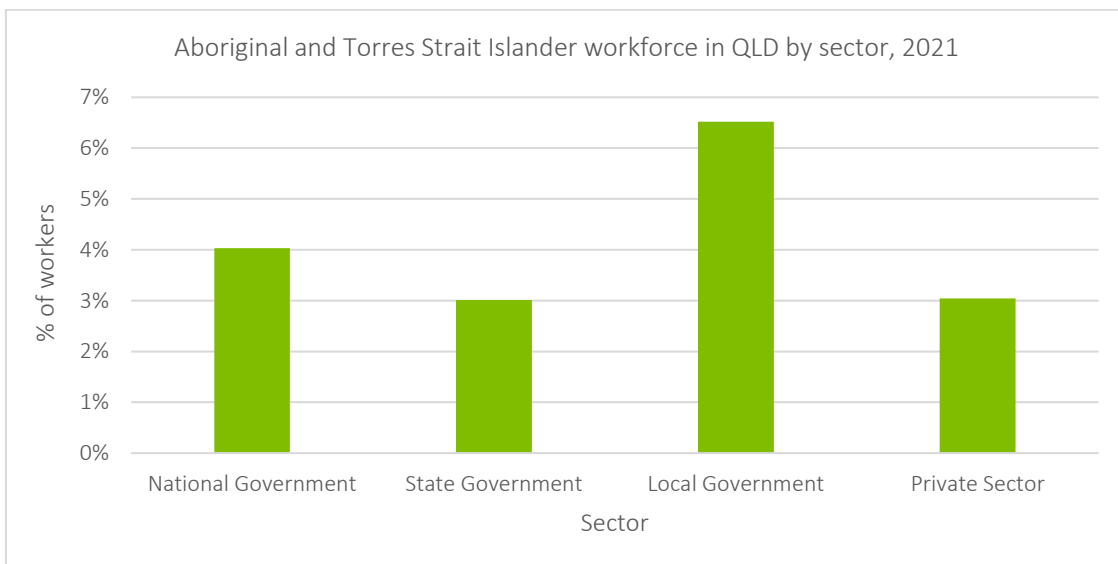
**FIGURE D15: ABORIGINAL AND TORRES STRAIT ISLANDER WORKFORCE IN QLD LG, 2011-21**



Source: ABS, 2011-21

Aboriginal and Torres Strait Islander participation in the Queensland local government workforce is considerably higher compared to the workforce in other sectors (**Figure D16**):

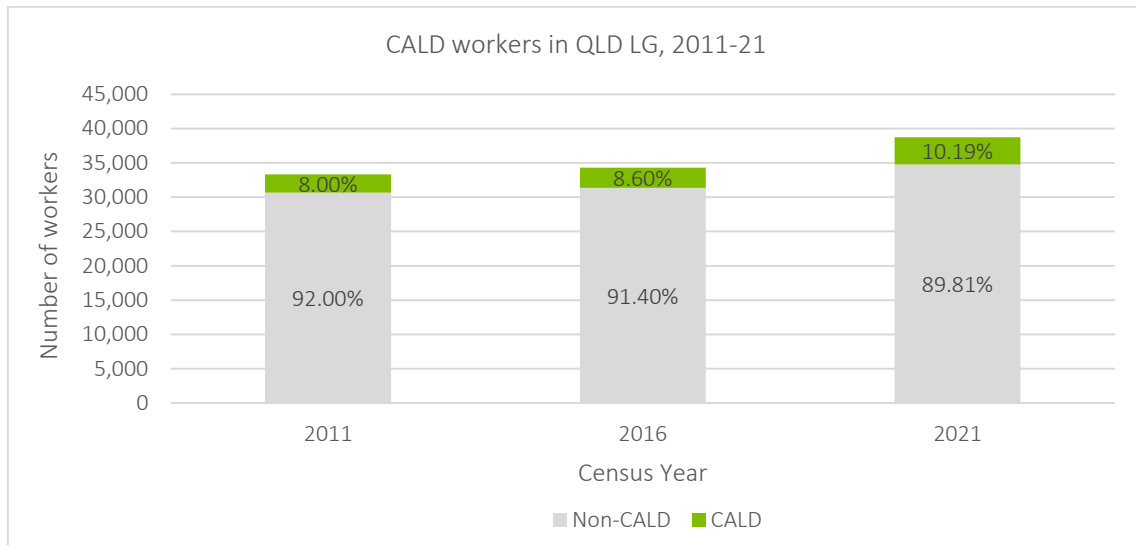
**FIGURE D16: ABORIGINAL AND TORRES STRAIT ISLANDER WORKFORCE IN QLD BY SECTOR, 2021**



Source: ABS, 2021

Based on the 2021 ABS Census, 10.2% of the Queensland local government workforce speaks a language other than English at home (**Figure D17**). This is more than double of what was reported in the 2022 Survey (4% of the total workforce of responding local governments), which was based on a smaller sample of 37 respondent local governments.

**FIGURE D17: CALD WORKERS IN QLD LG, 2011-21**

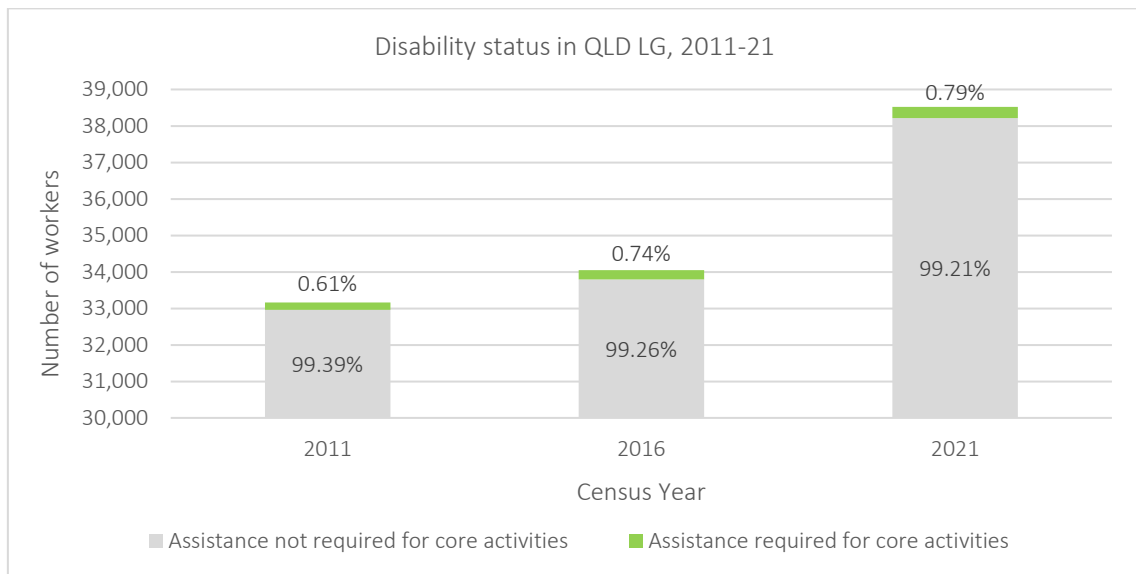


Source: ABS, 2011-21

Since 2011, the proportion of workers in the Queensland local government sector with disability status has increased. The Census refers to this using the ‘core activity need for assistance’ concept. In 2021, 0.79% of the Queensland local government workforce required assistance for core activities (**Figure D18**). This was lower than in other sectors: 1.04% in National government, 0.82% in Queensland State government, and 1.07% in the private sector.

Differences in the wording of questions between the 2021 ABS Census (e.g. ‘Does the person ever need someone to help with, or be with them, for self-care activities?’) and the 2022 Survey, which asked for the number of employees who identified as living with a disability, may explain some of the discrepancies between the two datasets.

**FIGURE D18: PEOPLE LIVING WITH A DISABILITY IN QLD LG, 2011-21**

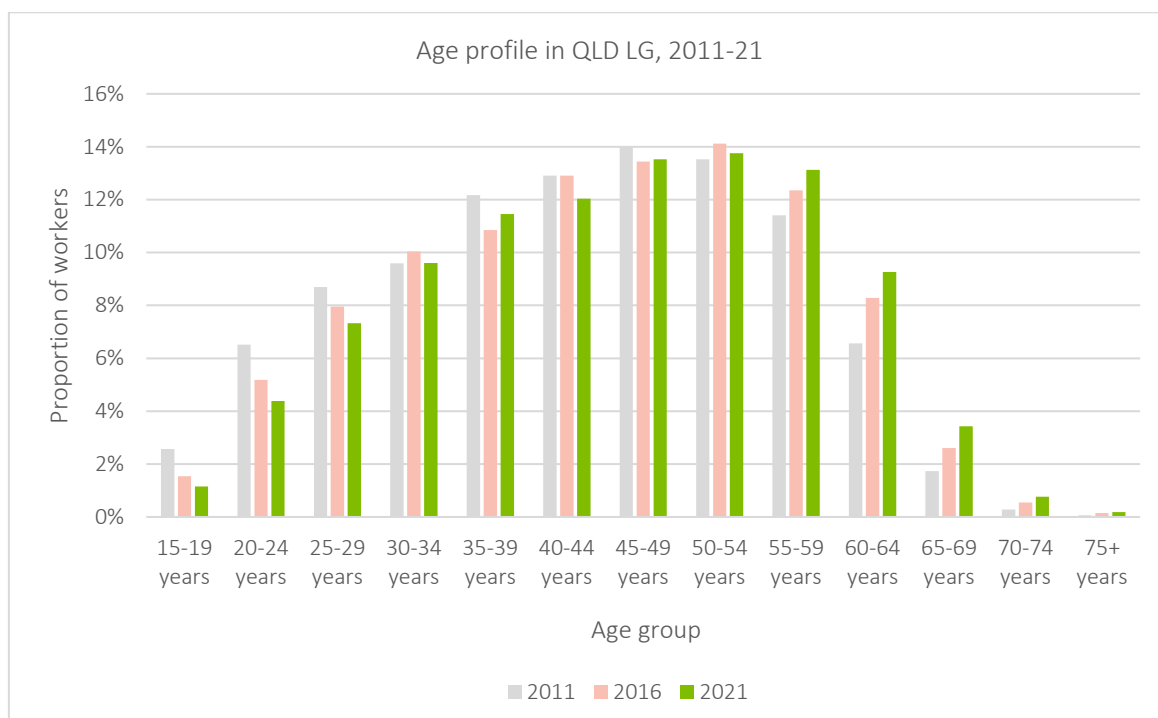


Source: ABS, 2011-21

### Age profile

In 2021, 54.0% of the Queensland local government workforce was aged over 45 years. This is higher than in the 2016 (51.5%) and 2011 (47.6%) Census years. There is a higher percentage of workers aged 55 and above than the previous two Census years, and an overall decline in the percentage of younger employees under 35 years of age (**Figure D5**).

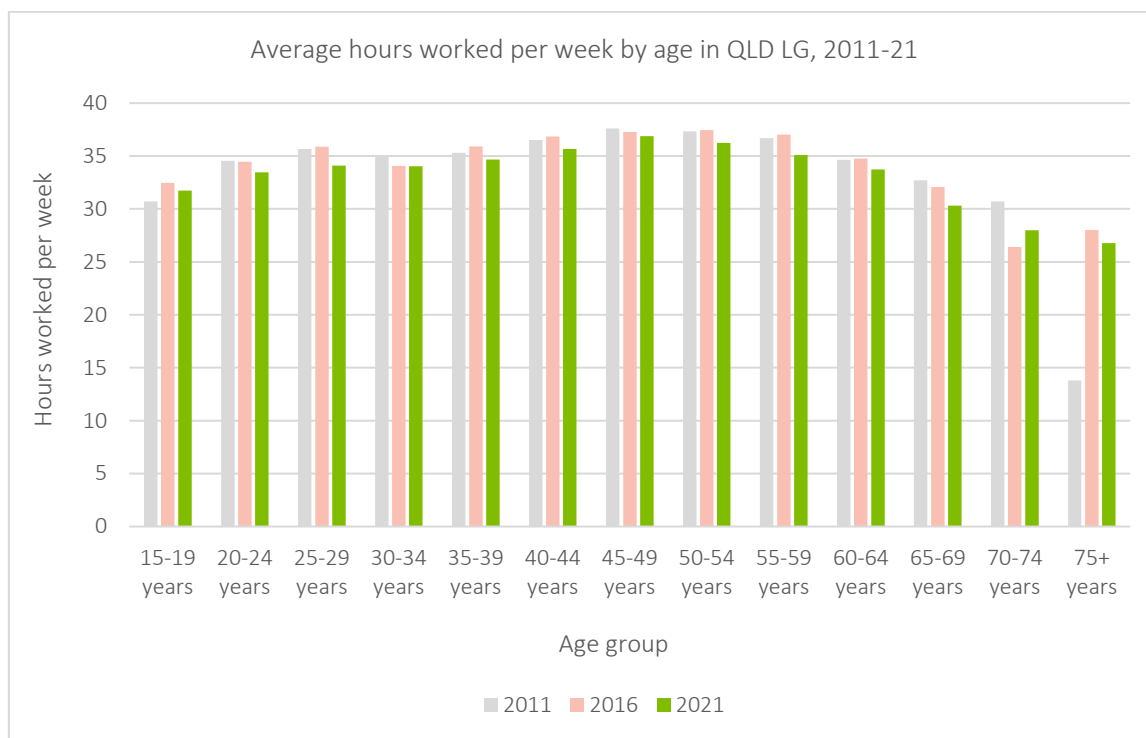
**FIGURE D19: AGE PROFILE IN QLD LG, 2011-21**



Source: ABS, 2011-21

The number of hours worked per week has remained relatively consistent over the past decade. Overall, employees are working fewer hours per week in 2021 than in 2016, with the exception of the 70-74 year age group (**Figure D6**).

**FIGURE D20: AVERAGE HOURS WORKED PER WEEK BY AGE IN QLD LG, 2011-21**



Source: ABS, 2011-21. Note that the 2021 ABS data for the 75+ year group is based on a smaller sample than other age categories, and may therefore not be as representative of weekly hours worked among this age group.

### Occupational profile

The greatest shifts in employment numbers by occupation between the 2011 and 2021 Census years are (Table D1):

- Specialist Managers (+1,138)
- Business, Human Resource and Marketing Professionals (+900)
- Design, Engineering, Science and Transport Professionals (+857)
- Road and Rail Drivers (+751)
- Other Clerical and Administrative Workers (+407)

**Table D1** also highlights the largest proportionate changes in participation by occupation since 2011. These include: Sales Workers (-100%), Farmers and Farm Managers (-55.6%), and Education Professionals (+70%), which experienced high proportionate changes due to a relatively low baseline of fewer than 50 workers in 2011 in each of the occupations.

TABLE D1: OCCUPATIONAL PROFILE OF QLD LG, 2011-21

Occupation (ANZSCO)	2011	2021	% change
Design, Engineering, Science and Transport Professionals	2577	3434	33.3%
Business, Human Resource and Marketing Professionals	2309	3209	39.0%
Specialist Managers	1663	2801	68.4%
Road and Rail Drivers	1738	2489	43.2%
Other Clerical and Administrative Workers	2044	2451	19.9%
General Clerical Workers	1770	2084	17.7%
Engineering, ICT and Science Technicians	1728	1935	12.0%
Office Managers and Program Administrators	1720	1709	-0.6%
Construction and Mining Labourers	1681	1494	-11.1%
Inquiry Clerks and Receptionists	1211	1376	13.6%
Mobile Plant Operators	1448	1157	-20.1%
Skilled Animal and Horticultural Workers	970	1030	6.2%
Automotive and Engineering Trades Workers	890	892	0.2%
Farm, Forestry and Garden Workers	1020	890	-12.7%
Numerical Clerks	962	886	-7.9%
Hospitality, Retail and Service Managers	622	814	30.9%
Labourers nfd	720	805	11.8%
Machine and Stationary Plant Operators	526	767	45.8%
Construction Trades Workers	636	684	7.5%
Health Professionals	568	660	16.2%
Chief Executives, General Managers and Legislators	529	634	19.8%
ICT Professionals	537	599	11.5%
Personal Assistants and Secretaries	556	502	-9.7%
Other Labourers	512	497	-2.9%
Cleaners and Laundry Workers	474	491	3.6%
Sports and Personal Service Workers	336	421	25.3%
Health and Welfare Support Workers	394	398	1.0%
Other Technicians and Trades Workers	260	393	51.2%
Clerical and Office Support Workers	429	372	-13.3%
Legal, Social and Welfare Professionals	282	358	27.0%
Electrotechnology and Telecommunications Trades Workers	234	276	17.9%
Carers and Aides	246	262	6.5%
Managers nfd	130	198	52.3%
Machinery Operators and Drivers nfd	80	138	72.5%
Protective Service Workers	87	123	41.4%

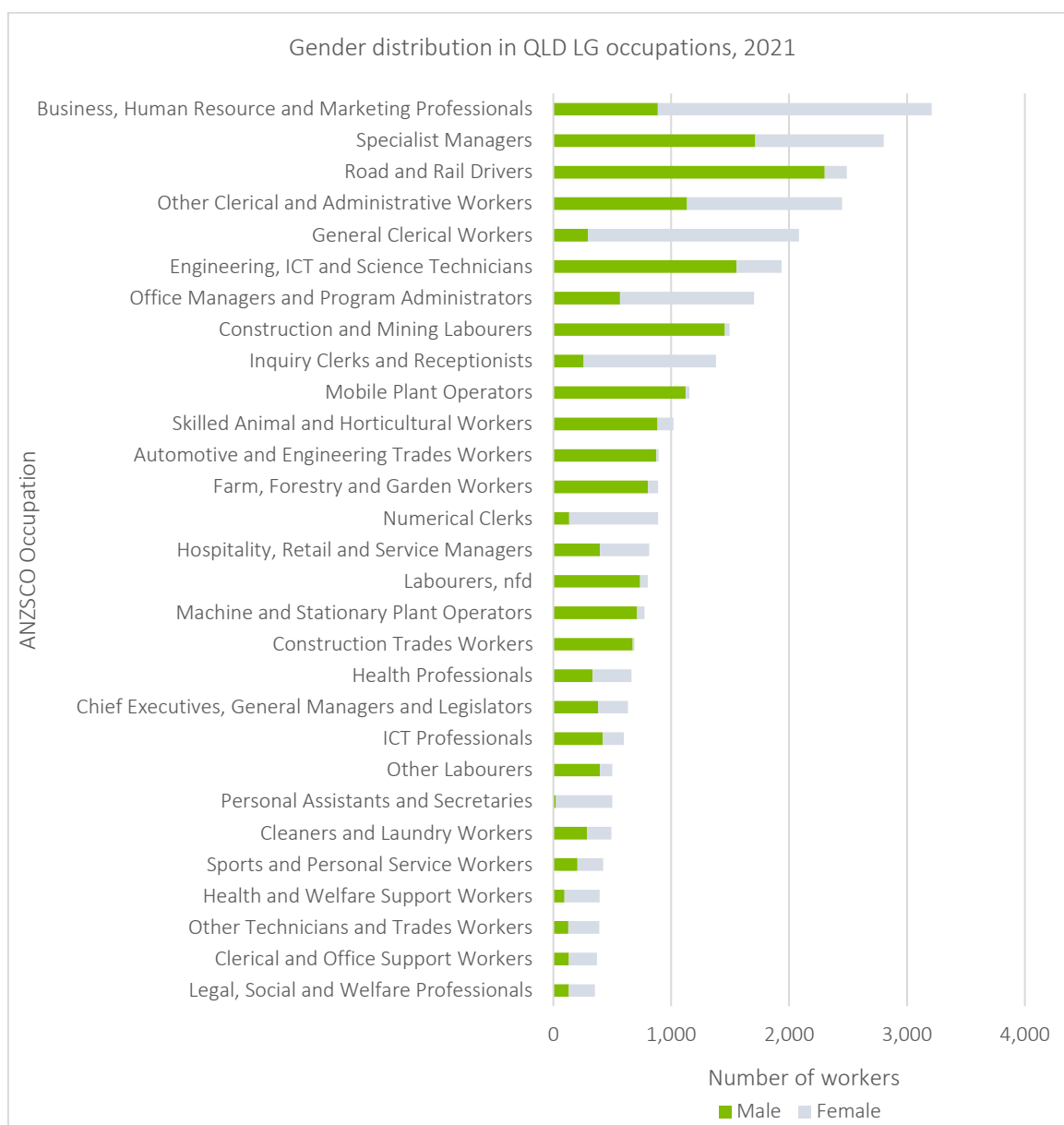
Storepersons	121	111	-8.3%
Technicians and Trades Workers nfd	91	99	8.8%
Professionals nfd	68	89	30.9%
Sales Support Workers	72	77	6.9%
Education Professionals	40	68	70.0%
Arts and Media Professionals	86	67	-22.1%
Sales Assistants and Salespersons	70	65	-7.1%
Sales Representatives and Agents	40	58	45.0%
Clerical and Administrative Workers nfd	99	49	-50.5%
Factory Process Workers	37	48	29.7%
Hospitality Workers	51	47	-7.8%
Food Trades Workers	33	21	-36.4%
Food Preparation Assistants	18	9	-50.0%
Farmers and Farm Managers	18	8	-55.6%
Community and Personal Service Workers nfd	9	6	-33.3%
Sales Workers nfd	3	0	-100.0%

Source: ABS, 2011-21

An analysis of the top 30 largest employing occupations in the QLD local government sector illustrates that there is a clear gender bias in some occupations (**Figure D7**):

- Occupations where employees are mostly male include: Machinery Operators and Drivers, Construction Trades Workers, Automotive and Engineering Trades Workers, Construction and Mining Labourers, Machinery Operators and Drivers, and Mobile Plant Operators, among others.
- Occupations where employees are mostly female include: Food Preparation Assistants, Personal Assistants and Secretaries, Carers and Aides, General Clerical Workers, Numerical Clerks, and Sales Support Workers.

**FIGURE D21: GENDER DISTRIBUTION IN QLD LG OCCUPATIONS, 2021**



Source: ABS, 2021

The greatest increases in female participation in the Queensland local government sector were in the following occupations:

- Other Clerical and Administrative Workers (+1,052)
- Cleaners and Laundry Workers (+205)
- Farm, Forestry and Garden Workers (+111)

**Table D2** also highlights the largest proportionate changes in female participation by occupation since 2011. These include several occupations which counted low (under 20 employees) female participation in 2011, such as Other Clerical and Administrative Workers (+35,000%), Sales Support Workers (+1,733.3%) and Farm, Forestry and Garden Workers (+792.9%).

TABLE D2: CHANGES IN FEMALE PARTICIPATION BY OCCUPATION, QLD LG, 2011 AND 2021

Occupation (ANZSCO)	2011	2021	% change
Business, Human Resource and Marketing Professionals	1602	1602	0.0%
General Clerical Workers	1506	1506	0.0%
Office Managers and Program Administrators	1224	1224	0.0%
Other Clerical and Administrative Workers	3	1055	35066.7%
Inquiry Clerks and Receptionists	1026	1026	0.0%
Design, Engineering, Science and Transport Professionals	854	854	0.0%
Numerical Clerks	773	773	0.0%
Specialist Managers	575	575	0.0%
Personal Assistants and Secretaries	545	545	0.0%
Clerical and Office Support Workers	1055	307	-70.9%
Health and Welfare Support Workers	288	288	0.0%
Hospitality, Retail and Service Managers	276	276	0.0%
Engineering, ICT and Science Technicians	276	276	0.0%
Health Professionals	259	259	0.0%
Cleaners and Laundry Workers	28	233	732.1%
Carers and Aides	217	217	0.0%
Legal, Social and Welfare Professionals	177	177	0.0%
Other Technicians and Trades Workers	174	174	0.0%
Chief Executives, General Managers and Legislators	163	163	0.0%
Sports and Personal Service Workers	162	162	0.0%
ICT Professionals	131	131	0.0%
Farm, Forestry and Garden Workers	14	125	792.9%
Skilled Animal and Horticultural Workers	114	114	0.0%
Road and Rail Drivers	14	96	0.0%
Other Labourers	215	87	-59.5%
Clerical and Administrative Workers, nfd	80	80	0.0%
Sales Support Workers	3	55	1733.3%
Arts and Media Professionals	52	52	0.0%
Hospitality Workers	42	42	0.0%
Professionals, nfd	40	40	0.0%
Labourers, nfd	233	40	0.0%
Managers, nfd	31	31	0.0%
Mobile Plant Operators	96	30	-68.8%
Machine and Stationary Plant Operators	30	29	-3.3%
Construction and Mining Labourers	9	28	211.1%



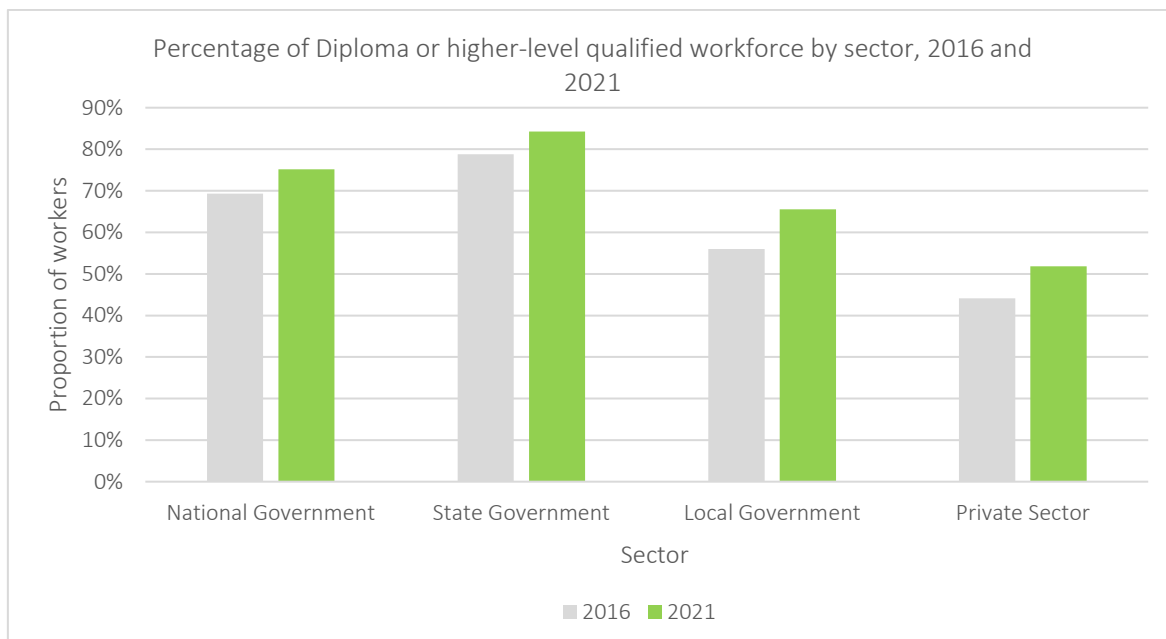
Sales Assistants and Salespersons	55	28	-49.1%
Education Professionals	24	24	0.0%
Food Trades Workers	19	19	0.0%
Sales Representatives and Agents	28	17	-39.3%
Protective Service Workers	14	14	0.0%
Storepersons	40	14	0.0%
Food Preparation Assistants	87	14	-83.9%
Construction Trades Workers	12	12	0.0%
Technicians and Trades Workers, nfd	10	10	0.0%
Automotive and Engineering Trades Workers	9	9	0.0%
Community and Personal Service Workers, nfd	9	9	0.0%
Factory Process Workers	125	9	-92.8%
Electrotechnology and Telecommunications Trades Workers	6	6	0.0%
Farmers and Farm Managers	3	3	0.0%
Sales Workers, nfd	17	3	-82.4%
Machinery Operators and Drivers, nfd	29	3	-89.7%
Not applicable	0	0	-

Source: ABS, 2011-21

## Education

The Queensland local government workforce has a lower proportion of employees with a Diploma or higher-level qualification (**Figure D8**) compared to the Commonwealth and State Governments. However, the proportion of Diploma and higher-level qualified employees in local government increased by approximately 9 percentage points between 2016 and 2021. Across all sectors in the Queensland workforce, the proportion of Diploma or higher-level qualified workers has increased between 2016 and 2021.

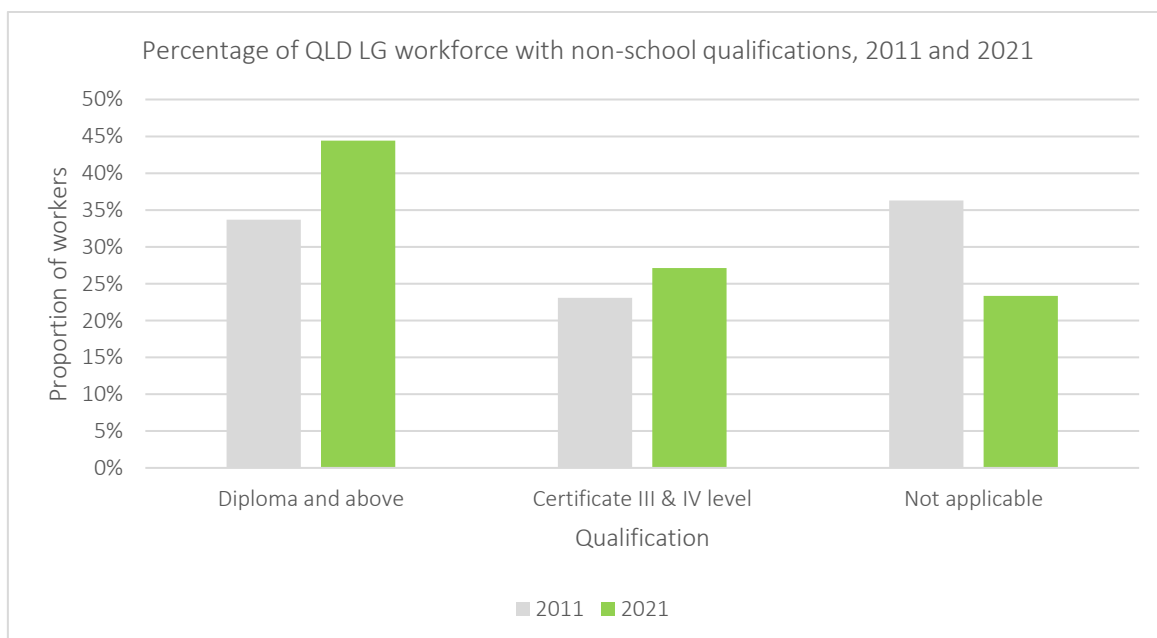
**FIGURE D22: PERCENTAGE OF QLD WORKFORCE WITH A DIPLOMA OR HIGHER-LEVEL QUALIFICATION, 2016 AND 2021**



Source: ABS, 2021

A comparison of the proportion of Queensland local government workforce with a Diploma and above and Certificate III and IV qualifications shows it has increased over the last decade (**Figure D23**).

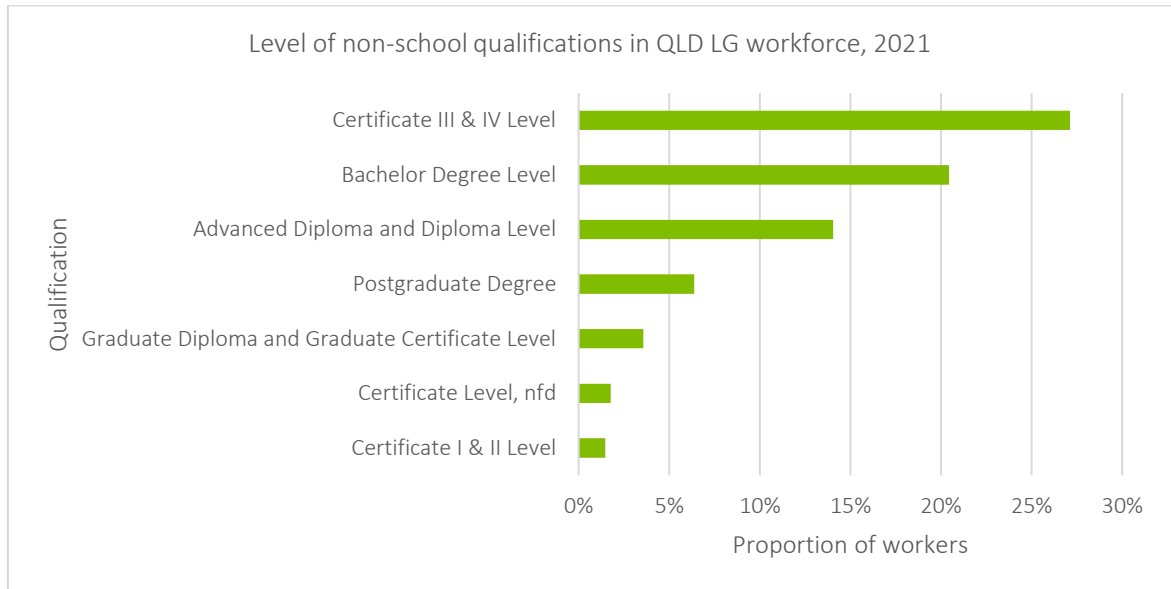
**FIGURE D23: PERCENTAGE OF QLD LG WITH NON-SCHOOL QUALIFICATIONS, 2011 AND 2021**



Source: ABS, 2011-21

In 2021, Certificate III and IVs were the most common qualification in the QLD local government sector (held by over a quarter of workers), followed by Bachelor degrees (20.4%) and Advanced Diplomas and Diplomas (14.0%) (Figure D10).

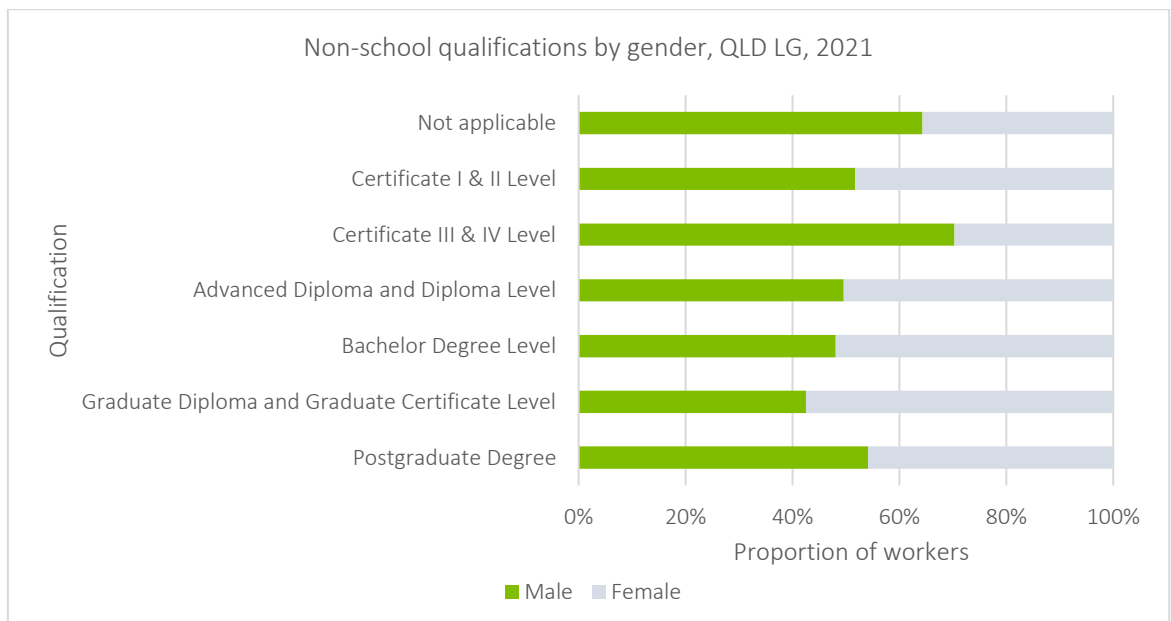
**FIGURE D24: NON-SCHOOL QUALIFICATIONS IN QLD LG, 2021**



Source: ABS, 2021

There are more males than females holding Diplomas or higher-level qualifications. A higher proportion of females compared to males hold Advanced Diplomas and Diplomas, Bachelor Degrees, and Graduate Diplomas and Graduate Certificates, while more males hold Postgraduate Degrees and Certificates I to IV level qualifications (Figure D11).

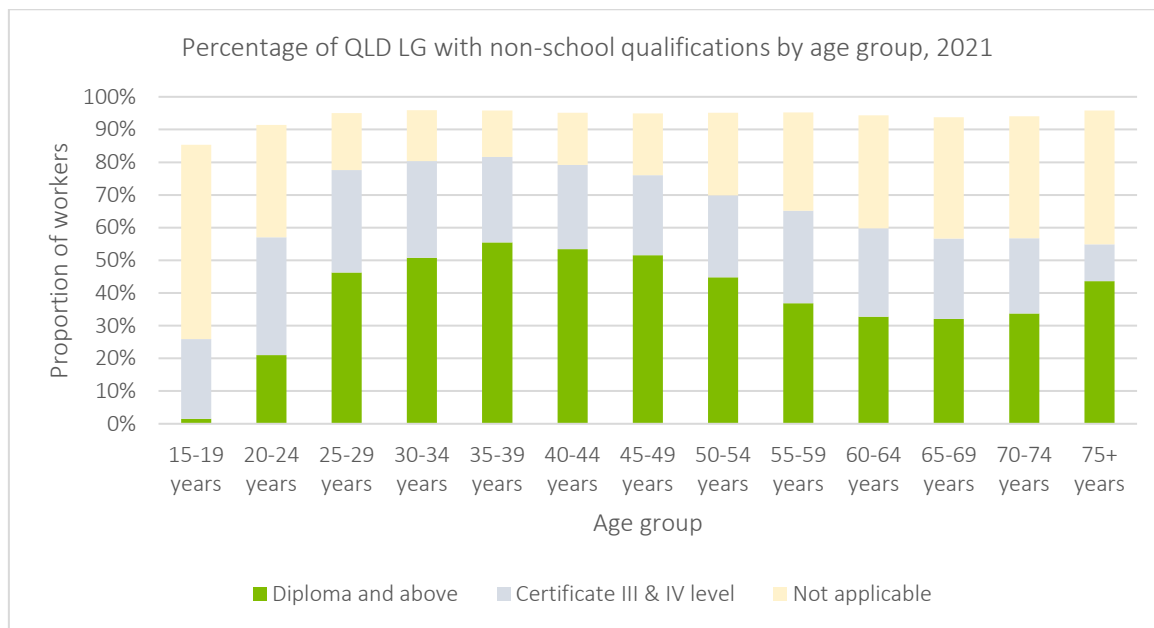
**FIGURE D25: NON-SCHOOL QUALIFICATIONS IN QLD LG BY GENDER, 2021**



Source: ABS, 2021

**Figure D26** shows that the level of qualification by age group peaks at 35-39 years and declines for older age groups. This trend of a decline in older age groups is also reflected in the 2016 Census data (2018 Report) and suggests a need to ensure that the workforce is suitably skilled and qualified to adapt to changing roles and skills requirements. The high percentage of qualified workers aged 75+ years is due to the small ABS sample for that age group.

**FIGURE D26: PERCENTAGE OF QLD LG WITH NON-SCHOOL QUALIFICATIONS BY AGE GROUP, 2021**



Source: ABS, 2021. Note that percentages may not total 100% due to additional ABS reporting categories not shown for each age group (e.g. 'Not Stated', 'Not Applicable').

## Appendix E: Details of Joint Training and Development Opportunities and Partnerships with Aboriginal Community Controlled Organisations (ACCOs)

The survey included a question about whether local governments had undertaken joint training and development opportunities with Aboriginal Community Controlled Organisations (ACCOs).

29 local governments said they had undertaken joint training and development with Aboriginal Community Controlled Organisations (ACCOs), predominantly to offer cultural awareness training to council staff. 25 of the responding local governments provided further information on their partnerships with ACCO. This information is provided below.

### **New South Wales**

Six local governments said that they had undertaken joint training and development with Aboriginal Community Controlled Organisations (ACCOs) and four of them provided details of partnerships with:

- Bara Barang to provide mentoring for Aboriginal and Torres Strait Islander trainees, and to work with local government's supervisory staff;
- Yarn Up to provide online awareness training to the Senior Management Team in 2021;
- Murrook - Worimi Local Aboriginal Land Council.

### **Northern Territory**

Seven of the eight responding local governments said that they had undertaken joint training and development with Aboriginal Community Controlled Organisations (ACCOs). One local government did not respond to this question.

### **Queensland**

Six local governments said that they had undertaken joint training and development with Aboriginal Community Controlled Organisations (ACCOs). Four local governments described their partnerships:

- With Minjerribah Moorgumpin Elders-in-Council, which had a positive effect on council's cultural competency and its creation of an inclusive, respectful and knowledgeable workplace;
- With TribalLink Blackcard, Biral Tours, Mooloolah Kabi Kabi Lands Council for the provision of First Nations Cultural Awareness training and On-Country experiences;
- Between Torres Strait Island Regional Council and Yarrabah Aboriginal Shire Council to co-deliver a Cert IV in Social Housing as well as co-training with the Torres Strait Regional Authority (TSRA) and Torres Shire Council for Environmental Health Workers.

### **South Australia**

Two local governments said that they had undertaken joint training and development with Aboriginal Community Controlled Organisations (ACCOs).

Another local government listed the following initiatives it was involved in:

- Establishing a First Nations People Advisory Group to Council;
- Procuring professional services from RAWsa, an Aboriginal Business Enterprise creating opportunities to grow the Aboriginal workforce and to provide economic independence and social inclusion for Aboriginal and non-Aboriginal people;<sup>47</sup>
- Partnering with Neporendi Aboriginal Forum Inc;
- Working with Kurna Yerta Aboriginal Corporation (KYAC), which manages native title rights and interests in parcels of reclaimed Kurna land in Tarntanya Country;<sup>48</sup> and
- Recognising the community role of Southern Traditional Owners Meyunna Patparta.

### Tasmania

Only one local government responded they had undertaken a joint training program with an Aboriginal Community Controlled Organisation and that the exercise was beneficial to the local government, however no further detail was provided.

### Victoria

Eight local governments said they had undertaken joint training and development with the following Aboriginal Community Controlled Organisations (ACCOs):

- First People Millewa Mallee Aboriginal Corporation;
- Djaara (Dja Dja Wurrung Clans Aboriginal Corporation).

Their feedback indicates that these have been beneficial for staff, helping to raise organisational cultural competency in the workforce

### Western Australia

Six local governments said that they had undertaken joint training and development with Aboriginal Community Controlled Organisations (ACCOs), including Julyardi Aboriginal Corporation.

In addition, in the Western Australian Local Government Association Salary and Workforce Survey for 2022, survey respondents were asked to prioritise 15 workforce topics for the 2021/22 financial year. The highest priorities the respondent local governments identified were workplace health and safety, and organisational culture and change, and workforce planning. The most noticeable change was wellness and mental health, moving from 12<sup>th</sup> place in 2018/19 to 4<sup>th</sup> place on 2020/21. Aboriginal cultural awareness was ranked 15<sup>th</sup> in both the 2019-20 and 2021-22 survey, but was not ranked at all in the 2018-19 survey.

---

<sup>47</sup> RAWsa (2022), *Changing lives: empowerment through economic independence*, <https://rawsa.com.au/>

<sup>48</sup> Australian Government (2021), *ORIC Spotlight On: Taking care of elders, past and future*, <https://www.indigenous.gov.au/news-and-media/stories/oric-spotlight-taking-care-elders-past-future>

# Appendix F: Australian Local Government Workforce Development Initiatives

SGS undertook a scan of Australian Local Government workforce development initiatives to ascertain what is happening across the country. Based on the information available online and our consultation for the project, a selection of initiatives is highlighted below.

## NSW Local Government Capability Framework

The Local Government Capability Framework, authored by Local Government NSW, is a document which sets out the core capabilities, described as behaviours and attributes of all employees and elected members. It responds to a desire for a more consistent foundation on which to conduct recruitment, workforce planning and staff development.<sup>49</sup>

The Local Government Capability Framework is divided into four 'capability groups': Personal Attributes, Relationships, Results and Resources. There are also two other thematic headings, titled 'Workforce Leadership', which is for employees in management positions, and 'Civic Leadership', which is for elected members. As such, the Framework is applicable to the Mayor and Councillors in addition to council employees at all levels of seniority.

Individual capabilities sit under each of these group headings and refer to specific knowledge or skill areas of focus. Each capability is then detailed on a separate page within the Framework. This page describes the capability and respective levels of advancement, which it calls 'level descriptors'. These range from 'foundational' to 'highly advanced'. 'Behavioural indicators' offer a means of evaluation under each level descriptor, and are in the form of written statements.

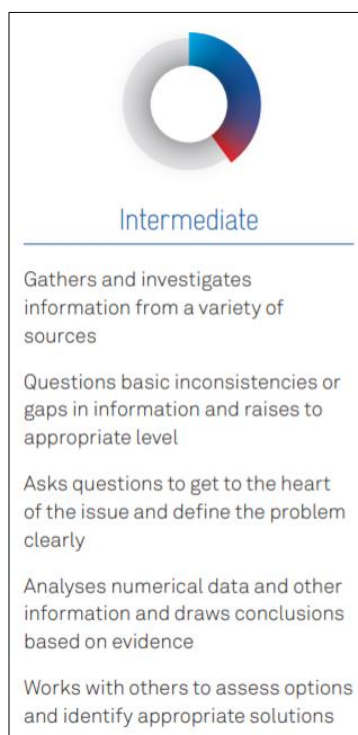
An example of the level descriptor and behavioural indicators for the 'Think and Solve Problems' capability is shown in **Figure F1** below.

Use of the Framework is optional for NSW local governments, although LGNSW acknowledges that its sector-wide influence will be magnified if at least some employees and councillors in a wide range of LGAs are familiar with the Framework. Collaborative development of the Framework with 'elected and workforce representatives across the state' is one way in which LGNSW has tried to create buy-in from its member local governments.

---

<sup>49</sup> Local Government NSW (2017), 'Local Government Capability Framework', [https://capability.lgnsw.org.au/local\\_government\\_capability\\_framework.pdf](https://capability.lgnsw.org.au/local_government_capability_framework.pdf)

**FIGURE F1: EXAMPLE OF LEVEL DESCRIPTOR AND BEHAVIOURAL INDICATORS**



Source: Local Government New South Wales, 2017.

The Capability Framework’s traction in NSW has been difficult to measure. Initially, LGNSW had roughly 50% of local governments participate in introductory courses on the Framework. LGNSW has continued to run a couple of courses per year focusing on different aspects of the Framework – e.g. writing Position Descriptions, Implementing the Framework, Applying it to Recruitment etc. After four years, 10-15% of local governments in NSW (up to 20 of 128 member local governments of LGNSW) have fully implemented the Framework and about one-third have started to introduce the Framework (e.g. writing Position Descriptions aligned with the Framework, and to determine training for elected members). Most local governments seem to support the Framework in principle, but lack of resources (time) and competing priorities are hindering its widespread implementation, including the impacts of COVID-19, recent bushfires and floods. LGNSW reports that a couple of the local governments have employed staff dedicated to implementing the Framework across the organisation.

### **NSW Local Government Skills Strategy**

The Local Government Skills Strategy was a program funded by the NSW Government (Training Services NSW) and managed by the NSW Office of Local Government. It involved the allocation of approximately \$5 million in Smart and Skilled funding for vocational education and training for local government employees. It aimed to build the workforce capability of the NSW local government sector by offering local governments improved access to professional training.<sup>50</sup> The program had three main objectives underneath this broad aim:

---

<sup>50</sup> NSW Office of Local Government (2018) ‘Circular to Councils; Local Government Skills Strategy’, <https://www.olg.nsw.gov.au/wp-content/uploads/2020/02/18-13.pdf>



- Facilitate pre-vocational training programs targeting local government skill priorities.
- Encourage and support local governments to increase their intake of apprentices and trainees, including upskilling their supervisors and managers.
- Facilitate training in skill priority areas for existing local government employees.

The program ran from 2018 – 2020 and funds were fully allocated, mainly to upskilling existing workers.

### **Central NSW Joint Organisation (CNSWJO)**

Central NSW Joint Organisation is a body corporate established on 11 May 2018 under Part 7 Chapter 12 of the *Local Government Act 1993* (NSW). The CNSWJO represents over 157,000 people covering an area of more than 47,000 sq kms, and includes the Local Government Areas of Bathurst, Blayney, Cabonne, Cowra, Forbes, Lachlan, Oberon, Orange, Parkes, Weddin, and Central Tablelands County Council.<sup>51</sup>

The Central NSW JO's vision is to reflect the collective regional priorities and aspirations of its Member Local governments. In accordance with the *Local Government Act 1983* (NSW), its principal functions are:

- to establish strategic regional priorities for the joint organisation area and to establish strategies and plans for delivering those priorities;
- to provide regional leadership for the joint organisation area and to be an advocate for strategic regional priorities; and
- to identify and take up opportunities for inter-governmental cooperation on matters relating to the joint organisation area.

CNSWJO has established the following operational teams to manage workforce skills and capability matters in the region:

- Human Resources Managers Group (HR);
- WHS/Risk Management Group; and
- Training, Learning & Development (TLD) Working Group.

The HR Managers Group meets quarterly to provide advice to the CNSWJO on the full spectrum of HR matters of interest/concern to its member Local governments.

Over the past 7 years the CNSWJO has identified the training needs of 46 Water Operators and 52 Wastewater Operators across 9 of its member Local governments and sourced and co-ordinated the delivery of accredited training in the region for a total of 767 units of competency from the nationally accredited training system. In addition, the CNSWJO has sought training to the requirements of the National Certification Framework administered by the Water Industry Operators Association of Australia (WIOA). The HR Managers Group has recently decided to extend the water and wastewater training to include support for other skills shortages being experienced by local governments in the health and building surveying profession, critical to all Council's core operations. Initial scoping has been undertaken in collaboration with the HR Group and a working party has been formed which will examine how the skills shortages across the region could be addressed.

---

<sup>51</sup> <https://www.centralnswjo.com/about>.

In 2022, the HR Managers Group will be looking at sharing recruitment policies and procedures so as to avoid reinventing the wheel, and at models for succession planning and talent management.

The TLD Group is a sub-group of the HR Managers Group and focusses on training and skills and typically meets three times per year. The TLD Working Group focusses on networking and opportunities for sharing training activities to minimise costs and increase outcomes for the region, including by liaising with NSW TAFE and other RTOs to seek out any training opportunities, and sometimes funding. CNSWJO will also often reach out to neighbouring local governments (who are not members of the CNSWJO) to offer places in training programs that the CNSWJO has scheduled to ensure an adequate number of enrolments to keep costs down.

The TLD Group also has carriage of the Safety Compliance Contract for the region. There are 10 training providers on the panel to deliver safety compliance training to CNSWJO member local governments and local governments can organise to have the training delivered directly or the training can be coordinated via CNSWJO's Training & Program Support Officer.

The WHS/Risk Management Group has carriage of the Councils' WHS induction program, which is now delivered online. Once a contractor completes the induction, the induction is valid for 5 years. Currently, just over 3,000 contractors hold a current WHS induction. The induction allows contractors to undertake the general WHS induction once and then it is valid across all participating member local governments; it does not replace a site-specific induction. The WHS/Risk Management Group is also currently focussing on mental health first aid training and WH&S compliance training. However, delivery has been stalled due to the lack of availability of suitable trainers arising from the implications of the Covid-19 pandemic. The WHS/Risk Management Group also receives regular presentations and updates from key WHS agencies in NSW, including Statewide Mutual, SafeWork NSW and StateCover. The HR and WHS/Risk Management Groups share each other's meeting minutes to increase transparency and coordination.

### **Careers at Council**

Careers at Council is a strategic response by the Local Government Associations to attract staff to local government and to develop an employee brand for the sector. This need was identified in the 2013-2020 National Local Government Workforce Strategy and the 2016-2020 NSW Local Government Workforce Strategy.

Careers at Council was established in late 2019 to encourage active and passive candidates to work in local government via informative content, social media (LinkedIn and Facebook), Google advertising and links with a wide range of government, industry and career sites. Careers at Council is now recognised by the Commonwealth and NSW Governments as the careers and jobs portal for local government, with listings on the Jobs Hub, Australian Apprenticeship Pathways and Careers NSW websites. The jobs of approximately 200 local governments are listed on the site which attracts around 1,000 visitors per day.

To raise awareness amongst graduates of the career opportunities in local government, Careers at Council has established a partnership with GradConnection which holds the largest national database of university students and graduates. Roles suitable for graduates are sent to prospective candidates undertaking or completing degrees in areas of skills shortage (engineering, planning and development, environment, project management and human resources).

Careers at Council also actively promotes employment opportunities to veterans through its participation in monthly ADF Transition seminars and to careers advisors via participation in industry information update events.

Careers at Council provides a foundation from which the sector could leverage recruitment advertising campaigns on a sector/regional/occupation basis and more detailed information about career pathways into and within local government.

### UTS Centre for Local Government

The Centre for Local Government is a section of the UTS Institute for Public Policy and Governance. The Centre has provided various training and advisory services to Australian local governments for over 30 years.<sup>52</sup> It is an example of a partnership between the local government sector and a major educational and research institution to extend local government's capability. In its heyday, the Centre had quite a strong research and policy development output, as well as tertiary education and broader public education about local government's role in Australian society and democracy.

Currently, there are three main streams of services offered by the Centre:

- **Training and short courses.** The Centre offers several training modules in subjects related to local governance, such as development assessment, community engagement and project management. These can be delivered 'in-house', meaning that their content can be customised according to the organisational objectives of a particular local government.
- **Formal local government qualifications.** These include graduate certificates, graduate diplomas and masters degrees in principles and practices of local government.
- **Advisory and research.** The Centre offers fee-for-service research and consultancy services in a range of local government functions. This includes both internal business governance and inputs to strategy development.

The Centre is currently restructuring to update its staffing and the range of services it offers. Its website states that this revamp will involve some kind of engagement with the local government sector to align its new program with the development needs of the sector. It may be worth re-engaging with UTS to see if they may be able to take up some of the challenges identified from the results of this survey.

### Workforce Planning Guidelines for Local Government in Tasmania

In 2016, the Local Government Association Tasmanian (LGAT) partnered with Burnie City Council, Circular Head Council, Waratah-Wynyard Council and the UTS Centre for Local Government to develop Workforce Planning Guidelines for local government in Tasmania.<sup>53</sup> A Reference Group established to shape and tailor the guidelines included: Break O' Day Council, Burnie Council, Circular Head Council, Glamorgan Spring Bay Council, Hobart City Council, Kingborough Council, and Waratah-Wynyard Council.

---

<sup>52</sup> UTS (n.d.) 'Centre for Local Government', <https://www.uts.edu.au/research/institute-public-policy-and-governance/centre-local-government>

<sup>53</sup> UTS (2016), Workforce Planning Guidelines for Local Government in Tasmania, [https://www.skills.tas.gov.au/\\_\\_data/assets/pdf\\_file/0004/174937/Workforce\\_Planning\\_Guidelines\\_for\\_Local\\_Government.pdf](https://www.skills.tas.gov.au/__data/assets/pdf_file/0004/174937/Workforce_Planning_Guidelines_for_Local_Government.pdf)

The guidelines propose six steps to workforce planning and provide detailed descriptions, key questions to ask, case studies, and other resources to equip councils who are preparing a workforce plan:

- 1: Starting out – This section guides councils to consider the scope and scale that is relevant to their local context of workforce planning. It also provides guidance on internal and external stakeholders, and relevant data and information sources when undertaking workforce planning.
- 2: Where are we now? – This section guides councils to gather information about the current state, i.e. current workforce profile, current macro-trends and strategic context in which the council operates.
- 3: Where might we be in the future? – This section provides guidance on qualitatively forecasting the external context, having regard to political, economic, social, technological, legal and environmental considerations.
- 4: What are the gaps? – This section guides councils to assess current and future workforce gaps, and to prioritise these for action via a ratings-based risk matrix or other framework.
- 5: Strategies to assess the gaps? – This section guides councils to identify strategies and actions that respond to the current and future gaps. It also provides a list of common gaps and issues, and potential strategies and actions in response to these.
- 6: Monitoring and evaluation – This section highlights the ongoing and iterative nature of workforce planning, which suggests a need for workforce plans to be reviewed and outcomes to be evaluated.

# Appendix G: Local Government Workforce and Capability Planning: International Examples

## **Brief to Local Government Information Unit (LGIU), United Kingdom**

SGS Economics and Planning commissioned the Local Government Information Unit (LGIU) to review international best practice policy for workforce and skills/capability development in the Local Government sector. In particular, how the Local Government sector around the world is:

- Innovating to close skills gaps and shortages;
- Leveraging creative partnerships to identify future workforce needs and streamline training opportunities;
- Remaining agile through crises (e.g. Covid-19 pandemic, climate change) to support longer-term recovery;
- Responding to macrotrends (e.g. an ageing workforce, digital transformation, structural changes to local economies) that are shaping the expectations and needs of the future workforce.

## **Review of international practice**

In the countries reviewed, a range of activities have been deployed to build capacity in local government workforces, including:

- Providing advice, toolkits and consultancy support for workforce planning;
- Training or retraining the unemployed/under-employed and embedding a culture of improvement/career development at all levels;
- Redesigning jobs to remove non-essential requirements and allow optimal use of available expertise;
- Bringing back retired personnel with a focus on mentoring/knowledge transfer (as in this example of civil engineer shortages for public works in South Africa);
- Leveraging infrastructure investment/public procurement to fund and provide local jobs/apprenticeship opportunities;
- Marketing local government/sub-national government as an attractive career choice (see the Yukon (Canada) government's People Plan for a discussion about branding – the Yukon government has been a Top 100 employer in Canada since 2014);
- Outreach into schools and universities to improve knowledge and appeal of construction or other shortage sectors, including internships and cadetships;
- Expanding the recruitment pool, by targeting under-represented groups such as women and minorities or recruiting skilled migrants; and

- Adopting innovation/new technologies to reduce demand for workforce and increase productivity (for example, offsite construction, pre-cast concrete or automation).

### **Case studies - Developing workforce plans**

#### UK - Local Government Association Workforce Planning Support

The LGA in England support local authorities with strategic workforce planning. As well as providing guides and tools, they are running a project providing more intensive capacity building to around 70 local governments, including:

- Interactive workforce planning workshops for senior leaders and managers;
- Reviews of talent management and workforce plans;
- Support with developing career pathways;
- People analytics; and
- Online Knowledge Hub forum for workforce planning professionals.

The support program has received good feedback, as shown in a recent Impact Report, with the vast majority of participating local governments reporting a positive impact on their organisations. The impact on 'delivering organisational priorities' and 'recruitment and retention' was particularly high.

For example, the LGA's Workforce Planning team recently supported two local governments in the Midlands to tackle difficulty in recruiting planning officers through redesigning jobs to separate out elements requiring a local on-site presence and specialist expertise that could be delivered remotely. This allowed them to share local planning officer resource and jointly recruit a senior planner who is based in another part of the country.

#### UK – London Councils

London Councils is one of local government's regional employers' organisations. It is supporting London borough local councils with a workplace planning tool, a spreadsheet which captures workforce data and helps local governments analyse demand, supply, gaps and scenario planning. The spreadsheet helps ensure data is robust and collected consistently.

London Councils also has a Workforce Planning & Intelligence Network (for sharing best practice amongst HR professionals) and a Recruitment Managers Network which reviews common areas of staff shortage and initiates joint projects and shared solutions to recruitment issues. For instance, London Councils ran a £1.85 million Employment Construction Careers programme (funded through European Social Fund) with seven boroughs and the City of London, which helped unemployed Londoners gain construction skills and qualifications across a range of areas, from site management to administration and security.

### **Case studies - Bridging the skills gap**

#### UK – Scottish Roads Collaboration Project

The Scottish Improvement Service is the national improvement organisation for local councils in Scotland. It provides capacity building support and facilitates collaboration between councils. One project is the Roads Collaboration Project bringing together the 32 Scottish roads authorities and Transport Scotland to deliver a well maintained road network. Through a workforce planning strand the

roads authorities are working with education providers and industry bodies such as the Institute of Civil Engineers to address labour shortages, through:

- Routes into leadership, a short course for aspiring roads managers;
- Work-based learning and apprenticeships, including graduate apprenticeships;
- Outreach to schools to market roads and civil engineering as a career choice; and
- Shared approach to delivering training to roads staff.

#### United States – NextGen Silicon Valley

NextGen is a commission of local governments in the region, including two county organisations and 36 cities, representatives of workforce investment boards, local government professional organisations and university career centre staff from San Mateo and Santa Clara Counties. Local government faces intensive competition from the private sector and a ‘baby boomer’ retirement wave, leading to labour shortages. NextGen runs a variety of programs every year to enhance knowledge about local government agencies, career opportunities and skill advancement. Programs upskill current employees with potential and attract young and diverse talent from universities, through:

- Management Talent Exchange - three-month placements in another local agency;
- Regional internships and outreach to university students;
- Tomorrow’s City-County Manager forum: one-day intensive workshop for emerging leaders; and
- Fellows Programme bringing specific expertise from universities into local government – benefiting the host organisation and growing a talent pipeline.

#### United States – Coconino County, Arizona

Coconino is the second largest county in US by area (outside Alaska). Serving a vast remote and rural area, the county has 1200 employees. Following serious budget cuts in the early 2010s, the county developed innovative cost-saving solutions to improve retention of skilled employees. The activities, which won two national awards, focused on work-life balance and employee engagement through:

- Flexible work arrangements: job sharing, phasing into retirement, flexible benefits such as staff being able to purchase up to 10 personal days a year, and tele-commuting (using technology to work from home);
- Employee involvement in workforce planning and an employee suggestions scheme; and
- Access to training and education for employees at every career stage, including classes for new/experienced supervisors; leadership training for managers; free online training; cross training; developing internal talent through the knowledge and experience of employees near retirement; and retirement planning classes.

Employees shaped the county’s recruitment and retention strategies. These have attracted a large and diverse pool of internal applicants (filling 40% of vacancies); reduced turnover by 6%; streamlined personnel policies; formed a pool of employees willing to work in other departments to decrease the use and cost of temporary employees; introduced teleconferencing options for employees in outlying areas who cannot travel to meetings due to budget cuts.

#### United States - UpSkill Houston

The Greater Houston Partnership established UpSkill Houston as an industry-led partnership of employers, trade associations, education, government and non-profit/community organisations, using a model developed by the US Chamber Foundation's Talent Pipeline Management. The aim was to strategically expand the talent pipeline and attract talent to technical careers in sectors considered the drivers of the region's economy, including construction and petrochemicals. Activities include:

- Collaborations with community-organisations, public workforce systems and employers to attract and screen potential recruits, including those from low-income families;
- Women into Construction programmes (such as on-the-job training for three months trained 20 women to become pipefitter helpers);
- Partnering with schools to recruit juniors into pre-apprenticeship programmes; and
- Raising awareness of vital middle-skill (more than high school diploma but less than four-year degree) job opportunities in construction which employers struggle to fill.

### Themes/learning points

The following themes and learning points can be drawn from these and other experiences:

- Successful strategic workplace planning uses data and insight about the workforce to design and implement solutions: Action plans typically need a mix of short-term fixes and long term, sustained activities to 'grown our own' or expand the talent pool.
- Local councils can compete with the private sector on wider benefits and employee experience: Reviewing these and listening to employees' changing expectations sends a clear message that people are valued.
- Collaboration across local councils, tiers of government, other agencies and industry can unlock innovative solutions and, over time, build a talent pipeline that benefits the wider local economy as well as increasing local government's capability.
- Technology will bring about new ways of working (even in 'outdoor' roles) and open up alternative channels for delivering training and development: the pandemic may have overcome (some) employees' resistance to online/distance learning, teleconferencing and remote management.



# Appendix H: OECD Report Future-Proofing Adult Learning Systems in Cities and Regions: Summary

## Foreword

The Organisation for Economic Co-operation and Development (OECD) is an international organisation that works to build better policies for better lives. The OECD's goal is to shape policies that foster prosperity, equality, opportunity and well-being for all, drawing on 60 years of experience and insights to better prepare the world of tomorrow.

In 2022, the OECD prepared a Policy Manual for Local Government on future proofing adult learning systems in cities and regions in recognition of the long term economic, social and health consequences of the COVID-19 pandemic, ongoing structural changes including automation and digitalisation, demographic changes and the transition to a “green” economy.

The OECD believes that in coming years, labour markets will face significant challenges. In this context, re- and upskilling of adults is an urgent priority for all at national, regional and local levels. To turn challenges into opportunities and to ensure that the supply of local skills matches constantly changing skills demands, there is a need to create strong adult learning systems for a more resilient and empowered society and productive economy.

Future-ready adult learning systems should provide clear re- and upskilling pathways for all individuals in need of training. This is especially important for groups that have a weaker attachment to the labour market such as the low-skilled, workers on non-standard contracts, long-term unemployed, individuals with a migration background, and youth not in employment, education or training.

Local governments have a critical role to play. As the level of government closest to citizens, they are well-placed to identify challenges faced by employers in the labour market as well as by workers falling through the cracks, which can vary significantly by locality. Indeed, current and potential workers, as well as employers, typically look for jobs and training opportunities in their neighbourhoods.

In addition, local governments can create a strong culture of adult learning that is effectively tailored to local needs, challenges and opportunities – a culture that is difficult to create through national initiatives alone. While there is growing awareness of this role, and many countries are decentralising responsibilities including those of adult learning, local governments still do not necessarily have the means and competences to respond to medium- and long-term needs.

To support local governments in their efforts to future-proof adult learning systems, this Policy Manual presents a range of policy options and concrete actions that can inspire and guide work at the local level. It is designed for both policy makers and practitioners at the local and regional level, but also for national policy makers to support their efforts in supporting the diversity of local needs.

## Definition of Adult Learning

For the purposes of the OECD Policy Manual, adult learning is defined as follows:

- Adult learning refers to adult education and training that is job-related and is expected to have a positive effect on performance and productivity at work.
- Adult learning includes three different types of education and training: 1) formal education and training, which leads to a formal qualification; 2) non-formal education and training that does not necessarily lead to formal qualifications, such as structured on-the-job training, open and distance education, courses and private lessons, seminars and workshops; and 3) informal learning, i.e. unstructured on-the-job learning, learning by doing or learning from colleagues.
- Adult learners are defined as individuals aged 25+ years who have left the initial, “first chance” education system (either primary, secondary, post-secondary or tertiary level) but are engaged in learning (OECD, 2001[1]; Werquin, 2010[2]; OECD, 2019[3]; OECD, 2019[4]).

## Introduction

Labour markets across the world are changing due to population ageing, increasingly rapid digitalisation and automation, evolving supply chain dynamics and the green transition.

With the COVID-19 crisis, many of the ongoing labour market changes are accelerating. Digitalisation and automation have picked up speed due to social distancing requirements as well as changing work habits and preferences. As well as the transition to more sustainable economies.

In this context of rapidly changing labour markets, adult learning systems are increasingly important. The extent to which individuals, firms and local economies can reap the benefits of ongoing changes and minimise the negative impact on workers will largely depend on the readiness of local adult learning systems.

Local governments are stepping up their efforts to make local economies more resilient and future-ready. The consequences of changing skills needs are felt acutely at the local level, through skills mismatches and skills shortages, as well as the displacement of workers without the skills sought by their employers.

Policies, regulations and funding for adult education and training are typically managed at the national level, yet needs can vary widely on the local level. Because skills needs differ across regions and local areas, national efforts can also only go so far in changing learning habits.

There are many reasons why local governments can make a difference in the development of future-ready adult learning systems, including:

- Understanding local skills demand;
- Cultivating/Promoting inclusive cultures of lifelong learning; and
- Strategically tailoring needs and bridging gaps.

Some groups are more at risk of experiencing job losses and long-term unemployment (or inactivity) due to changing skills requirements. Despite their obvious need for training, groups with weaker attachment to the labour market continue to be less likely to participate in adult learning programmes. For career guidance to be effective, its content must be adjusted to the specific needs of the individuals that participate and be linked more directly to the many local stakeholders involved in adult learning.

### **Structure of the Policy Manual Key policy areas and actions**

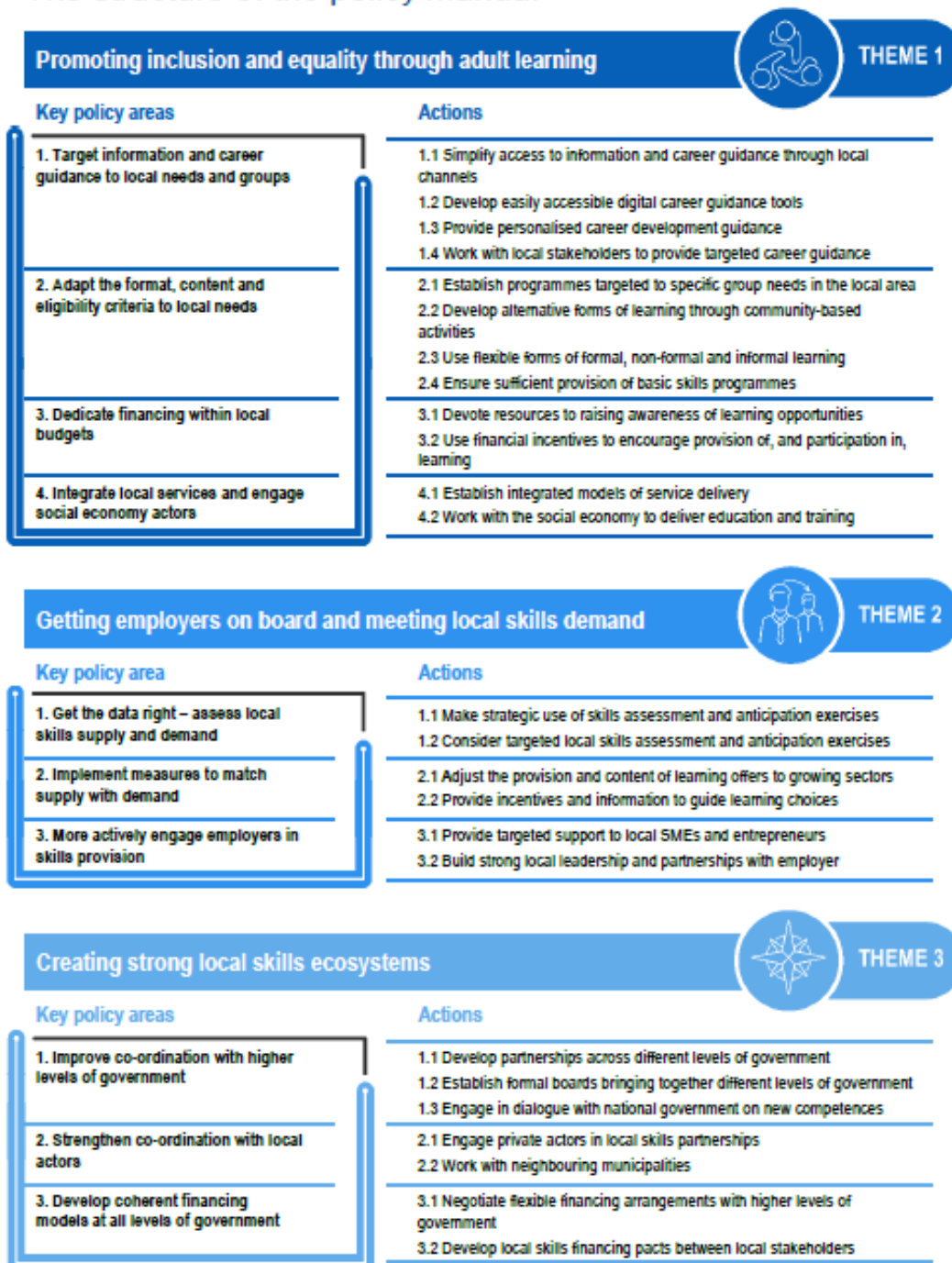
The Policy Manual is structured into three themes: Promoting inclusion and equality through adult learning; Getting employers on board and meeting local skills demand; and Creating strong local skills ecosystems, as shown in **Figure H1**.

Each theme includes key policy areas with suggestions as to how local governments can address issues with adult learning. Overall themes and suggestions include:

- Better coordination between levels of government and other stakeholders in the adult learning sector including financial and program-based coordination;
- Understanding and meeting local skill needs;
- Attempt to reach those marginalised as they are less likely to engage in adult learning; and
- Simplify access to adult learning information and programs.

FIGURE H1: OECD FUTURE PROOFING ADULT LEARNING – STRUCTURE OF THE POLICY MANUAL FOR LOCAL GOVERNMENT

## The structure of the policy manual



### **Promoting inclusion and equality through adult learning**

This theme is important because the pandemic exacerbated already polarised labour markets in many cities and regions. While the ongoing changes to skills requirements have the potential to affect all workers, automation and digitalisation are skill-biased technologies that favour high-skilled workers at the expense of middle- and low-skilled workers. Especially vulnerable are workers in jobs that are characterised by simple and repetitive tasks. They are likely to bear the brunt of these changes, calling for more training to maintain labour market attachment.

Key policy area 1: Target information and career guidance to local needs and groups:

- Career guidance is a fundamental policy lever to help individuals successfully navigate a constantly evolving labour market.
- Many of the groups who face disadvantages in the labour market, including the low-skilled, use career guidance services less often than the reference population.
- One way to increase the use of career guidance among groups with weaker attachment to the labour market is to make it more easily accessible.
- Another way to ensure that information and career guidance is provided to the groups most in need is through mobile outreach services that are accessible for hard-to-reach groups and places.
- For career guidance to be effective, its content must be adjusted to the specific needs of the individuals that participate.

Key policy area 2: Adapt the format, content and eligibility criteria to local needs:

- The willingness to participate in adult training varies across groups, with lowskilled, workers in jobs at high risk of automation and older workers showing significantly less willingness to train than their counterparts
- One way to overcome the low willingness to train is through the provision of targeted adult learning programmes that take into account the specific characteristics and learning needs of certain groups.
- To make the targeting effective it should be data-driven to identify groups for whom targeted measures may be relevant and based on evaluations on what works.
- Another way to get groups with weaker attachment to the labour market engaged in adult learning programmes is through the development of alternative forms of learning.

Key policy area 3: Dedicate financing within local budgets:

- Financial issues present one of the main obstacles preventing adults from taking part in adult learning activities.
- Financial incentives directed at individuals or employers may come in many forms, e.g. wage and training subsidies, training vouchers, tax incentives, loans and individualised learning account schemes.
- The demand for training has increased significantly in the context of the COVID-19 pandemic.

Key policy area 4: Integrate local services and engage social economy actors:

- While adult learning is vital to improve labour market attachment among groups with weaker attachment to the labour market, additional support services may be necessary to reduce barriers to their participation in education and training.
- Responsibilities for these services tend to be divided between levels of government and often measures to ensure co-ordination are lacking.
- An important way of providing learning through integrated service models is through non-formal adult education or community education. Non-formal and community-based education is education that takes place outside the formal education sector and which aims at enhancing learning, fostering empowerment and contributing to civic society.

### **Getting employers on board and meeting local skills demand**

This theme is important because global megatrends, including digitalisation, the green transition and the ageing of societies, are changing the demand for skills. These transformations will destroy, transform and create jobs, but often not in the same place or time, or requiring the same type of skills. With COVID-19, many of the ongoing changes are likely to accelerate. Digitalisation and automation are likely to pick up in speed due to the introduction of social distance requirements among other things, and the green transition is likely to receive momentum as part of stimulus packages.

The effects of global changes vary significantly across local economies. Often labour market changes are concentrated in specific regions or sectors, and often there is a significant time gap between the destruction and creation of jobs – resulting in geographically concentrated skills mismatches. Compared to other sub-national areas, large cities tend to host substantial shares of high-skilled workers that work under standard contracts and with good teleworking options, which makes cities more resilient to ongoing changes. Yet, cities also host many low-skilled workers with little opportunity for teleworking. Many local areas show signs of misalignment between the provision of skills and the actual skills needed in the labour market. One such sign is the self-reported training needs among workers. Across OECD countries, 35% of workers report that they do not have all the skills needed to do their current tasks and need more training.

Key policy area 1: Get the data right – assess local skills supply and demand:

- Policy makes to understand local market needs skills assessment and anticipation (SAA).
- SAA often done at national or regional level can be intensive for local regions but may be required.

Key policy area 2: Implement measures to match supply with demand:

- Adjust adult learning policies in line with SAA findings.
- Importance of information.
- Local governments may regulate the provision of courses, course content and curricula to meet local skills demand and steer skills production towards those sectors.
- Another way to steer the choice of individuals and employers towards in demand skills is through information.
- Steering towards digital and green economies.

Key policy area 3: More actively engage employers in skills provision:

- Employers play a key role in the provision of adult training not least because a large share of training and education takes place in the workplace
- There are many ways that local governments can engage employers in adult learning policies. Includes lower costs, financial benefits and information of benefits
- SMEs, entrepreneurs and starts-up all face special challenges when it comes to the provision of training to their employees.
- Development of local employment partnerships.

### **Creating a local skills eco system**

This theme is important because adult learning systems funding and responsibilities are split across multiple levels of government and agencies. Adult learning systems also encompass a range of policies and programmes with different objectives and different target groups – including basic skills courses for the low-skilled, professional training for workers, activation and training for the unemployed, re- and upskilling of workers, or language classes for migrants. In addition, adult learning policies often overlap with other policy sectors including social, employment policies, economic development as well as other skills policies including higher education (HE) and vocational education and training (VET). At the local and regional level, the fragmentation of responsibilities and the broad range of stakeholders involved presents both a challenge and an opportunity.

Key policy area 1: Improve co-ordination with higher levels of government:

- In any system where responsibilities for adult learning policies are spread across levels of government, vertical co-ordination mechanisms are important.
- Many countries have taken steps to improve the co-ordination of adult learning systems across all levels of government. These includes pursuing collaborative partnerships across government levels and engaging in dialogue on the adjustment and transfer of responsibilities to lower levels of government.
- Multi-level partnerships.

Key policy area 2: Strengthen co-ordination with local actors:

- Within any given region or city, many different actors are involved delivering adult learning policies- These often include local government departments and authorities, public employment services, universities and schools, social partners, private training providers, and local businesses. All these actors have different responsibilities, pursue different goals, administer separate budgets, and often do not perceive themselves as being a part of a joint “system” (see Box 30). Alignment of interests among actors is unlikely to happen spontaneously; rather it requires effective co-ordination.
- Engaging with non-government stakeholders and collaborating through local skills partnerships is a vital tool for local governments to deal with the inherent complexities of adult learning systems -The positive benefits of well-functioning local partnerships and skills ecosystems include:
  - Providing valuable information to the policy-making and implementation process through experiences with the real-world effects of policies,
  - Creating commitment and buy-in among relevant stakeholders to work towards a joined up local skills strategy,

- Mobilising and involving employers in the financing and provision of training, and
- Ensuring that the training provided meets the demand of the local economy.
- Cities can also look beyond their own administrative boundaries in developing partnerships by working with neighbouring municipalities or regions.

Key policy area 3: Develop coherent financing models at all levels of government.

- The financing model influences the quality and quantity of adult learning programmes, the behaviour and choice of providers, individuals and businesses, and the ability of local skills systems to match the local demand for skills.
- For local practitioners, the alignment of decision-making and financing responsibilities is crucial for their ability to put in place policies that work.
- The possible benefits from investment in adult learning are distributed among the public, individuals and businesses, but the incentives for these actors to invest in skills development are not always clear.
- Local skills financing pacts, signed by government actors as well as other stakeholders such as social partners, employers and training providers, can help overcome some of these challenges.

**Case Studies**

- Micro-credentials – which may be defined as short, targeted and flexible non-degree learning programmes – are gaining increasing policy traction in many countries in the face of rapidly shifting skills demand. These shorter skills-focused courses are often stackable, relatively cheap and fast, and aligned to the specific needs of industries/employers, which makes them an easy way for individuals in the working age to re- and upskill to meet immediate skills gaps in the labour market. Pg.24.
- In Canada, the federal government uses bilateral agreements between federal government, provinces and territories to allocate large amounts of annual funding to lower levels of government in the area of adult learning. The bilateral agreements stipulate the agreed-upon objectives that the funding should achieve and establish key features of the programmes to be delivered pg.47.
- Humber skills pledge. The main objective of the Skills Pledge is to encourage and help businesses access vital skills and training organisations to help them succeed and grow. More specifically, the ongoing partnership campaign seeks to encourage joint working between education and training providers, employers, local councils and organisations, including local public employment service offices. Pg.47.
- In co-operation with the Fundación Adsis and the JPMorgan Chase Foundation, the city of Madrid has developed a comprehensive training and employment project with the purpose to improve the employability opportunities of young people (18-30 years old) in the community of Madrid. The project includes 12 training itineraries that all relate to the “Circular Economy” and seeks to enable young people to have a quality job that contributes to the ecological transition. Pg.42.
- Excelsior is a skills assessment system created in co-operation between the Italian Ministry of Labour and UnionCamere (Italian Union of Chambers of Commerce, Industry, Handicrafts and



Agriculture) in 1997 with the support of the European Union. Through a co-operation with the network of regional and local Chambers of Commerce in Italy, the system provides data at regional and local levels on labour market trends, and the professional and training needs of companies across the country. Pg 37.

- Workforce Planning Ontario, a network of workforce planning boards, has the mandate to connect labour market stakeholders within the Canadian province of Ontario. Through a network of 26 planning boards that covers four regions across the province, Workforce Planning Ontario seeks to conduct localised research of ongoing labour market changes and identify skills shortages and future training requirements throughout Ontario pg.37.
- Through its Local Development Agency, Barcelona Activa set up the Barcelona IT Academy in 2017 to develop and upgrade the digital skills of professionals in the city. The main objective of the academy is to promote job opportunities, reinforce competitiveness, promote social inclusion, and reduce the gender gap in the digital sector. The IT Academy collaborates with IT companies to define training modules and provide job opportunities, and with academic institutions to promote Barcelona's work in this sector pg.41.

The full report can be found here:

- [https://www.oecd-ilibrary.org/employment/future-proofing-adult-learning-systems-in-cities-and-regions\\_11fa26cc-en;jsessionid=tvaWQwqjhJGTEA2qdQW3i6xS.ip-10-240-5-167](https://www.oecd-ilibrary.org/employment/future-proofing-adult-learning-systems-in-cities-and-regions_11fa26cc-en;jsessionid=tvaWQwqjhJGTEA2qdQW3i6xS.ip-10-240-5-167).

## Appendix I: Further Reading

### 2018 Local Government Workforce and Future Skills Reports

ALGA (2018) *Local Government Workforce and Future Skills Report Australia*, available at:  
<https://alga.com.au/local-government-workforce-and-future-skills-report-australia/>

LGAQ (2018) *Local Government Workforce and Future Skills Report – Queensland*, Unpublished.

LGASA (2018) *Local Government Workforce and Future Skills Report – South Australia*, Unpublished.

LGANT (2018) *Local Government Workforce and Future Skills Report – Northern Territory*, available at:  
<http://www.lgant.asn.au/wp-content/uploads/2019/05/LGWFSR-Report-September-2018.pdf>

LGAT (2018) *Local Government Workforce and Future Skills Report – Tasmania*, available at:  
[https://www.lgat.tas.gov.au/\\_\\_data/assets/pdf\\_file/0028/662329/LG-Workforce-and-Future-Skills-Report-Tasmania-Sept-2018-FINAL.pdf](https://www.lgat.tas.gov.au/__data/assets/pdf_file/0028/662329/LG-Workforce-and-Future-Skills-Report-Tasmania-Sept-2018-FINAL.pdf)

LGNSW (2018) *Local Government Workforce and Future Skills Report – New South Wales*, Unpublished.

MAV (2018) *Local Government Workforce and Future Skills Report – Victoria*, available at:  
[https://www.mav.asn.au/\\_\\_data/assets/pdf\\_file/0010/21889/Local-Government-Workforce-and-Future-Skills-Report-Victoria-Dec-2018.pdf](https://www.mav.asn.au/__data/assets/pdf_file/0010/21889/Local-Government-Workforce-and-Future-Skills-Report-Victoria-Dec-2018.pdf)

WALGA (2018) *Local Government Workforce and Future Skills Report – Western Australia*, Unpublished.

### Skills shortages and workforce development

OECD (2001) *Education Policy Analysis 2001*, OECD Publishing, Paris, <https://dx.doi.org/10.1787/epa-2001-en>

OECD (2019[3]) *OECD Skills Outlook 2019 : Thriving in a Digital World*, OECD Publishing, Paris, <https://dx.doi.org/10.1787/df80bc12-en>.

OECD (2019[4]) *Getting Skills Right: Future-Ready Adult Learning Systems, Getting Skills Right*, OECD Publishing, Paris, <https://dx.doi.org/10.1787/9789264311756-en>.

OECD (2022) *Future-Proofing Adult Learning Systems in Cities and Regions. A Policy Manual for Local Government*. [https://www.oecd-ilibrary.org/employment/future-proofing-adult-learning-systems-in-cities-and-regions\\_11fa26cc-en;jsessionid=tvaWQwqjhJGTEA2qdQW3i6xS.ip-10-240-5-167](https://www.oecd-ilibrary.org/employment/future-proofing-adult-learning-systems-in-cities-and-regions_11fa26cc-en;jsessionid=tvaWQwqjhJGTEA2qdQW3i6xS.ip-10-240-5-167)

RAI (2022) *Rebalancing the Nation Regionalisation Consultation paper*, <https://www.regionalaustralia.org.au/home/wp-content/uploads/2022/03/Regionalisation-Consultation-Paper-RAI-2022.pdf>

Werquin, P. (2010) *Recognising Non-Formal and Informal Learning: Outcomes, Policies and Practices*, OECD Publishing, Paris, <https://dx.doi.org/10.1787/9789264063853-e>

### **Key Reports**

Regional Australia Institute (2022) *Rebalancing the Nation. Regionalisation Consultation Paper*. RAI, Canberra. <https://apo.org.au/sites/default/files/resource-files/2022-03/apo-nid317212.pdf>

LGIU Australia (2022) *Flooding in Australia: councils supporting each other*. Blog by Sid Hayward. Flooding in Australia: councils supporting each other – LGIU

**MELBOURNE**

Level 14, 222 Exhibition Street  
Melbourne VIC 3000  
+61 3 8616 0331  
sgsvic@sgsep.com.au

**CANBERRA**

Level 2, 28-36 Ainslie Avenue  
Canberra ACT 2601  
+61 2 6257 4525  
sgsact@sgsep.com.au

**HOBART**

PO Box 123  
Franklin TAS 7113  
+61 421 372 940  
sgstas@sgsep.com.au

**SYDNEY**

Suite 2.01/50 Holt Street  
Surry Hills NSW 2010  
+61 2 8307 0121  
sgsnsw@sgsep.com.au

