



2024 Occupation Shortage List

Snapshot of the 2024 Occupation Shortage List Stakeholder Survey results

In this snapshot report, Jobs and Skills Australia summarises the results from the 2024 *Occupation Shortage List (OSL) Stakeholder Survey*.

The *OSL Stakeholder Survey (stakeholder survey)* is an annual survey that is opened to the public, generally, in November of each year and closes in February the following year. It primarily targets peak bodies, industry groups, professional associations, unions, regional representative bodies, and education and training advisory bodies. However, government agencies, recruitment agencies/labour hire firms, employers and Jobs and Skills Councils are welcome to complete the survey.

Please note that the stakeholder survey is different to the *Survey of Employers who have Recently Advertised (SERA)*. SERA is a monthly survey of employers operating in the labour market with advertised vacancies. SERA is a structured telephone-based survey. Employers are asked detailed questions about their experiences in recruiting specific advertised vacancies in particular occupations. There is information on about 350 occupations and on average, per year, about 9,000 employers respond to the survey. More information on SERA is in the *2024 OSL Methodology* paper.

Through the stakeholder survey, Jobs and Skills Australia focuses on collecting more high-level and more qualitative information on 3 key areas. These are as follows:

- Whether the proportion of vacancies filled is low, moderate, or high, by national level, state or territory, and regionality (metropolitan or regional area or both).
- Where possible, the number of vacancies advertised, vacancies filled, applicants and reasons vacancies were not filled.
- The evidence supporting the above.

Participants are asked to provide information at the occupation level, which is defined by the *Australian and New Zealand Standard Classification of Occupations (ANZSCO)*.¹

The stakeholder survey results, among other evidence, are used as complementary information for verifying the preliminary OSL occupation ratings, which are based on modelling and SERA data. More information on this is in the *2024 OSL Methodology* paper.

¹ ANZSCO is a skill-based classification used to classify all occupations and jobs in the Australian and New Zealand labour markets. It is organised into a 5-level hierarchy: major groups, sub-major groups, minor groups, unit groups and occupations. Occupation refers to the most granular 6 digit ANZSCO and is the level that the report refers to. For more details on ANZSCO refer to the [Australian Bureau of Statistics website](#).

The survey is open-participation and web-based, which has advantages of reach and inclusiveness. However, samples sizes are small and therefore the survey results should be treated with caution. Results in the report are best interpreted as a descriptive review of the data provided by the survey participants.

Who responded to the survey?

There were 231 organisations that participated in the 2024 stakeholder survey. However, some organisations made multiple submissions. As such, there were 254 submissions in total. Further, some submissions covered multiple occupations, states and/or territories. With that, the 231 organisations provided 1,755 responses for 480 occupations – an improvement from the 2023 stakeholder survey where 80 responses² were received, with 332 occupations covered.

- Responses were received from employers (41% of organisations), education and training providers (18%), industry groups (14%), peak bodies (6%) and professional associations (5%). See Table 1.
- Unions, regional bodies, recruitment agencies/labour hire firms and government agencies/departments composed the remaining 17% of responses.

Table 1: Organisation types

Organisation type	Responses 2023 (no.)	Responses 2023 (%)	Responses 2024 (no.)	Responses 2024 (%)
Employer	NA ³	NA	96	41%
Education and training provider	NA	NA	42	18%
Industry group	31	39%	33	14%
Peak body	38	48%	14	6%
Professional Association	NA	NA	12	5%
Government agency/department	NA	NA	10	4%
Education and training advisory body	NA	NA	5	2%
Regional body	3	4%	4	2%
Union	4	5%	2	1%
Other	4	5%	18	8%
Total	80	100%	236	100%

Source: Jobs and Skills Australia, 2024 Occupation Shortage List Stakeholder Survey.

Note: Jobs and Skills Australia received 254 submissions from 231 participants. These 23 additional submissions were included in the analysis as they provided unique information about different occupations and/or different regions. In 5 of the additional 23 submissions, participants reported a different organisation type which is why the total in Table 1 is 236. These 5 submissions were not discarded due to the additional information provided. The percentage calculations sum to 101%, this discrepancy is the result of rounding at the organisation type level.

² There were 96 organisations which responded however only 80 provided sufficient evidence as part of their survey response to materially inform Jobs and Skills Australia's occupation assessments.

³ More organisation types were added in 2024.

Responses were received for all 19 industries defined in the *Australian and New Zealand Standard Industrial Classification* (ANZSIC); by comparison, there were only 12 industries represented in 2023. Response numbers for industries are shown in Table 2.

The largest number of responses were from organisations that indicated that they represented the Education and Training industry (15% of responses). This was followed by Health Care and Social Assistance (9%) and Construction (7%).

Table 2: ANZSIC industries by number and percentage of survey participants

Industry	Responses (no.)	Responses (%)
Education and Training	72	15%
Health Care and Social Assistance	44	9%
Construction	33	7%
Professional, Scientific and Technical Services	32	7%
Manufacturing	32	7%
Arts and Recreation Services	28	6%
Transport, Postal and Warehousing	27	6%
Agriculture, Forestry and Fishing	25	5%
Retail Trade	24	5%
Accommodation and Food Services	17	4%
Mining	16	3%
Other Services	16	3%
Administrative and Support Services	12	3%
Electricity, Gas, Water and Waste Services	12	3%
Public Administration and Safety	12	3%
Wholesale Trade	10	2%
Information Media and Telecommunications	6	1%
Rental, Hiring and Real Estate Services	3	1%
Financial and Insurance Services	1	0%
Other	43	9%
Total	465	100%

Source: Jobs and Skills Australia, 2024 Occupation Shortage List Stakeholder Survey.

Note: Participants were able to select more than one industry, therefore the counts in this table sum to more than the 254 submissions received. The Financial and Insurance Services industry share of 0.2% is rounded to the nearest whole figure, which is zero. The 'Other' category is not from ANZSIC but is an additional category that was made available to participants in the survey.

Occupation coverage

The 1,755 responses encompassed 52% (480 of 916) of occupations included for assessment in the 2024 OSL. In this report only the results of Skills Levels 1 to 4 occupations, as defined by ANZSCO, are covered in line with OSL occupation scope excludes certain occupations where recruitment in the labour market is not open and contestable.⁴

- The most represented occupations were Outdoor Adventure Instructor and Outdoor Adventure Guides nec from the Community and Personal Service Workers major group (Table 3).⁵
- Electrician (General), Vocational Education Teacher / Polytechnic Teacher and Diesel Motor Mechanic, together with the 2 occupations noted in the dot point above, made up the top 5 occupations for which responses were received. These are from Professionals and Technicians and Trades Workers major groups, respectively.
- Half of the top 10 occupations (by number of responses) were from the Technicians and Trades Workers major group, followed by 3 from the Professionals major group.
- Skill level 3 occupations, which typically require a Certificate III or IV level qualification, made up seven of the top 10 occupations. The other 3 occupations were Skill Level 1, which are associated with occupations requiring a bachelor degree or above.
- The largest employing occupation most represented in the stakeholder survey was Accountant (General).

⁴ The 2024 OSL Methodology paper includes more details on the OSL scope and the exclusion criteria.

⁵ Nec is an acronym for Not elsewhere classified. All occupations which are not separately identified in the ANZSCO classification structure are included in the 'nec' category of the 4-digit ANZSCO (unit group) to which they relate. Nec is used when there is a lack of numerical significance in Australia or New Zealand. See the Australian Bureau of Statistics [website](#) for more information.

Table 3: Occupations most reported on by survey participants

ANZSCO	Major Group	Occupation title	Responses (no.)	Employment size (2021 census)	Skill Level
452215	Community and Personal Service Workers	Outdoor Adventure Instructor	25	1,701	3
452299	Community and Personal Service Workers	Outdoor Adventure Guides nec	21	350	3
341111	Technicians and Trades Workers	Electrician (General)	15	128,285	3
242211	Professionals	Vocational Education Teacher / Polytechnic Teacher	14	30,171	1
321212	Technicians and Trades Workers	Diesel Motor Mechanic	13	7,373	3
221111	Professionals	Accountant (General)	12	139,057	1
221113	Professionals	Taxation Accountant	12	12,492	1
399913	Technicians and Trades Workers	Optical Dispenser / Dispensing Optician	12	6,162	3
321211	Technicians and Trades Workers	Motor Mechanic (General)	12	79,296	3
322311	Technicians and Trades Workers	Metal Fabricator	12	42,572	3

Source: Jobs and Skills Australia, 2024 Occupation Shortage List Stakeholder Survey; Australian Bureau of Statistics, 2021 Census of Population and Housing.

Information on vacancies filled

In contrast to high proportions of vacancies filled, low proportions imply higher levels of recruitment challenges and potentially indicate occupation shortages.⁶

- Across the 480 occupations covered in survey responses, 46% of responses reported that a 'low proportion of their vacancies were filled'. Another 36% indicated that a 'moderate proportion of vacancies were filled' and the remaining 17%, 'a high proportion of vacancies were filled' (Figure 1).⁷

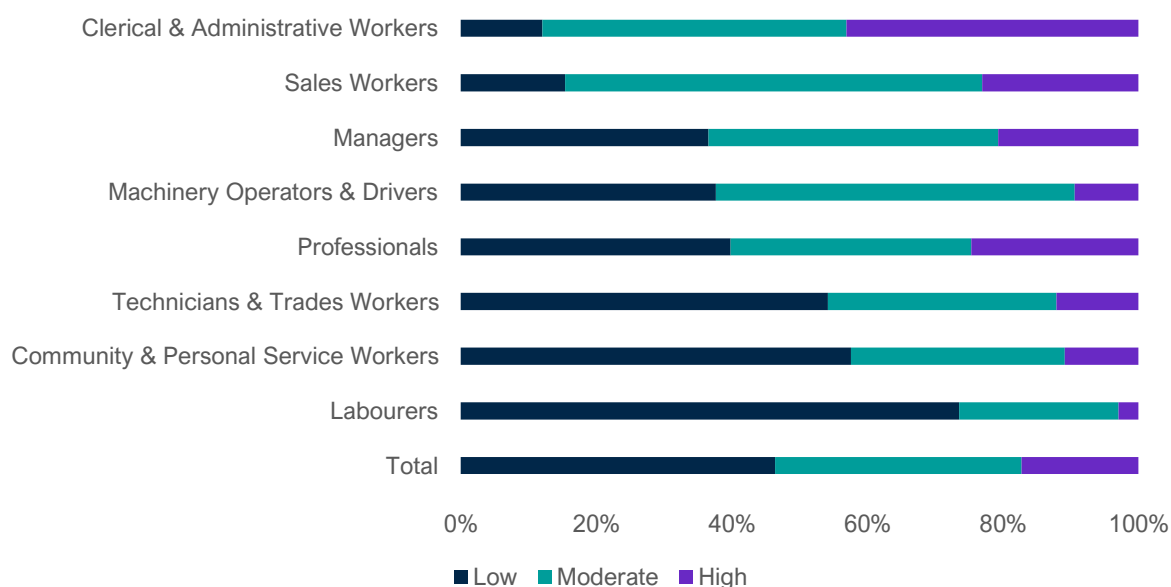
The results varied by major groups. Based on responses from within major groups:

- The Labourers – at 74% – had the highest percentage of responses indicating a 'low proportion of vacancies filled'.
- Occupations in the Community and Personal Service Workers and Technical and Trades Workers also had large shares, reporting low proportion of vacancies filled (58% and 54%, respectively).
- Occupations in Clerical and Administrative Workers had the largest percentage of responses, reporting a 'high proportion of their vacancies were filled' (43%).
- Sales Workers and Machinery Operators and Drivers had the largest percentage of responses reporting 'moderate proportion of vacancies filled' (62% and 53% respectively).
- Survey participants indicated that their responses were based on their personal experience and anecdotal evidence. There were some industry groups and organisations, which represent employers, who indicated their responses were underpinned by evidence from their own surveys of their members.

⁶ Occupations rated as shortage in the OSL are based on many sources of information, including modelling, additional data analysis and research, results from the stakeholder survey and consultation with stakeholders. Worth noting is that the final rating is based on the collective body of evidence and not just findings from a single, particular source.

⁷ There were 1,419 responses to the question, 'For all the members and organisations you represent (including your own organisation), which proportion of vacancies were filled in the period January – December 2023?'

Figure 1: Responses indicating low, moderate, or high proportion of vacancies filled (%), by major group⁸



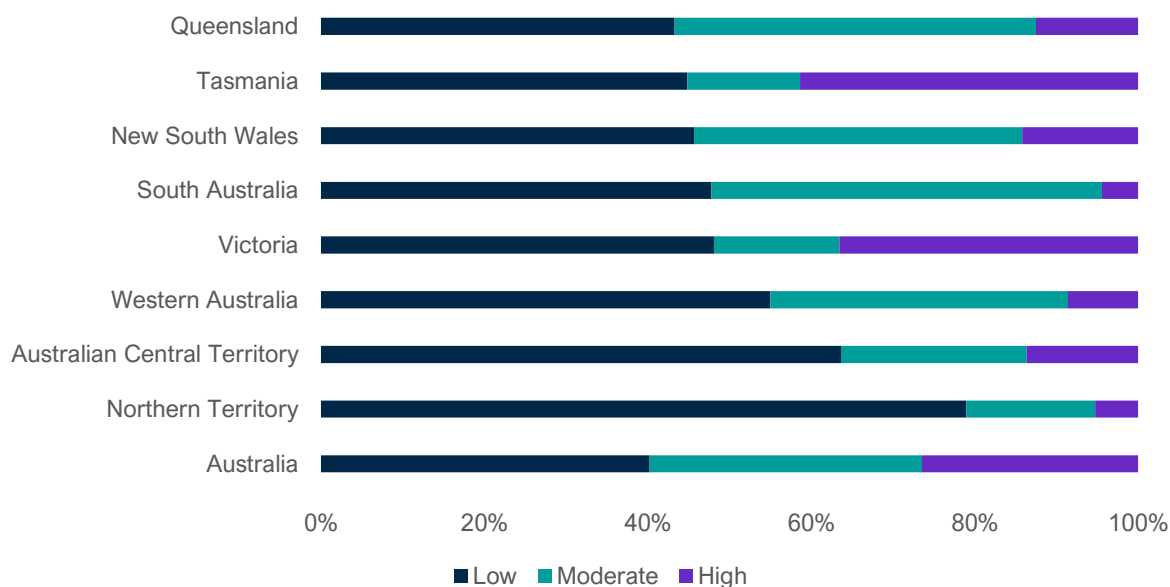
Source: Jobs and Skills Australia, 2024 Occupation Shortage List Stakeholder Survey.

Results by states and territories are also presented (Figure 2). Based on responses within state or territory:

- 'low proportion of vacancies filled' was most selected for each state and territory, except for Queensland. For Queensland, 'Moderate proportion of vacancies filled' was the most selected response.
- South Australia had the same percentage of responses indicating 'moderate proportion of vacancies filled' as 'low proportion of vacancies filled'.
- Northern Territory (79%), Australian Capital Territory (64%) and Western Australia (55%) had the highest percentage of responses reporting 'low proportion of vacancies filled'.
- Tasmania (41%) and Victoria (37%) had the highest percentage of responses, indicating 'high proportion of vacancies filled'.

⁸ For ease of reporting and visualising, ANZSCO major groups in Figure **Error! Main Document Only**. have been ordered from lowest-to-highest percentage of responses for the category, low proportion of vacancies filled (rather than by ANZSCO number).

Figure 2: Responses reporting low, moderate, or high proportion of vacancies filled (%), by states and territories⁹



Source: Jobs and Skills Australia, 2024 Occupation Shortage List Stakeholder Survey.

Regionality of responses

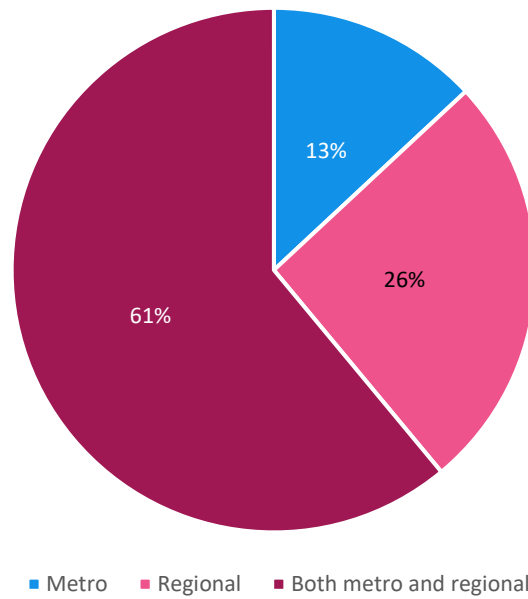
For the ‘proportion of vacancies filled’ questions, participants could also select whether responses applied to:

- Australia as a whole (national level), or state or territory as a whole; or
- only metropolitan (metro) or regional areas at the national level or state or territory level.

Considering responses for both the national level and states and territories, most responses (61%) indicated that their responses applied to both metro and regional locations. Another 26% of responses indicated that the responses applied to regional locations only (Figure 3).

⁹ For ease of reporting and visualising, the states and territories in Figure 2 have been ordered from lowest-to-highest percentage of responses for the category, low proportion of vacancies filled (rather than by the size of jurisdiction as is normally done in the OSL).

Figure 3: Regionality of survey responses by the proportion of vacancies filled (%)



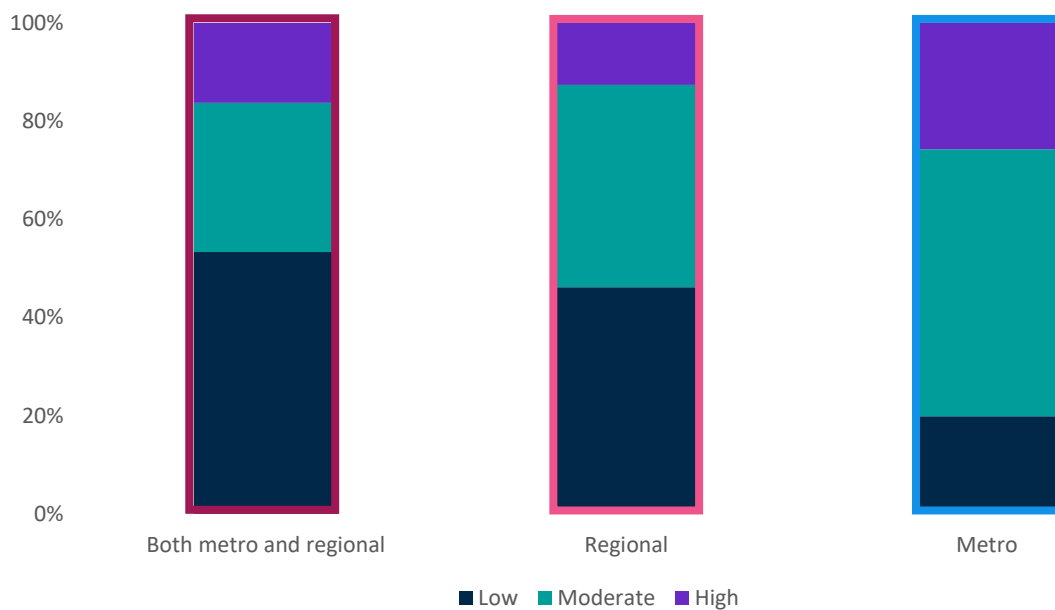
Source: Jobs and Skills Australia, 2024 Occupation Shortage List Stakeholder Survey.

Responses on the proportion of vacancies filled were analysed for each regionality category (Figure 4).

- Responses on regional-only locations predominantly reported low (46%) or moderate (41%) 'proportion of vacancies filled'.
- Responses on metro-only locations predominately reported moderate (54%) or high (26%) 'proportion of vacancies filled'.

The results are consistent with other Jobs and Skills Australia analysis that show that recruitment challenges are more pronounced in regional areas.

Figure 4: Low, moderate, or high proportion of vacancies filled (%), by regionality



Source: Jobs and Skills Australia, 2024 Occupation Shortage List Stakeholder Survey.

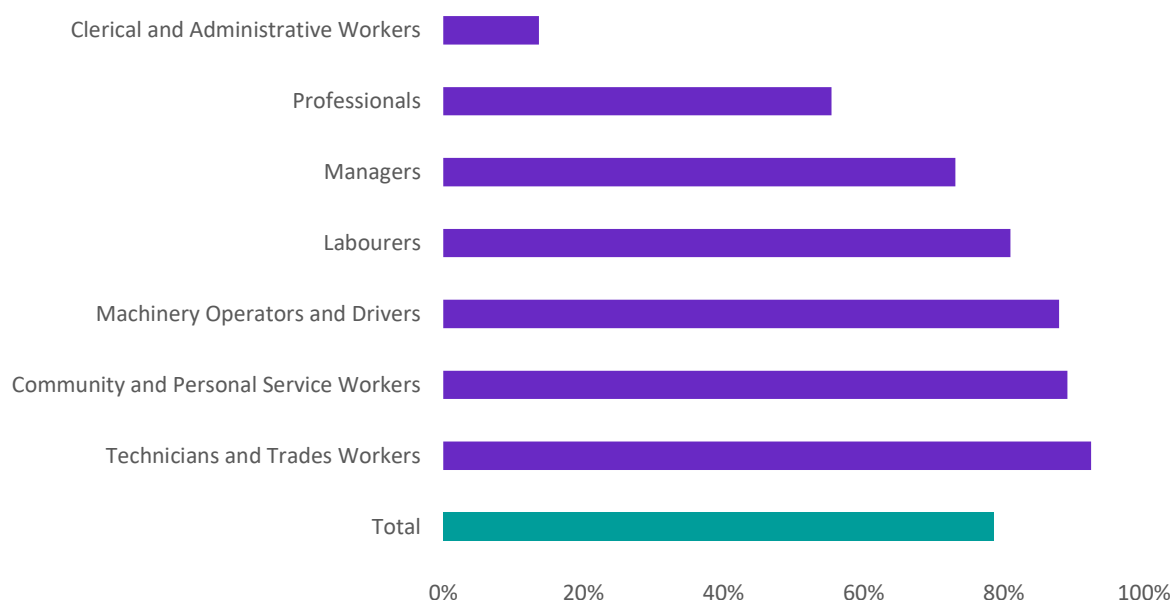
Note: The outline colours around the columns match those in Figure 3 to highlight that these charts are associated.

Information on the undersupply of skills

The stakeholder survey also asked questions on the supply of skills (Figure 5).

- Most responses reported an ‘undersupply of suitably skilled workers’ across most major groups.¹⁰
- Within each major group, most responses indicated an undersupply of workers is an issue; particularly for the Technicians and Trades Workers (92%) and Community and Personal Services (89%) major groups.
- Clerical and Administrative Workers is the only major group had the least percentage of responses that reported an undersupply of skills (14%).
- Responses indicating an undersupply of skills for Professionals was 55%. This was well below the overall share of responses indicating undersupply of skills (79%).

Figure 5: Percentage of responses reporting undersupply of skills (%), by major group¹¹



Source: Jobs and Skills Australia, 2024 Occupation Shortage List Stakeholder Survey.

Note: Sales Workers major group was excluded from this analysis as there was an insufficient number of responses to provide meaningful analysis.

¹⁰ There were 624 responses to the question, ‘Select the level of suitably skilled workers for the period January – December 2023’.

¹¹ For ease of reporting and visualising, the major groups in Figure 5 have been ordered from lowest-to-highest percentage of responses for the category, undersupply of skills (rather than ANZSCO number).

Box 1: Other qualitative information from the survey

We performed a word analysis on the 7 comment-type questions in the survey, using an algorithm that captured the frequency of key words. There were 661 (of the 1,755) responses (38%) which had text in at least one of the comment-type questions. We identified the most common themes.

The most common (meaningful) words used were 'train', 'qualification' and 'experience', which occurred in 252 responses (38% of all responses with text). Participants reported that the pool of applicants lack skills, which in turn puts stress on the business and industry.

'Experience drain in industry over previous 3 years – not enough course graduates, graduates are not meeting skills and knowledge requirements and require ongoing training - not job ready'

'We consider this to be our entry level role, the qualification here is limiting but the experience required to successfully complete this role is thorough'.

Another group of keywords ('retirement', 'retention' and 'moving') occurred across 25 responses (4%). Participants identified that decreasing supply has a spiralling impact.

'Reasons are historical based on previous regional supply and expectations that workers were available to work [regionally, on-site]. That is not the case now and has been for the past 20 years due to falling regional youth populations and no desire for urbanites to leave the cities'.

'Noting that key discussions around retention of staff post qualification completion has been a heavy topic of conversation as most trainees have been moving on to different business and industries. The retention of skilled staff to continue to assist with the on site training has taken a substantial hit.'

'Major shortage area due to higher demand and high level of retirements, reported by a number of agencies including local government.'

Some stakeholders reported that they continue to experience post-COVID-19 impacts. Keywords 'COVID', 'pandemic' and 'lockdown' occurred across 14 responses (2%). Some stakeholders found a lower fill rates due to security while others had increased market demands that current skill supplies are not meeting.

'It takes [time] to train someone up to a standard of safety and experience that they can operate independently. Covid has widened this gap and closing this gap is a slow process if training people from scratch is the way forward'.

'Demand [for our products] during and post covid has been very high with very low [skill] supply'.

Source: Jobs and Skills Australia, 2024 Occupation Shortage List Stakeholder Survey.

Additional information on occupation vacancies and recruitment

New questions were included in the 2024 stakeholder survey compared to previous years. These questions attempted to capture more quantitative information on advertised vacancies and vacancies filled. The aim was to identify whether occupation vacancy fill rates calculated from the stakeholder survey mirrored modelling.^{12 13}

- The weighted average fill rate was 64%.¹⁴ This is below the weighted average fill rate of 67% based on the modelling and the fill rate threshold of 67% used by Jobs and Skills Australia when defining an occupation in shortage.¹⁵ However, the fill rate of 64% should be treated with caution as there was a wide spread of fill rates and very small sample sizes.
- Nearly 3 of every 5 of the responses (61%) reported vacancy fill rates below 67%.

Most responses were for occupations within Technicians and Trades Workers, Community and Personal Service Workers and Professionals (Figure 6).

- Among these 3 major groups, Professionals had most responses with fill rates equal to or above 67%.
- Managers also had more responses indicating fill rates at or above 67% than responses below it.
- The vast number of responses for the Technicians and Trades Workers and Community and Personal Service Workers major groups had fill rates below 67%.

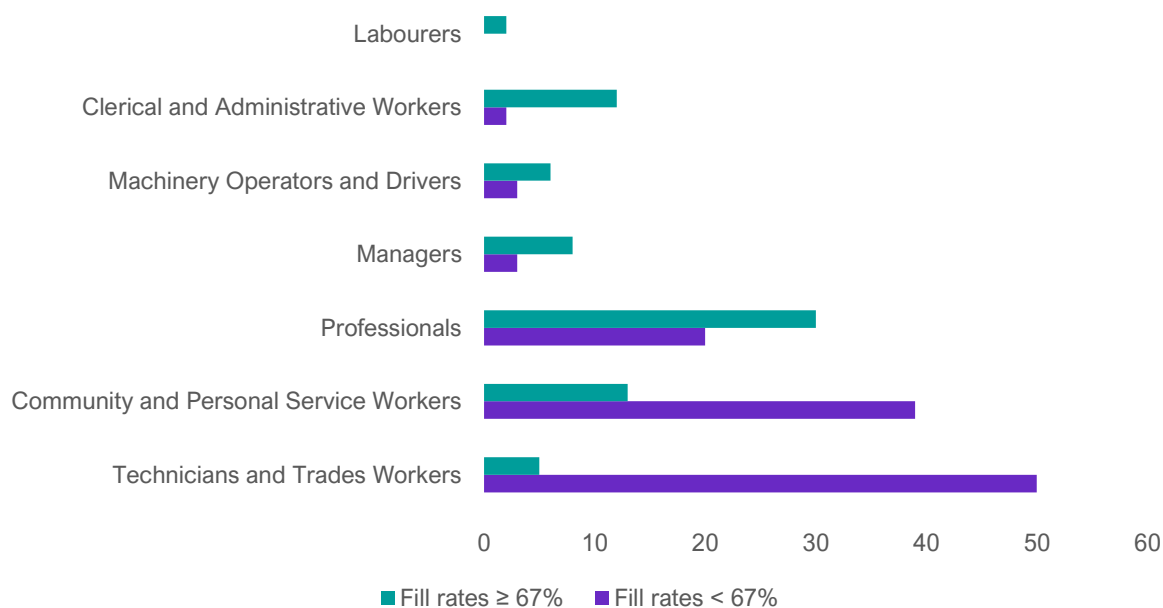
¹² There were 193 responses used for these calculations. There were 199 responses to at least one of the questions, 'How many vacancies were advertised for the period January – December 2023?' and 'How many of those advertised vacancies were filled?'. In total 6 responses were excluded: 3 because the number of vacancies filled exceeded the number advertised; and 3 because they reported zero vacancies.

¹³ A vacancy fill rate is the percentage of advertised vacancies that are filled by employers. This is the key proxy measure of occupation shortage used by Jobs and Skills Australia. It is upon this measure that assessments are made to determine whether fill rates indicate an occupation shortage or not.

¹⁴ The weights are based on employment levels based on the Australian Bureau of Statistics, 2021 Census of Population and Housing. The employment levels were based on the experimental 2022 ANZSCO figures.

¹⁵ An occupation is defined as being in shortage using the following rules: occupation fill rate is below 67% in both metro and regional areas; and occupation fill rate is below 67% in an area that has majority employment share. There are other rules and steps involved in occupation assessments. More details on the occupation shortage definitions and steps used to produce the OSL are in the 2024 OSL Methodology paper.

Figure 6: Number of responses indicating fill rates either above or below 67% (No.), by major group¹⁶



Source: Jobs and Skills Australia, 2024 Occupation Shortage List Stakeholder Survey.

Reasons vacancies were not filled

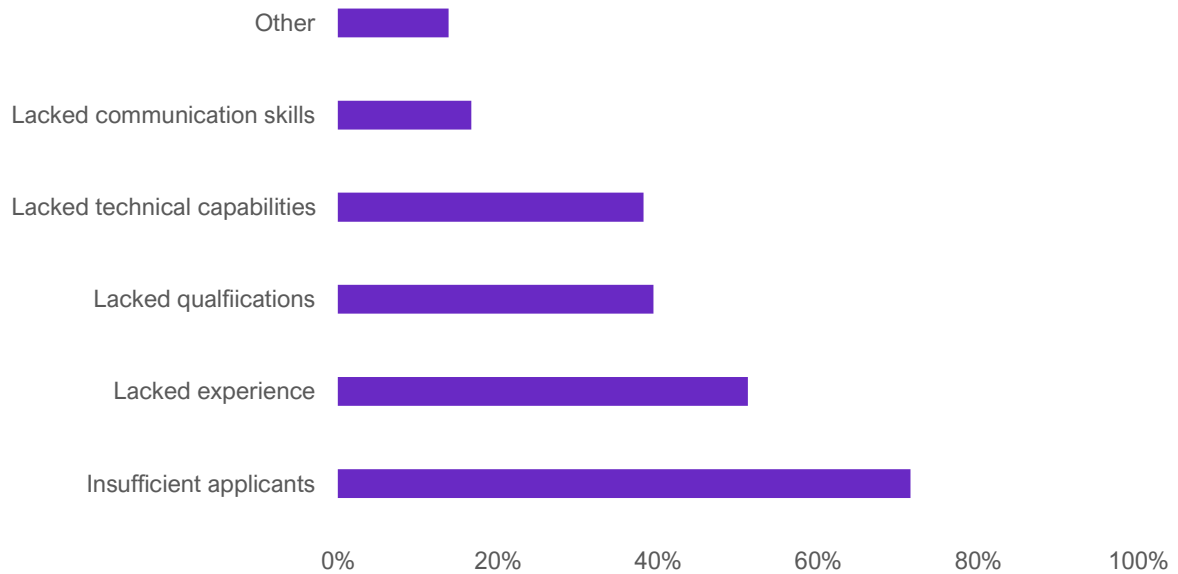
The stakeholder survey also collected information on reasons advertised vacancies were not filled (Figure 7).¹⁷

- The most prominent reason provided for vacancies not being filled (72%) was insufficient applicants, followed by a lack of applicant experience (51%).
- There were just under 40% of responses indicating a lack of qualifications and/or technical capabilities as a reason that vacancies were not filled.
- On average, each response provided 2 distinct reasons that vacancies were not filled.
- The above results align well with SERA data on reasons vacancies remained unfilled.

¹⁶ For ease of reporting and visualising, the major groups in Figure 6 have been ordered from lowest-to-highest number of responses for the category, fill rate < 67% (rather than ANZSCO number).

¹⁷ There were 246 responses to the question, 'Which reasons were the main ones the vacancies were not filled?'.

Figure 7: Percentage of response indicating reasons vacancies were not filled (%)



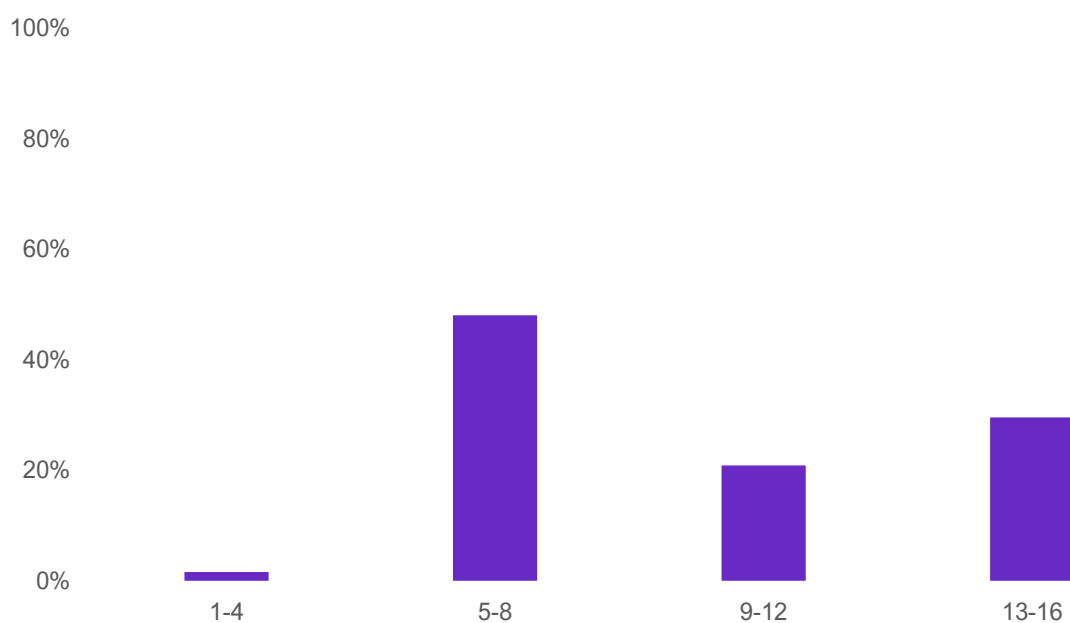
Source: Jobs and Skills Australia, 2024 Occupation Shortage List Stakeholder Survey.

Completeness of the survey responses

The stakeholder survey had 16 questions. The quality of the survey responses is based on whether the number of questions answered varied (Figure 8).

- Nearly half of the participants (48%) answered between 5-8 questions.
- Close to a third (30%) completed most of the survey (13-16 questions); 21% answered between 9-12 questions; and another 2% only answered between 1 and 4 questions.
- Where a respondent answered 4 or fewer questions, results were not be used.

Figure 8: Distribution of survey completions (%), based on number of questions answered



Source: Jobs and Skills Australia, 2024 Occupation Shortage List Stakeholder Survey.