

# Rental, hiring and real estate services

*...covers rental and hiring services including motor vehicle and transport equipment rental and hiring, farm animal and blood stock leasing, heavy machinery and scaffolding rental and hiring, video and other electronic media hiring and rental, leasing of intellectual property and real estate services.*

This suite of Industry Snapshots complements *Future Focus*, the 2013 National Workforce Development Strategy. These snapshots provide additional information and analysis on each industry to assist stakeholders in planning for the future of their industry or sector. It should be noted that the longer term data contained in this publication is based on AWPA's four scenarios for Australia to 2025 and is not intended to be compared to other data sources or projections.

## Key points

- ▶ Rental, hiring and real estate services employs approximately 196,200 people, accounting for just under two per cent of the total Australian workforce.
- ▶ More than three-quarters of the rental, hiring and real estate services workforce (77 per cent) are employed in small-sized enterprises (i.e. those which employ less than 20 workers).
- ▶ The industry has an above-average proportion of female workers, with 50 per cent compared to 46 per cent for all industries.
- ▶ Around one third (33 per cent) of employment in rental, hiring and real estate services occurs in regional and remote areas, slightly below the all-industry average of 37 per cent.<sup>1</sup>
- ▶ One in five workers within the industry has completed a Certificate III/IV level qualification, with a further 15 per cent having attained a Diploma or Advanced Diploma.
- ▶ A detailed employment profile for rental, hiring and real estate services (including information on its workforce, industry and occupational characteristics) can be found at [www.skillsinfo.gov.au](http://www.skillsinfo.gov.au).

## Industry outlook

The rental, hiring and real estate services sector is a small but important industry, contributing 2.3 per cent (\$32.2b) to the Australian economy in terms of total industry value added in 2011-12.<sup>2</sup>

### Short-term growth

Employment in the rental, hiring and real estate services sector has declined by 1.3 per cent over the past five years, however growth has been variable across the industry subsectors. Employment in Rental and Hiring Services (except Real Estate) has decreased by some 6,500 workers over the past five years, representing a decline of 13.3 per cent. In comparison,

<sup>1</sup> Regional and remote areas are defined as those outside state capital cities.

<sup>2</sup> 'Industry value added' is the measure of the contribution by industry to gross domestic product (GDP) at basic prices. ABS (2012) *Australian System of National Accounts*, cat. no. 5204.0, Table 11. Industry value added for the rental, hiring and real estate services sector excludes ownership of dwellings.

employment in Property Operators and Real Estate Services has risen by 6,900 workers, or 4.5 per cent, over this period.

**Table 1 Current and past employment in rental, hiring and real estate services**

Industry	Current employment		Past growth: five years	
	'000	% of total	'000	%
<b>Rental, Hiring and Real Estate Services</b>	<b>196.2</b>	<b>1.7</b>	<b>-2.5</b>	<b>-1.3</b>
Rental and Hiring Services (except Real Estate)	42.2	0.4	-6.5	-13.3
Property Operators and Real Estate Services	159.2	1.4	6.9	4.5
<b>All industries</b>	<b>11,588.7</b>	<b>100.0</b>	<b>798.1</b>	<b>7.4</b>

Note: Data for industry subsectors may not sum to the industry total because data for each subsector have been separately seasonally adjusted and trended and at the higher levels include 'not further defined' categories. Source: ABS (2013) *Labour Force Australia*, February, cat. no. 6291.0.55.003 (DEEWR trend).

## Long-term growth

Australia needs to position itself in a world where work is changing rapidly. Technological innovation, globalisation, the Asian century and new patterns of work are impacting on the demand for skills and the speed of change is making it hard to predict and plan for the future.

To deal with this uncertainty, AWPA has adopted a scenario planning approach to help us overcome these limitations in making projections about the future. Scenarios are alternative visions of potential futures, and provide a means to make decisions that take account of uncertainty.

AWPA developed four possible, plausible scenarios for Australia to 2025.

- ▶ In the **Long Boom** scenario, the high demand for resources traded with China and other countries continues. Industries challenged by the high terms of trade undertake structural adjustment. This results in a scenario of sustained prosperity and a restructured economy.
- ▶ In **Smart Recovery**, the challenges facing Europe and the United States affect financial markets. This means low growth for Australia to 2014–15. Growth then improves and Australia benefits from industry and government strategies to implement a knowledge economy.
- ▶ In **Terms of Trade Shock**, resource prices fall mainly due to increased supply from other countries, the Australian dollar falls and we move to a broader-based economy.
- ▶ **Ring of Fire** is a risky world with multiple economic and environmental shocks resulting in ongoing lower growth.

Economic modelling against each of these four scenarios was undertaken by Deloitte Access Economics (DAE) to determine the skills demand for the economy into the future.<sup>3</sup>

As Table 2 shows, employment in the rental, hiring and real estate services industry is forecast to grow relatively strongly whatever scenario eventuates. Growth for Property Operators and Real

<sup>3</sup> A description of the scenarios and the Deloitte Access Economics modeling of employment in each, with state and territory breakdowns, is available at the AWPA website [www.awpa.gov.au](http://www.awpa.gov.au).

Estate Services is predicted to be above-average in all four future worlds between 2011 and 2025, while employment in Rental and Hiring Services (except Real Estate) is expected to decline by between 1.2 and 2.7 per cent per annum across all scenarios.

**Table 2 Average annual industry employment growth in four scenarios, 2011–18 and 2011–25 (% per annum)**

Industry	Long Boom		Smart Recovery		Terms of Trade Shock		Ring of Fire	
	2018	2025	2018	2025	2018	2025	2018	2025
<b>Rental, Hiring and Real Estate Services</b>	3.0	2.2	2.1	1.5	1.9	1.0	1.4	0.7
Rental and Hiring Services (except Real Estate)	-1.8	-1.2	-2.7	-1.9	-2.9	-2.4	-3.3	-2.7
Property Operators and Real Estate Services	4.4	3.1	3.4	2.4	3.3	1.9	2.7	1.5
<b>All industries</b>	<b>2.1</b>	<b>2.0</b>	<b>1.5</b>	<b>1.5</b>	<b>1.7</b>	<b>1.6</b>	<b>0.8</b>	<b>0.7</b>

Source: Deloitte Access Economics (2012) *Economic modelling of skills demand and supply*, Scenario output—detailed employment results.

## Occupation outlook

### Key occupations

The top ten rental, hiring and real estate services occupations account for over half of total employment within the industry, at 62.6 per cent. Real Estate Sales Agents constitute the largest occupation by a wide margin, at 35.2 per cent of the total workforce. In comparison, the next largest occupation is Receptionists, which accounts for only 4.5 per cent of total industry employment.

**Table 3 Top ten rental, hiring and real estate occupations**

Occupation	People employed	Industry employment
	'000	% of total
6121 Real Estate Sales Agents	74.2	35.2
1499 Other Hospitality, Retail and Service Managers	9.5	4.5
2245 Land Economists and Valuers	8.5	4.0
5421 Receptionists	8.0	3.8
5311 General Clerks	6.7	3.2
5121 Office Managers	6.2	2.9
6219 Other Sales Assistants and Salespersons	5.8	2.7
6211 Sales Assistants (General)	4.8	2.3
5211 Personal Assistants	4.2	2.0
2211 Accountants	4.1	1.9
<b>Total rental, hiring and real estate</b>	<b>210.8</b>	<b>62.6</b>

Source: ABS (2013) *Labour Force Australia*, detailed quarterly report, 2012 average of four quarters, cat. no. 6291.0.55.003.

## Short-term growth

Table 4 shows current employment and past growth for the occupations that feature prominently within the industry. **Note that the figures refer to the expected number of people in these occupations across all industries, not just in the rental, hiring and real estate services sector.**

Employment growth among key occupations has been mixed over the past five years, with employment of General Clerks; Other Sales Assistants and Salespersons; Personal Assistants; and Other Hospitality, Retail and Service Managers growing by more than a third during this time. By contrast, employment of Office Managers; Land Economists and Valuers; Accountants; and Receptionists has decreased over the past five years.

The largest occupation within rental, hiring and real estate services, Real Estate Sales Agents, grew substantially over the past five years, with a 17.9 per cent increase in employment. (Again, it should be noted that while occupations such as General Clerks are employed across a wide range of industries with only around 3 per cent employed in the rental, hiring and real estate services sector, over 90 per cent of Real Estate Sales Agents are actually employed within rental, hiring and real estate services.)

**Table 4 Current and past employment in key occupations**

Occupation	Current employment (all industries)		Past growth: five years	
	'000	% of total	'000	%
6121 Real Estate Sales Agents	80.9	0.7	12.3	17.9
1499 Other Hospitality, Retail and Service Managers	63.9	0.6	16.0	33.5
2245 Land Economists and Valuers	13.5	0.1	-1.1	-7.7
5421 Receptionists	176.4	1.6	-3.1	-1.7
5311 General Clerks	204.1	1.8	70.0	52.2
5121 Office Managers	126.9	1.1	-16.7	-11.6
6219 Other Sales Assistants and Salespersons	15.0	0.1	4.3	39.6
6211 Sales Assistants (General)	492.5	4.4	12.0	2.5
5211 Personal Assistants	59.2	0.5	6.3	11.9
2211 Accountants	158.4	1.4	-7.9	-4.7
<b>All employed</b>	<b>11,588.7</b>	<b>100.0</b>	<b>798.1</b>	<b>7.4</b>

Source: ABS (2013) *Labour Force Australia*, February, cat. no. 6291.0.55.003 (DEEWR trend)

## Long-term growth and job openings

Table 5 indicates the long-term net job growth per annum expected in these occupation groups, according to Deloitte Access Economics' economic modelling of the scenarios. In contrast to the reported decline in employment for Land Economists and Valuers over the past five years, this occupation is expected to grow strongly in the years to 2025 across all four scenarios, with particularly high employment growth forecast in the shorter-term, to 2018. A similar pattern of growth is projected for Real Estate Sales Agents; Other Sales Assistants and Salespersons; Office Managers; and Accountants.

Of the remaining key occupations, Personal Assistants is the only one expected to show a decline in employment to 2025, while Sales Assistants (General) and Other Hospitality, Retail and Service Managers are anticipated to have a below average rate of growth in all four future worlds.

**Table 5 Average annual occupation growth in four scenarios, 2011–18 and 2011–25 (%pa)**

Industry	Long Boom		Smart Recovery		Terms of Trade Shock		Ring of Fire	
	2018	2025	2018	2025	2018	2025	2018	2025
6121 Real Estate Sales Agents	3.4	2.7	2.5	2.1	2.5	1.7	2.0	1.3
1499 Other Hospitality, Retail and Service Managers	0.9	1.4	0.4	1.1	0.5	1.1	-0.1	0.5
2245 Land Economists and Valuers	5.8	3.8	4.3	2.9	4.1	2.5	3.1	1.7
5421 Receptionists	2.0	1.8	1.3	1.3	1.9	1.5	0.7	0.4
5311 General Clerks	4.0	3.1	3.2	2.6	3.5	2.6	2.3	1.6
5121 Office Managers	3.4	2.2	2.7	1.8	2.8	1.8	2.1	1.2
6219 Other Sales Assistants and Salespersons	4.5	4.4	4.1	4.0	4.1	3.9	3.7	3.5
6211 Sales Assistants (General)	1.2	1.1	0.9	0.7	1.3	0.7	0.8	0.2
5211 Personal Assistants	-0.6	0.1	-1.4	-0.4	-1.2	-0.3	-2.2	-1.2
2211 Accountants	3.2	2.5	1.9	1.7	2.0	1.9	0.8	1.0
<b>All occupations</b>	<b>2.1</b>	<b>2.0</b>	<b>1.5</b>	<b>1.5</b>	<b>1.7</b>	<b>1.6</b>	<b>0.8</b>	<b>0.7</b>

Source: Deloitte Access Economics (2012) *Economic modelling of skills demand and supply*, Scenario output—detailed employment results.

As noted, the data in Table 5 concerns employment growth in an industry. The number of total **job openings** which includes both employment growth and **the replacement resulting from individuals leaving the occupation net of those re-entering** can also be estimated. This replacement requirement is particularly significant in industries where there are high numbers of people retiring or leaving the occupation.

Table 6 shows the average annual job openings projected in key rental, hiring and real estate services occupations to 2025. In the years to 2025, the occupations with the highest proportion of expected job openings are Sales Assistants (General); Land Economists and Valuers; Receptionists; General Clerks; and Real Estate Sales Agents—all of which are forecast to have above-average rates of job openings per annum.

Personal Assistants and Other Hospitality, Retail and Service Managers are the only occupations with job openings significantly below the all industry average to 2025.

**Table 6 Average annual job openings per annum, 2011 to 2025, in four scenarios**

Occupation		Long Boom		Smart Recovery		Terms of Trade Shock		Ring of Fire	
		('000)	%	('000)	%	('000)	%	('000)	%
6121	Real Estate Sales Agents	4.1	4.7	3.5	4.0	3.1	3.7	2.7	3.2
1499	Other Hospitality, Retail and Service Managers	2.6	2.5	2.4	2.2	2.3	2.2	1.9	1.7
2245	Land Economists and Valuers	0.7	6.0	0.5	5.1	0.5	4.7	0.4	3.9
5421	Receptionists	9.3	4.8	8.1	4.3	8.7	4.5	6.2	3.4
5311	General Clerks	10.6	4.7	9.2	4.2	9.4	4.2	6.7	3.2
5121	Office Managers	5.9	3.6	5.0	3.1	5.1	3.2	3.9	2.5
6219	Other Sales Assistants and Salespersons	0.8	4.9	0.7	4.5	0.7	4.4	0.6	4.0
6211	Sales Assistants (General)	35.7	6.3	33.3	6.0	33.5	6.0	30.6	5.4
5211	Personal Assistants	1.7	1.7	1.4	1.2	1.4	1.2	1.1	0.4
2211	Accountants	7.8	4.1	6.1	3.4	6.5	3.5	4.6	2.6
<b>All occupations</b>		<b>576.4</b>	<b>4.4</b>	<b>500.9</b>	<b>3.9</b>	<b>513.3</b>	<b>4.0</b>	<b>391.4</b>	<b>3.1</b>

Source: Deloitte Access Economics (2012) *Economic modelling of skills demand and supply*, Scenario output—detailed employment results. Net replacement demand by AWPA (2013).

As Table 7 shows, in a number of cases, more job openings are created by replacement as by new growth. For example, despite the lack of substantial annual growth to 2025 for occupations such as Sales Assistants (General), Receptionists and Personal Assistants (as shown in Table 5), we can anticipate that what job openings there are will be driven primarily by replacement demand rather than new growth. This trend is expected to apply across all four scenarios.

High replacement demand is attributable to workforce dynamics such as the rate of job turnover, as well as workforce demographics such as the age profile of current workers.

Conversely, the majority of job openings for occupations such as Other Sales Assistants and Salespersons; Other Hospitality, Retail and Service Managers; General Clerks; Office Managers; and Accountants is expected to be driven by growth (that is, new jobs) in the three higher growth scenarios.

Job openings within key occupations such as Real Estate Sales Agents and Land Economists and Valuers are expected to be strongly influenced by economic factors, with job openings driven by growth under the Long Boom and Smart Recovery scenarios, but by net replacement requirements in the Terms of Trade Shock and Ring of Fire worlds.

**Table 7 Total job openings (growth and net replacement) in four scenarios, 2011 to 2025**

**7.1 Long Boom**

Occupation		Total growth (persons)		Net replacement estimates (persons)		Total job openings (persons)	
		('000)	%	('000)	%	('000)	%
6121	Real Estate Sales Agents	34.7	55.8	27.4	44.2	62.1	100.0
1499	Other Hospitality, Retail and Service Managers	26.7	67.8	12.7	32.2	39.4	100.0
2245	Land Economists and Valuers	6.0	58.3	4.3	41.7	10.2	100.0
5421	Receptionists	49.3	35.4	90.1	64.6	139.4	100.0
5311	General Clerks	102.0	64.1	57.1	35.9	159.0	100.0
5121	Office Managers	53.5	61.0	34.2	39.0	87.8	100.0
6219	Other Sales Assistants and Salespersons	10.9	88.6	1.4	11.4	12.3	100.0
6211	Sales Assistants (General)	97.7	18.2	438.5	81.8	536.2	100.0
5211	Personal Assistants	11.2	44.8	13.9	55.2	25.1	100.0
2211	Accountants	67.6	57.7	49.5	42.3	117.1	100.0
<b>All occupations</b>		<b>3889.7</b>	<b>45.0</b>	<b>4755.6</b>	<b>55.0</b>	<b>8645.3</b>	<b>100.0</b>

**7.2 Smart Recovery**

Occupation		Total growth (persons)		Net replacement estimates (persons)		Total job openings (persons)	
		('000)	%	('000)	%	('000)	%
6121	Real Estate Sales Agents	26.0	50.0	26.0	50.0	52.0	100.0
1499	Other Hospitality, Retail and Service Managers	23.2	65.3	12.3	34.7	35.5	100.0
2245	Land Economists and Valuers	4.3	52.5	3.9	47.5	8.2	100.0
5421	Receptionists	34.7	28.6	86.5	71.4	121.2	100.0
5311	General Clerks	83.0	60.4	54.3	39.6	137.3	100.0
5121	Office Managers	42.7	56.5	32.9	43.5	75.6	100.0
6219	Other Sales Assistants and Salespersons	9.6	87.6	1.4	12.4	11.0	100.0
6211	Sales Assistants (General)	69.4	13.9	429.9	86.1	499.3	100.0
5211	Personal Assistants	7.3	35.4	13.2	64.6	20.5	100.0
2211	Accountants	45.9	49.9	46.0	50.1	91.9	100.0
<b>All occupations</b>		<b>2953.2</b>	<b>39.3</b>	<b>4559.6</b>	<b>60.7</b>	<b>7512.9</b>	<b>100.0</b>

### 7.3 Terms of Trade Shock

Occupation		Total growth (persons)		Net replacement estimates (persons)		Total job openings (persons)	
		('000)	%	('000)	%	('000)	%
6121	Real Estate Sales Agents	20.7	44.6	25.6	55.4	46.3	100.0
1499	Other Hospitality, Retail and Service Managers	22.8	64.8	12.4	35.2	35.2	100.0
2245	Land Economists and Valuers	3.7	48.7	3.9	51.3	7.5	100.0
5421	Receptionists	41.5	31.8	89.0	68.2	130.5	100.0
5311	General Clerks	85.4	60.7	55.2	39.3	140.7	100.0
5121	Office Managers	43.1	56.6	33.1	43.4	76.2	100.0
6219	Other Sales Assistants and Salespersons	9.4	87.4	1.4	12.6	10.8	100.0
6211	Sales Assistants (General)	68.2	13.6	434.8	86.4	502.9	100.0
5211	Personal Assistants	7.7	36.6	13.4	63.4	21.1	100.0
2211	Accountants	51.0	52.2	46.7	47.8	97.7	100.0
<b>All occupations</b>		<b>3080.4</b>	<b>40.0</b>	<b>4619.3</b>	<b>60.0</b>	<b>7699.6</b>	<b>100.0</b>

### 7.4 Ring of Fire

Occupation		Total growth (persons)		Net replacement estimates (persons)		Total job openings (persons)	
		('000)	%	('000)	%	('000)	%
6121	Real Estate Sales Agents	15.2	38.1	24.7	61.9	40.0	100.0
1499	Other Hospitality, Retail and Service Managers	17.2	59.2	11.9	40.8	29.1	100.0
2245	Land Economists and Valuers	2.4	39.7	3.6	60.3	6.0	100.0
5421	Receptionists	10.4	11.2	81.9	88.8	92.3	100.0
5311	General Clerks	49.3	49.2	50.9	50.8	100.2	100.0
5121	Office Managers	27.4	46.5	31.5	53.5	58.8	100.0
6219	Other Sales Assistants and Salespersons	8.0	85.9	1.3	14.1	9.3	100.0
6211	Sales Assistants (General)	39.2	8.5	419.9	91.5	459.1	100.0
5211	Personal Assistants	3.3	21.0	12.5	79.0	15.9	100.0
2211	Accountants	26.1	37.7	43.1	62.3	69.2	100.0
<b>All occupations</b>		<b>1532.9</b>	<b>26.1</b>	<b>4338.5</b>	<b>73.9</b>	<b>5871.4</b>	<b>100.0</b>

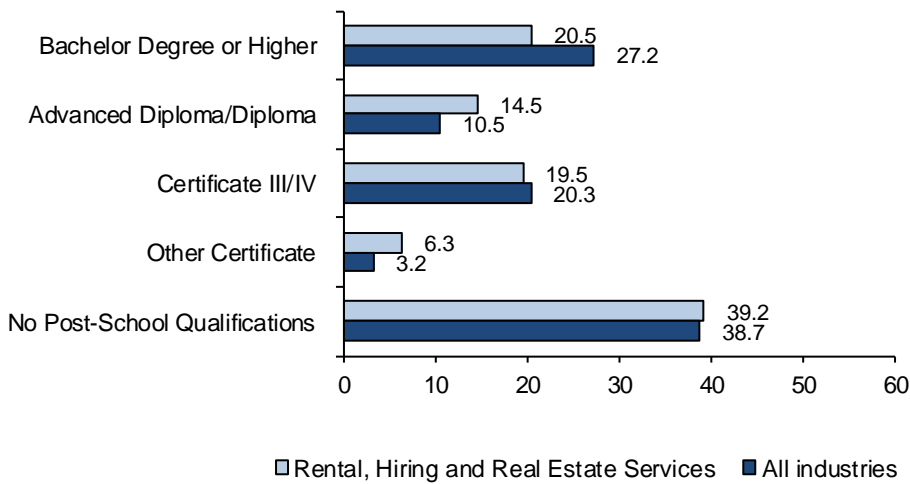
Source: Deloitte Access Economics (2012) *Economic modelling of skills demand and supply*, Scenario output—detailed employment results. Net replacement demand by AWPA (2013).



## Education and training profile

More than a third of workers in the rental, hiring and real estate services sector hold a Certificate III/IV or a Diploma or Advanced Diploma. This indicates that vocational education and training is a vital source of skills for the industry.

**Figure 1 Education profile of the rental, hiring and real estate services workforce (%)**



Note: Excludes 'Level of education not stated' from total.

Source: DEEWR (2012) *Australian Jobs 2012* (ABS 2011 Census data).

Figure 2 illustrates how demand for qualifications is expected to change over time. It shows the current education profile for each respective occupation: across all industries and within the rental, hiring and real estate services industry. It also shows projected levels of educational attainment to 2025 by each occupation group depending on which of the four scenarios eventuates.

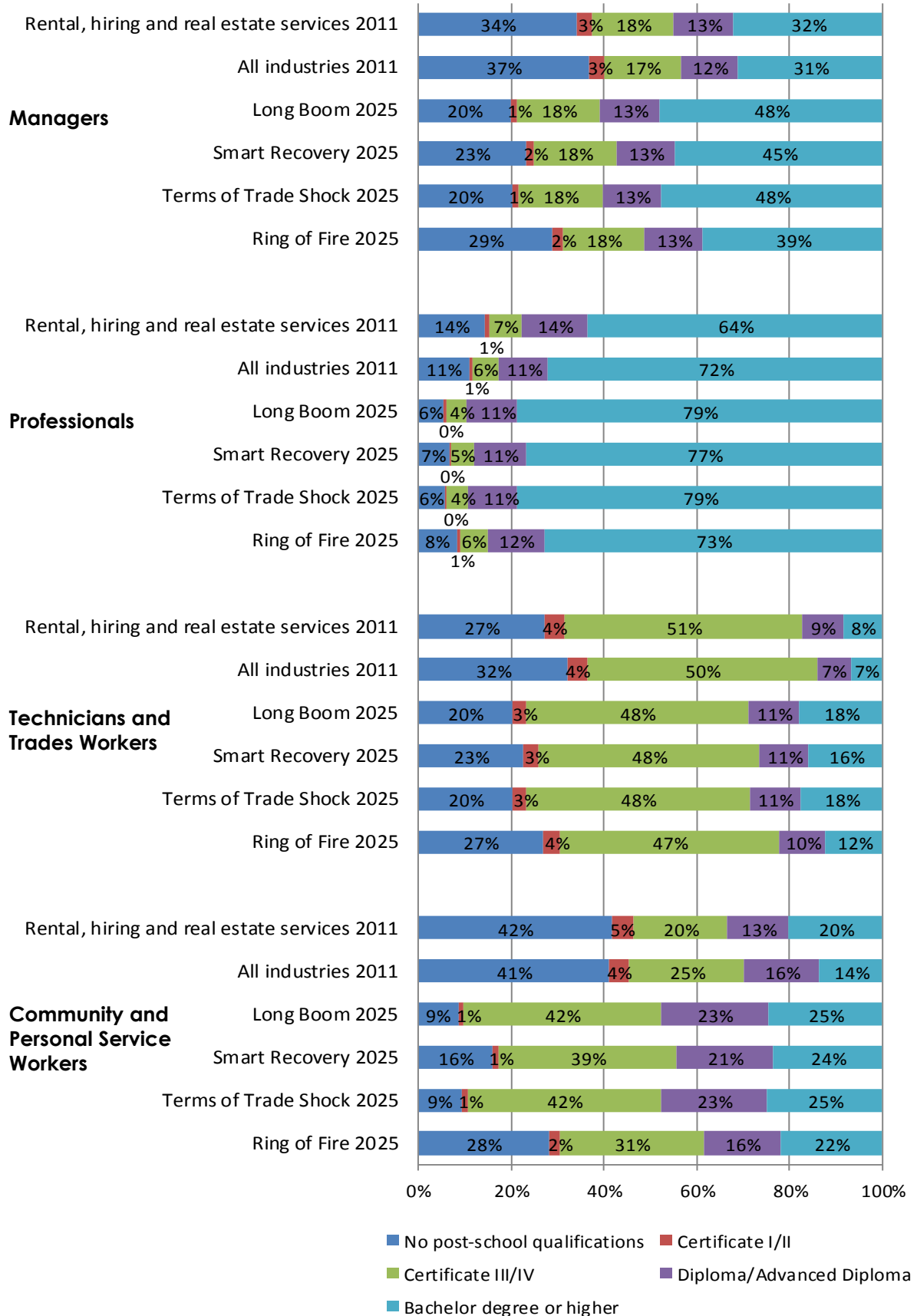
As Figure 2 illustrates, managers with no post school qualifications are predicted to upskill in the years to 2025, with the proportion of managers with a Bachelor degree or higher expected to increase from 32 per cent in 2011 to between 45 and 48 per cent under the three higher growth scenarios, and to 29 per cent under Ring of Fire.

Professionals are also expected to upskill over time, with the proportion with no post-school qualifications expected to halve by 2025.

Among technicians and trade workers, the proportion with no post-school qualifications is expected to decrease across all four scenarios, with a number of workers holding Certificate I/II and Certificate III/IV qualifications expected to upskill to a Bachelor degree or higher by 2025.

The increase in qualification holding in the years to 2025 is expected to be most dramatic for community and personal service workers; clerical and administrative workers; and sales workers—particularly under the three higher growth scenarios. The growth in qualifications among these occupation groups is predicted primarily at the Certificate III/IV and Diploma/Advanced levels.

**Figure 2 Educational attainment in the rental, hiring and real estate services industry by occupation, 2011 and projections to 2025 (%)**





Source: ABS (2012) *Survey of Education and Work 2012*, cat. no. 6227.0; and DAE (2012) Unpublished data.

## Specialised occupations

In *Future Focus*, the 2013 National Workforce Development Strategy, AWPAs has proposed that national planning for skills and industry workforce development should focus on **specialised occupations**. Specialised occupations are defined as those 'where specialised skills, learned in formal education and training, are needed at entry level and where the impact of market failure is potentially significant for the economy and/or the community.'

Specialised occupations demonstrate these characteristics:

- ▶ long lead time—skills are highly specialised and require extended learning and preparation time over several years;
- ▶ high use—skills are deployed for the uses intended (i.e. good occupational 'fit');
- ▶ high risk—the disruption caused by the skills being in short supply is great, resulting either in bottlenecks in supply chains or imposing significant economic or community costs because an organisation cannot operate; and
- ▶ high information—the quality of information about the occupation is adequate to the task of assessing future demand and evaluating the first three criteria.

Monitoring skills supply, especially for specialised occupations, will remain a critical element in meeting our workforce needs.

Specialised occupations associated with the rental, hiring and real estate services industry include:

### **Accountants**

### **Land Economists and Valuers**

### **Architects and Landscape Architects**

### **Surveyors and Spatial Scientists**

### **Urban and Regional Planners**

The specialised occupations list also includes property-related occupations, such as civil engineers and construction tradespersons. These are captured under the industry snapshot for the construction industry.

More detailed information about specialised occupations is available in *Future Focus, 2013 National Workforce Development Strategy* at <http://www.awpa.gov.au>.

## Example workforce development initiatives

Investment in workforce development has been shown to maximise people's capabilities, lift productivity and increase workforce participation. Employee satisfaction levels and engagement also increase when enterprises make better use of their employees' skills.<sup>4</sup> Current workforce development initiatives in rental, hiring and real estate services include the following examples:

- ▶ [www.constructmycareer.com.au](http://www.constructmycareer.com.au) is a website that has been developed to provide information especially relevant to young people planning a career in the building and construction industries. Various parts of this industry involve property development and management, maintenance and asset security.
- ▶ CPSISC is holding a series of **workforce development workshops** across regional centres to help employers understand more about the workforce development and various government funds available to support employers investing in their workforce. More information can be found at [www.cpsisc.com.au](http://www.cpsisc.com.au).
- ▶ **Human Resources Information Tools & Resources** have been developed by the CPSISC to assist enterprise with human resources functions. Information, case studies and templates are included that illustrate concepts relevant to the Property Development, Sales and Management Sector qualifications and skill sets and relevant training units. For further information, see [www.cpsisc.com.au](http://www.cpsisc.com.au).

---

<sup>4</sup> Skills Australia (2012) *Better use of skills, better outcomes: A research report on skills utilisation in Australia*.