

Queensland Government's response to

Jobs Queensland's Future work, future jobs: Preparing Queensland for the evolution of work report



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The Queensland Government welcomes the second phase report of Jobs Queensland's *Future work* project. The *Future work, future jobs* report identifies 18 recommendations for the Queensland Government to consider to further support the skills and workforce development needs of Queenslanders. The second phase of the project also included state-wide consultation and a social research project.

Jobs Queensland's (JQ) work has identified that overall the outlook for employment across Queensland is strong. The highest rates of growth in employment are projected to be in the services industries. More than 50 per cent of new workers are predicted to be employed in three industries: health care and social assistance; professional, scientific and technical services; and education and training. Total employment in traditional industries such as agriculture, forestry and fishing, and manufacturing is also predicted to grow.

The following government response to the *Future work, future jobs* report considers each of the 18 recommendations and reflects on the broader efforts being undertaken by the Queensland Government to train and skill Queenslanders.

Queensland Government commitment to skills and workforce development

The Queensland Government is focused on growing a strong economy that can create jobs, increase private sector investment and engage more young Queenslanders in education, training and work. Skills, training and workforce development are key to delivering on the government's priorities to create jobs, reduce unemployment and drive economic growth and productivity.

The Queensland Government response demonstrates a clear commitment to ensure all working-aged Queenslanders are equipped with the skills they need to fully participate in quality jobs. A skilled and capable workforce, which meets local jobs needs, means a growing economy and future prosperity for Queensland communities.

On 5 August 2019, the Queensland Government released the Queensland Skills Strategy, *Skills for Queensland – Great training for quality jobs*. The development of the Skills Strategy included extensive stakeholder consultation and the outcomes of the Premier's *Future of Work – Skills and Industry Summit*. The Skills Strategy outlines a clear plan for skills development in Queensland, building on the existing strengths of the training system and identifying new initiatives that will help the system adapt and respond to changes across industry and occupational sectors, as well as meeting jobs growth and future demand.

The Queensland Government is investing \$978 million in 2019–20 in skills and training to drive improvements to employability and support Queenslanders into jobs. This includes \$778 million in vocational education and training (VET) investment through programs including Skilling Queenslanders for Work, User Choice (apprenticeship and traineeship funding), higher level and foundation skills, the Certificate 3 Guarantee, Free tafe for year 12 graduates, Free apprenticeships for under 21s and Skills Boost, which allows individuals to gain skills in priority areas even if they hold a previous qualification.

Anticipating future skills needs and enabling Queenslanders to access training that links to current and future jobs will require continuous effort by government, industry and business to work together, plan ahead and collectively invest in training. Skills Strategy initiatives target key industry areas and regions that need skilled workers, as well as priority cohorts that need extra assistance. Initiatives will ensure that investment in skills and training is targeting critical skills needs to address current skills shortages, new skills for existing jobs and emerging opportunities, as well as regional and whole-of-economy priorities.

Jobs Queensland recommendation	Government response
<p>Recommendation 1</p> <p>Collaborate with industries, regions, communities and unions to proactively plan for and collectively respond to work and workplace change and significant transitions in the economy.</p>	<p>Recommendation accepted</p> <p>Through the Skills Strategy, the Queensland Government is implementing new industry engagement approaches to promote growth and job creation by empowering industry to respond to workforce and training issues and capitalise on opportunities at both the industry and regional level. This includes:</p> <ul style="list-style-type: none"> • A Ministerial Skills Roundtable to provide strategic advice to the Minister for Employment and Small Business and Minister for Training and Skills Development on skills and workforce development priorities. • Regional Jobs Committees to foster regional leadership and deliver place-based solutions. <p>The Queensland Government has also established partnerships and mechanisms to support regional economies to actively plan for and manage specific transitions occurring in the Queensland economy and labour market. This includes:</p> <ul style="list-style-type: none"> • Through the Regional Skills Investment Strategy, the Queensland Government is partnering with regional councils to engage with key industry sectors and encourage collaboration on local training solutions, and promote awareness of existing VET pathways, to meet local job needs and growth. • In collaboration with employers, workers, unions and education and training sectors, the Queensland Government has released the Skills Implementation Plan for Advanced Manufacturing to plan for and invest in the skills needed for advanced manufacturing. The plan was released on 17 December 2019 and addresses the Priority Action Areas in the Advanced Manufacturing Skills Strategy. • Investing in a Rockhampton Technology and Innovation Centre to provide hands-on training and skills in robotics and automation technology to meet emerging job and industry needs. • Partnering with TAFE Queensland to support uptake of new high-tech skills training across Queensland to support employment outcomes in new jobs and industries.

Jobs Queensland recommendation	Government response
<p>Recommendation 2</p> <p>Implement strategies that build and enhance industry leadership and workforce planning capability to support transitions in Queensland.</p>	<p>Recommendation accepted</p> <p>The Queensland Government has acknowledged the central importance of industry and regional leadership in planning for more jobs in more industries. New industry engagement approaches will be underpinned by a stronger collaboration between government, industry and employers and a shared responsibility for planning and investing in skills needs.</p> <p>Significant action is being led through a range of government and industry strategies and partnerships to support jobs in key industries, including:</p> <ul style="list-style-type: none"> • 13 place-based Regional Tourism Workforce Plans supporting the <i>Queensland Tourism Workforce Plan 2017–20</i>, an industry-endorsed framework identifying key skills and workforce drivers critical to the tourism industry's growth. • Advance Queensland Industry Roadmaps – six 10-year roadmaps and action plans in emerging and priority sectors: advanced manufacturing; aerospace; biofutures; biomedical; defence; and mining equipment, technology and services industries. • Industry-specific strategies including the <i>Queensland Craft Brewing Strategy</i>, the <i>Queensland Hydrogen Industry Strategy</i> and the <i>Queensland Beef Processing Strategy</i>. <p>Refer also to actions under Recommendation 1.</p>
<p>Recommendation 3</p> <p>Implement an information campaign that provides an objective and realistic view of future work in Queensland in partnership with industries, communities, employers and unions.</p>	<p>Recommendation accepted</p> <p>Through the Skills Strategy, the Queensland Government is implementing a new industry engagement framework that includes a specific focus on data sharing and a connected and coordinated approach to sharing advice received by government from industry. The framework is built around new engagement mechanisms that will allow government to better disseminate information and partner with stakeholders on key skilling issues such as the future of work.</p> <p>JQ's <i>Future work</i> project, and the public release of the phase two reports, provides both government and stakeholders with valuable insight into how Queensland's labour market is anticipated to evolve and the implications for skills and training stakeholders. The Queensland Government will work with JQ to raise awareness of the project and the insights gained with stakeholders.</p>
<p>Recommendation 4</p> <p>Drive enhanced linkages between economic development and workforce development policy and programs across the Queensland Government to promote inclusive economic growth and employment opportunities for Queenslanders.</p>	<p>Recommendation accepted</p> <p>The Queensland Government's economic plan is focused on providing access to employment opportunities through the Skills Strategy and key programs and initiatives, including: Skilling Queenslanders for Work, the Back to Work program, the Certificate 3 Guarantee, Higher Level Skills, Free tafe for year 12 graduates, Free apprenticeships for under 21s and Regional Jobs Committees. Under these programs and initiatives support is offered to specific cohorts such as the long-term unemployed, young people, mature age jobseekers, women, Aboriginal and Torres Strait Islander people, people with disability, people from culturally and linguistically diverse (CALD) backgrounds and individuals who hold previous qualifications who wish to retrain in a priority area. This investment is focused on providing training and support that links to job outcomes.</p> <p>The Skills Implementation Plan for Advanced Manufacturing – released in December 2019 and led by the Department of State Development, Manufacturing, Infrastructure and Planning (DSDMIP) – addresses increasing the diversity of the manufacturing workforce focusing on promoting women in the workplace, disability in the workplace, inclusivity for diverse communities, work readiness for young people including Aboriginal and Torres Strait Islander people and transitioning mature age workers.</p> <p>Refer also to actions under Recommendation 2.</p>

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<p>Recommendation 5</p> <p>Identify opportunities for enhanced measurement of outcomes and impacts in policy and programs that have complementary economic and workforce development objectives.</p>	<p>Recommendation accepted</p> <p>Enhanced measurement of outcomes and impacts is a focus of the Skills Strategy. Refreshed industry engagement arrangements under the Skills Strategy will include a more integrated approach to industry advice and a more coordinated approach to the identification of regional priorities. New mechanisms, including the Ministerial Skills Roundtable and Regional Jobs Committees, will ensure that industry information about workforce needs better aligns to investment programs and priorities, and that there is an enhanced data sharing capability.</p> <p>The Queensland Government will continue to investigate opportunities for measuring outcomes and impacts in policy and programs that have complementary economic and workforce development objectives.</p> <p>Refer also to actions under Recommendations 1 and 9.</p>
<p>Recommendation 6</p> <p>Collaborate with industry to pilot new approaches for building business skills and capabilities including management and leadership skills in Queensland.</p>	<p>Recommendation accepted in principle</p> <p>The Queensland Government is positioning Queensland as the state for small business creation, growth and job generation through the delivery of targeted programs and support under the <i>Advancing Small Business Queensland Strategy 2016–20</i>, which includes assistance with building business skills and capabilities through small business grants programs and Mentoring for Growth.</p> <p>Business skills and capabilities, including management and leadership skills, will be further explored as part of targeted research work being undertaken by JQ in the final phase of its <i>Future work</i> project. This further research will be considered by the Queensland Government.</p>
<p>Recommendation 7</p> <p>Develop a comprehensive English language, literacy and numeracy, and digital literacy (LLND) strategy that complements technical skills and capability development and career progression.</p>	<p>Recommendation accepted in principle</p> <p>The Queensland Government is committed to achieving an open, accessible and inclusive VET sector in Queensland. A key theme in the Skills Strategy is inclusivity and the public provider, which recognises that some Queenslanders need extra support to take advantage of economic opportunities. Foundation skills programs help support the successful completion of VET qualifications, increasing job outcomes.</p> <p>The Queensland Government provides a wide range of targeted support for the development of foundation skills through the Certificate 3 Guarantee, Skilling Queenslanders for Work and User Choice programs.</p> <p>At a national level, the independent review of Australia's VET sector, <i>Strengthening Skills: Expert Review of Australia's Vocational Education and Training System</i> (the Joyce Review) proposed a new national agreement for LLND. The Australian Government is currently engaging with states and territories in relation to the design of, and guidelines for, the <i>Foundation Skills for Your Future</i> program. The outcomes of the program, and how funding is improving LLND support for people who are currently employed or recently unemployed, will be considered by Queensland before any further work on foundation skills development occurs.</p>

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<p>Recommendation 8</p> <p>Through skills investment and employment policies and programs, prioritise the development of industry and regional partnerships that promote workforce participation in quality work for young people and other cohorts experiencing difficulty in the labour market.</p>	<p>Recommendation accepted</p> <p>The Skills Strategy highlights the Queensland Government’s commitment to ensuring all Queenslanders can participate in skills development opportunities that lead to quality jobs. This includes new industry engagement approaches that will empower industry and regions to develop local solutions and partnerships through the Ministerial Skills Roundtable, Regional Jobs Committees, and a new industry engagement framework for schools.</p> <p>Supporting school students and young people to participate in quality jobs through skilling pathways is a key focus of the Queensland Government and the Skills Strategy. Key initiatives include:</p> <ul style="list-style-type: none"> • \$1.6 million expansion of the successful Gateway to Industry Schools program to better support school students to participate in VET programs that industry has identified are current and emerging priority qualifications. • \$9.6 million Link and Launch pilots to connect and leverage social, job and practical support to help young people navigate skills and employment pathways and prevent or address disengagement. • \$4.6 million for digital resources on career pathways to empower young people to make informed decisions about their careers. • \$11.2 million over four years for an expansion of the Regional Youth Engagement Hubs program to locate, case manage and re-engage early school leavers back into school or to training or employment. <p>The Skills Boost, Free tafe for year 12 graduates and Free apprenticeships for under 21s initiatives are reducing the cost of training and enabling more Queenslanders, including young people and those seeking to reskill and upskill, to access skilling pathways in priority areas that lead to jobs.</p> <p>Refer also to actions under Recommendations 2 and 4.</p>
<p>Recommendation 9</p> <p>Investigate options to obtain reliable, timely and granular workforce data to support policy making and industry-wide and local workforce planning.</p>	<p>Recommendation accepted in principle</p> <p>The provision of improved skills-related data is a focus of the Skills Strategy’s refreshed industry engagement approach, including the Ministerial Skills Roundtable and Regional Jobs Committees. The Queensland Government will continue to investigate mechanisms for improved data collection and dissemination to support the new industry engagement approaches currently being implemented.</p> <p>Refer also to actions under Recommendation 3.</p>
<p>Recommendation 10</p> <p>Lead by example through the development of a framework that sets out the principles that underpin quality work and alternative work arrangements for the Queensland public service, and promote the framework and benefits to industry leaders.</p>	<p>Recommendation accepted</p> <p>The Skills Strategy highlights the role of the Queensland Government as an employer in responding to economic change by ensuring its workforce is adapting and enhancing its skills and capabilities to meet future service delivery needs. The Queensland Government, through the Public Service Commission (PSC), has developed a 10-year human capital outlook and a three-year strategic roadmap, providing the Queensland public sector with a plan for its future workforce.</p> <p>The PSC is leading work in response to Professor Peter Coaldrake’s review of the Queensland public sector workforce to ensure that public sector employees are well positioned to take advantage of future employment opportunities. This includes a focus on the sector’s reskilling needs and pathways in response to the jobs in emerging and growing industries.</p> <p>Other work underway includes promoting the Queensland Public Service as an employer of choice and showcasing stories from young Queenslanders across the state who have taken up apprenticeships and traineeships in government.</p>

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<p>Recommendation 11</p> <p>Empower and support local leaders to lead localised and collaborative responses to workforce opportunities and challenges in regional economies in accordance with local priorities.</p>	<p>Recommendation accepted</p> <p>Through the Skills Strategy, the Queensland Government is implementing place-based approaches to address local skills challenges and capitalise on the unique opportunities in regions and communities to support regional job creation. This includes the Regional Jobs Committees, place-based responses, and a further \$5 million for the Regional Skills Adjustment Strategy.</p> <p>There will be a strong emphasis on connecting government regional offices and aligning industry engagement arrangements. The Department of Employment, Small Business and Training and DSDMIP regional offices will work closely to engage with local employers, including small business owners and industry representatives, to understand regional employment opportunities and skills demand, and support place-based skills development.</p> <p>Refer also to actions under Recommendations 1, 2 and 4.</p>
<p>Recommendation 12</p> <p>Develop and make available an economic and social wellbeing dashboard for each Queensland region comprising economic, workforce and social measures to inform regional planning efforts.</p>	<p>Recommendation accepted in principle</p> <p>The Queensland Government acknowledges the importance of accurate and reliable information and data to assist government, industry, employers and regions with local decision making to plan for the needs of their future workforce.</p> <p>Regional Training Infrastructure Plans have already been developed to guide investments in public provider training infrastructure and the refreshed industry engagement approaches being implemented as part of the Skills Strategy will include establishing improved data provision and two-way flow of information.</p> <p>The Queensland Government will consider data needs and mechanisms supporting the new approaches as part of implementation.</p> <p>Refer also to actions under Recommendation 9.</p>
<p>Recommendation 13</p> <p>Tailor skills investment approaches to enable variation that responds to skills development needs within specific regions, empowers local leadership and decision-making and improves access to vocational education opportunities within thin markets.</p>	<p>Recommendation accepted</p> <p>The Queensland Government recognises the unique circumstances of individual regions and the specific demographic, economic and social features that drive the need for variation in skills responses at the local level. Skills Strategy initiatives such as the Regional Jobs Committees will empower local leadership and decision making to support tailored place-based approaches. These arrangements will match training to local job demand.</p> <p>The Queensland Government also funds a number of skills and training programs that respond to skill needs within specific regions including the Regional Skills Investment Strategy, the Regional Skills Adjustment Strategy, and the Higher Level Skills program. Regional Training Infrastructure Plans have been developed to guide region-specific investments in public provider training infrastructure. Regional Youth Engagement Hubs will re-engage early school leavers in school or training.</p> <p>The Skills Boost initiative provides a training subsidy for people who want to update their skills to go further in their current job or pursue a different career, even if they already hold a VET qualification. The Queensland Government has worked with local industry and the local TAFE provider to identify which qualifications have the best job prospects in each region.</p> <p>Refer also to actions under Recommendation 1.</p>

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<p>Recommendation 14</p> <p>Collaborate with industry to ensure that skills investment policy and program settings are responsive to the extent and pace of change being experienced in some industry sectors and some regions.</p>	<p>Recommendation accepted</p> <p>A key driver for the Skills Strategy is the need to better link VET and skills investment with the skills needs for existing jobs, as well as jobs in emerging, or growth industries. New technologies and emerging industries are highlighting the need for more innovative responses to developing skills in the workplace.</p> <p>Key initiatives in the Skills Strategy specifically targeted at ensuring the training system can adapt to future skills and job needs include:</p> <ul style="list-style-type: none"> • Micro-credentialing, which has been identified as an opportunity to respond to changing workplaces, by enabling the provision of focused training for new or transitioning employees in specific skills. A micro-credentialing pilot will be delivered to test this approach. • Skills Boost, which will enable eligible applicants who already hold a VET qualification to access a training subsidy to upskill in identified priority courses for their region, based on anticipated job demand. • The higher level apprenticeship pilot, which will provide on-the-job training at a higher level of skilling and expertise to meet workforce needs in specialty and emerging technical and trade fields. • Additional funding for the Higher Level Skills program to support existing workers with the skills required for employment or career advancement in priority industries. <p>Refer also to actions under Recommendations 1, 2 and 6.</p>
<p>Recommendation 15</p> <p>Collaborate with industry and other relevant stakeholders to make available accurate information and advice that assists individuals to make positive career pathways decisions within school and throughout their working lives.</p>	<p>Recommendation accepted</p> <p>The Queensland Government is focused on ensuring school students and young people are provided with support, information and advice, and training and career development opportunities that will set them up for success after school and throughout their careers.</p> <p>The Skills Strategy includes a range of initiatives that support school students and young people to participate in quality jobs in emerging and growing industries. Initiatives highlight the importance of building skills, building early knowledge about jobs and relevant pathways, and encouraging uptake in high priority industry areas so that training leads to quality job outcomes and initiatives.</p> <p>Other actions being progressed by the Queensland Government to support positive career pathway decisions include:</p> <ul style="list-style-type: none"> • the <i>VET Pathways Program</i>, which supports Queensland secondary school staff to advise students on training pathways • support for high school students through guidance officers, career information and resources and work experience • the <i>Youth Employment Program</i>, which supports Aboriginal and Torres Strait Islander students transition to work or further education • the Digital Engagement Strategy, which provides tailored information on possible career pathways to empower young people to make decisions about the right career pathway for them. <p>Refer also to actions under Recommendation 8.</p>

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<p>Recommendation 16</p> <p>Establish conditions for a Queensland Government subsidy for non-accredited vocational education.</p>	<p>Recommendation accepted in principle</p> <p>The \$5.5 million micro-credentialing pilot will be used to respond to current, emerging and future skill needs to assist industry and employers who have identified skills gaps in their workforce that cannot be met by accredited training and need non-traditional training solutions. The results of the pilot will be evaluated to inform future program design and policy settings.</p> <p>The Queensland Government will give further consideration to actions to respond to this recommendation following the completion of the micro-credentialing pilot and an assessment of its outcomes.</p>
<p>Recommendation 17</p> <p>Promote vocational education as a valued pathway to quality work for school-leavers and existing workers.</p>	<p>Recommendation accepted</p> <p>The Skills Strategy sets out a positive response to the future of work and establishes a plan to work with industry and key stakeholders to implement new actions and drive ongoing improvements to meet Queensland's future skills needs and the skills required by industry. The Skills Strategy strongly advocates for the role of VET in meeting the future skills needs of Queensland and includes a focus on improving pathways and information.</p> <p>Clearer public endorsement of training providers through Skills Assure will help VET students, parents and employers to find a quality training provider and provide confidence that the training will lead to skills outcomes that are valued by industry and employers.</p> <p>The Queensland Government's Free tafe for year 12 graduates and Free apprenticeships for under 21s initiatives are increasing awareness of vocational education and connecting young Queenslanders to skilling pathways in priority areas. A state-wide media campaign 'Take Your Future On' is promoting the Free apprenticeships for under 21s initiative and the benefits of apprenticeships and traineeships, further highlighting the value of VET.</p> <p>Refer also to actions under Recommendation 8.</p>
<p>Recommendation 18</p> <p>Reposition the current entry-level, single entitlement skills investment model to support iterative lifelong skills investment.</p>	<p>Recommendation accepted in principle</p> <p>The Queensland Government encourages lifelong learning as an approach to meeting the skills needs of industry and ensuring individuals can adjust and adapt to emerging and growing industries.</p> <p>Key Skills Strategy initiatives including the micro-credentialing pilot, the higher-level apprenticeships pilot and additional funding for the Higher Level Skills program will support students, workers and new entrants to adopt a life-long learning approach. The Skills Boost initiative provides a training subsidy in priority qualifications to support people who already hold a VET qualification to update their skills.</p> <p>The Queensland Government will give further consideration to actions to respond to this recommendation following the completion of phase three of the <i>Future work</i> project, which will investigate the role of industry and government in supporting life-long learning.</p>