

Compass Group Australia submission to the draft Core Skills Occupation List (CSOL)

Introduction

Compass Group Australia (CGA) provide contract food and support services at over 700 locations Australia wide.

Our sector-focused brands give our clients access to unrivalled experience, global best practice and market-leading innovation. This sectorisation is a key differentiator, enabling us to get closer to our clients, their employees and customers – to create innovative, bespoke offers that best meet their needs and requirements.

The industries and sectors we provide services to include:

- Defence, Offshore and Remote: clients include Department of Defence, BHP, Santos, Chevron Australia, ESSO
- Education: clients include The King's School, Saint Ignatius' College Riverview, James Cook University
- Business and Industry: clients include Google, Westpac, Coles, Atlassian
- Sports and Leisure: clients include Melbourne Zoo, Melbourne and Olympic Parks
- Healthcare and Aged Care: clients include NSW Health, Australian Aged Care Group, Vasey RSL Care

Services we provide include:

- Food and hospitality services
- Facilities maintenance
- Security services

For financial year ending 30 September 2023, CGA's revenue was \$1,885,199,000.

CGA welcomes the opportunity to make a submission to Jobs and Skills Australia (JSA) on the draft Core Skills Occupation List. This submission will focus on the Cook (ANZSCO 351411) and Chef (ANZSCO 351311) occupations and the requirement for these occupations to be on the CSOL.

Overview of relevant classifications (Cook, Chef) at CGA

As at 19 April 2024, CGA's total workforce size is over 13,800 employees.

Table 1: Number of Cooks and Chefs by State (as at 19 April 2024)

State	Number of Cooks	Number of Chefs
ACT	20	163
NSW	90	447
NT	2	75
QLD	45	437
SA	31	141
TAS	3	12
VIC	46	394
WA	108	674

Figure 1: Number of Cooks on Temporary Visas (as at 19 April 2024)

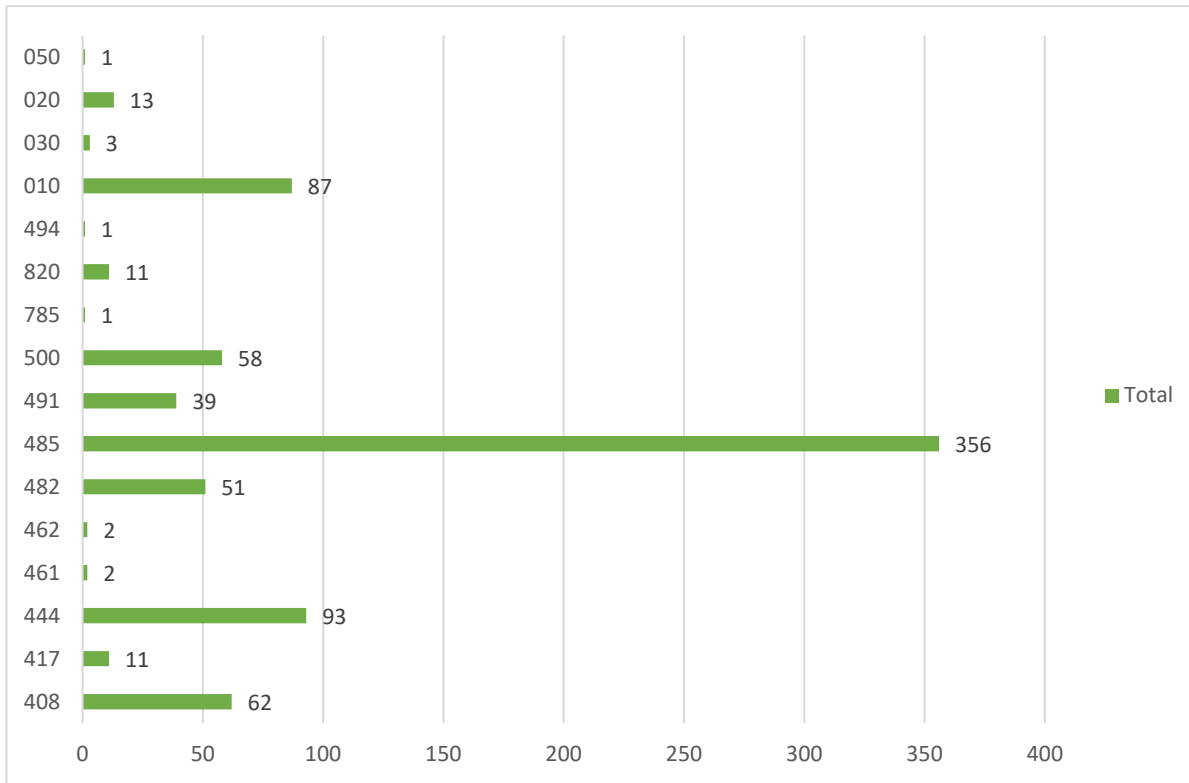
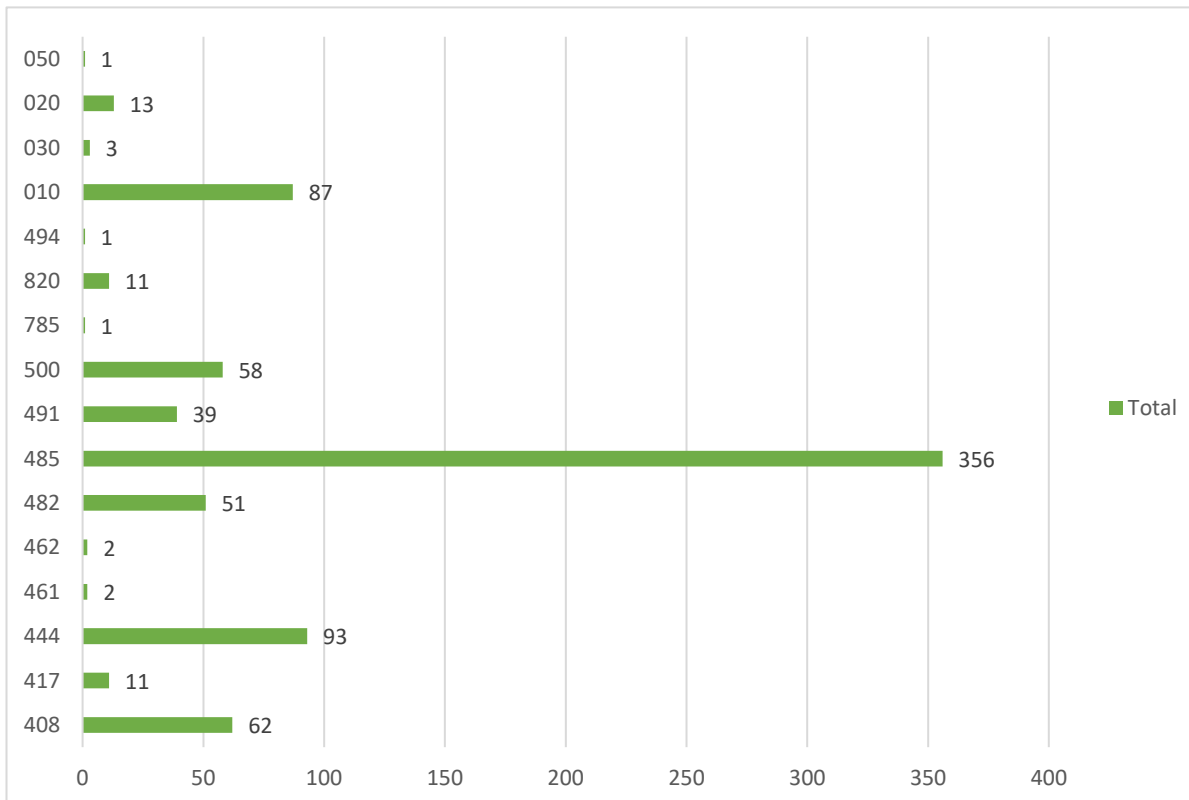


Figure 2: Number of Chefs on Temporary Visas (as at 19 April 2024)



Role of Cook and Chef occupations in the labour market and its benefits to businesses and the economy

Accommodation and Food Services is a large employing industry in Australia. JSA's latest employment projections for the period November 2021 to November 2026 indicate that employment in Accommodation and Food Services is projected to grow by 13.2% over this period. That the number of Chefs is expected to increase by 13.9% and is likely to reach 92,300 by 2026. Similarly, the number of Cooks is expected to increase by 0.8% and likely to reach 45,200 by 2026. (Source: Jobs and Skills Australia [Employment Projections to 2026](#)).

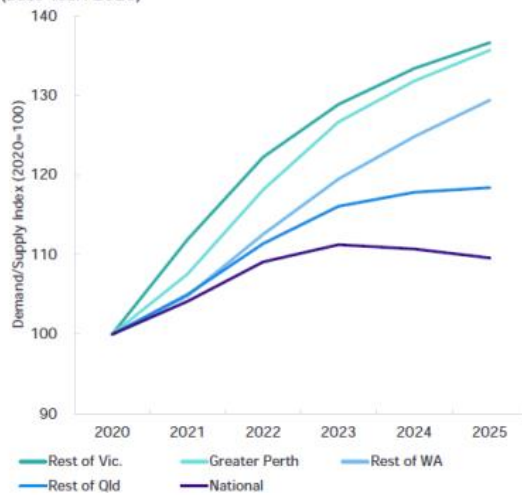
In addition to JSA's data on the Skills Priority List, research demonstrates that there continues to be strong demands for Chefs nationwide.

Figure 3: Chefs – Projected Demand Imbalances

Chefs – Projected Demand Imbalances

Persistent skills shortages expected in WA and regional areas

Top 4 Projected Demand Imbalances
(Base Year: 2020)



Interpreting projected demand imbalances

- ▶ The chart shows projected demand imbalances for chefs over the years 2020 to 2025. Each line represents a different greater capital city area (GCCSA). Only the four GCCSAs with the largest demand imbalances are shown, and are compared to the nationwide demand imbalance.
- ▶ Demand imbalance, or demand/supply index, indicates the degree of skills pressure anticipated for the occupation in a GCCSA. It is calculated as the ratio of demand to supply for the occupation in a given year, relative to the base year 2020.
- ▶ If demand imbalance is larger than 100, it indicates demand exceeds supply, and there is a projected shortage of workers for the occupation in the GCCSA. If demand imbalance is smaller than 100, it indicates demand is less than supply, and there is a surplus of workers.
- ▶ The projected shortage or surplus is relative to 2020 imbalances. While we do not know the actual demand imbalance in 2020, the vacancy rates provide some indication for it (discussed next page).

Demand imbalances for chefs

- ▶ The largest demand imbalances for chefs are expected to occur in regional areas and Greater Perth. In regional VIC and WA, demand imbalances exceed 120 from 2030 onwards. This indicates demand is expected to exceed supply by over 20% from 2023 onwards, relative to 2020 levels.
- ▶ Demand for chefs is projected to outstrip supply both nationwide and in 11 of 15 greater capital cities through to 2025.

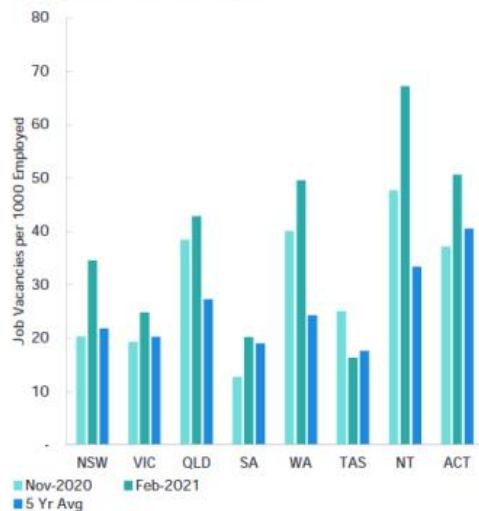
Source: EY Labour Market Report

Figure 4: Chefs – Demand Nationwide

Chefs – Demand

Strong demand for chefs nationwide

Vacancy Rates vs 5 Year Average



Interpreting vacancy rates

- ▶ The chart shows vacancy rates for chefs over the November 2020 and February 2021 quarters, compared to the five-year average.
- ▶ The vacancy rate is calculated as the number of open job vacancies for every 1000 workers employed in the occupation.
- ▶ The vacancy rate is an indicator for demand. While there is always a natural level of vacancies in the job market, an above-average vacancy rate indicates that there is historically high demand for that occupation. If the vacancy rate remains high for several quarters, this is an indication that there may be a shortage in available skills.

Vacancy rates for chefs

- ▶ Strong demand for chefs is evident nationwide. In every state except for Tasmania, vacancy rates for chefs has increased since the November 2020 quarter and is above the five-year average.

		Vacancies		
		Decreasing	Steady	Increasing
Employment	Decreasing	Shrinking job market	Possible skills shortage	Likely skills shortage
	Steady	Slowing job market	Equilibrium (Supply is equal to demand)	Likely skills shortage
	Increasing	Growing job market with sufficient supply	Equilibrium (Supply is equal to demand)	If vacancies grow faster than employment there is a possible skills shortage. If vacancies continue to grow faster then there is a likely skills shortage. If employment is growing faster, supply may be meeting demand.



Source: EY Labour Market Report

Recruitment efforts undertaken by CGA

Supporting the Job Ready Program (JRP)

The Job Ready Program is a migration pathway for international Chefs who have recently graduated from an accredited Australian culinary school and are wanting to obtain their Australian permanent residency. The individual must complete 1725 hours of work with their employer over a minimum period of 12 months. In return, their employer provides opportunity for the individual to further develop and sign off on their skills. CGA currently support 94 Chefs within the business with their Job Ready Program.

Chef Apprenticeship

Growing our own talent through Chef Apprenticeships. CGA currently have 65 Apprentice Chefs in the business.

Partnerships

Veterans and ex-ADF members

Creating and growing ongoing, sustainable, and supported pathways for Veterans and Defence families. As we continue to break down barriers for those who may have experienced adversity in gaining employment, CGA have an ongoing commitment with Soldier On as a Gold Pledge partner. This has involved us creating career pathways for recently discharged defence personnel into our business by working closely with our Pledge Partner. Further, we have created a "Hospitality Pathways" stream for Soldier On's Skills Academy in order to create pathways into our business for children of Defence personnel and Veterans into culinary training pathways.

National Indigenous Culinary Institute

Working with the National Indigenous Culinary Institute (NICI) to place their apprentices or trainees into our business in roles that will see them have a lifelong career with CGA. Supporting through work and training, nationally. As our partnership with NICI continues, CGA will ensure that their First Nations participants have priority applications for our apprenticeship vacancies.

Workforce Australia

CGA partner with Workforce Australia (WFA) on a national scale to provide opportunities for job seekers who may face barriers, and in local communities, to enter or re-enter the workforce. To ensure a seamless relationship with WFA, since July 2023, CGA have onboarded approximately 14 employment providers who are given provider access to our recruitment systems, where roles can be released directly to the provider; giving the provider access to additional information and the ability to help their clients with applications and ability to track and monitor the recruitment process with the permission of their client. The ability to seamlessly integrate with our processes has seen the successful placement of 171 WFA candidates into our business since 1 July 2023.

Re-engagement Initiatives of Ex-employees and Ex-applicants

PageUp is our primary recruitment ATS. All, to market, advertising and applicant capturing is done through this system and connects applicants to our landing page on our careers website. This provides high visibility to candidates who are seeking work with CGA. Our careers website is one of our major sources of attraction and in July 2023 we had 848,541 visits (verified by Google Analytics). We have 1,022,975 candidates in our Australian recruitment database.

Social Media Outreach

Meta careers page – the target audience are social media savvy and this demographic will be mainly Meta users. CGA’s social footprint on Facebook and Instagram is exceptional. Targeted social media paid and unpaid campaigns to target specific demographics.

An example is the campaign run for our Santos business in January 2024 – February 2024.

Table 3: Santos Campaign – Engagement Levels

Platform	Video	Campaign Start Date	Campaign End Date	Impressions	Clicks	Click Through Rate	Total Social Actions	Total Engagements	Video Plays
LinkedIn	At Home in the Australian Outback	8 Jan 2024	4 Feb 2024	31654	181	0.57%	214	395	7923
	[REDACTED]	15 Jan 2024	NA	3767	103	2.73%	64	168	1284
	[REDACTED]	22 Jan 2024	NA	3701	90	2.43%	63	152	1606
Facebook	At Home in the Australian Outback	8 Jan 2024	15 Jan 2024	69662	1820	0.25%	5032	20266	19646
	[REDACTED]	15 Jan 2024	NA	1863	5	0.26%	32	84	602
	[REDACTED]	22 Jan 2024	NA	6722	36	0.53%	280	703	2664
Instagram	At Home in the Australian Outback	8 Jan 2024	15 Jan 2024	1299	NA	NA	44	46	1635
	[REDACTED]	15 Jan 2024	NA	757	NA	NA	41	41	794
	[REDACTED]	22 Jan 2024	NA	769	NA	NA	39	39	1010

LinkedIn Insights

LinkedIn Talent Insights provides talent pool and company data to talent acquisition, business analysts, and company leaders. These insights allow us to recruit, manage, and retain talent more strategically. Talent Insights translates LinkedIn member profiles into unique data points. This information is aggregated and standardised for comparison at a macro level. This provides us with the ability to track our own workforce movements as well as effectively market map and approach top talent externally to strengthen our business.



The program also allows us to track our talent movements and have an alumnus of ex-employees to allow us to bring back talent at specific times in their careers.

Pulling a Company report on our business gives us valuable data on where and how we're hiring our talent. This allows us to look into the companies we've successfully hired from as potential pools to target. Establishing the educational background of our junior hires can also help to optimise our graduate schemes and internship programs.

Research

Our out to market research and tools vary based on the roles and markets we are targeting. These include sourcing, talent mapping, articles, government analytics, social media and in market feedback.

- Internal Data: Trackers, past hires, PageUp
- External Databases: Seek, Indeed, LinkedIn
- External Talent Feedback
- Competitor insights
- Salary intelligence: Glassdoor, Indeed, Seek, Mercer,
- Government: job and migration analytics
- Organization insights
- Job demand: Hot skills, market pressures

Impact to CGA's business and our clients if these roles cannot be filled by sponsored temporary visa holders

Despite CGA's recruitment efforts, our vacancy count as at 22 April 2024 for all levels of Chefs and Cooks within the business is 236, which is 12.69% of our total vacancy count.

Table 4: Chef and Cook Vacancy Number by Site Location (2020 to date)

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	(blank)	Grand Total
Apprentice - Chef	4	23	1	33			6	20		87
Chef	222	913	97	945	172	36	635	1536	11	4567
Chef - Commis							19			19
Chef - Demi							20			20
Chef - Executive Sous		3								3
Chef - Qualified				45				3		48
Chef - Sous	11	84		27	7		52	33		214
Chef - Specialist							1			1
Chef de Partie							49			49
Chef Manager	2	26		57	15	4	24	31	1	160
Chef Manager - Relief				4	2					6
Cook	17	237	5	90	28		110	133		620
Cook (Trade Qualified)		2						2		4
Cook (Unqualified)		1		2	11				0	14
Cooking Studio Chef								2		2
Executive Chef	1	16		1	1		9	2		30

National Executive Chef		1		1						2
National Executive Chef - Healthcare		1								1
Pastry Chef							3	3		6
Production Chef		1								1
Regional Executive Chef				2	2			1		5
Senior Cook								28		28
Supervisor - Chef	1	46	1	48	6		16	78	2	198
Supervisor - Chef (B)				3				7		10
Grand Total	258	1354	104	1258	244	40	944	1879	14	6095

In the last 12 months, CGA received 9557 Chef applications, of this 6691 were unique applicants. 2015 applicants were an Australian citizen, Australian permanent resident or New Zealand citizen; 1707 were applicants of unknown visa statuses; and 2968 applicants were temporary visa holders. Of this, 1,088 Australian citizen, Australian permanent resident or New Zealand citizen applicants were unsuccessful in meeting the job requirements.

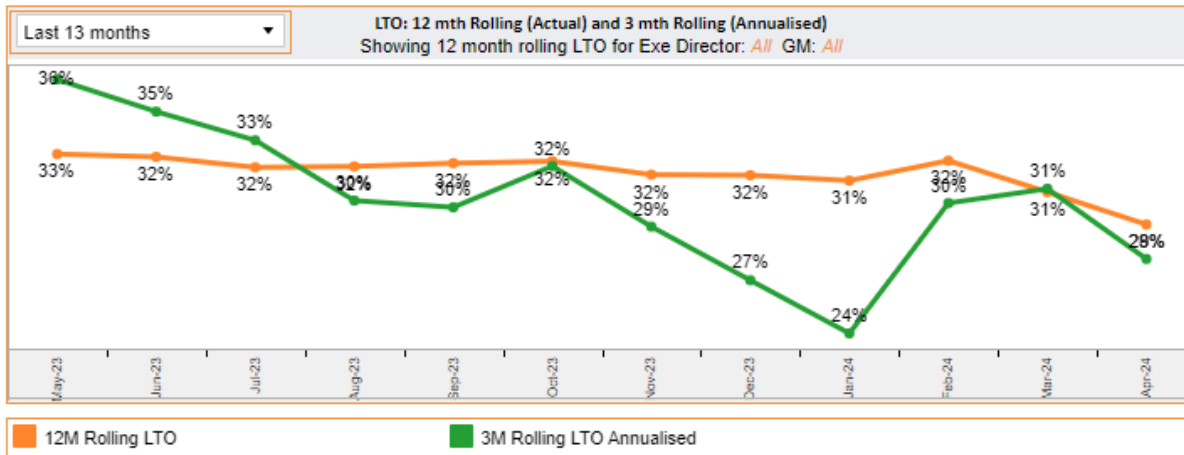
Table 5: Applicant by Site Location (excluding applicants of unknown visa statuses)

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	(blank)	Grand Total
No - I do not have a visa		3		4	3				156	166
No - I require sponsorship	1	271	2	97	19	4	91	40	4	529
Yes - I am a citizen	10	435		223	54	11	272	107	20	1132
Yes - I am a NZ citizen		4		3	1				50	58
Yes - I am a permanent resident				1						1
Yes - I am an Australian citizen		30	1	29	30	3	1	6	250	350
Yes - I am an Australian permanent resident		9		6	10				67	92
Yes - I have a permanent resident	2	168		37	24	5	107	37	2	382
Yes - I have a valid visa to work in Australia		12		6	10	1		4	399	432
Yes - I have a work permit or visa	28	694	2	239	87	61	487	226	17	1841
(blank)										
Grand Total	41	1626	5	645	238	85	958	420	965	4983

CGA's labour turnover is high due to the high demand for skilled labour.



Figure 5: CGA labour turnover



Retention of Existing Employees

Our offshore and remote business are currently working through a retention exercise to retain our Chefs who are on temporary visas to move onto a TSS sponsorship. We have 201 Chefs on visa subclasses 408, 417, 462 and 485 across our offshore and remote business; 147 of whom are in full-time positions.

Conclusion

CGA’s vacancy number demonstrates a high vacancy number for our sites located in WA, where a number of our mining and resources clients are located. Therefore, the JSA’s draft Migration Labour Market Indicator Model Methodology needs to take into consideration the needs and nuances of specific industries and regions, in this case, the hospitality industry and its interactions with the mining/resources sector.

With over 50% of CGA’s Australian citizen/permanent resident/New Zealand citizen candidates for Chef and Cook vacancies being assessed as unsuccessful over the last 12 months, this highlights the significant number of local candidates that do not have the required qualifications and skills for this industry.

In May 2023, the Minister for Skills and Training, The Hon Brendan O’Connor, acknowledged the shortage of Cooks and Chefs in regional Australia and announced that the Government implemented a 12-month Skills Agreement for 180,000 Fee-Free TAFE and VET places (source: Ministers’ Media Centre [VET key to tackling regional skills shortages](#)). Whilst CGA acknowledges the efforts the Government is undertaking to encourage Australians to become qualified/skilled in trades occupations, the Core Skills Occupation List needs to take into account the time it will take for Australia to produce a strong pipeline of Chefs and Cooks to fill the high-level and projected increased rate of vacancies, noting labour turnover rates and the ANZSCO skill requirements for each occupation (i.e. Certificate III and at least 2 years of on-the-job training for Cooks and Diploma for Chefs).

CGA is requesting that the Cook and Chef occupations are included in the Core Skills Occupation List. These occupations are critical to the functioning of CGA’s business, and the hospitality industry in general.

[REDACTED]