

INDUSTRY PROFILE - Freight Forwarding



Freight Forwarding

ANZSIC: 5292

Report Prepared August 2023

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Industry Background Freight Forwarding

Rail, Air and Sea Freight Forwarding

- A Freight Forwarder is a person or company that arranges shipments for shippers by coordinating with carriers. Traditionally they do not physically transport the goods but act as a middleman within the logistics network. Carriers use various modes of transportation such as ships, planes, trucks, and railways, and may use multiple modes for a single shipment.¹ For instance, a freight forwarder may arrange for cargo to be transported from a plant to an airport by truck, flown to the destination city, and then moved to a customer's building by another truck. Freight forwarders have various responsibilities such as transport tracking, document preparation, and warehousing. They also handle tasks such as storage, cargo space booking, negotiating freight charges, consolidating freight, getting insurance, calculating tariffs,² and filing claims. Shipping security and destination services are additional provisions using house bills of lading or house air waybills, and using agents or associates at the destination. International freight forwarders specialize in handling international shipments and have expertise in preparing and processing customs documentation. They review documents such as the commercial invoice, shipper's export declaration, bill of lading, and other documents required by the carrier or country of export, import, and/or transshipment. Modern freight forwarders offer an end-to-end process, shipping goods from the place of origin to their final destination. With Freight Tracking Technology, freight forwarding agents can access real-time freight information.

ANZSIC, traditionally there have been two main Freight Forwarding Industry sectors:

- Road Freight Forwarding
- Rail, Air and Sea Freight Forwarding

This split has usually been based on the knowledge, skills, and infrastructure required to perform the freight forwarding role within the sector. For example, international freight forwarding, which normally encompasses Rail, Air and Sea requires an extensive knowledge of tariffs, whilst Road requires an extensive knowledge of a country's internal road networks and strong links to industry providers in the road logistics space.

Legal

Overview of International Freight Forwarding Encompassing Air and Sea Freight

- To import goods into Australia, an import license is not mandatory for companies or individuals. However, certain imported goods may require permits to be cleared from customs control, irrespective of their value. Importers are responsible for ensuring that imported goods are properly labelled and comply with trade description regulations. For instance, goods requiring a trade description must be marked with the country of origin and an accurate description of the product. The main act that sets out the administrative and legal framework for the import and export of goods into and out of Australia is The Customs Act 1901³ The Act covers but is not limited to, the below areas:
 - Administration
 - Customs control examination
 - The importation of goods
 - Depots
 - Warehouses
 - Cargo terminals
 - provisions relating to excise-equivalent goods.
 - Information about persons departing Australia.
 - The exportation of goods
 - Electronic communications
 - Ships' stores and aircraft stores
 - The coasting trades.
 - Agents and customs brokers
 - Special provisions relating to prohibited items.
- The Customs Act is also important as it defines and sets out the requirements, one of which is a license, in relation to the role of a Customs Broker. Currently, the role of Customs Broker sits under the ANZSCO Occupation of

Import/Export Clerk as a Specialization- even though their roles and responsibilities differ considerably, and there is a licence requirement to be Customs Broker. The Logistics and Defence Skills Council (LDSC) recently assisted IFCBAA (The Peak body representing Customs Broker and International Freight Forwards) with their submission to the ABS 2023 review of ANZSCO where IFCBAA requested that the Occupation of Customs Broker be given its own unique 6 Digit ANZSCO code.

There are multiple additional subsidiary Acts that fall within the scope of International Freight Forwarding including:

The Commerce (Trade Descriptions) Act 1905 (the Act) and the Commerce (Trade Descriptions) Regulation 2016 (the Regulation).⁴ These set out which goods or classes of goods require labelling when being imported into Australia, what label is required and where the label must be applied.

The Aviation Transport Security Act 2004 provides the framework for the Aviation Transport Security Regulations 2005. These regulations require registration as a Regulated Air Cargo Agent (RACA) if a person operates a business that security clears, handles or arranges for the transport of international air cargo that has been security cleared. Those requiring a RACA include:

- couriers, freight forwarders and cargo agents
- cargo terminal operators at airports
- express post services
- regular international postal services
- truck drivers who transport air cargo between cargo terminals.

The Recycling and Waste Reduction Act 2020 regulates Export agents and freight forwarders who export waste through the provision of a Waste Export Licence.⁵

Road Freight Forwarding

- Unlike International Freight Forwarding, there are no specific Acts that target the roles, duties, and responsibilities of Road Freight Forwarding businesses that operate, and whose business primarily takes place, within Australia. However, there are areas of business activity inherent in transporting goods where Road Freight Forwarders must follow legal guidelines regarding business practices and health and safety laws to ensure they, and their workforce, have the correct licences or permits. Examples of these, based upon occupations within the sector, include but are not limited to:
 - Forklift Licence
 - Truck Licence
 - Permits to transport certain dangerous good.
 - The import and transport of certain plants, bulbs and cut flowers etc into West Australia.⁶
- The majority of WA Freight Forwarding workers are located in Perth close to the two major transport hubs of Fremantle Port and Perth Airport precinct (see Appendix A). Regionally, the workforce is concentrated in those locales that rely heavily on the movement of primary resources such as the mining sector and the agricultural sector - for example, Albany, Carnarvon, Karratha, and Port Hedland.
- Merchandise Export: According to Business Entry and Exit Data Year ending 2022, nationally West Australia is home to 8%⁷ of all Freight Forwarding businesses. In contrast, however, WA is the largest merchandise exporter of all the Australian States. accounting for 52% of total exports (\$240 billion) in the financial year ending 2021 and 44% (\$261 billion)⁸ in 2022.
- The primary exports of Western Australia comprise minerals and agri-food, while the main imports being gold for refining and re-export, and motor vehicles. The State's petroleum industry plays a significant role in both exporting and importing. Western Australia chiefly exports liquefied natural gas in the petroleum sector, whereas it imports refined oil products.^{9 10}

Workforce Reporting

- It is to be noted that even though there is an ANZSIC industry code for Freight Forwarding (ANZSIC 5292)¹¹ there are currently no specific ANZSCO occupations aligned to the sector - for example, there is not an ANZSCO occupation of 'Freight Forwarder'.¹ This means much of the detailed workforce data regarding occupations within the sector is based on the findings of the 2021 Census². The ABS do report quarterly workforce statistics for the sector as a whole. This data is aggregated under the broader division 'Other Transport Support Services (ANZSIC 529). Not only is this data not broken down into each Freight Forwarding sector (Rail, Air, Road, or Sea) it also includes other transport sectors that have quite significant workforces. Therefore, this data is less accurate in its potential to provide industry insights.
- Currently, the ABS categorises Freight Forwarders and Customs Brokers as specialisations under the ANZSCO Import Export Clerk (ANZSCO 591212). This categorisation is one the industry does not agree with and, in a recent submission to the ABS ANZSCO review, it was proposed that Customs Broker be established as a unique ANZSCO.

The above being the case the industry itself, through job roles, advertisements, and Peak Bodies, does have its own self-described "occupations" that it defines as particular to the industry sector.

- **Customs Broker:** a person or company that can provide many of the services of a Freight Forwarder. However, their role is less concerned with the physical movements of the goods and focuses on the oversight and handling of the processes involved as they enter or exit Australia. They can legally act on behalf of a client with regard to areas related to compliance and assessment.

*'The Customs Act 1901 (Customs Act) provides that only the owner of goods or a customs broker licensed by the Comptroller-General of Customs for the Department of Home Affairs (the Department) can submit an import declaration to enter goods for home consumption in connection with the importation of those goods.'*¹²

In Australia, all Customs Brokers are licensed by the Department of Home Affairs in line with Division 3 Part XI of the Customs Act. The licence comes with multiple obligations and conditions including the provision that 'A natural person who holds a customs broker licence must undertake accredited Continuing Professional Development (CPD)'.¹³

- **Freight Forwarder** is a broad term that encompasses many roles in the sector, ranging from administrative tasks to supervisory roles and even company ownership. The key responsibility of Freight Forwarders is to arrange the most suitable means of transportation for goods, utilizing the services of shipping lines, airlines, and road and rail freight operators, whilst taking into account the nature of the goods and the specific delivery requirements of customers.
- **Customs Clerk or Runner** is an administrative and clerical role in the preparation and processing of customs documents for a Customs Broker. Previous billing experience and/or customer service experience is generally required, and training is often provided up to a Certificate IV in International Freight Forwarding (Senior Operator).
- **Customs Managers** plan, organize, direct, control and evaluate the activities of their respective departments or establishments by supervising and mentoring the Customs Brokers and Clerks.
- **Freight Operations Clerk/Documentation Clerk/Import Export Clerk** is an administrative role in the Freight Forwarding industry. They maintain files within a company and make sure that documents get to where they

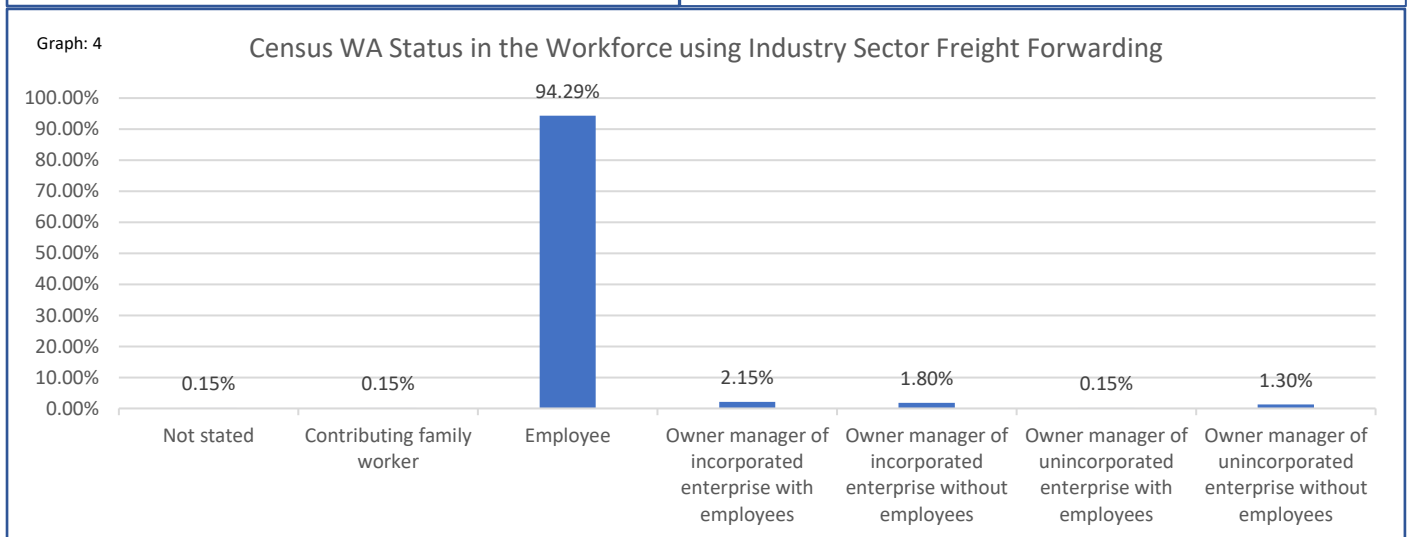
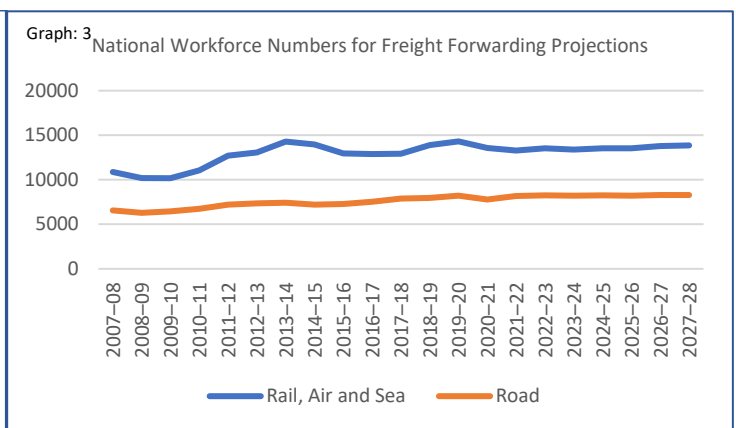
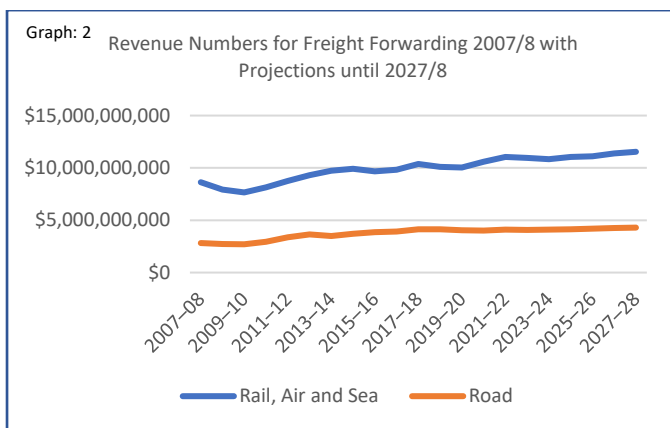
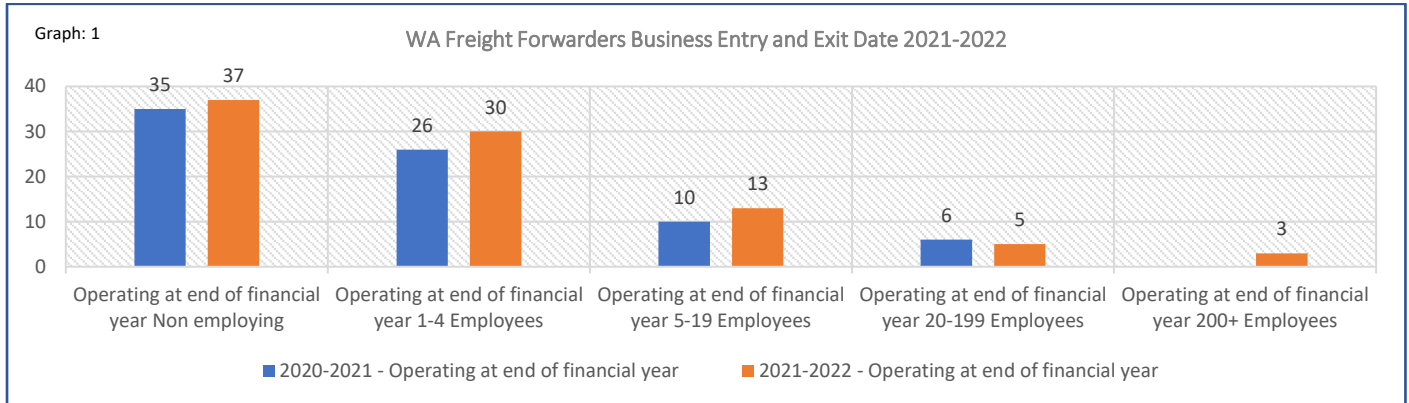
¹ The 2023 ANZSCO Review of Occupations has released Preliminary Proposed Changes as of August 2023. The proposed changes are for adding to ANZSCO two new Occupations - 591213 Customs Broker and 591214 Freight Forwarder. Data for these new Occupations should begin to be released in mid-2024.

² The main table criteria for generating Census reports was '4-digit level INDP Industry of Employment - Freight Forwarding'. Using this as the primary code it was then possible to identify what occupations exist within the industry.

need to go in order to expedite and route the movement of incoming and outgoing cargo and freight shipments in airline, train, and trucking terminals, and shipping docks. ³⁴⁵⁶

- **Freight Scheduler** responsibilities involve the coordination and booking of all outward or inbound freight and meeting scheduling requirements.

Industry Statistics



Graph 1 <https://www.abs.gov.au/statistics/economy/business-indicators/counts-australian-businesses-including-entries-and-exits/latest-release>

Graph 2 IBIS World I5292b Rail, Air and Sea Freight Forwarding in Australia & IBIS I5292a Road Freight Forwarding in Australia

Graph 3 IBIS World I5292b Rail, Air and Sea Freight Forwarding in Australia & IBIS I5292a Road Freight Forwarding in Australia

Graph 4 <https://www.abs.gov.au/statistics/microdata-tablebuilder/tablebuilder>

1. Workforce Opportunities and Challenges

1.1 Opportunities

- The industry has traditionally been difficult for job seekers to enter. This was due in part to its size but also because it is made up of either family-run businesses or if vacancies were to come up, job openings tended to be filled via word of mouth or internally. However, due to current labour force shortages leading to a scarcity of suitable workers, who in turn are being sought by other industry sectors, the Freight Forwarding sector has begun to see a need to proactively seek new entrants via non-traditional routes.
- In 2023, two important Free Trade Agreements (FTAs) were put into effect: the Australia-United Kingdom Free Trade Agreement (AUKFTA)¹⁴ and the Australia-India Economic Cooperation and Trade Agreement (AIECTA)¹⁵. The AIECTA serves as a precursor to a more comprehensive FTA with India, the Australia-India Comprehensive Economic Cooperation Agreement (AICECA). For Australia, the AUKFTA removes tariffs on over 99% of exported goods to the UK. The aim of AUKFTA is to “strengthen diversification and economic recovery’ and “create new export opportunities and jobs’¹⁶. The agreement provides significant opportunities for the International Freight Forwarding sectors that support agricultural products such as wine, honey, nuts, most processed foods, and fruits and vegetables.
- Domestic road freight forwarders should benefit from planned upgrades to State road and rail infrastructure. The WA Governments Building for Tomorrow website, as of August 2023, shows 61 Road Projects and 20 Rail Projects either recently completed, under construction, or in planning.¹⁷

1.2 Challenges

- The industry is aware of the challenges faced by the sector due to the diminishing number of entry-level roles. A lack of entry-level roles means there is a decreasing pool from which to develop professionals with the expertise to handle the complex system of tariffs, licenses, permits, and fees that are inherent in importing and exporting goods. This could impact the demand for these services. To solve this problem, it has been suggested that there should be more people training and working in related fields like import/export clerks and freight forwarding clerks to ensure a consistent supply of professionals in the industry.^{18 19 20}
- As service providers, it's important that Freight Forwarders and Customs Brokers fully understand the terms outlined in the AUKFTA and AIECTA. These terms include rules of origin that must be met before goods are eligible for preferential rates of duty under the FTAs. Additionally, there are specific documentary requirements to claim preference and restrictions on how goods can be shipped in order to maintain their preferential status. The challenge is ensuring that all those working in the sector remain up to date with the requirements of these new agreements.
- Census data show that the WA freight forward workforce is predominantly male, and aging. According to the 2001 census survey, the average age of those working in the transport sector was between 35-44 years old. In contrast, in the 2021 census, this number increased to 45-54 years old, which highlights the need to recruit younger talent to the industry. The challenge for the sector is ensuring the skills and knowledge of this cohort are passed on to the next generation of Freight Forwarders and Customs Brokers before they leave the industry.
- Amongst women, the transport industry has had a negative reputation that has discouraged them from pursuing careers in this field. To ensure the growth and sustainability of the transport sector, it is important to encourage and support women's participation in it. For example, Ms Amanda Bradfield, an operations manager at a WA freight forwarding company, was named a Gold Winner in the 2023 TITAN Women in Business Awards, in the category of Female Executive of the Year.²¹
- House prices and rental costs continue to be an issue.²² both to purchase and for rental. High housing costs mean it is difficult to fill positions - as people looking for employment either can't afford to live near the business or take work with better pay. For regional areas, this is made worse due to competition from the mining industry. High housing²³ costs also mean it is difficult to attract people who are willing to come to regions for work.^{24 25}
- All stakeholders reported childcare costs were an issue.^{26 27 28 29} Freight Forwarding has traditionally been a male-dominated industry sector. Due to the current workforce shortages, they are endeavouring to hire more women

to fill roles. However, without affordable childcare options taking on a part-time role is financially not viable - once travel costs and time are factored in. This issue is compounded as Freight forwarding businesses tend to be in ports/industrial areas away from either schools or public transport.³⁰

- Wholesalers represent a major market for road freight forwarders. They act as intermediaries, sourcing products from many different suppliers. Wholesalers use forwarding services to transport traded goods to and from ports and airports across the country. This means that many Freight Forwards' fortunes are heavily aligned with those of the Wholesale sector.
- Stakeholders report that the industry's attitude to training new entrants has shifted over the previous few years. Businesses were more open to hiring candidates and then providing training to fill in any shortfalls in their knowledge. Now, the industry is less inclined to hire a new entrant and train them often citing time and cost as the issue. However, the paradox for prospective job seekers³¹ is that they can't get experience and knowledge of the sector until they have a position.

1.3 Supply and Demand for Workforce

- There are many challenges when identifying workforce demand in the sector. Census and business entry and exit data show that there are only around 88 freight forwarding companies based in WA. Industry reports that many of the administrative and management roles are often occupied by company owners and when openings do come up, they have traditionally been filled through word of mouth. Roles such as Truck Driver or Forklift Driver are also often advertised locally and if advertised online the employer tends not to specify Freight Forwarding. This being the case, like the majority of logistics and logistics-aligned sectors, the industry reports that:
 - Demand is acute and persistent for Truck Drivers and Forklift Operators
 - Currently, demand for administrative roles is strong and persistent. This is due to the aging out of the workforce and the low rate of new entrants.
 - The demand for Freight Forwarders and Customs Brokers may be low at present, but it is still persistent. Industry reports suggest that this is due, in part, to the increasing use of technology, which has made entry roles redundant. Additionally, younger people's perceptions of the sector have also contributed to the lack of entry-level positions being filled. However, this could lead to problems in the future, as these roles have traditionally served as a way for individuals to gain entry-level experience and learn about the sector. Given the complexity of tariffs and legislation in international Freight Forwarding and the time it takes to develop relationships and knowledge more broadly, the lack of entry-level positions could lead to a sudden increase in demand in the future. This is particularly concerning because these roles are critical to the functioning of businesses.
- The Diversify WA framework offers a detailed economic plan for cooperation between the WA government, industry, and community. Its main goal is to create sustainable jobs, expand and diversify the economy, and attract investments to Western Australia. The most recent report released "Future State: Accelerating Diversify WA" identifies nine key areas that the State government will target. Of those nine, eight will be dependent on specialist equipment or products not manufactured in WA, which will therefore need to be imported. Even though much of the import/export activity will be of benefit to the International Freight Forwarding sector, the flow-on effects should drive increased business to the domestic road and rail freight sectors. These critical areas encompass:
 - Renewable hydrogen
 - Critical minerals
 - Carbon Capture, Utilisation and Storage
 - Liquefied Natural Gas decommissioning.
 - High-value food and beverage
 - Naval vessels
 - Medical products and digital health
 - Space and cross-sector technologies
- A review of 2016 and 2021 WA Census data shows that those Occupations that have increased the most in number are those working in the lower skill level roles - such as Truck Drivers, Forklift Drivers, Storeperson etc. This is understandable as they constitute the largest proportion of the industry workforce. However, in terms of percentage, the largest growth has been in customer service and support roles such as Clerks and Customer Service managers, and higher skill-level professional roles such as Finance Managers and Project Administrators.

- The advancement of technology in the freight forwarding industry has created more job opportunities. Specialized positions such as data analysts, supply chain technologists, and automation experts are becoming increasingly common. These professionals work together with freight forwarders to use technology to improve operations, simplify routes, and implement cost-effective strategies. Additionally, there is a greater need for cybersecurity experts due to the digitalization of freight forwarding which introduces new risks and vulnerabilities.

2. Technology

- Road freight forwarders are increasingly recognizing the importance of investing in business-to-business e-commerce technology. Major players in the express freight market use advanced automatic sorting equipment to consolidate loads for transport.³² ³³Barcode and RFID technologies are utilized to sort small freight packages, and proof of delivery systems are prevalent in the industry. Innovation in road freight has also helped forwarders to maintain their competitive edge, including introducing longer and heavier truck trailers (B-doubles and B-triples), improving aerodynamic truck design for significant fuel savings, advancing engine technology, and improving roads.³⁴
- Specialized roles like data analysts, supply chain technologists, and automation experts are becoming more prevalent. These professionals collaborate with freight forwarders to utilize AI technology to enhance operations, streamline routes, and implement economic strategies. Furthermore, there is a higher demand for cybersecurity as the digitization of freight forwarding exposes companies to new threats and weaknesses.

3. Environment and Social Governance (ESG)

- In the 2023-24 State Budget, approximately \$40 million has been allocated to develop a Climate Adaptation Strategy that will prepare WA for future climate impacts. The strategy outlines four main directions, which include creating reliable climate information, increasing public sector capability and accountability, strengthening partnerships to coordinate action, and supporting the climate resilience of Aboriginal people. The Freight Forwarding industry will be particularly affected where the strategy intersects with its business operations. For instance, climate impact mitigation strategies that aim to build resilience in road and rail infrastructure, or the creation of adaptation plans for sectors that Freight Forwarding is highly dependent upon such as primary industries and small to medium businesses.
- Biosecurity is an important part of protecting the States natural environment. Protecting WAs natural environment is a recognition of not only its economic benefit but also its value to both human health and WA's diverse cultural heritage. The Department of Agriculture, Fisheries and Forestry stipulates that Continued Biosecurity Competency (CBC)³⁵ must be completed by all accredited and approved persons (Licensed customs brokers or self-reporting importers) who undertake documentary assessment, preparation, and lodgement of Import declarations.³⁶
- As with many industry sectors, Freight Forwarding is aware that global warming is a threat to both the manufacturing of goods as well as to the supply chains that enable these goods to get to market. However, industry reports that they are faced with the conundrum of increasing costs to the consumer to pay for investment into sustainable practices, whilst fearing their competitors will opt not to invest and so not increase their prices.³⁷ In order to resolve this problem Federal Government has initially taken an approach that focuses on industry-led change to practices. For example, under the Recycling and Waste Reduction Act 2020 the government introduced measures focused on reducing the negative environmental impacts caused by the production, manufacture, and distribution of products. With regard to Freight Forwarding the measures encompassed aspects around the efficient use of resources through using recyclable packaging, and best practices in relation to reverse logistics.³⁸
- In Chapter 22 of the Australia and UK Free Trade Agreement (AUKFTA), both parties affirmed their commitment to addressing climate change, including under the United Nations Framework Convention on Climate Change done at New York on 9 May 1992 and the Paris Agreement done at Paris on 12 December 2015 ("Paris Agreement"), to which both Parties are a party, and recognises the importance of achieving their goals. The agreement also identifies key areas where Australia and the UK will seek to develop cooperative frameworks. Those affecting the

practices of International Freight Forwards include The Circular Economy, Air Quality, Ship Pollution, and the use of Ozone Depleting Substances - The industry is a significant user of Methyl Bromide which is used to fumigate imported goods. Not only is Methyl Bromide highly toxic, it is also an Ozone depleting substance.

4. Training and Education Needs

4.1 Current and Anticipated Training Needs

- WA 2021 Census data provides some guidance on potential areas where training may require review, or where the industry is upskilling itself. As expected, Logistics critical fields are at the top of the list, followed closely by business and accounting. What is of interest is Engineering and related technologies being fourth on the list. What this possibly points to is how important industries, such as mining and manufacturing, are to the WA Freight Forwarding sector and vice versa.

| Non-school qualification: field of study | % of Workforce |
|---|----------------|
| Purchasing, Warehousing and Distribution | 15.27% |
| Business and Management, nfd | 15.27% |
| Accounting | 9.16% |
| Engineering and Related Technologies, nfd | 5.98% |
| International Business | 5.09% |

- Industry reports that customer service skills are growing in demand. Customers now expect the same level of service from a Freight Forwarder/Customs Broker as they would from other service sectors. Not only do customer service staff need to be trained in using the logistics management systems they also need to have excellent soft skills, for example, the capacity to communicate complex shipment information to customers.³⁹

4.2 Training Challenges and Opportunities

4.2.1 Challenges

- Institutional training options are limited for people wanting to become Customs Brokers or Freight Forwarders. The issue for institutional providers is thin markets. i.e. are student enrolment numbers enough to justify the effort and cost of providing a qualification. Even if the occupation is strategically essential - this issue will always be a problem due to the low number of these types of roles in the sector.
- The freight forwarding industry has seen a rise in specialized job roles such as data analysts, supply chain technologists, and automation experts due to the growth of technology. However, as this technology becomes more integrated into supply processes, the risk of data breaches increases, leading to a higher demand for cybersecurity experts. One challenge faced by the freight forwarding industry, along with other sectors, is finding trainers and educators with industry and technical knowledge. Additionally, other sectors competing for these skills make it even more challenging.
- Due to the complex nature of roles such as Customs Broker and Freight Forwarder, the level of maturity required to perform them, and the risks to a company's bottom line, Industry does not use School Based Training or Job Ready programs for these roles.⁴⁰
- It can be challenging to locate VET placements for students seeking a career in Freight Forwarding. The industry has a small number of businesses, many of which are owned and operated by families. Stakeholders report that these smaller operators often offer career progression opportunities to family members, making it difficult for new entrants to find career pathways.
- For those roles that encompass the duties and responsibilities of Customs Brokers and Freight Forwarders, there is a significant amount of Continuing Professional Development (CPD). This CPD predominantly falls under the jurisdiction of the Department of Agriculture & Water Resources (for Continued Biosecurity Competency (CBC) and

the Department of Immigration & Border Protection (for Continuing Professional Development (CDP)). Industry reports that the amount of work needed to keep the required licences and permits has increased in terms of the number and frequency of legislative changes as well as in relation to the amount of work required to prove competency. This growth in CPD requirements has led to “Policy Fatigue” where those working in the sector are increasingly questioning their capacity to stay working in the industry.

4.2.2 Opportunities

- Industry reports that potential new entrants often overlook the lower-skilled entry-level roles, such as Storeperson and Forklift Driver, as a pathway into the profession.
- WA IFCBAA members have recently begun working with the WA-based Department of Employment and Workplace Relations (DEWR) Workforce Facilitators to assist with developing relationships with WA workforce providers.
- The below table shows West Australian currently funded training for VET qualifications that are aligned to Freight Forwarding occupational outcomes.⁴¹

| CODE | NAME | TYPE | Details |
|----------|--|--|--|
| TR10550 | INTERNATIONAL FREIGHT FORWARDING (LEVEL 3) [415] | New Entrant Traineeships | New entrant – A person employed within an enterprise for not more than three months full-time or 12 months part-time or casual, or any combination of the above, for a continuous period not exceeding 12 months. |
| TR10560 | INTERNATIONAL FREIGHT FORWARDING SENIOR OPERATOR (LEVEL 4) [335] | New Entrant Traineeships | New entrant – A person employed within an enterprise for not more than three months full-time or 12 months part-time or casual, or any combination of the above, for a continuous period not exceeding 12 months. |
| TLI31321 | Certificate III in International Freight Forwarding (Operator) | Priority Industry Training Program | Under Jobs & Skills WA, students can take up guaranteed training places in priority industry qualifications. The qualifications gained are aligned with skilled occupations in high demand across Western Australia. Priority industry qualifications equip students to take up jobs that are considered industry critical in WA. |
| TLI31321 | Certificate III in International Freight Forwarding (Operator) | Participation - Work Readiness Program | The Participation – Work Readiness program focuses on the delivery of training for those sections of the population that are unemployed. Participation – Work Readiness training aims to assist people to become job ready so they can participate fully in the workforce. |
| TLI31321 | Certificate III in International Freight Forwarding (Operator) | Participation - Equity Program | Some people require additional support to help them access training and the Department has a strategy in place to assist them – the Participation - Equity Program. Registered training organisations who are approved to deliver courses within this program may offer additional support such as mentoring, counselling, assistance with meals, transport, childcare, language and literacy to the following student groups; Aboriginal/Torres Strait Island School Students (ASBT), Aboriginal people, people with disabilities, youth at risk and culturally and linguistically diverse. |

5. Career Pathways and Graduate Outcomes

5.1 Example pathways within the Freight Forwarding sector.

| Certificate II | Certificate III | Certificate IV | Diploma | Advanced Diploma |
|----------------------|---------------------------|-----------------------------|----------------------------|-----------------------------|
| Freight Handler | Supply Chain Operator | Export Sea Freight Operator | Supply Chain Manager | Supply Chain Senior Manager |
| Administrative Clerk | Warehouse Operator | Logistics Coordinator | Customs Broker | |
| Yard Person | Customer Service Operator | Procurement Officer | Freight Forwarding Manager | |
| Store Person | | Transport Allocator | | |
| Inventory Clerk | | Warehouse Supervisor | | |
| Grain Handler | | | | |

5.2 Examples of job titles used within the sector.

| Occupation Titles in Sector | | |
|-------------------------------|--------------------------------|------------------------|
| Import Clerk | Warehouse Supervisor | Customs Broker |
| Export Clerk | Warehouse Manager | Customs Manager |
| Import Supervisor | Logistics Supervisor (3PL) | Accounts |
| Export Supervisor | Logistics Manager (3PL) | Receptionist |
| Import Manager | Importers, Exporters & Traders | Sales |
| Export Manager | Customer Service | Sales Support |
| Operations Manager | Compiler | State / Branch Manager |
| Cartage Coordinator/Transport | Classifier | General Manager |

| Top 10 WA Those occupations that have seen the most growth % | 2016 | 2021 | Change Amount | % Change |
|---|-------------|-------------|----------------------|-----------------|
| Logistics Clerks, nfd | 4 | 25 | 21 | 525% |
| Finance Managers | 4 | 18 | 14 | 350% |
| Call or Contact Centre and Customer Service Managers | 4 | 16 | 12 | 300% |
| Machine Operators, nfd | 3 | 10 | 7 | 233% |
| Accountants | 3 | 9 | 6 | 200% |
| Contract, Program and Project Administrators | 9 | 22 | 13 | 144% |
| Forklift Drivers | 81 | 179 | 98 | 121% |
| Advertising, Public Relations and Sales Managers | 15 | 33 | 18 | 120% |
| Inadequately described | 15 | 32 | 17 | 113% |

| Top 10 WA Those occupations that have seen the most growth in numbers | 2016 | 2021 | Change Amount | % Change |
|--|-------------|-------------|----------------------|-----------------|
| Forklift Drivers | 81 | 179 | 98 | 121% |
| Truck Drivers | 238 | 319 | 81 | 34% |
| Storepersons | 78 | 149 | 71 | 91% |
| Transport and Despatch Clerks | 275 | 325 | 50 | 18% |
| Supply, Distribution and Procurement Managers | 75 | 117 | 42 | 56% |
| Couriers and Postal Deliverers | 67 | 104 | 37 | 55% |
| Freight and Furniture Handlers | 33 | 58 | 25 | 76% |
| Logistics Clerks, nfd | 4 | 25 | 21 | 525% |
| General Managers | 0 | 20 | 20 | New |

| 2016 to 2021: WA 5 Occupations in 2021 that are newly reported and 5 that were reported in 2016 but not 2021 | 2016 | 2021 |
|---|-------------|-------------|
| General Managers | 0 | 20 |
| Human Resource Managers | 0 | 15 |
| Metal Fitters and Machinists | 0 | 11 |
| Chief Executives and Managing Directors | 0 | 11 |
| Clerical and Administrative Workers, nfd | 0 | 10 |
| Personal Assistants | 5 | 0 |
| Marine Transport Professionals | 10 | 0 |
| Occupational and Environmental Health Professionals | 12 | 0 |
| Other Mobile Plant Operators | 20 | 0 |
| Ticket Salespersons | 28 | 0 |

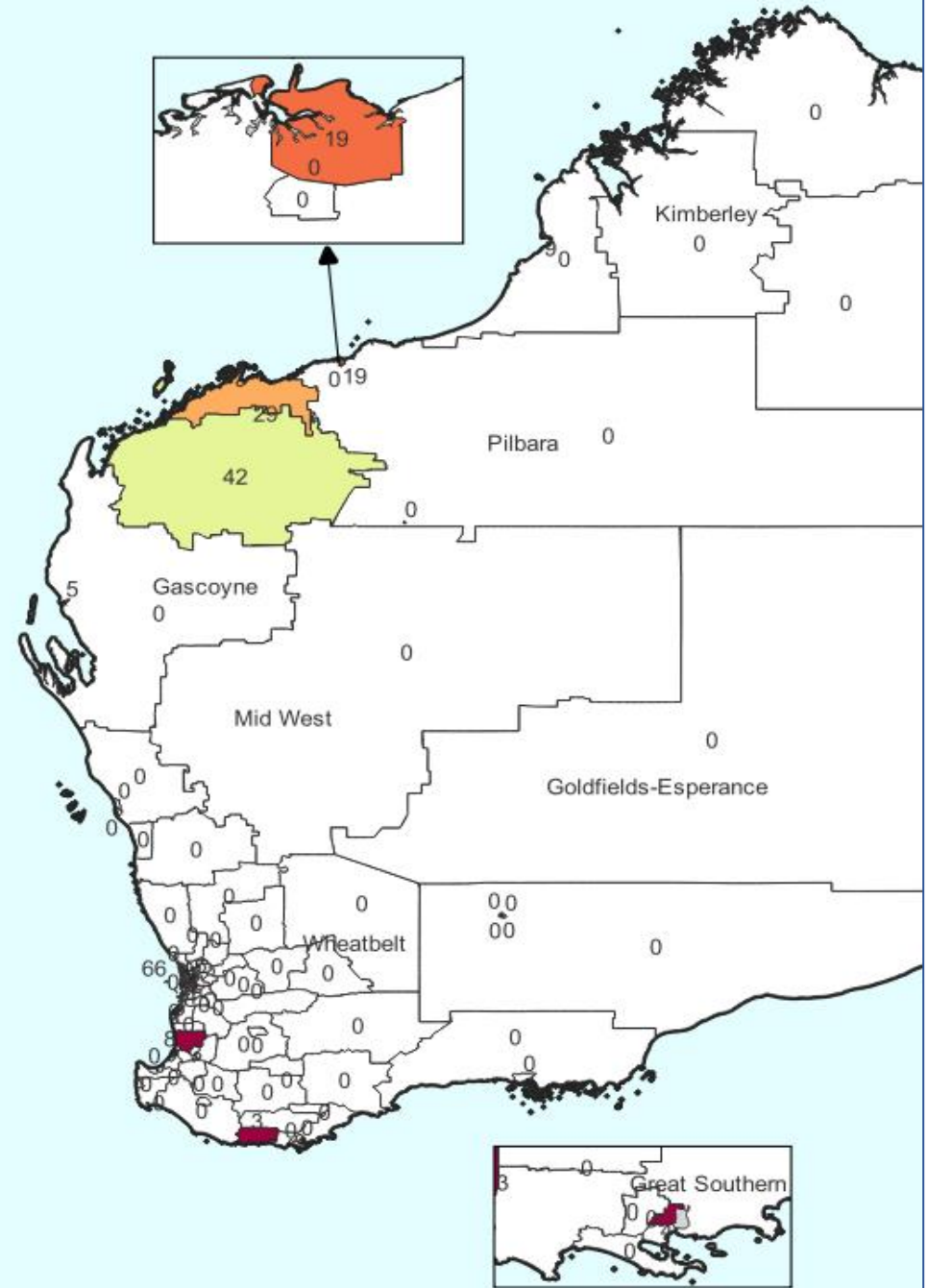
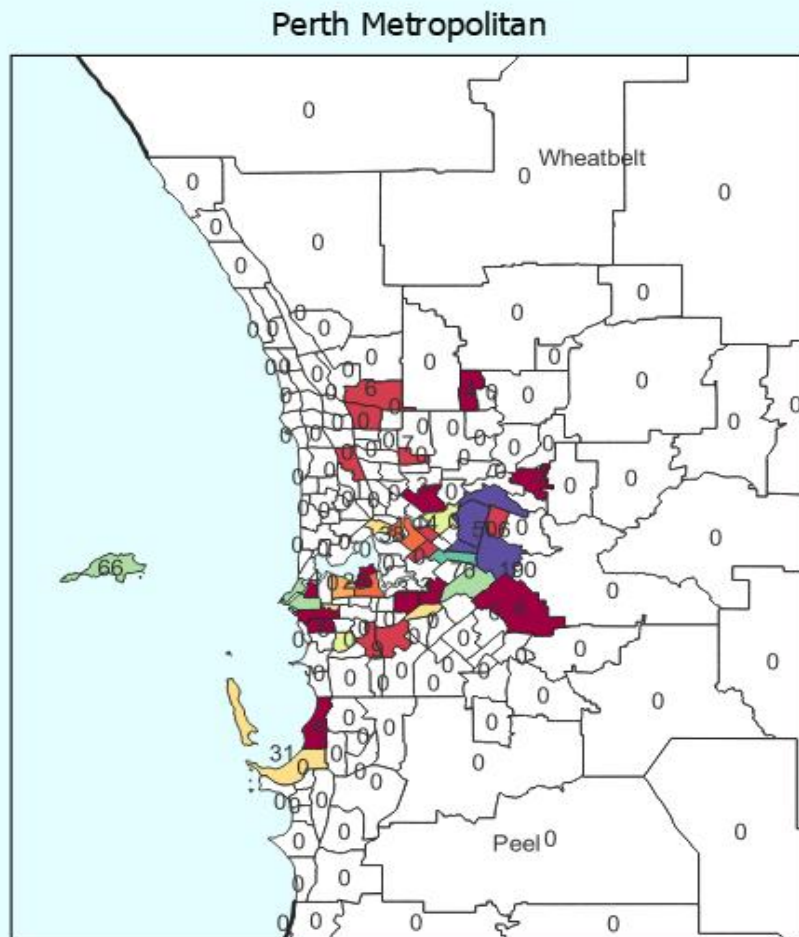
These tables are based on ABS Census Data and should only be evaluated as a guide. Certain roles may appear to no longer exist. However, this may be due to the ABS removing or updating an Occupation based on industry feedback since the 2016 Census which better reflects current tasks and skill levels.

<https://www.abs.gov.au/statistics/microdata-tablebuilder/tablebuilder>

Freight Forwarding Employees within Each Statistical Area (SA2)

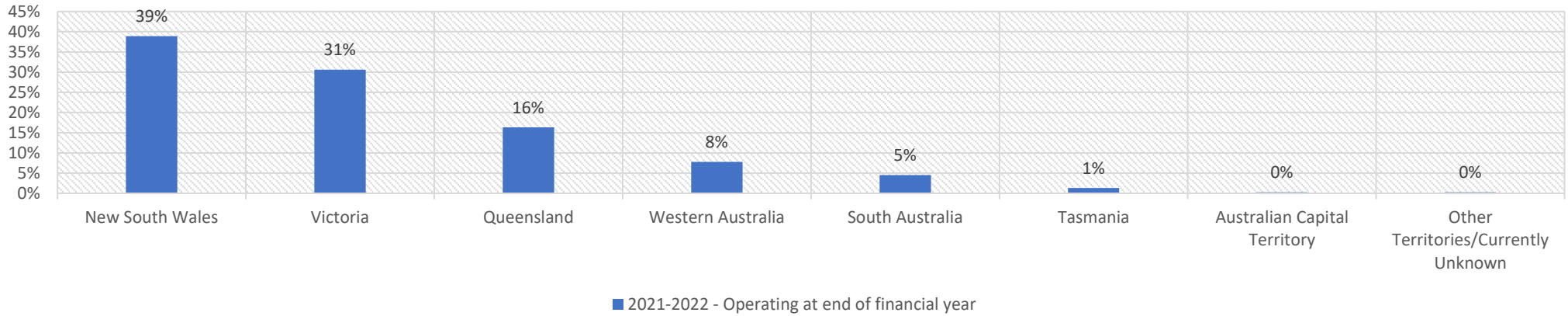
- 0 - 0
- 0 - 5
- 6 - 10
- 11 - 15
- 16 - 20
- 21 - 30
- 31 - 40
- 41 - 50
- 51 - 60
- 61 - 70
- 71 - 80
- 91 - 100
- 101 - 149
- 160 - 507

Number of People Working in Frieght Forwarding Ending June 2022 (SA2). Based Upon 2021 Census Data

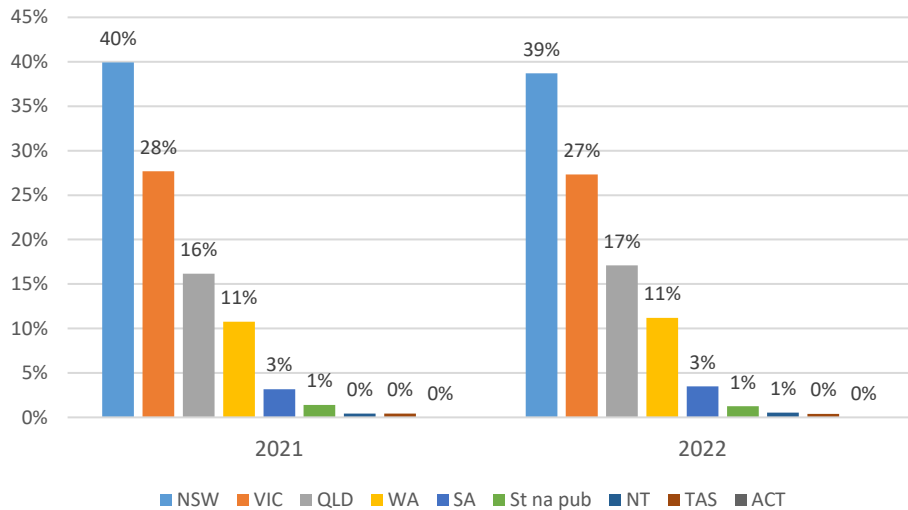


Graph 5

% of Freight Forwarding Businesses in Each State as a % of the National Total - Entry and Exit Date 2021-2022

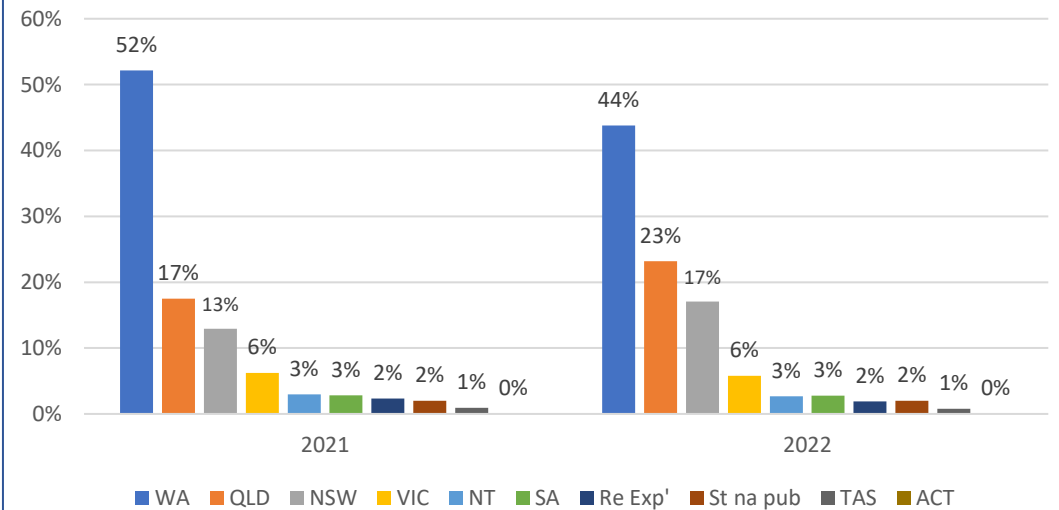


Graph 6 Merchandise Import Figures By State as a % of Total



Graph 7

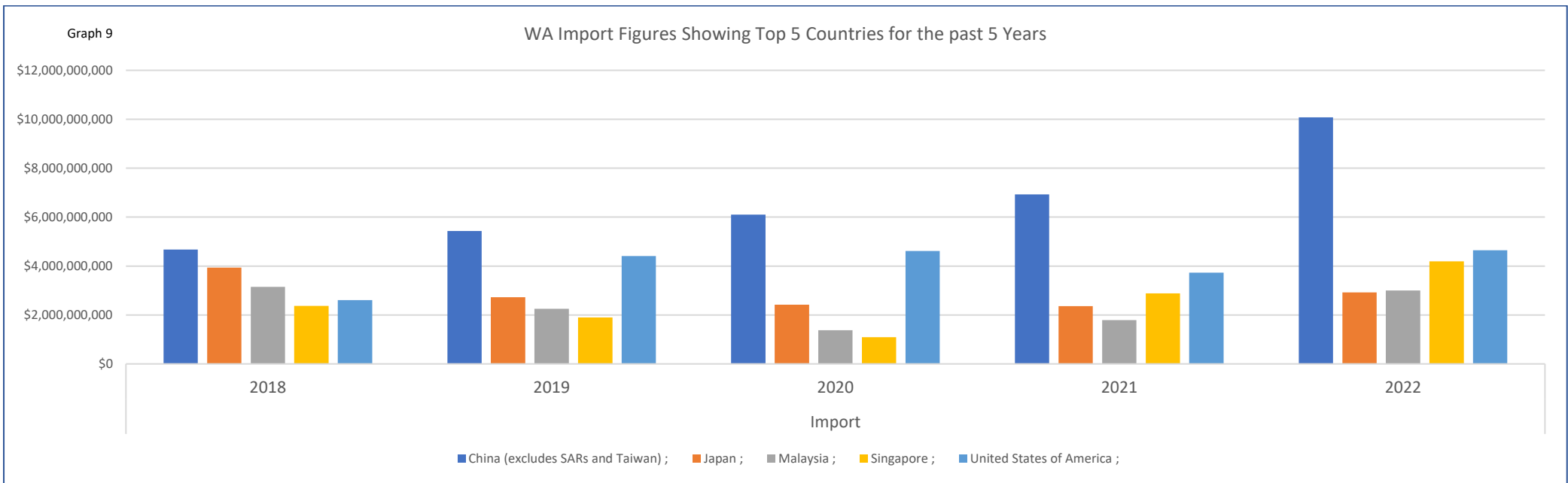
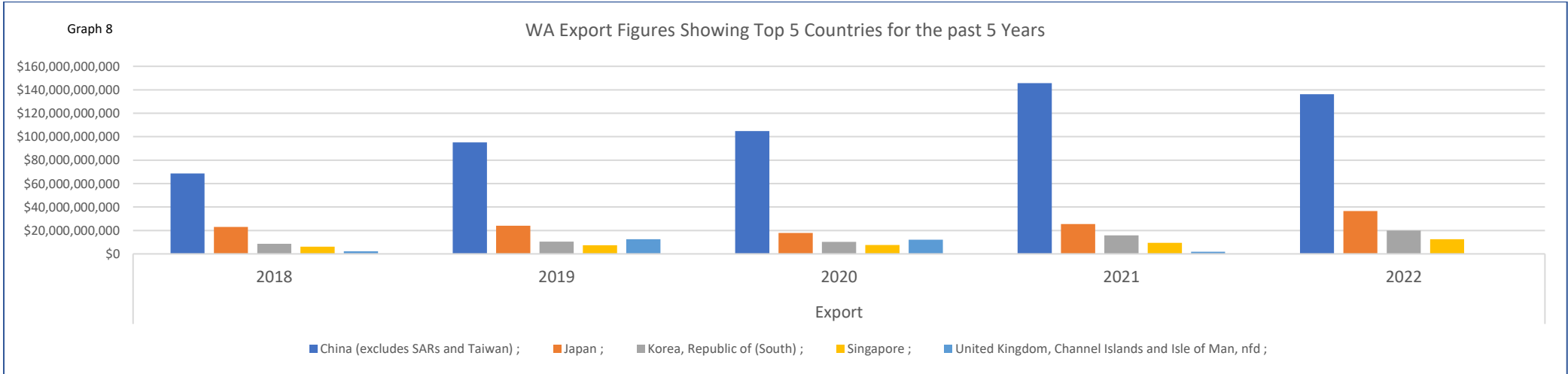
Merchandise Export Figures By State as a % of Total



Graph 5 <https://www.abs.gov.au/statistics/economy/business-indicators/counts-australian-businesses-including-entries-and-exits/latest-release>

Graph 6 <https://www.abs.gov.au/statistics/economy/international-trade/international-trade-goods-and-services-australia/latest-release>

Graph 7 <https://www.abs.gov.au/statistics/economy/international-trade/international-trade-goods-and-services-australia/latest-release>



<https://www.abs.gov.au/statistics/economy/international-trade/international-trade-goods-and-services-australia/latest-release>
<https://www.abs.gov.au/statistics/economy/international-trade/international-trade-goods-and-services-australia/latest-release>

6. Your input

- **Why this report?** The WA Government has 8 skills councils to engage stakeholders to advise the State Training Board and the Department of Training and Workforce Development on the training and priorities of industry with particular reference to skills development.
- **Input.** LDSC welcomes input on 08 9388 8781 or <https://www.ldsc.asn.au/contact.html>
- **Industry Advisory Group.** LDSC invites stakeholders to join our Freight Forwarding Industry Advisory Group 08 9388 8781 or <https://www.ldsc.asn.au/contact.html>

7. Industry Consultation

Regular industry consultation is undertaken by the Logistics and Defence Skills Council via Industry Advisory Groups (IAGs), Registered Training Organisations (RTOs), LDSC Annual RTO Forums, LDSCs Board of Management (BoM) meetings, regional consultations, participation in industry advisory committees, teleconferences, email, social media, and the use of online surveys.

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 our RTO and IAG networks. Consultation is also maintained through ongoing ad-hoc group and individual meetings throughout the year.

Participating organisations include many small, medium and large companies and organisations within the retail sector across WA. These include local Chambers of Commerce and Industry (CCIs), Industry Associations, Unions, Local and Commonwealth Government Departments, and Regional Development organisations.

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