Victorian Employer Skills Survey 2018

Arts and Recreation Services

Of the 13,600 employers responded to the *Victorian Employer Skills Survey* in 2018, nearly 450 were from the Arts and Recreation Services industry. Employers report that skills are important to productivity, but many are facing challenges filling jobs and finding the right applicants with the right skills. These challenges are faced both now, and are expected to continue into the future. However, a high proportion of employers that access training to improve the skills of their workforce report a positive impact on productivity and return on investment.

The statistics below reflect the experience of employers in the Arts and Recreation Services industry compared to the overall Victorian average.

**Productivity**

**Skills are important to productivity**

Businesses with a lack of skills found it had a medium impact on workplace productivity.

**High impact**

Arts and Recreation Services: 31%

Victoria: 28%

**Medium impact**

Arts and Recreation Services: 43%

Victoria: 56%

**Low impact**

Arts and Recreation Services: 26%

Victoria: 15%

**Impact of insufficient workforce skills**

Businesses lacking skills mainly reported the following workplace issues:

**Increased workload for other staff**

Arts and Recreation Services: 67%

Victoria: 66%

**Increased operating costs**

Arts and Recreation Services: 40%

Victoria: 46%

**Poorer quality of service/products**

Arts and Recreation Services: 40%

Victoria: 40%

**Challenges**

**Managing the skills of the workforce**

Employers reported that recruitment was challenging due to candidates not having the required skills or being job ready.

More than a quarter of employers saw the need to improve the skills of existing staff.

**Finding people with the right skills**

Arts and Recreation Services: 58%

Victoria: 59%

**Finding job ready candidates**

Arts and Recreation Services: 35%

Victoria: 35%

**Faced challenges training staff to keep skills up to date**

Arts and Recreation Services: 27%

Victoria: 27%

**Recruitment challenges**

Employers facing recruitment challenges mainly reported applicant related reasons for their difficulties.

**Agreed roles were difficult to fill**

Arts and Recreation Services: 53%

Victoria: 59%

**Lacked relevant experience**

Arts and Recreation Services: 53%

Victoria: 56%

**Few applicants**

Arts and Recreation Services: 50%

Victoria: 52%

**Lacked technical / job specific skills**

Arts and Recreation Services: 38%

Victoria: 52%

**Skills**

**Skills needed now and for the future**

**Businesses are concerned they may not have the skills they need for the future**

Arts and Recreation Services: 25%

Victoria: 26%

**Businesses lack the skills they need today**

Arts and Recreation Services: 10%

Victoria: 12%

**Businesses believe they have the skills needed for today and for the next 12 months**

Arts and Recreation Services: 65%

Victoria: 62%

**Type of skills lacking today and in the next 12 months**

Employers who lack the skills today, or expect to over the next year, identified various skills needs.

**Technical / job specific skills**

Arts and Recreation Services: 58%

Victoria: 68%

**Customer service skills**

Arts and Recreation Services: 39%

Victoria: 32%

**Management / leadership skills**

Arts and Recreation Services: 37%

Victoria: 39%

**Training**

**Employers’ access to training**

**Employers supported staff training last year**

Arts and Recreation Services: 64%

Victoria: 64%

Employers who supported training either utilised external trainers or made provisions for training within the organisation by other staff.

**Internal training**

Arts and Recreation Services: 56%

Victoria: 57%

**External training**

Arts and Recreation Services: 77%

Victoria: 82%

**Training contribution and quality**

Employers who supported training agreed it had a positive contribution to productivity and business success.

**Positive return on investment**

Arts and Recreation Services: 89%

Victoria: 90%

**Positive impact on productivity**

Arts and Recreation Services: 80%

Victoria: 90%

**Training is a priority for the workplace**

Arts and Recreation Services: 94%

Victoria: 94%

**Quality of provider training was high**

Arts and Recreation Services: 88%

Victoria: 88%