



Logistics

A snapshot from the *Queensland Transport and Logistics Workforce Current and Future Trends Report*



Key workforce trends

1. **The sector is growing** – This is being driven by a combination of factors including: customers increasingly expecting same-day delivery of goods and services; a number of global entrants into the Australian market; and growth in consumer demand in areas such as online shopping.
2. **Changing skill requirements** – As a result of the changing nature of work and the expansion of the sector, workers will be required to be skilled in the operation and maintenance of machines, have digital literacy and an understanding of end-to-end supply chain management.
3. **Technological change and automation** – These key changes include larger warehouse footprints, reduced inventory, cycle time and costs enabled by real-time monitoring of inventory; real-time cloud ordering enabled through technologies such as Big Data and the Internet of Things; advanced robotics in order picking; and autonomous vehicles used throughout large warehouses. These are impacting on the skills required of the workforce.
4. **Customer centric approaches** – This focus has become increasingly important as a result of the hyper customisation of the industry, with omni-channel logistics expected to change the sector and delivery drivers increasingly being key face to face point of contact with customers.
5. **Workforce retention** – This is reported as a challenge, particularly for manual intensive roles that are usually undertaken by a younger workforce who are embracing casual arrangements and not seeing opportunities for career development in the sector.



Queensland context

1. **Labour market growth** – The logistics workforce has been growing significantly (42 per cent from 2011 to 2016), primarily driven by increases in storepersons, forklift drivers, purchasing and supply logistics clerks, transport service managers and delivery drivers.
2. **Specialist roles** – Recruitment challenges have been reported in this sector – these include supply and distribution managers and forklift drivers and challenges in finding adequate data analytics capability.
3. **Consumer preferences for online retail** – This trend is enabled through online technologies and has provided greater access to goods and services in regional communities (significantly driving up the demand for services like postal, warehousing and distribution in Queensland). This has hampered the performance of traditional brick and mortar retail businesses, also impacting on logistics and warehousing.
4. **Globalisation** – With the entry of companies such as Amazon into the Australian retail market, new job opportunities will be generated within South East Queensland.

Queensland logistics workforce: 16,797 employees in 2016*

Occupations
in change
2011–2016



Headcount
growth

Storepersons	+1441
Delivery Drivers	+734
Truck Drivers	+510
Forklift Drivers	+450
Purchasing Logistics Clerks	+299

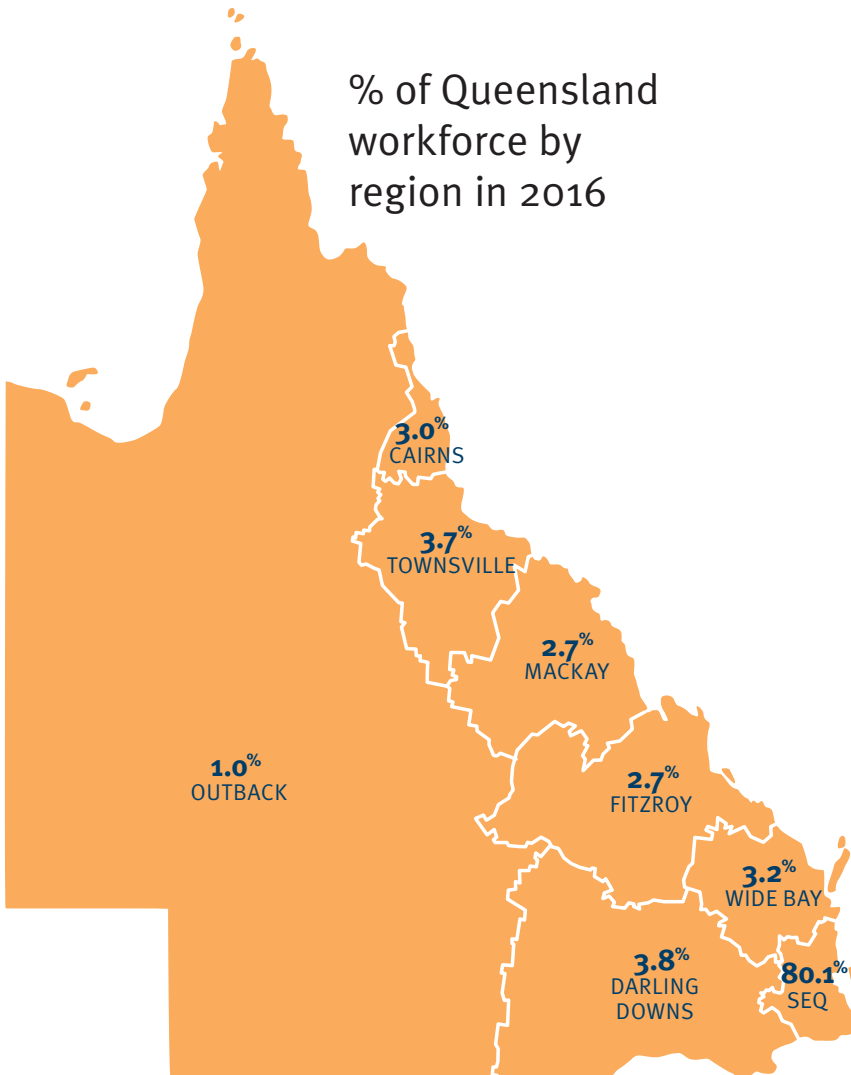
N.B. Omits Couriers and Postal Deliverer occupation which shifted from road transport to logistics across Census years



Headcount
decline

Mail Sorters	-31
--------------	-----

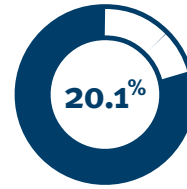
% of Queensland
workforce by
region in 2016



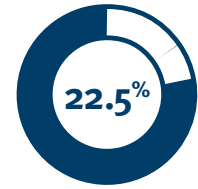
Sector by age

% WORKFORCE

55years+



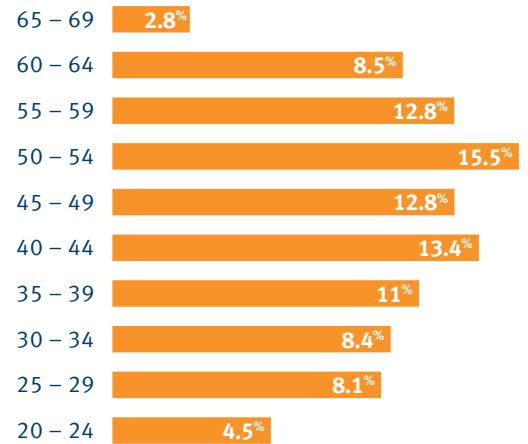
2011



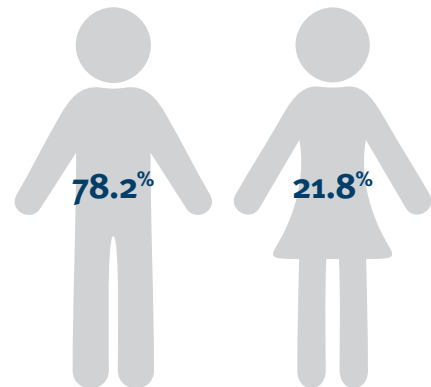
2016

Workforce composition 2016 Census

years



Gender composition
2016



Source: KPMG analysis of 2011 and 2016 ABS Census data. *List of included professions are detailed in the Queensland Transport and Logistics Workforce Current and Future Trends Report.