

INDUSTRY PROFILE - Road Transport Passenger



**Transport, Postal & Warehousing
Road Transport Passenger**

ANZSIC: 4621, 4622 and 4623

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Contents

1. Background.....	3
1.1 Industry Regulatory / Licencing Bodies.....	3
2. Workforce Opportunities and/or Challenges for Industry	3
2.1 <i>Industry Overview</i>	3
2.2 <i>Industry opportunities</i>	3
2.3 <i>Supply and Demand for Workforce</i>	Error! Bookmark not defined.
2.4 <i>Technology</i>	7
3.Environmental, Social and Corporate Governance (ESG).....	7
4. Training and Education Needs	8
4.1 <i>Current and Anticipated Training Needs</i>	8
4.2 <i>Training Challenges and Opportunities</i>	9
4.3 <i>Career Pathways and Graduate Outcomes</i>	11
5 References	12
4 Industry Consultation:	19

1. Background

1.1 Industry Regulatory / Licencing Bodies

- The Department of Transport and Main Roads WA are the entities responsible for licensing and regulatory requirements in the road transport industry.
- In mid-2019, the *Transport (Road Passenger Services) Act 2018* replaced the *Taxi Act 1994* and parts of the *Transport Co-ordination Act 1966*.¹ Owned taxi plates in Perth have now been converted to 'Passenger Transport Vehicle authorisations'. Taxi-car licences in regional areas will be transitioned to Passenger Transport Vehicle Rank or Hail (PTV-RH).

2. Workforce Opportunities and/or Challenges for Industry

2.1 Industry Overview

Please note this response relates to the Road Passenger Transport Industry (comprising Taxi and On-demand/rideshare Operators, Bus, Charter, and Tour Bus Operators). Please see the other Industry Profiles in the Series for Road Freight (comprising Freight and Mobile Cranes) or Furniture Removalists).

Other sectors within the Transport, Postal and Warehousing sectors (i.e. Postal and Warehousing and Logistics) are also available, please refer to those for more information, or contact the LDSC.

2.2 Supply and Demand for Workforce

Bus, Charter and Tour Bus Operators

- Patronage on public buses is recovering, with Bus drivers continuing to be in high demand, particularly in areas servicing the Public Transport Authority Contracts. In addition, the current METRONET work on the Armadale line will see replacement bus services added. This will likely also increase the demand for drivers as this work continues over the next year. Full services on the Airport Line, including bus services, commenced on Monday 10 October 2022. Many bus services changed with the introduction of the new line, requiring additional drivers or shifts to accommodate these changes. This will likely also increase the demand for drivers as this work continues over the next year.
- The State Government, in partnership with the Shire of Esperance, is introducing a trial town bus service in Esperance to improve public transport access to the town centre and surrounding suburbs. The service, which starts on Monday July 4 and will run for 12 months, includes three new bus routes, each operating three times a day from Monday to Friday. This may increase demand for skilled drivers in this region.
- In an effort to increase job security for drivers the PTA has awarded Transdev with a 10 year contract to operate Transperth services in the Fremantle and Rockingham-Mandurah areas. Tenderers were required to provide their best price to deliver the service; meet new obligations to provide more permanent full-time employment for bus drivers; and meet fairer and more consultative industrial relations requirements. Transdev also has national and international experience in electric bus operation, something the State Government is committed to delivering. In WA Transdev employs approximately 800 people and operates 400 buses.
- Charter and Tour bus Drivers continue to be in high demand, particularly for regional areas in line with the demand for the hospitality and tourism industries. The school sector also uses these drivers to service regional or remote school bus runs.
- The role of bus driver typically attracts a diverse migrant workforce (from both interstate and international migration). However, it should be noted, that migration pathways are not always used. In many cases, the international migrant workforce often possesses university qualifications from their country of origin (such as accounting or engineering degrees). However, due to difficulties within the transition and skill recognition processes these qualifications are often unrecognised. In some cases, these workers are seeking temporary employment until they are able to pursue alternative career pathways within their chosen field of expertise and aligned to their educational background. This has led to high turnover within this industry with workers transitioning out into other industries.

- Both metropolitan and regional employers are continually seeking opportunities to promote these positions to women and other minority groups, or to those with limited experience (who have newly acquired the HR licence or are able to attain it). Some companies have specific strategies to boost female participation in their workforce through their traineeship schemes or other policy changes such as scheduling changes to make it more attractive to mothers returning to the workforce.
- With mining activities continuing to grow state-wide, companies are increasing the use of Bus in/Bus Out (BIBO) as an alternative to self-drive previously utilised by some mining companies, especially in the Goldfields-Esperance region to better manage fatigue within their workforce. This will place further drains on the available workforce with the skills to take on these roles.

On-demand Transport (Rideshare and Taxi Drivers):

- Post Covid-19 has seen an increase in activity for most taxi providers within regional centres, with many regional operators now unable to meet the rise in demand (due to the loss of drivers who exited the industry), and a low volume of rideshare operators available in regional areas to pick up the deficit. The Taxi industry continues to experience disruption due to rideshare operators. Regional operators have been particularly affected, with many owner/operators changing the hours they operate or withdrawing services.
- The Taxi driver occupation continues to experience labour shortages, which are higher in regional centres. particularly for those drivers with a Multi Purpose Taxi (MPT) classification.
- It is important to note, the ANZCO Occupational classification does not apply to rideshare drivers.
- Although rideshare riders are increasing their presence into WA, their services are limited in regional zones and have not offset the absence of taxi provides in these areas. This is further exacerbated by rideshare drivers being ineligible to provide services through the Taxi User Subsidy Scheme (TUSS) provided through the Department of Transport. As such these shortages in regional areas especially are being felt acutely by those vulnerable road users who rely on these services to access healthcare and other services.
- As a result of the increased competition with rideshare operators as well as the restrictive Award rate (which has not increased for many years and has prevented owners from offering more competitive salaries) many operators are having to revise services, limiting hours/days of availability, with many operators resuming driving roles themselves to combat labour shortages. This has had limited success and the LDSC has been advised many regional outlets, such as those in the Pilbara and Great Southern regions, have closed their doors permanently, taken on second jobs (in alternate industries) or are considering closing. These factors will continue place even higher demand for skilled and experienced workers over the next five years.
- Most taxi driver/s / Operator/s within this industry operate under Bailment or lease agreements with Taxi Operators they have the option to choose which jobs they undertake through Despatch. This has resulted in a deficit of available taxi drivers during certain shifts where rideshare operators may have had high turnout (i.e. Friday night or events) and thus work may not be guaranteed. Creating further supply deficits for both rideshare and taxi drivers being available during certain times of the evening or other circumstances, such as long distance fares, that rideshare drivers have not compensated for and further exacerbating the shortages of taxi drivers during these peak times. These factors will continue to create an undersupply of taxi drivers, particularly for those with the MPT classification.
- There continues to be a rise in on demand operators, which are also seeing a rise in hire car services such as Splend which was launched in Perth to capitalise on the arrival of ride-share giant Uber. Splend charges Uber drivers \$269 a week to hire its cars, with the subscription covering comprehensive insurance, vehicle servicing, plus driver mentoring and coaching. The Owner has since raised \$60 million to buy fleets in almost every Australian city, including 60+cars already on the road in Perth and he plans to increase that to 600 by the end of the year.
- Wheelchair accessible vehicle (WAV) taxi services across Western Australia are set to expand, following a \$1.5 million State Government investment in the upcoming 2022-23 State Budget, including for a new Regional WAV Taxi Service Grant Scheme. The scheme will provide financial support to encourage the establishment of WAV taxi services in regional towns such as Broome, Denmark and Esperance, and support WAV taxi services in other towns to meet demand or ensure

continuity of service. An annual allocation of \$115,000 through the scheme will increase the existing WAV Modification Grants from \$15,000 to \$20,000 to support the costs of installing wheelchair hoists and associated modifications. Although industry is receptive to additional funding, many are unsure if this will be enough to keep their business afloat given other business pressures. See Taxi Driver Occupation for more details.

- As a result of downsizing or withdrawing services many vulnerable road users have been unable to access vehicles or drivers to receive healthcare or attend other engagements. To further expand on this Drivers with a MPT (Multi-purpose Taxi) classification and associated vehicles (ie wheelchair/scooter accessible) are only eligible to provide services to vulnerable road users under the Taxi User Subsidy Scheme (TUSS) scheme, rideshare drivers are unsuitable for TUSS passengers to use due to the scheme, access to these specially modified vehicles as well as appropriate training in this area. This has created further demand for these experienced and skilled drivers, resulting in undersupply.

2.3 Existing and anticipated supply and demand for skills

- There is high demand for Charter and Tour Bus drivers State-wide, however, this is higher for regional centres as the pool of workers continues to experience high levels of attrition due to many older workers no longer wishing to take on these roles. This is most often due to complexities associated with receiving their pension whilst working part time or casual hours.
- The ebb/flow of tourism in these regions, which is only now seeing a greater resurgence from international and intra-state travel, will increase this demand for drivers in these areas.
- As the available pool of potential workers with the appropriate licences and experience is already limited in these areas, this has placed additional pressure on regional operators to source, attract and retain workers to replace them, with many small business operators returning to driving roles to fill these gaps.
- Within regional areas, workforce demand has been disrupted by the introduction of the rideshare economy, as changes to the Transport (Road Passenger Services) Act 2018 replaced the Taxi Act 1994 and parts of the Transport Co-ordination Act 1966 which included the Taxi Buy back scheme has affected the viability of regional businesses to continue operating. As a result of economic viability and increasing competition from rideshare operators many owner operators have had to reduce days of operation which has led to a loss of MPT drivers and services.
- To operate as a wheelchair accessible vehicle (WAV), on-demand rank or hail vehicles (taxis) must meet requirements outlined in the Disability Standards for Accessible Public Transport. Many models of imported vehicles do not meet the standards to operate as a WAV taxi in Western Australia and would not be eligible to offer these services.
- Taxi operators continue to increased efforts to engage job seekers, those with limited experience or minority groups with limited success. It should be noted, that although migration has been highlighted Taxi operators do not use migration pathways, in this case migrants or refugees have entered Australia through other programs, not directly sourced.
- To address shortages, taxi companies state-wide have engaged job actives (now employment service providers) or held their own recruitment seminars to attract recruits to the role. Often highlighting the flexibility of the role and hours as an incentive (given the award rates cannot be changed to offer more competitive salaries or bonuses). However, despite initial high surges of interest there has been limited success in engaging these individuals into Taxi Driver roles permanently due to the nature of contract work with companies.
- It is important to note that some underrepresented groups such as ex-offenders are not suitable to work as taxi drivers due to the licencing requirements imposed by the Department of Transport WA to register as a Passenger Transport Driver (PTD) authorised Driver.

2.3.1 Accessing Older Cohorts for Bus Driving Roles

- Many companies find that they mostly recruit from an older cohort who find the hours fit in with their desired lifestyle whilst supplementing their income. Additionally, older and retired cohorts are often desirable to employers because they are the most likely to be able to take on school or tourist

routes/shift work, have local knowledge, as well as tapping into experience, and the fact they already possess the required licence/s etc.

- Some of the regional challenges in accessing an older worker cohort for employers has been due to the penalties they encounter (ie reduction or loss of pension) for any part time work they do. This has created a de-incentivisation for older workers to take on extra hours due to the red tape in keeping their pensions for irregular work, despite their willingness and desire to do so. Creating a drain both on experience and the supply of willing workers who are not able to work without reducing their payments, and as one employer stated:
“...because Centrelink payments are reduced on an almost \$1:\$1 basis when they do [take on additional work]. The result is that they work for no return. It’s cutting off the supply of capable workers in the transport industry and robbing all sectors of wisdom and good work ethic.” (regional small employer, personal communication 2022).
- This issue was recognised and discussed in the Skills Summit held last year, and the Federal Government has announced a new scheme to allow a \$4000 income credit for age pensioners. This will allow pensioners who want to work to do so, without losing any of their pension entitlements. This will be a massive boost for regional employers in accessing and retaining these skilled and experienced workers for these types of roles.
- However, as this scheme is only available for the 2022-23 financial year, many employers are unsure what they will be able to do once this scheme expires to retain these workers on a longer basis. Particularly in areas which are considered tourism hotspots, and those with isolated or remote school runs.
- Industry actively seeks opportunities to attract underrepresented and underutilised group to industry. The new State Governments Life Experience campaign may be an asset in encouraging underrepresented groups to industry and TLI careers. The campaign targets participation in vocational education and training and the WA workforce by women, mature age workers and retirees re-entering the workforce, youth at risk, Aboriginal and Torres Strait Islander people, people from culturally diverse backgrounds and people with disability. Available support includes a range of specialist programs and services, free and low-cost training opportunities, pre-employment pathways and free career support through the State-wide network of Jobs and Skills Centres. There are also free and subsidised courses in foundation skills, and support to get people with a disability skilled for success in their studies and the workplace.

2.3.2 The impact of COVID-19 to the workforce

- During COVID-19 many drivers opted to leave industry due to the downturn in tourism (particularly for the regional centres) as well as their own health concerns. Where previously these workers were hard to source and retain, particularly in regional areas, demand for these workers has changed and is likely to remain variable. At the moment, state-wide tourism has increased in WA, due to marketing campaigns and state and Federal initiatives encouraging people to travel locally within Australia. Currently, the level of travel and tourism being seen may be higher than what is sustainable long term, and this will need to be monitored as it may have a flow on effect to the demand for tourism and charter services and thus Drivers.
- At the peak of COVID-19 regional bus companies were required to temporarily reduce workers due to the commercial impacts of COVID-19 which restricted tourism and travel due to inter-and intra-state border closures. This impacted business viability, and some smaller companies were forced to close or reduce schedules to maintain their workforce. As WA moves into the next phase of the pandemic it is still unclear as to how demand will be affected, and it is likely this may continue to experience peaks and troughs as tourism, work related absences, and Federal and State support packages to boost tourism are explored and utilised.
- Due to the impacts of COVID-19, restrictive legislation governing the taxi driver award rate, competition with rideshare drivers, and other factors, many regions are now withdrawing or limiting the availability of services. These market failure pressures have forced operators to take on second jobs, downsize or close their businesses, re-mortgage or have lost their homes, with mental health issues also greatly affecting those remaining within industry. There have been calls by both industry and parliament members to take real action to address the failures of industry reforms, with more

fair and just compensation for taxi licence owners to be considered, in line with the benchmarks recently set by NSW. Efforts are ongoing by industry to speak to WA Ministers to address this.

2.4 Technology

Autonomous Vehicles.

- The Queensland Government's Department of Transport and Main Roads (TMR) is delivering some of the key elements of CAVI through iMOVE. This included a connected vehicle trial involving over 355 drivers in Ipswich, and a Cooperative and Highly Automated Driving (CHAD) pilot with two research prototype platforms, one of which is a level 4 automated prototype vehicles.
- The area of AI and its impact on the assessment practices will need to be monitored. ChatGPT is a chatbot launched by OpenAI in November 2022 and has the ability to generate human-like text, making it capable of using natural language conversations. Due to this ChatGPT is having an impact on the Assessment space both at secondary schools and for those offering online learning in determining the authenticity of individuals work for assessment who may be using the AI to submit work not of their own making. Schools are looking for ways to mitigate these effects, with some planning to return to paper and pencil based assessments conducted in the classroom to ensure they are accurately assessing individuals understanding of concepts in their submitted work. This trend will need to be monitored to see how/if it affects the VET area. Within the UK they have also recognised the potential for students utilising ChatGPT with permission and if it may create biases in grading, as well as the possibility it could replace human instructors and how this may affect the fair grading and assessment of individuals work. Some National retailers are also investigating it's potential to provide training.
- In addition ChatGPT has also been identified as a possible area to assist in career planning. In particular it can Level up your job searches by targeting opportunities for career moves, assist in elevating résumés, and assist in preparing responses to interview questions. As not everyone has access to career resources this can be a hidden benefit of AI.
- Further there are concerns around the roll-out of such technologies (i.e. ChatGPT) and the lack of consultation, from both from a consumer/public perspective - large companies tend to trial new technologies on their customers without informing them (i.e. Kmart and Bunnings face recognition as an example). This has the potential to impact customers (i.e. customer experience/satisfaction) as well as workers (in regards to understanding how and when to utilise these technologies). These technologies are often introduced into workplaces without consultation with the workforce. The Award states there is a requirement for this to occur however, industry feedback has been that this is rarely enforced. Further this area will need to be monitored to ensure that workers gain the requisite skills to understand, interact with or use this technology. As well as to understand their rights if used in the workplace from an industrial relations perspective.

3.Environmental, Social and Corporate Governance (ESG)

Electric Fleet Vehicles and Hydrogen Vehicles

- Due to the requirement for lower carbon emissions, industry is investigating how to incorporate electric or hydrogen fuelled vehicles into their fleets. Currently, the infrastructure does not exist in Australia to support Hydrogen refuelling. However, BOC and BP Australia have announced a new agreement to build a hydrogen refuelling station at the bp Truckstop in Lytton, Queensland. It will be the first service station in Australia with hydrogen refuelling capability. This will need to be monitored as training and upskilling will need to be available for those interacting with this infrastructure.
- Within WA work is underway by the State government subsidise a new network of electric vehicle charging infrastructure throughout the state. The grants will meet about half the costs of buying and installing charging stations and associated software. The grant program is designed to maximise opportunities for daytime EV charging, promote off-peak EV charging, support the conversion of organisation fleets to EVs and, over time, stimulate a second-hand EV market. This will likely encourage a wider adoption of these vehicles for WA businesses over time.

4. Training and Education Needs

4.1 Current and Anticipated Training Needs

Bus, Charter and Tour Bus Operators

- There is no mandated qualification for this role and although applicants can become a bus driver through a traineeship in driving operations, organisations typically require applicants to have either a Heavy Rigid (HR) or a Heavy Combination (HC)/Multi Combination (MC) licence, with the organisations then providing in house training to further upskill participants to the role.
- However, Certificate III in Driving Operations is widely utilised as a traineeship and as a potential pathway into developing the skills and experience for their drivers. Within Metropolitan areas, bus drivers (including for passenger transport) are often put through the traineeship, in order to develop the experience needed for newer drivers, who may possess the licence but not the skills/experience needed for the role.
- The new job-ready Heavy Vehicle Driving Operations Skills set may offer industry a way to ensure new recruits to industry have gained some of the necessary experience to operate in these roles once they have obtained the necessary licence/s either prior to, or after employment. Once expanded to other regional centres, this skill set will be particularly relevant for regional centres who currently have limited, or no access to driver training in regional areas such as the Great Southern, or Northwest areas, and is creating additional financial costs for regional companies to pursue formal training pathways. Industry anticipates this may help alleviate some pressures and are looking forward to the State-wide rollout.
- the LDSC is still exploring the potential for a Heavy Vehicle Driver Apprenticeship to be established in WA and is working with industry to determine the suitability and fit for WA stakeholders through the Establishment and Variation of Apprenticeship process.

On-Demand Transport

- Typically a C Class drivers licence is required. For some rideshare operators and taxi operators access to vehicles is also necessary. There is no longer any mandated training for this occupation in relation to specific VET or other qualifications. However, most taxi operators continue to prefer to provide customer service and other critical skills seen as necessary for Taxi Drivers to be successful in this role.
- As well as an age limit of 20 years of age, to become a Taxi Driver and obtain a Passenger Transport Driver Authorisation (PTD) the following licences and information are required:
 - A current and valid Western Australian driver's licence or an equivalent driving authorisation from another jurisdiction, which must have been held for a period of 3 years
 - Individuals must not have been disqualified from holding or obtaining a PTD authorisation (i.e. safety or criminal offences recognised in the *Transport (Road Passenger Services) Act 2018*, associated regulations and other State and Commonwealth law that are more serious in nature).
 - Obtain a medical Assessment and Fitness to Drive Assessment
 - Obtain a National Police Clearance (must be less 3 months old)
 - Once the PTD authorisation is obtained, a Department of Transport Taxi ID Card is required to be displayed.
- Additionally, some organisations (such as large metropolitan based Taxi operators) may also require a [Work Safe Fatigue Management Online Course Certificate](#) (certificate of Completion) prior to employment. This is regulated under the Department of Mines, Industry Regulation and Safety. Completion of the Commercial Driver Fatigue Managing training from the Department of Mines, Industry Regulation and Safety may also be required.
- For Multi-Purpose Taxis, additional in-house driver training is available for those Drivers wishing to work with people with disabilities such as jobs including wheelchair scooters, wheelchairs, people with walking frames, crutches etc. For instance, one large metropolitan based company has

developed a MPT course which requires students to undergo a 3 step process in becoming an approved and trained MPT driver with their organisation. Drivers wishing to undergo this course must have a current WA taxi drivers' licence. (Swan Taxis)

4.2 Training Challenges and Opportunities

- Although these qualifications are being delivered in WA, many regional employers are still experiencing difficulties in sourcing trainers to deliver training in regional zones due to the high additional costs associated with getting a trainer to their region. Given this, many regional employers often develop their own inhouse training.
- Employers report they are interested in running VET training, however, the lack of available trainers/instructors has meant they have been unable to run training. One regional Goldfield's employer reported that training was shared across multiple employers (from different industries) however they were dissatisfied with the training as the trainer condensed their training into a much shorter program than what was offered in Metro areas.
- The impact to business operations within regional areas such as Goldfields-Esperance continues to limit available opportunities to new trainees or other job seekers. This is due to businesses struggling to remain viable and offer continuity of services, with some regional routes (such as isolated school runs) being closed due to the inability to find Drivers who will stay on to fulfil these routes.

4.2.1 Licencing Considerations for Employability

- *It should be noted that to progress through the heavy vehicle licencing levels participants are required to be a minimum of 21 year of age, for a HR licence participants must have possessed a car licence for at least 2 years (or a Light Rigid or Medium Rigid licence for 1 year). For a Heavy Combination (HC) licence participants must have a car licence for at least 3 years that is not provisional, as well as a Medium Rigid (MR) or (HR) licence for at least 1 year. For A Multi-Combination (MC) licence participants must have held a HR or HC Class Licence for at least 1 year. Although participants must have possessed a licence for a certain number of years to progress through the licencing levels it does not equate to actual driving experience and organisations provide in house training to ensure familiarity with their buses following participants becoming licenced. Currently to attain a car drivers' licence in WA, provisional drivers are required to log 50 supervised driving hours, however there is no prescribed hours attached to attaining a heavy vehicle licence in WA (Austroads, 2018). Changes to this approach could assist drivers to develop the proficiency needed to be more employable by industry (Austroads, 2018). Strategies to increase the prescribed hours to attain a licence for heavy vehicles in WA may be well-received and supported by industry as a means to increase the quality and experience level of candidates.
- Additionally, drivers in the passenger transport industry are required to possess a HR licence. As with other occupations requiring licences, possession of a licence does not indicate the level of experience drivers have acquired with many applicants not able to demonstrate the necessary ability or skill when applying for jobs, which further depletes the pool of suitable candidates.

4.2.2 Delays in attaining Licences

- In most roles for transport and logistics a C class drivers' licence is necessary. However, delays in attaining this due to age requirements or other issues (i.e. sitting the Practical Driving Assessment) can also result in delays for younger cohorts to enter industry if they do not possess this, or have the ability to attain it. A new driver's licence training initiative to remove barriers for young people training in the building and construction industry has also been recently launched in efforts to increase workers within the construction industry. The Construction Training Fund's \$1.26 million Driver's Licence Training Support Program will give students the opportunity to obtain a driver's licence while ensuring apprentices entering the construction workforce are job ready.
- As a driver's licence is a key requirement for many transport/construction roles. Access to a driver's licence was identified as a key barrier to apprenticeship employment for young people at the State Government's 2021 Skills Summit. The pilot program offers standard driver training and supervision

to help participants gain a valid Western Australian driver's licence. In addition, specialised training for driving in a construction environment, such as towing, safe management of vehicle loads, vehicle maintenance and driving in the sand will assist young people to develop awareness and skills in road safety and vehicle management. This will also increase the demand for both Assessors and Driving Instructors. This program would also be of benefit for the transport industry given that these roles are often seen as the entry-level point of many occupations with transport, warehousing and logistics industries.

4.2.3 Competency Based Licencing Changes, ANZSCO Occupational Review and Proposed Heavy Vehicle Driver Apprenticeship

- AustRoads have proposed a single national approach to heavy vehicle licencing, including a shift to competency-based training and assessment. This has been supported by National Associations, as well as some industry in WA. A shift to a competency based licencing system will have impact on the current truck driver training as well as the potential ANZSCO classification of Truck Driver (as the skill level will increase in line with the new licencing requirements potentially from a skill level 4 to a skill level 3).
- At the time of writing this submission the LDSC is continuing to hold conversations with industry regarding the proposed establishment of a Heavy Vehicle Driver Apprenticeship in WA. Currently, the proposal is on hold until a new proponent can be identified to progress the apprenticeship further through the Establishment and Variation of Apprenticeship (EVAC) Process. As this process may shift/modify the current proposed structure (initiated by AIS), the LDSC will provide no further comment on this at this time. However, the related documents will be submitted to the DTWD as attachments, however they are not approved for publication. If this goes ahead, both the training and supervision of supervisors and newly licenced and currently licenced truck drivers will need to be reviewed to ensure standards are met.
- There is also a push to standardise WA driving hours to other states, increasing it from 50 hours to 100 hours. Although the State Government is reviewing this, there is a concern this may be financially prohibitive. In addition, Workforce Australia Employment Services reports that stakeholders see this requirement as a large barrier to young people finding a job and undertaking study, particularly in regional and remote areas.
- Consultations with the ABS regarding the ANZSCO classification of occupations within Transport and Logistics for review. Road Transport occupations have been identified for review from November 2023.

4.2.4 Encouraging Greater Industry Diversity and Engagement

- As a broad comment, industry is open and willing to embrace strategies to encourage a wider and more diverse labour market, particularly in light of the ongoing and acute skills and labour shortages being experienced. However, given the complexities associated with the roles (due to the licensing, age requirements, knowledge, experience and/or qualifications required) this question cannot be answered here in depth.
- One of the issues identified is that employers are not able to easily navigate or find training products or training providers. This has limited their ability to engage with the VET system, with some employers commenting that the VET products exist already, they just didn't know how to make use of them. Multiple strategies are being investigated to engage employers and to develop this knowledge, some of these include:
 - Exploring the school-based pathway into industry (at year 12 and post year 12) and identifying what these job roles may look like for younger entrants prior to attaining some of the licences (due to age restrictions).
 - Working with VET Coordinators, Employment Service Providers (through DEWR) and Careers Advisors to raise the profile of transport and logistics careers through an industry tour day. Such a day would seek to identify the breadth and variety of roles, career pathway progressions of school leavers, job seekers etc, and the associated training/licences needed to enter industry at these various points.

- An employer forum to create better links between industry employers and high schools, migrants, refugees, veterans and women and other under-represented groups to foster employment pathways into industries.
- For those who have English as a second language, employers continue to highlight the need for better training to be incorporated around the following issues:
 - Clear communication/Articulation
 - Understanding Unique vocabulary association with the road users (i.e. terms and idioms unique to WA Drivers)
 - Cultural awareness and understanding – such as being able to ask for people to repeat questions, or challenging the perceived hierarchy to question decisions rather than immediately complying with instructions. Employers noted for some cultures, where obeying a hierarchy is seen as part of their culture, some employees may be reluctant to challenge unsafe decisions, or ask for instructions to be repeated for fear of reprisal (such as teasing)
- Although some of these concepts may be seen to be addressed in elements of the VET system, employers are noting that they don't fit the needs for drivers, particularly those drivers where English is a second language. This has created some safety issues, not just for bus drivers, but for truck drivers as well as some roles in warehousing and administration (ie forklift drivers) with employers expressing the desire for better training to be incorporated to address these issues and to provide confidence to challenge issues similar to that seen in Maritime or Aviation roles (i.e. “see something, say something”). These issues need to be addressed for both the new employee, as well as current employees.

4.2.5 The Growing importance of Digital and Technological Skills

- Technology and the requisite digital skills are increasingly becoming more in demand, across all driving roles. As even smaller operators are beginning to switch over to these systems. In addition, clear and English proficiency and communication skills are also required for customer service based roles as well as to ensure safe operations. These roles are often considered tour guides as well as Drivers.
- As technology grows, including the transition to electric vehicles, more companies are requiring their workforce to interact with technology and devices. Although some of this technology is some time away for WA, the future workforce will need to be highly skilled in customer service, as Drivers will provide end to end service to their patrons, as well as knowing how to interact and use new technology. In addition, those in higher level roles (or those following a career progression from bus driver to scheduler) will need to understand how to incorporate, curate, analyse and interpret big data within their companies (from scheduling when to fuel up vehicles, to vehicle maintenance and repairs, staff rostering and other areas where efficiencies can be improved through the use and implementation of big data).

4.3 Career Pathways and Graduate Outcomes

- Regional organisations, particularly small to medium sized enterprises, with limited access to training centres, typically prefer applicants to possess the necessary licences and then to provide in house training as required.
- Bus and coach drivers must also possess a Passenger Transport Driver (PTD) authorisation from the Department of Transport to drive a bus for hire or reward. Applicants can also become a bus driver through a traineeship in driving operations, which takes 24 months to complete.
- There is no need for Drivers to transition to further training for the Bus Driver role, unless they wish to pursue a related occupation within industry and advance their career pathway opportunities (i.e. Scheduling/Fleet or Transport Manager). Some Drivers may also require a working With Children Card when transporting students.
- Typically, bus companies within the Metropolitan area prefer to upskill their workforce through the use of the Certificate III in Driving Operations Traineeship. Due to the licencing components involved, and the safety implications, companies are unlikely to use school based pathways for this role. However, those larger companies that can offer a career pathway through other work (ie Yard operations,

warehousing) may be able to utilise a school based pathway which then evolves into the traineeship once they reach the requisite age to attain the licences. The LDSC is currently working with industry to investigate these pathways and to determine the suitability and viability of these as an option through the proposed heavy Vehicle Driver Apprenticeship.

- Customer service skills will also become more important for roles within the passenger transport workforce in ensuring safety of passengers as well as assisting business to retain and/or increase patronage within the passenger transport industry and present an opportunity for further training and development to be updated in this area. Most training is provided in house, with companies offering training on their specific systems. However, larger companies (i.e. bus) would consider alternative training models, particularly if there was funded, or partially funded access available to them to assist with the high cost of training.

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6. Industry Consultation:

Regular industry consultation is undertaken by the LDSC through the Road Transport Industry Advisory Group (IAG), the Registered Training Organisations (RTOs), LDSC Annual RTO Forum, the LDSCs Board of Management (BoM) meetings, regional consultations, participation in industry advisory committees, teleconferences, email and social media and the use of online surveys.

Participation in group and individual meetings varies year on year. Comprising: the Road Transport IAG (41 members; 18 small, 8 medium, 15 large organisations located in the metropolitan and regional areas of WA covering organisations in the freight, passenger, and on-demand transport area); the Furniture Removalist IAG (comprising 10 members of the Furniture Removalist Industry; 4 National, 6 small to medium); the Mobile cranes IAG (14 organisations comprising small medium and large operators in the Metropolitan, Goldfields-Esperance, northwest and southwest regions); the Warehousing and Logistics IAG (comprising 10 members made up of small, medium and large organisations, located predominantly in the Metropolitan area with depots or service provision and facilities in the Southwest and Northwest); and the RTO IAG (we invite 120 RTO Comprising small, medium and large private and public training providers). Please note, Industry union and association members are also invited to provide feedback.

Continued and ongoing contact is made throughout the year via emails, newsletters, surveys (our most recent State of the Industry Survey had 89 industry respondents: across all industries under the LDSC remit. This data has also been included in these responses); and other channels by the LDSC to members and non-members of the Road Transport IAG and RTO IAG networks.

In addition, participating organisations for the Road Transport and the Warehousing and Logistics sector included **many small, medium and large companies** with interests in Freight and passenger transport, local Chamber of Commerce and Industries (CCIs) across WA, **Industry Associations** (i.e. Crane Industry Council of Australia (CICA WA), Australian Furniture Removalists Association (AFRA), the Ride Share Drivers Association of Australia (RSDAA), WA Country Taxi Operators Association, Western Roads Federation (WRF) Transafe WA, Livestock and Regional Transport Association (LRTA), iMove, Freight and Logistics Council WA, Australian Trucking Association; The Chartered Institute of Logistics and Transport (CILTA), Freight and Transport (FT Alliance), and Supply Chain And Logistics Association of Australia (SCLAA)); **Unions** (i.e.. the Transport Workers Union (TWU)); Maritime Union of WA, CFMEU WA, Crane and Industry Council Australia (CICA) the **licensing/regulatory body for Road** (i.e. Main Roads WA, Worksafe WA); **Local and Commonwealth Government Departments** (i.e. the Department of Transport, Department of Infrastructure, Regional Development and Cities, and Defence West, the Western Australian Defence Industry Workforce Office (WADIWO), Road Safety Commission); and the **WA Industry Training Council Network** and **Registered Training Organisations** (RTOs).
