

Skills Demand

Exploring skills demand on the PALM Scheme



Australian Government



Pacific Labour Facility:

- Program to support Pacific and Timor-Leste involvement in the PALM Scheme. Funded by Australian Department of Foreign Affairs (DFAT) and managed by Palladium.

Cara Philp:

- Knowledge and Learning Manager
- Responsible for digital learning strategy

Glyn Milhench:

- Training Support Manager
- Responsible for supporting skills development for labour mobility.

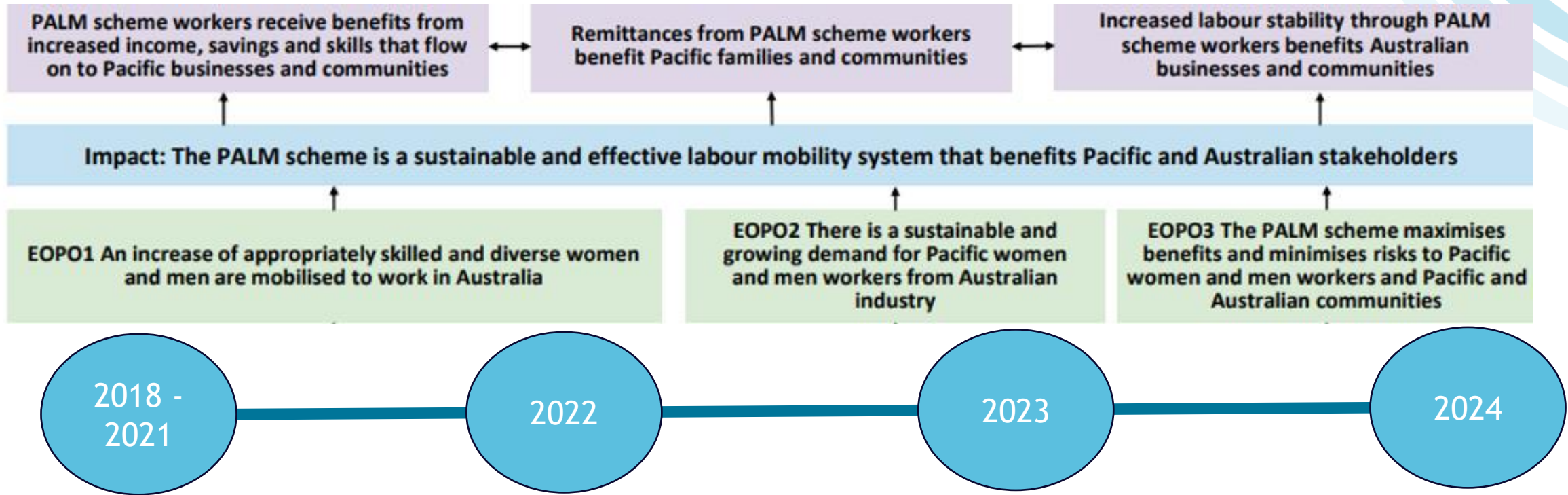


Skills and the Pacific Australia Labour Mobility Scheme (PALM)

- Short-term jobs for up to 9 months or long-term roles for between one and 4 years in unskilled, low-skilled and semi-skilled positions.
- Over 21, no minimum skillset, meet 403 visa requirements
- Most employees are trained on the job - maximum skill level for roles
- Job/industry specific health/fitness requirements
- Recruitment requirements/pre-requisites/eligibility informed by individual country labour mobility policies
- Certain industries/employers with qualifications requirements - e.g. Certificate III in Individual Support for Personal Care Worker
- Evidence to suggest significant informal skills gains - **further data needed** - potential opportunity for skills recognition

NB: PALM Domestic operations, including labour market analysis, now managed by the Australian Department of Employment and Workplace Relations

The PALM scheme & Pacific Labour Facility - overview



The Pacific Labour Facility (PLF) commences in October 2018, administering the Pacific Labour Scheme (PLS) on behalf of the Department of Foreign Affairs and Trade (DFAT).

In April 2022, the long-term PLS is merged with the short-term Seasonal Worker Programme (SWP) under the PALM scheme banner. Funded by both DFAT and the Department of Employment and Workplace Relations (DEWR).

In 2023, the PLF contract is managed by DEWR. In December 2023 domestic-facing PALM functions are transferred from PLF to DEWR. This includes managing the domestic demand.

The PLF is focused on supporting the Pacific and Timor-Leste functions of the PALM scheme. The PLF will conclude in December 2024.

Australian and New Zealand Standard Classification of Occupations (ANZSCO)

ANZSCO is the skill-based classification used to categorise all occupations and jobs undertaken in the Australian and New Zealand labour markets.

1 Managers
2 Professionals
3 Technicians and Trades Workers
4 Community and Personal Service Workers
5 Clerical and Administrative Workers
6 Sales Workers
7 Machinery Operators and Drivers
8 Labourers

1 Managers	2 Professionals	3 Technicians and Trade Workers	4 Community and Personal Service Workers	5 Clerical and Administrative Workers	6 Sales Workers	7 Machinery Operators and Drivers	8 Labourers
13 Specialist Managers	22 Business, Human Resource and Marketing Professionals	31 Engineering, ICT and Science Technicians	42 Carers and Aides	53 General Clerical Workers	61 Sales Representatives and Agents	72 Mobile Plant Operators	83 Factory Process Workers
135 ICT Managers	222 Financial Brokers and Dealers, and Investment Advisers	312 Building and Engineering Technicians	421 Child Carers	532 Keyboard Operators	612 Real Estate Sales Agents	721 Mobile Plant Operators	831 Food Process Workers
1351 ICT Managers	2221 Financial Brokers	3122 Civil Engineering Draftspersons and Technicians	4211 Child Carers	5321 Keyboard Operators	6121 Real Estate Sales Agents	7212 Earthmoving Plant Operators	8311 Food and Drink Factory Workers
135111 Chief Information Officer	222111 Commodities Trader	312212 Civil Engineering Technician	421111 Child Care Worker	532111 Data Entry Operator	612112 Property Manager	721213 Bulldozer Operator	831113 Confectionery Maker
14 Hospitality, Retail and	23 Design, Engineering	39 Other Technicians	45 Sports and Personal	59 Other Clerical and	62 Sales Assistants and	73 Road and Rail Drivers	84 Farm, Forestry and Garden

Australian and New Zealand Standard Classification of Occupations (ANZSCO)

8 Labourers

Cleaners and Laundry Workers
Construction and Mining Labourers
Factory Process Workers
Farm, Forestry and Garden Workers
Food Preparation Assistants
Other Labourers

Crop Farm Workers perform routine tasks in producing crops such as fruit, nuts, grains, vegetables and mushrooms.

- planting trees, seeds, seedlings, roots, bulbs, vines and other plants using hand tools and farm machines
- building trellises for climbing vegetables and vines
- operating farm machines to cultivate, fertilise, spray and harvest fruit, nuts, grains and vegetables
- spraying trees, vines and other plants with chemicals to control weed growth, insects, fungus growth and diseases
- thinning, weeding and hoeing row crops, and pruning trees and vines
- irrigating land for crop growth
- selecting and picking fruit, nuts, grains, vegetables and mushrooms according to size and ripeness, and discarding rotting and over-ripened produce
- grading, sorting, bunching and packing produce into containers
- loading filled fruit, nut, grain and vegetable containers onto trucks

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications outlined below.

In Australia:

AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.



Australian and New Zealand Standard Classification of Occupations (ANZSCO)

4 Community and Personal Service Workers

Health and Welfare Support Workers
Carers and Aides

Hospitality Workers
Protective Service Workers
Sports and Personal Service Workers

Aged and Disabled Carer provide general household assistance, emotional support, care and companionship for aged and disabled persons in their own homes.

- accompanying aged and disabled persons during daily activities
- assisting clients with their mobility
- preparing food for clients
- arranging social activities
- performing housekeeping tasks such as vacuuming and cleaning
- assisting in personal hygiene and dressing
- providing companionship, friendship and emotional support
- may do shopping and run errands
- may live in with the person

Indicative Skill Level:

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia: AQC Certificate II or III (ANZSCO Skill Level 4)

In New Zealand: NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.



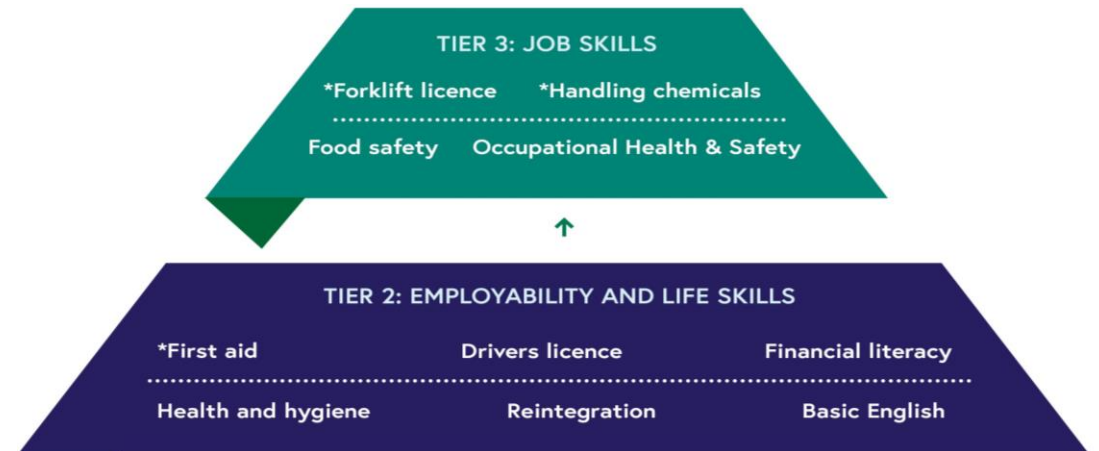
Transferable Skills

Job Skills:

Work Health and Safety	Emergency Response	Customer Service
Working with tools	Handling Chemicals	Welding
Computer Literacy	Heavy Vehicle License	Food Safety
Work Planning	Management	Administration

Employability and Life Skills:

Time Management	Problem Solving	First Aid
Health and Hygiene	Nutrition	Conflict Resolution
English language	Driving/safety	Decision-making
Adaptability	Attention to Detail	Teamwork



Australian skills and labour demand

PALM Industries

- The economic risk profile of PALM industries is robust, growth remains strong, and demand for PALM workers will continue, however cost of living should be monitored
- Inflation remains high, including rents, food and electricity – wages have not increased at the same rate
- Accommodation remains in severe shortage across the country

Industry	Medium-term outlook	Typical impact of recession
Agriculture	Positive	Minimal
Meat processing	Positive	Minimal
Aged care	Positive	Minimal
Hospitality	Positive	Potentially severe
Automotive/repair	Positive	Minimal

PALM Labour Market Assessment 2022

- **Post-COVID 2022 market assessment (ANZSCO skills 3,4,5):** labour market conditions remain tight, particularly in regional areas of Western Australia
- **Occupations** crossed various industries. E.g. mechanics in shortage across automotive, mining, agriculture, and marine industries
- **Top 5 occupations required:** carers/aides, automotive/engineering workers, hospitality, drivers and foods/trades workers
- **Regions with higher shortage:** Central/West NSW, Far North Queensland, Darwin, Goldfields & Southern WA, North-West Tasmania, Fleurieu Peninsula & Murray Mallee (SA)

Estimated vacancies



Skills shortages (2023 ABS data)

- 36% of occupations are in national shortage
- Community and Personal Service Workers (24%), Machinery Operators and Drivers (34%), and Labourers (36%) - also impacted by region.

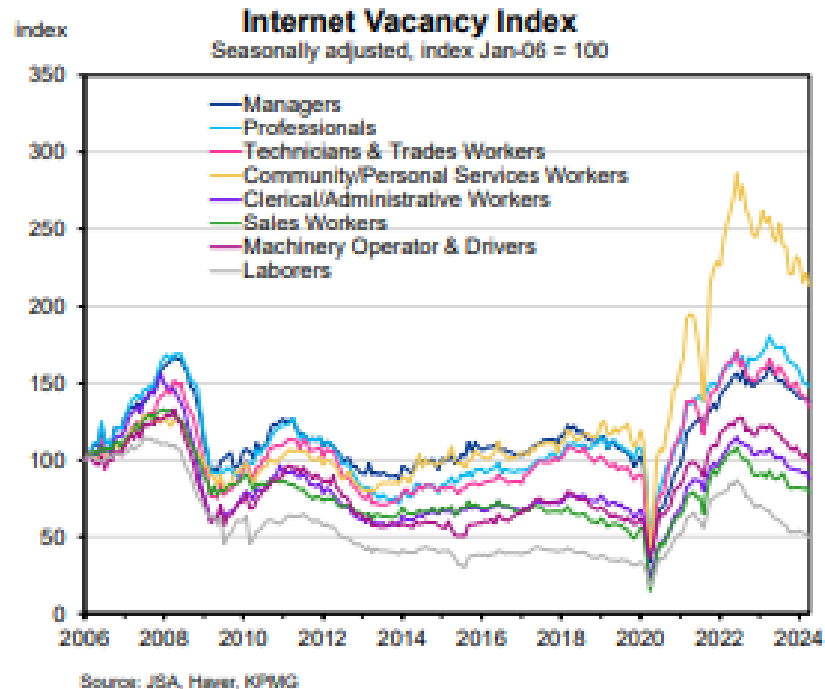
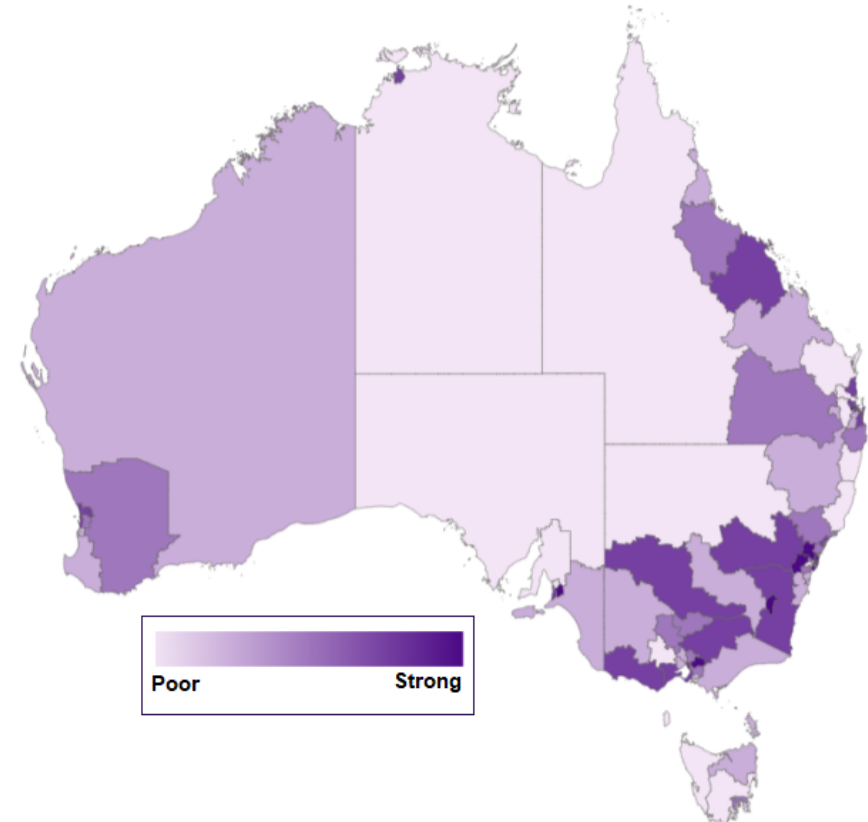


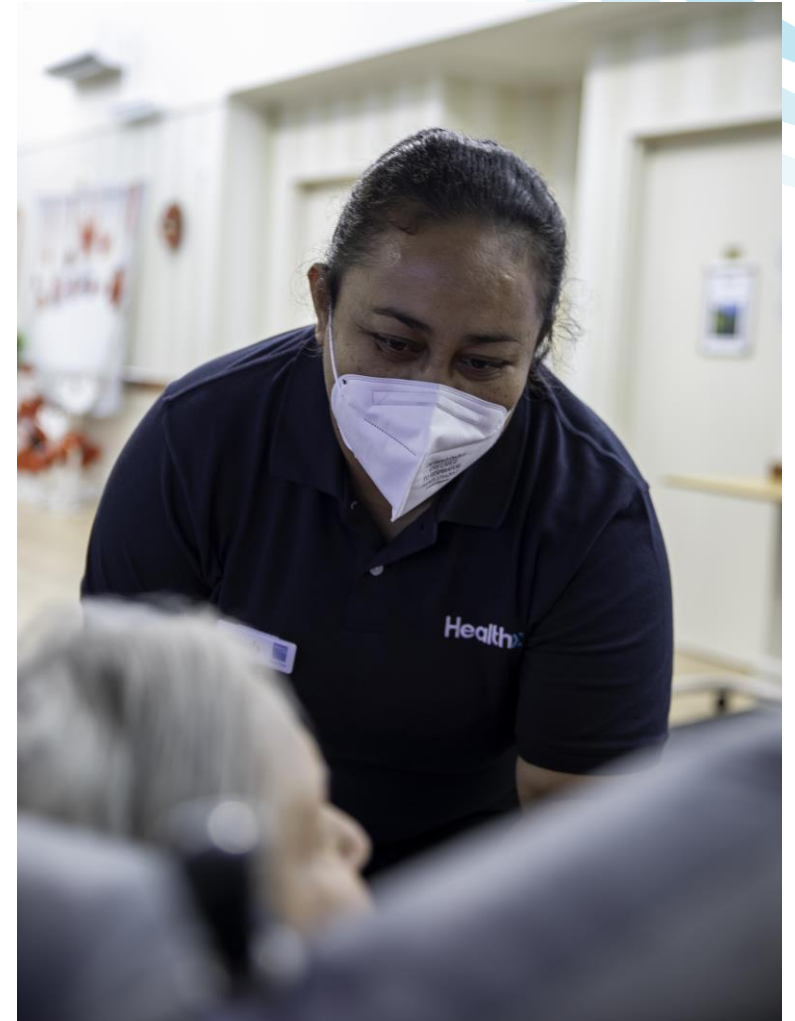
Chart 4: RLMI ratings of relative labour market performance, March 2024



Source: JSA, Regional Labour Market Indicator (RLMI), March 2024

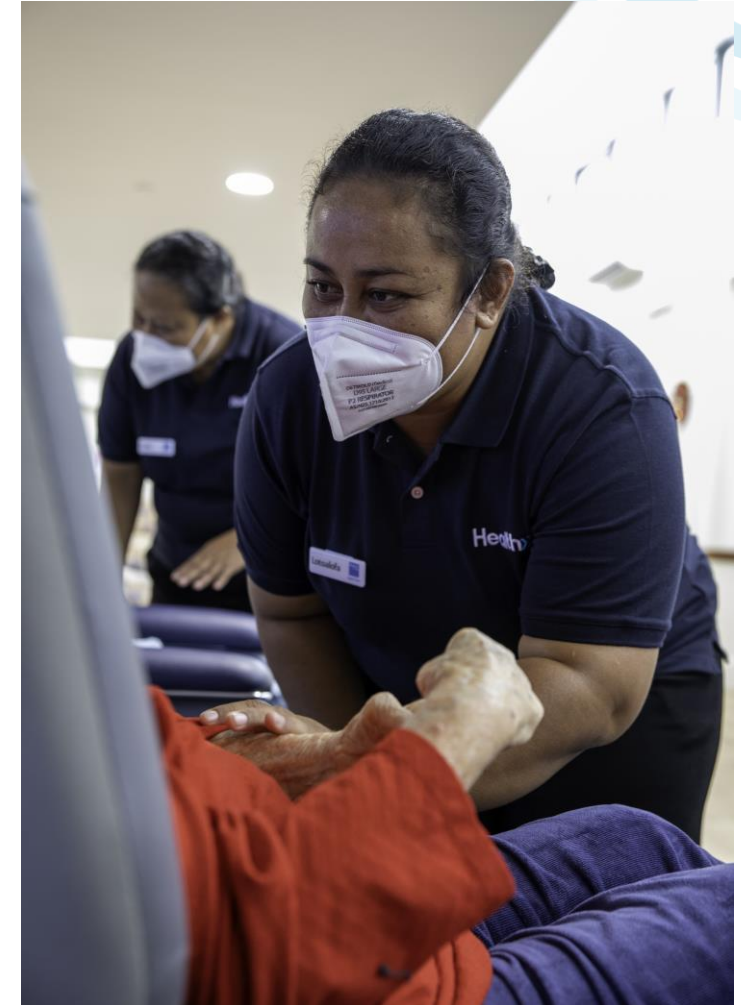
PALM Aged Care Expansion Pilot

- The Aged Care Expansion (ACE) program is a work + learn opportunity for PALM workers to support Australian labour gaps
- Individuals complete their Certificate III in Individual Support (Ageing) and have the right to work with the same approved employer for up to 4 years
- So far 496 PALM workers have commenced Certificate III in Individual Support (no qualifications prior to mobilisation)
- 382 workers have completed their training and are now working across the participating aged care employers



Case Study: Samoa ARRCS recruitment

- Australian Regional and Remote Community Services (ARRCS)
- Shortlist of suitable candidates provided from Samoa's In-Country Recruitment Database (IRD) work ready pool by Samoa's Labour and Employment Export Program (LEEP)
- Employer collaborated with Australian Training Organisation to deliver First Aid Certificate to shortlisted applicants in Samoa (First Aid is a subject from the Certificate III in Individual Support)
- 20 Samoans from this group commence work in Australia as Personal Care Assistants (no formal qualification)
- Workers complete the Certificate III in Individual Support while in Australia (one day per fortnight provided for study)
- Existing Samoan Personal Care Workers at ARRCS mentor the new trainees and assist with study.
- Upon completion of the training, workers will be promoted to Personal Care Workers



Informal skills

Tracer study preliminary findings

Tracer study: Samoa snapshot

- 97 in-depth interviews (38% men, 62% women) over 3-year period
- Most participants were recruited based of IRD profile and health/fitness test alone - no prior quals
- Horticulture workers felt they had best skills alignment, through experience subsistence farming
- Soft skills were rates as most helpful for work readiness in PALM, including English language, communication, leadership and logistics
- Peer encouragement and on-the-job learning were crucial in first weeks in a role

“I was doing farming work in Samoa, but inside the packing shed here, I’ve learnt that its very fast paced work. I felt prepared when I came to Australia even though it’s very different to Samoa.” - woman employed in horticulture

Everyone has a part to play in building a house and it’s the same with growing and harvesting a banana tree.” - man employed in horticulture

Everyone has a part to play in building a house and it’s the same with growing and harvesting a banana tree.” - man employed in horticulture

Tracer study: Skills gained

- Over half of all participants felt they had acquired new skills (practical, transferable, soft skills)
- Referenced specific skills relating to soil/plant treatment, machine operation, harvesting as well as general time management/budgeting
- Horticulture workers felt they had best skills alignment, through experience subsistence farming
- Skills were gained through work, but also through engaging with people from different backgrounds/experiences, and living independently
- There remains uncertainty around how to apply new skills upon return, with opportunities to better connect skills with working context upon return

I drive them (machines), work on them, change the settings, figure out what is wrong and report this to maintenance. I even worked with maintenance to design a machine for packing.” - man employed in horticulture

“My English improved in Australia, and I think that’s what helps me in Samoa with tourists” - man employed in meat processing

“I want to make a small farm. I already did this, when I went home before - I tried to do banana farming at home. When I go back, I want to start a farm and use the practices I learned here.” - man employed in horticulture

“For me it would be hard to do this work in Samoa because we don’t have the machinery and for what I see our products in Samoa are nicer and more organic.” - man employed in horticulture

Challenges and opportunities:

- Domestic challenges- accommodation, cost of living, dispersed location of workers
- Provide more opportunities for developing skills prior, during and after mobilization - soft and formal
- Data - better documentation of skills gains and requirements - to be discussed on Thursday (In-Country Recruitment Database)
- Align overseas skills demand/development to local skills demand (where possible) and visa versa - how can we best do this?

Questions?

