Local Jobs Plan

Brisbane South East

Queensland

May 2022

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The Department of Education, Skills and Employment acknowledges the traditional owners and custodians of country throughout Australia and acknowledges their continuing connection to land, water, and community. We pay our respects to the people, the cultures and the elders past, present and emerging.

The Local Jobs Program

As part of supporting Australia's economic recovery from the COVID-19 pandemic, the Australian Government's Local Jobs Program (LJP) brings together expertise, resources and access to funding at the local level to accelerate reskilling, upskilling and employment pathways in 51 Employment Regions.

Recognising the importance of local knowledge in getting people back into jobs quickly, the LJP includes the following key elements in each region:

- a local Employment Facilitator
- a Local Jobs and Skills Taskforce
- a Local Jobs Plan
- a Local Recovery Fund to support small scale activities
- access to the National Priority Funding Pool.

The Taskforces, each chaired by the respective region's Employment Facilitator, develop and update a Local Jobs Plan for their region that identifies key employment and training priorities and provides a framework for driving employment outcomes in the context of the local labour market.

This Local Jobs Plan for the Brisbane South East Employment Region identifies the key LJP priorities with a focus on creating employment opportunities, actively upskilling or reskilling local job seekers and meeting local employer demands.

Key employment and training priorities

1. Collaborate with key regional stakeholders to identify short and medium-term employment opportunities within the ER and co-design strategies to mobilise the local labour force to meet demand, through upskilling and reskilling pathways (including those targeting the most impacted cohorts in the ER that include First Nation's people, PwD, CALD, Mature and Youth).

2. To address the current mismatch between the job requirements of employers/industries with vacancies they are unable to fill and the skillsets, experience and work behaviours of job seekers on the BSE Employment Services Provider (ESP) caseloads, particularly the long term unemployed, including through negotiated and co-designed pre-employment preparation programs.

3. Promote the engagement and retention of Australian apprenticeships (including traineeships and school based) to align with projected skills shortages and areas of future demand in the region and connect appropriate candidates to these opportunities. Support and promote the benefits of employing apprentices and trainees to employers.

4. Collaborate with all relevant levels of Government and private sector contractors to identify future major projects and ensure that associated social impact commitments are met through skills development in the current and future workforce.

A full description of these key priorities, the strategies to address these and a list of key stakeholders can be found at Attachment A.

Employment Region overview

The Brisbane South East Employment Region (ER) is located in South East Queensland and is adjacent to the Somerset, Wivenhoe and Gold Coast ER's.

Figure 1 Map of Brisbane South East Employment Region

The Brisbane South East ER has a land area of 7,089.6 km^2 and comprises the Statistical Area Level 4 (SA4) regions of Brisbane east, Brisbane south and Logan-Beaudesert. The ER contains the Local Government Areas (LGAs) of the southern portion of Brisbane City Council, Redlands, Logan and large portions of the Scenic Rim.

At 30 June 2021, the ER had an estimated population of 1,825,971 persons.

Brisbane LGA is the largest population centre and continues to grow at 1.7%, just above the Queensland state average annual growth rate of 1.6%. Logan continues to grow above the state average at 1.9%, with growth increasing to over 2% for the last five years. Redlands growth rate of

1.3% is anticipated to rise significantly with several major housing and infrastructure developments in the pipeline over the next five years. The Scenic Rim's growth rate reflects the state average of 1.6%.

Key challenges in Brisbane South East Employment Region

A breakdown of the Brisbane South East Caseload as at 30 April 2022 is as follows:

- 39,696 total caseload combined jobactive, TtW and ParentsNext, down 3% from last month
- 10.9% of total caseload are indigenous, down 2.8% from previous month
- 7,930 jobactive participants are on the digital caseload
- 84.9% of face to face jobactive participants are LTU
- 39.62% of digital services jobactive participants are LTU
- 46.77% of TtW participants are LTU
- 68.7% of ParentsNext participants are LTU

There are high numbers of available job vacancies in the BSE Region, however there is a significant mismatch with the required skill-level of these roles and those of the majority of the available caseload participants.

The current challenges in the Brisbane South East Employment Region are:

The mismatch between the skills and experience required by employers and industry and that available on the caseloads of the ESPs is a significant challenge. This mismatch applies in most industries within the Region.

There is a current need for pre-employment preparation programs for most jobs. These need to be developed with employers and industry groups and funding support negotiated with Registered Training Organisations (RTOs) with pre-approvals under programs such as Cert III Guarantee and Job Trainer.

Transport within and across the Region to assist in mobilising the potential workforce is a challenge. The local unemployed workforce in the warehouse and distribution areas is insufficient to meet demand and transport will be a challenge in mobilising the workforce from the major population centres of Logan and Redlands into these jobs.

There is a significant shortage of labour in the health and community care sectors which needs to be addressed by pre-employment programs negotiated with industry, funded by existing programs and including vocational and soft skills training. There is also a need for the industry to market and promote the full extent of job and career opportunities that exist.

Industries that have relied to some extent on overseas skilled migration, other forms of visas and backpacker labour are now looking at strategies to attract and retain a local labour force.

Identifying the "hidden" jobs in the labour market and making these available to the ESP network for filling can be aided by promoting the benefits of State and Federal programs and supports that are available. Most of these jobs exist in the small to medium enterprise sector of the region.

There is a shortage of skilled labour and tradespeople for the manufacturing and construction industries in the Region. Some employers are now prepared to look at trades assistants and labourers but there will still be a need for job specific pre-employment preparation.

Local stakeholders and opportunities

Across the Brisbane South East ER there are a number of projects in planning and implementation phases that present significant opportunity for employment. The projects are funded by local councils and State and Federal Governments. Projects are typically promoted through local council strategic implementation plans, Regional Development Australia project reports or Queensland State Government economic recovery plans. Project reports are generally published and reported via LGAs or local council jurisdictions and Regional Development Australia committees.

The Queensland Government has an extensive array of budget initiatives directed at job creation via major infrastructure spending, housing expenditure and other initiatives. There is a comprehensive array of specific jobs and training initiatives.

South East Queensland's economy is based predominantly on services, although the nature of economic activity and employment vary considerably throughout the region. The top four sectors for employment are the retail trade, health care and social assistance, manufacturing, and construction.

Logan, whilst heavily influenced by the construction sector ($4.66 billion in 2019-20) has a growing manufacturing sector worth $3.41 billion in the same period. A rapidly emerging transport, postal and warehousing sector similarly contributed $1.6 billion in the same period and continues to report strong growth (*City of Logan Office of Economic Development*). The Queensland Government has allocated $50 million in funding in a bid for state self-sufficiency in health consumables and equipment, providing manufacturers the opportunity to pivot their business.

Redlands is a growing residential and holiday area, with substantial rural, rural residential, conservation and parkland areas, and pockets of industrial and commercial land use. The southern areas of the City are more rural and rural-residential in nature, with rural land used largely for farming and agriculture. In 2020/21 the three largest industries were; Health Care and Social Assistance (5,369 people or 14.6%), Construction (4,923 people or 13.4%) and Education and Training (4,197 people or 11.4%). In 2020/21 the three largest industries were; Health Care and Social Assistance (611 million or 13.5%), Manufacturing (440 million or 9.7%) and Construction (423 million or 9.3%). The Construction industry had the largest number of total registered businesses in Redland City, comprising 24.9% of all total registered businesses, compared to 17.2% in Queensland. In the 2021 December quarter, the unemployment rate in Redland City was 4.2%.

Significant capital infrastructure expenditure by all levels of government is expected to drive strong growth in the civil construction sectors across the region. The recent Queensland budget allocated $4.1 billion in infrastructure funding to Brisbane and Redlands LGAs with additional high levels of funding to the improvement of health and education sectors (largely hospitals and schools). Social housing will receive a further $122 million. Similar amounts were announced for the Logan LGA, including significant major road construction of the M1 Gateway ($139 million) and a further $688 million for other Infrastructure. This will further accelerate growth in the civil construction sector (*Queensland Government Budget 2021-22 At a Glance).*

Major new housing developments are planned for release in the near future in Redlands and Logan LGAs. These developments combined with a renovation boom will further exacerbate skills and materials shortages in the residential housing sector.

Tourism in South East Queensland contributes more than $5.2 billion to Queensland's economy and directly employs more than 68,000 people across the South East Queensland region, including the Gold Coast. COVID restrictions impacted immediately on the overseas market, with interstate border restrictions heavily impacting on the intrastate domestic market. This sector is showing signs of recovery with heavy bookings reported recently, including in the Scenic Rim.

The retail sector has bounced back strongly from the initial COVID lock down restrictions and is reporting both strong sales and employment growth. Similarly, shortages are reported in the security industry.

A number of industry sectors have worked with local, state and federal governments to address workforce capacity building and develop regional jobs plans. These address LGA, regional and/or individual industry strategies and include the hospitality/tourism, screen and digital games, energy, security, aged care, health and disability sectors.

Floods in early 2022 have significantly impacted businesses across the region. Almost 5000 homes in northern NSW and south-east Queensland have been deemed uninhabitable following the recent events. The rebuilding is expected to take years, with builders and materials, like timber and steel, already in short supply during the COVID-19 pandemic. The Association of Professional Builders said timber prices had risen by 50 to 100 per cent in 2021, steel by 30 to 60 per cent and concrete by 20 to 40 per cent – and were unlikely to come down any time soon. The implications for the labour market are still under assessment however it is anticipated that some businesses will not continue to operate after enduring the pandemic and floods and therefore staff will need assistance in transitioning into new employment.

Attachment A – Key employment and training priorities: strategies and stakeholders

1. Collaborate with key regional stakeholders to identify short and medium-term employment opportunities within the ER and co-design strategies to mobilise the local labour force to meet demand, through upskilling and reskilling pathways (including those targeting the most impacted cohorts in the ER that include First Nation's people, PwD, CALD, Mature and Youth).

   Industries across the region report a growing demand for a suitably skilled workforce in sectors such as health care and social assistance, manufacturing including food processing, construction and major infrastructure projects, transport and logistics, retail and, hospitality and security. They have continued to grow despite the COVID-19 economic downturn and recent waves of variants including Omnicom and present immediate employment opportunities.

Strategies	Stakeholders
• Develop a strategy to identify suitable job seekers in the region who possess the right attributes and a desire to work in these industries. • Create, promote, and enhance training and development pathways for suitable job seekers to gain employment in the sectors. • Consult with industry representatives, employers and associations to develop and refine appropriate strategies to assist in recruitment for the sector.	• Employers • ESP network • Local Jobs and Skills Taskforce • Employment Facilitator/Support Officer • Local, State and Federal Government • Industry Associations & Peak Bodies • Registered Training Organisations

2. To address the current mismatch between the job requirements of employers/industries with vacancies they are unable to fill and the skillsets, experience and work behaviours of job seekers on the BSE Employment Services Provider (ESP) caseloads, particularly the long term unemployed, including through negotiated and co-designed pre-employment preparation programs. Approaches to addressing this mismatch may include changes to job design, the use of micro-credential training to fast track the pathway to productivity and exploring the use of various State and Federal supports and incentives to expand working hours, particularly in small business, and make jobs more viable to employers and job seekers.

   Industries in the Brisbane South East Employment Region known to be experiencing recruitment issues include the following, but opportunities may arise from other sectors as well:
   - Health Care and Social Assistance
   - Manufacturing including Food Processing
   - Construction and major infrastructure projects
   - Transport and logistics
   - Retail and hospitality

Strategies	Stakeholders
• Engage with local employers and industry to identify their requirements and specifications for job opportunities. • Engage with the ESPs to appropriately match clients in their caseloads against the job requirements.	• Employers • Industry Associations & Peak Bodies • Employment Facilitator/Support Officer • Local Jobs and Skills Taskforce • Local, State and Federal Government • DESBT

• Where there is a mismatch, develop pre-employment programs with input from the employers. • Identify and negotiate with RTOs with pre-approval for funding to deliver these programs. Work with proponents for the Local Recovery Fund as a source of either full or partial funding. • Engage employers in the selection of participants and delivery of the program. • Evaluate the effectiveness of the program through participant engagement, completion and consequent employment. • Promote programs and supports that will assist employers in expanding working hours and provide opportunities for local unemployed people. • Identify the local "hidden" job market and encourage employers to use the vacancy filling services of the ESP network. • Identify future major projects and engage with contractors and sub-contractors to source local job opportunities. • Understand the social impact commitments of major projects.	• TAFE Queensland • Registered Training Organisations (RTOs) • Group Training Organisations (GTOs) • ESP network • First Nation and Traditional Owner Groups • Community and Advocacy groups and organisations representing culturally diverse and vulnerable cohorts • RDA-Logan & Redlands • Local Chambers of Commerce and other small business membership groups.

3. Promote the engagement and retention of Australian apprenticeships (including traineeships and school based) to align with projected skills shortages and areas of future demand in the region and connect appropriate candidates to these opportunities. Support and promote the benefits of employing apprentices and trainees to employers. This includes a focus on the construction, manufacturing, health care and social assistance and hospitality sectors.

Strategies	Stakeholders
• Facilitate the promotion of apprenticeships and traineeships through various forums and direct engagement with employers. • Promote awareness and effective use of school-based apprenticeships and traineeships. • Engage with Australian Apprenticeship Support Network (AASN) to leverage existing approaches and programs to increase apprenticeship and traineeship opportunities.	• Australian Apprenticeship Support Network (AASNs) • Employers • ESP network • Local Jobs and Skills Taskforce • Employment Facilitator/Support Officer • RTOs & GTOs • DESBT • Schools • RDA-Logan & Redlands • Local Government

4. Collaborate with all relevant levels of Government and private sector contractors to identify future major projects and ensure that associated social impact commitments are met through skills development in the current and future workforce.

   There are many new and emerging jobs and industries in the ER. Identification of these new opportunities is important to ensure that employment and training programs prepare job seekers to meet employer demand.

Mobilise the ESP network and other stakeholders, including schools, to develop effective employment pathways that align with these major projects and emerging jobs in the advanced manufacturing, hydrogen/clean energy and tech sectors.

Strategies	Stakeholders
• Continue the collaborative working group of all ESPs in the Region and meet regularly. • Identify future major projects in the Region and engage with Government agencies and contractors to identify social impact commitments and skillsets needed to meet these. • Identify local employment and skill needs associated with preparation for the 2032 Olympic Games. • Share job vacancy opportunities to ensure matching against employer specifications. • Where there is a need for pre-employment training, ensure that providers contribute participants to meet identified employer needs. • Source funding for pre-employment programs through the Employment & Participation Funds as well as other funding sources through State and Federal Govt. programs including the LRF. • Engage ESPs in monitoring and evaluating the success of pre-employment programs. • Engage employers in presentations on their job vacancies to the ESP group • Engage employers in virtual presentations to the staff of ESPs on the content of their local jobs. • Engage with ESPs to analyse their caseloads by occupation and sub-region to assist in identifying any mismatch between employer requirements and available unemployed clients.	• ESP network • State Government Departments involved in major projects in the Region • Local Government Economic Development Officers • Contractors and sub-contractors for major projects • Employers • Local Jobs and Skills Taskforce • Employment Facilitator/Support Officer • DESBT • TAFE Qld • RTOs & GTOs • Industry Associations & Peak Bodies • DESE • First Nation and Traditional Owner Groups • Community and Advocacy groups and organisations representing culturally diverse and vulnerable cohorts • RDA-Logan & Redlands

Attachment B – Labour Market Data Dashboards (March 2022)

Brisbane South East
Employment Region
Queensland

Labour Market Data Dashboard

Data current as at 24 March 2022

Refer to source notes for data reference periods

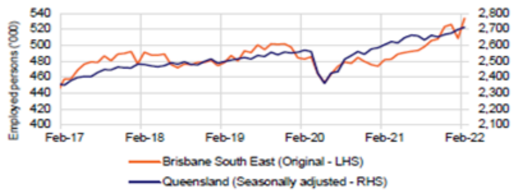
This Labour Market Data Dashboard provides key indicators for the labour market by Employment Region and is updated monthly.

Labour market summary table

	Employment			Unemployment			Unemployment rate		Participation rate		Youth unemployment rate	
	Feb-22 ('000)	Mar-20 ('000)	Change (%)	Feb-22 ('000)	Mar-20 ('000)	Change (%)	Feb-22 (%)	Mar-20 (%)	Feb-22 (%)	Mar-20 (%)	Feb-22 (%)	Mar-20 (%)
Brisbane South East	533.9	485.4	10.0	22.4	36.3	-38.1	4.0	7.0	69.6	66.8	10.3	14.7
Queensland	2,712.4	2,559.7	6.0	121.0	157.1	-23.0	4.3	5.8	66.7	65.5	10.6	14.6
Australia	13,372.0	12,995.5	2.9	563.3	723.2	-22.1	4.0	5.3	66.4	65.9	9.3	11.6

Source: ABS, Labour Force Survey, Feb-22. Employment Region data are original estimates, except for the youth unemployment rate, which is a 12-month average of original estimates. State youth unemployment rates are original estimates. Remaining data are seasonally adjusted.

Employed persons

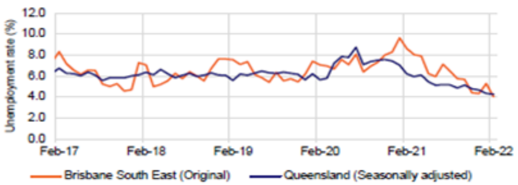


Source: ABS, Labour Force Survey, Feb-22

Largest employing industries

Source: ABS, Labour Force Survey, Detailed, four quarter averages, Feb-22 quarter

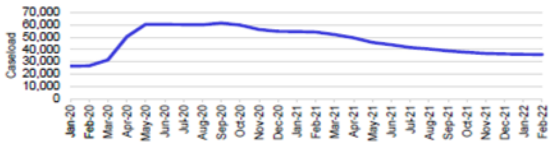
Unemployment rate



Source: ABS, Labour Force Survey, Feb-22

jobactive caseload

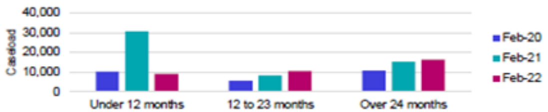
Total caseload



Change in jobactive services caseload

	Brisbane South East	Queensland
Caseload - Feb 2020	26,695	154,263
Caseload - Feb 2022	35,890	201,814
Change from Feb 2020 to Feb 2022	9,195	47,551
	34%	31%

jobactive caseload by duration registered



Source: Department of Education, Skills and Employment, caseload data, Feb-22

LGAs with highest unemployment rates (%)

Local Government Area (LGA)	Dec-21	Dec-20
Logan	8.7	8.2
Scenic Rim	6.2	6.6
Brisbane	5.0	6.3
Redland	4.2	8.0

For more insights, access SALM data via lmip.gov.au. Source: National Skills Commission, Small Area Labour Markets, four quarter averages, Dec-21 quarter

Online job advertisements

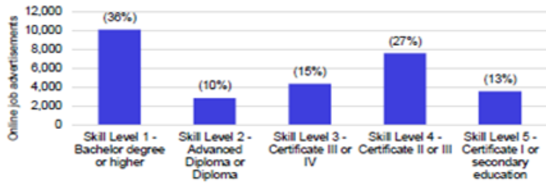
Number of job ads
28,490
Change over the month
0.2%
(or 50 job advertisements)
Change since Mar-20
118.3%
(or 15,440 job advertisements)

Source: National Skills Commission, Internet Vacancy Index, seasonally adjusted, Feb-22

Online job advertisements by occupation

Source: National Skills Commission, Internet Vacancy Index, 3 month average of original data, Feb-22

Online job advertisements by skill level



Source: National Skills Commission, Internet Vacancy Index, seasonally adjusted, Feb-22

Note: Data are not readily available for all sources by Employment Region. ABS Labour Force Survey data are based on the combined SA4s of Brisbane - East; Brisbane - South; and Logan - Beaudesert. The Internet Vacancy Index (IVI) uses a unique geographical approach. For this region, the IVI Brisbane region has been used. jobactive caseload reports at the Employment Region level and includes participants receiving both digital and provider servicing (it excludes other programs, such as ParentsNext or Transition to Work (TTW)). For caseload data, the Employment Region is based on (1) the location of the provider for jobactive provider serviced participants; (2) where the participant resides for Online Employment Services (OES) participants; (3) the NEST Employment Regions of Adelaide South or Mid North Coast for NEST participants. jobactive caseload by duration registered is based on the participant's time registered in employment services. Caseload data are based on current methodology which has been retrospectively applied to historical jobactive caseload dates. As such, the data may not align with earlier figures.
For any enquiries related to the data in this dashboard, please contact EmploymentPathwaysAnalysis@skillscommission.gov.au.

Labour Market Data Dashboard

Queensland

Australian Government | National Skills Commission

Data current as at 24 March 2022

Refer to source notes for data reference periods

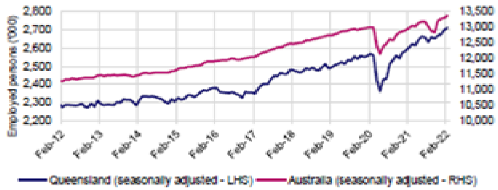
This Labour Market Data Dashboard provides a summary of the key indicators for the Queensland labour market. Dashboards for Australia and Employment Regions are also available.

Labour market summary table

	Employed persons			Unemployed persons			Unemployment rate		Participation rate		Youth unemployment rate	
	Feb-22 ('000)	Mar-20 ('000)	Change (%)	Feb-22 ('000)	Mar-20 ('000)	Change (%)	Feb-22 (%)	Mar-20 (%)	Feb-22 (%)	Mar-20 (%)	Feb-22 (%)	Mar-20 (%)
Queensland	2,712.4	2,559.7	6.0	121.0	157.1	-23.0	4.3	5.8	66.7	65.5	10.6	14.6
Australia	13,372.0	12,995.5	2.9	563.3	723.2	-22.1	4.0	5.3	66.4	65.9	9.3	11.6

Source: ABS, Labour Force Survey, Feb-22

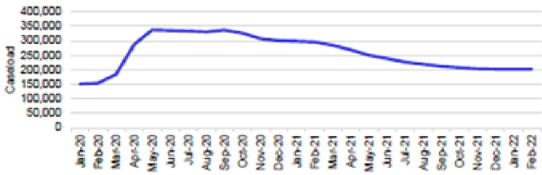
Employed persons



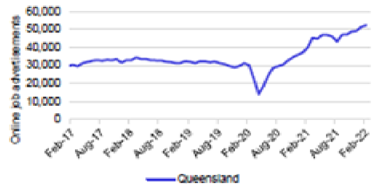
Source: ABS, Labour Force Survey, Feb-22

Employment services caseload

Total caseload



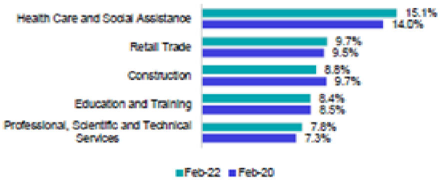
Online job advertisements



Number of job ads
52,270
Change over the month
1.5%
(or 750 job advertisements)
Change since March-20
128.9%
(or 29,440 job advertisements)

Source: National Skills Commission, Internet Vacancy Index, seasonally adjusted data, Feb-22

Largest employing industries

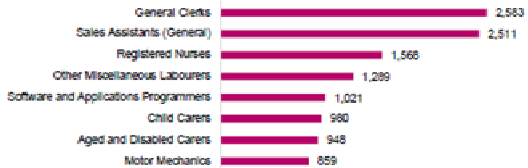


Source: ABS, Labour Force Survey, Detailed, four quarter average data, Feb-22 quarter

Change in employment services caseload

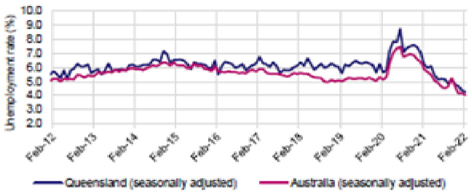
	Queensland	Australia
Total caseload - Feb 2020	154,263	633,318
Total caseload - Feb 2022	201,814	866,704
Change (Feb 2020 to Jan 2022)	↑ 47,551	↑ 233,386
Change (Feb 2020 to Feb 2022) (%)	↑ 31%	↑ 37%

Online job advertisements by occupation



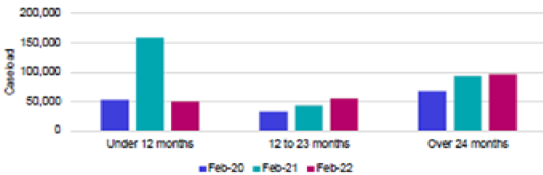
Source: National Skills Commission, Internet Vacancy Index, seasonally adjusted data, Feb-22

Unemployment rate



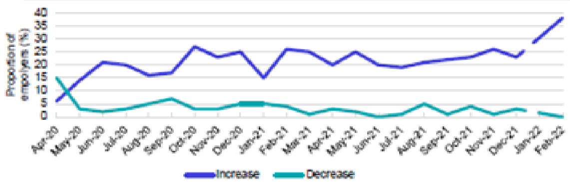
Source: ABS, Labour Force Survey, Feb-22

Caseload by duration of unemployment



Source: Department of Education, Skills and Employment, caseload data, Feb-22. Caseload total refers to jobactive participants.

Employers' future staffing expectations



Source: National Skills Commission, Recruitment Experiences and Outlook Survey, Queensland, Feb-22. Results for January-21 and February-22 need to be interpreted with caution, as these are based on small sample sizes due to a break in the fieldwork over the holiday period. Results for January-22 are imputed due to insufficient data for this period.

Note: Data in the labour market summary table are seasonally adjusted estimates, except for the youth unemployment rate which are original estimates. In the table, comparisons are made with March 2020 (pre-COVID-19), rather than an annual comparison, to avoid distorted results given the significant impacts of the pandemic from April 2020. Caseload data includes participants receiving both digital and provider servicing, and excludes those in other programs, such as ParentsNext or Transition to Work (TTW). Duration of unemployment data are based on a participant's time registered in employment services. For employers' future staffing expectations, businesses are asked about staffing numbers over the next three months. For any enquiries related to the data in this dashboard, please contact EmploymentPathwaysAnalysis@skillscommission.gov.au.

Australian Government | National Skills Commission

Labour Market Data Dashboard
Australia

Data current as at 24 March 2022

Refer to source notes for data reference periods

This Labour Market Data Dashboard provides a summary of the key indicators for the Australian labour market. Dashboards at the state, territory and Employment Region levels are also available.

Labour market summary table

	Employed persons			Unemployed persons			Unemployment rate		Participation rate		Youth unemployment rate	
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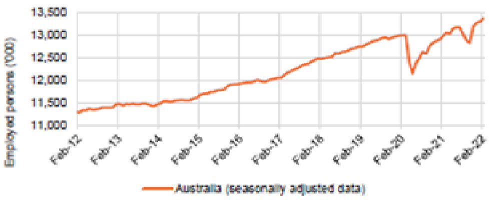
Australia	13,372.0	12,995.5	2.9	563.3	723.2	-22.1	4.0	5.3	66.4	65.9	9.3	11.6

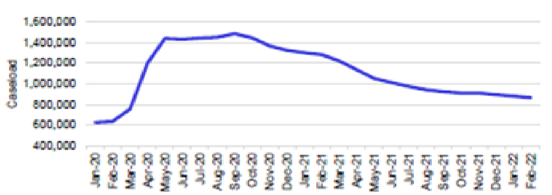
Source: ABS, Labour Force Survey, seasonally adjusted data, Feb-22

Employed persons

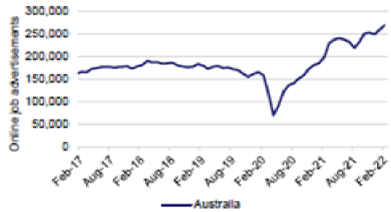


Source: ABS, Labour Force Survey, Feb-22

Employment services caseload



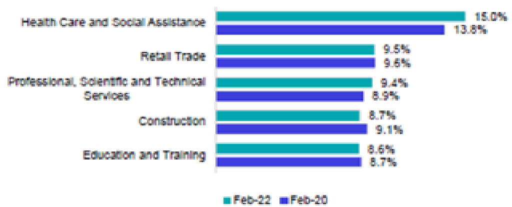
Online job advertisements



Number of job ads
269,750
Change over the month
3.6%
(or 9,260 job advertisements)
Change since March-20
129.8%
(or 152,390 job advertisements)

Source: National Skills Commission, Internet Vacancy Index, seasonally adjusted data, Feb-22

Largest employing industries

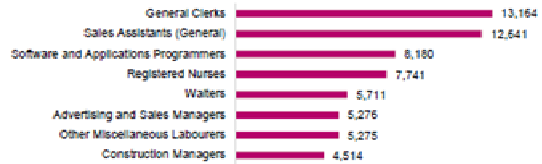


Source: ABS, Labour Force Survey, Detailed, seasonally adjusted data, Feb-22 quarter

Change in employment services caseload

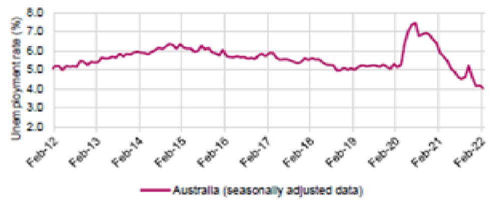
Total caseload - Feb 2020		633,318
Total caseload - Feb 2022		866,704
Change (Feb 2020 to Feb 2022)	↑	233,386
Change (Feb 2020 to Feb 2022) (%)	↑	37%

Online job advertisements by occupation



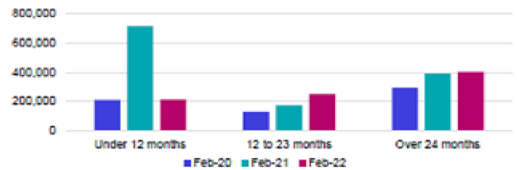
Source: National Skills Commission, Internet Vacancy Index, seasonally adjusted data, Feb-22

Unemployment rate



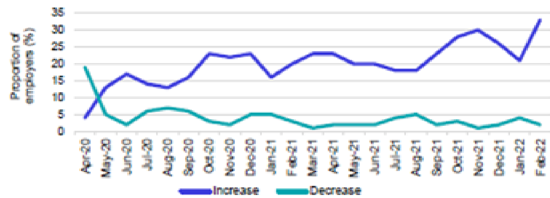
Source: ABS, Labour Force Survey, Feb-22

Caseload by duration of unemployment



Note: caseload total includes New Employment Services Trial and jobactive participants. Source: Department of Education, Skills and Employment, caseload data, Feb-22

Employers' future staffing expectations



Source: National Skills Commission, Recruitment Experiences and Outlook Survey, Australia, Feb-22

Note: In the table, comparisons are made with March 2020 (pre-COVID-19), rather than an annual comparison, to avoid distorted results given the significant impacts of the pandemic from April 2020. Caseload data includes participants receiving both digital and provider servicing, and excludes those in other programs, such as ParentsNext or Transition to Work (TTW). Duration of unemployment data are based on a participant's time registered in employment services. For employers' future staffing expectations, businesses are asked about staffing numbers over the next three months. For any enquires related to the data in this dashboard, please contact EmploymentPathwaysAnalysis@skillscommission.gov.au.