

## Food and Beverage Processing Labour Survey

Good .....my name is ..... from Truscott Research.  
We need to speak to the manager who looks after human resources.



### **Introduction – to respondent:**

**We are conducting a random survey of companies in the food and beverage manufacturing and processing sector in South Australia on behalf of AgriFood Skills Australia and the Food Tourism and Hospitality Skills Council (FTH). The information we collect is essential to understand and prepare for the industry's future workforce needs. It will help direct training and the funding of support programs to where there is most need. Your views and experiences are important in this.**

**The survey is entirely confidential. We only report on averages and trends across the industry and will not report on anything which would identify your business. At the same time, we are updating the industry database which is a separate exercise.**

**INTERVIEWER NOTE: IF RELUCTANT BECAUSE ALREADY TAKING PART IN CONSULTATION EXERCISE, SAY: The consultation is a different exercise which looks at the broader picture facing companies. In this survey we are looking at workforce planning in depth and so we would like you to take part in both exercises as they complement each other and it is important to have your say in both.**

#### **1. What sector do you operate in [PROMPT FROM SAMPLE FILE]?**

1. Pharmaceuticals
2. Meat & Meat Product Manufacturing
3. Dairy Product Manufacturing
4. Fruit & Vegetable Processing
5. Bakery Product Manufacturing
6. Beverage & Malt Manufacturing
7. Other Food Manufacturing - SPECIFY

#### **2. What type of business structure do you use? [PROMPT AS NECESSARY]**

1. sole operator
2. family business
3. trust
4. company
5. partnership
6. other – SPECIFY

**3. Thinking about your processing operations rather than locations that are solely retail, distribution or primary industry, how many locations do you have in South Australia – in the metropolitan Adelaide area and elsewhere in the state? [COUNT BOTH SEPARATELY].**

**4. Again, thinking about your processing operations rather than locations that are solely retail, distribution or primary industry, how many employees do you currently employ Please include owners but exclude seasonal workers and contractors.**

Full time \_\_\_\_\_  
Part time \_\_\_\_\_  
Temp/Casual \_\_\_\_\_

5. Do you employ any staff on a labour hire or contract basis?

RECORD ACTUAL NUMBER, LOWER END IF RANGE GIVEN, BLANK [NOT 0] IF UNKNOWN

6. How many seasonal workers do you normally employ directly?

RECORD ACTUAL NUMBER, LOWER END IF RANGE GIVEN, BLANK [NOT 0] IF UNKNOWN

7. I would now like to break down employment numbers by broad occupation. First, thinking about managers and professionals, can you tell me how many managers you have?

Are they full time / part time / seasonal/ contractors / temporary or casual workers?

NB – if sole operator, record as one manager and skip to q 28

8/10. And professionals, can you tell me what types of professional you have and how many of each type.

Are they full time / part time / seasonal/ contractors / temporary or casual workers?

type	Number in each category						replace
	FT	PT	S	Con	T	Cas	1/2/3
MANAGERS	#	#	#	#	#	#	1/2/3
Prof – Type A	#	#	#	#	#	#	1/2/3
Prof – Type B							etc
Prof – Type C							
Prof – Type D							
Prof – Type E							

11. Would you say that your managers would be

- easily replaced

- hard to replace

impossible to replace?

Would you say that your \*\*\* [EACH TYPE OF PROFESSIONALS] would be

1- easily replaced

2- hard to replace

3 -impossible to replace?

12/14. Next, can you tell me how many employees you have with technician or trade qualifications? (Not including apprentices)

Are they full time / part time / seasonal/ contractors / temporary or casual workers?

15. Would you say that your \*\*\* [EACH TYPE] would be

- easily replaced

- hard to replace

impossible to replace?

type	Number in each category						replace
	FT	PT	S	Con	T	Cas	1/2/3
Tech/trade – Type A	#	#	#	#	#	#	1/2/3
Tech/trade – Type B							etc
Tech/trade – Type C							
Tech/trade – Type D							
Tech/trade – Type E							

16/18. And the third category is skilled employees – can you tell me how many employees you have who are skilled hands or operators?

Are they full time / part time / seasonal/ contractors / temporary or casual workers?

19. Would you say that your \*\*\* [EACH TYPE] would be

- easily replaced

- hard to replace

impossible to replace?

type	Number in each category						replace
	FT	PT	S	Con	T	Cas	1/2/3
Skilled hand – Type A	#	#	#	#	#	#	1/2/3
Skilled hand – Type B							etc
Skilled hand – Type C							
Skilled hand – Type D							
Skilled hand – Type E							

20/22. Next, please think about low - skill employees – can you tell me how many employees you have in this category?

Are they full time / part time / seasonal/ contractors / temporary or casual workers?

23. Would you say that your \*\*\* [EACH TYPE] would be

- easily replaced

- hard to replace

impossible to replace?

type	Number in each category						replace
	FT	PT	S	Con	T	Cas	1/2/3
Low skill – Type A	#	#	#	#	#	#	1/2/3
Low skill – Type B							etc
Low skill – Type C							
Low skill – Type D							
Low skill – Type E							

24/26. And finally, do you have any apprentices or trainees? – can you tell me how many you have in this category?

Are they full time / part time / seasonal/ contractors / temporary or casual workers?

27. Would you say that your \*\*\* [EACH TYPE] would be

- easily replaced

- hard to replace

impossible to replace?

type	Number in each category						replace
	FT	PT	S	Con	T	Cas	1/2/3
Apprentice/trainee– Type A	#	#	#	#	#	#	1/2/3
Apprentice/trainee– Type B							etc
Apprentice/trainee– Type C							
Apprentice/trainee– Type D							
Apprentice/trainee– Type E							

**28. Do you currently have any labour or skill shortages?**

Yes          No          Don't Know

**29/30. IF YES, in what occupations or areas?**

MANAGERS
Prof – Type A
Prof – Type B
Prof – Type C
Prof – Type D
Prof – Type E
Tech/trade – Type A
Tech/trade – Type B
Tech/trade – Type C
Tech/trade – Type D
Tech/trade – Type E
Skilled hand – Type A
Skilled hand – Type B
Skilled hand – Type C
Skilled hand – Type D
Skilled hand – Type E
Low skill – Type A
Low skill – Type B
Low skill – Type C
Low skill – Type D
Low skill – Type E
Apprentice/trainee– Type A
Apprentice/trainee– Type B
Apprentice/trainee– Type C
Apprentice/trainee– Type D
Apprentice/trainee– Type E
Other – SPECIFY **

**\*\*i.e. occupation category not currently employed**

**31. Are you expecting to face labour or skill shortages in the next two years if the economy remains steady?**

Yes          No          Don't Know

**32/33. IF YES, in what occupations or areas?**

MANAGERS
Prof – Type A
Prof – Type B
Prof – Type C
Prof – Type D
Prof – Type E
Tech/trade – Type A
Tech/trade – Type B
Tech/trade – Type C
Tech/trade – Type D
Tech/trade – Type E
Skilled hand – Type A
Skilled hand – Type B
Skilled hand – Type C
Skilled hand – Type D
Skilled hand – Type E
Low skill – Type A
Low skill – Type B
Low skill – Type C
Low skill – Type D
Low skill – Type E
Apprentice/trainee– Type A
Apprentice/trainee– Type B
Apprentice/trainee– Type C
Apprentice/trainee– Type D
Apprentice/trainee– Type E
Other – SPECIFY **

**\*\*i.e. occupation category not currently employed**

**34. Are you expecting to face labour or skill shortages in the next two years if South Australia has a recession?**

Yes            No            Don't Know

**35/36. IF YES, in what occupations or areas?**

MANAGERS
Prof – Type A
Prof – Type B
Prof – Type C
Prof – Type D
Prof – Type E
Tech/trade – Type A
Tech/trade – Type B
Tech/trade – Type C
Tech/trade – Type D
Tech/trade – Type E
Skilled hand – Type A
Skilled hand – Type B
Skilled hand – Type C
Skilled hand – Type D
Skilled hand – Type E
Low skill – Type A
Low skill – Type B
Low skill – Type C
Low skill – Type D
Low skill – Type E
Apprentice/trainee– Type A
Apprentice/trainee– Type B
Apprentice/trainee– Type C
Apprentice/trainee– Type D
Apprentice/trainee– Type E
Other – SPECIFY **

**\*\*i.e. occupation category not currently employed**

**37. SPECIFY OTHER occupation category not currently employed**

**38. In your opinion, what attracts people to your industry?**

**39. What would you say deters people from entering your industry sector?**

**40. From which of these sources do most of your staff come? READ OUT 1-6**

1. Schools
2. TAFE
3. Universities
4. Local networks
5. Industry networks
6. Recruitment agencies
7. Not applicable - family only/sole operator/no employees
8. Other – SPECIFY

**41. What will be the main strategies you adopt to ensure that you have a sufficient supply of skilled labour to meet demand in 2010? I will read a list of possibilities. READ OUT 1-9**

1. Recruit and train new staff
2. Upskill existing workers
3. Increased use of contractors
4. Increase shifts/rosters
5. Rely on migration
6. Improve productivity
7. Introduce new technology
8. Work closely with education and training providers to source workers
9. Job redesign/rotation
10. Other – SPECIFY
11. None of these

**42. Have you experienced any difficulties finding staff?**

Yes          No          Don't Know          Not applicable - family only/sole operator/no employees

**43. IF YES in which particular areas?**

**44. What have been the predominant reasons? UNPROMPTED**

1. Insufficient local training positions
2. Wages/remuneration not competitive
3. Specialised skill needs
4. Type of work not perceived well
5. Location remote/not perceived well
6. Specific licensing or registration required
7. School leavers lack of skills/experience
8. Poor attitudes of applicants
9. Terms and conditions of employment
10. Other - SPECIFY
11. Can't think of any/none

**45. Are there any other barriers in your business to hiring staff? UNPROMPTED**

1. I cannot find anyone who wants to work in my industry.
2. I cannot find staff with the appropriate skill set.
3. I cannot find staff at the right price.
4. I can find staff but they cannot find a place to live.
5. Other - SPECIFY
6. No barriers

**46. IF OPERATE OUTSIDE METRO AREA: What external factors or infrastructure issues specific to your region are impacting on your business? UNPROMPTED**

1. Public Transport availability
2. Lack of affordable housing
3. Limited temporary accommodation for seasonal workers
4. Water (quality, scarcity)
5. Transportation
6. Land availability/zoning
7. Environmental (salinity, greenhouse gas emissions)
8. Lack of suitable employment for employee spouses
9. Lack of suitable education facilities
10. Other - SPECIFY
11. Can't think of any/none

**47. Have you considered strategies specifically to attract .....?**

1. Indigenous workers
2. Women returning to the workforce
3. Workers with disabilities
4. Young people
5. Older workers
6. None of these
7. Not applicable - family only/sole operator/no employees

**48. Have staff (apart from short-term contractors) left your business in the past 12 months for any of the following reasons?**

1. Wages not high enough
2. Working hours not suited to employee
3. Limited career path
4. Interpersonal conflict
5. Employee wanted better conditions
6. Fixed term contract expired
7. None of these
8. Not applicable - family only/sole operator/no employees

**49. When will employee retirements hit you the hardest?**

1. next 12 months
2. 12 - 24 months
3. 3 – 5 years' time
4. after 2014
5. don't know
6. not expecting a problem
7. Not applicable - family only/sole operator/no employees

**50. Have you considered any of these strategies to retain existing workers?**

**READ OUT 1 - 12**

1. Introduce family friendly policies and practices
2. Recognition/reward programs
3. profit sharing or share ownership schemes
4. Review remuneration packages and employee entitlements
5. Access to education and training, new technology
6. Mentoring/coaching schemes
7. Phased retirement/flexible practices for older workers
8. Commitment to apprentices/traineeships
9. Job redesign or rotation
10. Providing/subsidizing child care
11. Training for managers/supervisors
12. Other services eg transport, accommodation, education
13. None of these

***On behalf of Truscott Research, AgriFood Skills Australia and FTH , thank you for your contribution to this study. FTH will be producing out a thank you letter and some information to survey participants. [Truscott Research will be doing the mail out to preserve anonymity]. Could I please check your contact details? [NAME / ADDRESS / EMAIL. NOTE IF ASK TO BE REMOVED FROM DATABASE].***