

Service and Creative Skills Australia
Submission to the 2025 Core Skills
Occupations List Consultation

SEPTEMBER | 2025



Introduction

Service and Creative Skills Australia (SaCSA) is an industry-owned, industry-led Jobs & Skills Council (JSC), funded by the Department of Employment & Workplace Relations (the Department). We provide workforce planning, guidance, and advocacy for the Arts, Personal Services, Retail, Tourism, and Hospitality sectors.

SaCSA welcomes the opportunity to provide feedback on the 2025 Core Skills Occupations List (CSOL) Consultations.

SaCSA's industry stewardship role is founded on uniting the voices of the sectors we represent by engaging employers, peak bodies, industry associations, unions, training providers, and community organisations. Through our extensive networks and stakeholder consultations, we ensure the collective interests of industry are reflected in this submission, which is also guided by [SaCSA's 2025 Workforce Plans](#) (WFPs), endorsed by Jobs and Skills Australia (JSA) and the Department.

SaCSA notes that the [Migration Strategy](#) provides a roadmap for the future reform of Australia's migration system. The Migration Strategy also establishes a formal role for JSA in defining Australia's skill needs using evidence and advice from tripartite mechanisms.

Key Points

- This submission reflects SaCSA's assessment of Arts, Personal Services, Retail, Tourism, Travel and Hospitality occupations under the Occupation Standard Classification for Australia (OSCA) that are not currently listed on the CSOL.
 - SaCSA notes the existing Australian and New Zealand Standard Classification of Occupations (ANZSCO) occupations listed will remain on the CSOL.
- Nineteen occupations were identified within SaCSA's industry sectors through close collaboration with industry stakeholders, with a focus on roles where:
 - Migrants or migrant visa holders play a key complementary role in meeting demand.
 - The occupation may be in shortage at the national, state, territory or regional level.
 - The median salary falls between \$76,515 and \$141,210.
- The analysis presented is informed by qualitative and quantitative evidence, from:
 - Extensive stakeholder consultations part of existing engagements and for the 2025 CSOL, involving employers, peak bodies, industry associations, unions, and training providers.
 - Workforce planning activities and sector-specific labour market analysis undertaken by SaCSA.
 - Benchmarking against the closest equivalent ANZSCO occupations (ANZSCO 2022 edition) where OSCA data is limited.
- Key themes in the analysis show:
 - Recommended occupations have a higher reliance on migrant workers than the national average, suggesting that skilled migration is an essential part of maintaining workforce supply.
 - Employers consistently report long recruitment times, small candidate pools (especially in regional and remote areas), and high turnover in supervisory and specialised roles.
 - Persistent shortages in these occupations impact business continuity, service quality, compliance with regulatory obligations, and the capacity of employers to expand and innovate.

- These recommendations align with the Migration Strategy’s focus on directing skilled migration to areas of need.
- Table 1 lists nineteen occupations across the Arts, Personal Services, Retail and Tourism, Travel and Hospitality sectors that SaCSA recommends for inclusion on the CSOL and eligibility for the Skills in Demand visa.

Table 1: OSCA Occupations recommended for CSOL inclusion

Arts	Personal Services	Retail	Tourism, Travel and Hospitality
<ul style="list-style-type: none"> • Digital Game Developer • Animator or Visual Effects Artist • Film and Video Editor • Production Manager (Screen or Live Performance) • Screen Producer • Production Coordinator (Audio, Screen or Live Performance) 	<ul style="list-style-type: none"> • Barber 	<ul style="list-style-type: none"> • Warehouse Supervisor • Community Pharmacy Technician 	<ul style="list-style-type: none"> • Senior Chef • Accommodation Service Manager • Front Office Supervisor (Accommodation) • Housekeeping Supervisor • Sommelier • Catering Manager • Cafe or Restaurant Supervisor • Gaming Supervisor • Bar Supervisor • Security Manager (Non-ICT)

Overview of Occupations

Arts

Table 2 lists the Arts sector occupations that SaCSA recommends for inclusion in the CSOL. These recommendations are based on industry consultation, available information from the closest equivalent ANZSCO occupations and drawing on the [Creative Workforce Scoping Study](#) (CWSS) published by SaCSA in partnership with Creative Australia. The CWSS is a nationally significant study responding to the Australian Government’s [National Cultural Policy, Revive](#). It presents substantial new data and intelligence through a national employer survey, extensive industry consultation, and mapping of existing datasets, initiatives and literature, providing credible evidence of workforce challenges and skills gaps across six creative sectors.

Table 2 – Arts occupations for CSOL inclusion

OSCA Code	Occupation Title
273131	Digital Game Developer
242331	Animator or Visual Effects Artist
231434	Film and Video Editor
231435	Production Manager (Screen or Live Performance)
231533	Screen Producer
599935	Production Coordinator (Audio, Screen or Live Performance)

Digital Game Developer

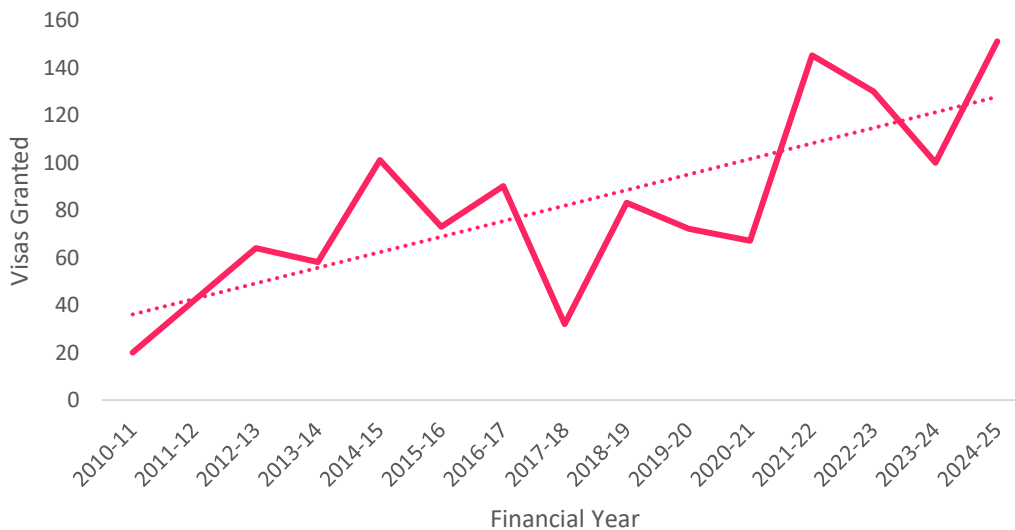
Stakeholder feedback highlights that employers in the Australian digital games sector face persistent difficulties recruiting Digital Game Developers. Studios reported challenges finding candidates with the technical expertise and industry experience needed to design, program and deliver games. Employers noted that the shortage is most acute at mid and senior levels, where the domestic training system is not producing enough job-ready graduates. While the industry has grown strongly, shortages remain.

According to the Australian Bureau of Statistics (ABS), the spending on digital games production has more than tripled between 2015–16 and 2021–22.¹ Stakeholders suggest that in response to this rapid growth, demand for skilled developers has exceeded supply, with studios relying on experienced staff to lead projects and support growth.

Findings from the CWSS and stakeholder consultation points to acute shortages for roles in the digital games sector including programmers, game producers and game artists. A survey conducted as part of the CWSS of 20 businesses which had recruited in the previous 12 months showed that 50% of businesses reported undersupply of workers for programmers, with 17% being unable to fill roles entirely. The top 3 reasons given for this difficulty were that applicants lacked experience, applicants lacked technical skills and low advertised salaries.²

Looking at migration insights for the two ANZSCO occupations that most closely correspond to Digital Game Developer, which are Multimedia Specialists and Multimedia Designers, the number of visa grants under the 457, 482 and Skills in Demand programs has shown an overall increase over the past decade. This trend highlights the sector’s reliance on overseas workers to address persistent shortages (see Figure 1).³

Figure 1: Visas granted for Multimedia Specialists and Multimedia Designers, 2011-12 to 2024-25



Source: Department of Home Affairs, Temporary Work (skilled) visa program, June 2025.

Australian Bureau of Statistics, Film, Television and Digital Games, Australia, June 2023: <https://www.abs.gov.au/statistics/industry/technology-and-innovation/film-television-and-digital-games-australia/2021-22-financial-year>.
² SaCSA and Creative Australia, Creative Workforce Scoping Study, May 2025, p. 236-238: <https://sacsa.org.au/wp-content/uploads/2025/03/Creative-Workforce-Scoping-Study-%E2%80%93-Full-Report-ForWeb-1.pdf>.
³ Department of Home Affairs, data.gov.au, Temporary Work (skilled) visa program, March 2025: <https://data.gov.au/data/dataset/visa-temporary-work-skilled>.

Survey data of employers also supports this view, with a survey conducted in 2021 reporting that 28% of employers hired overseas talent.⁴ Employers also report the use of other visa types such as the Skilled Regional (Provisional) visa and Skilled Work Regional (Provisional) visa.⁵

Stakeholder feedback, CWSS findings and migration data strongly suggest that Digital Game Developers are in shortage and would benefit from migration to help meet current and future workforce demand.

Animator or Visual Effects Artist

Stakeholder feedback indicates there is an acute shortage of Animators and Visual Effects Artists nationally, particularly in the screen sector. Employers reported that the demand for these skills has outpaced the local supply of trained professionals, making it difficult to recruit at both entry and senior levels. Ausfilm has also identified this occupation as being in undersupply and noted that shortages are now a persistent constraint on production capacity. Stakeholders explained that international hires are not only necessary to meet immediate labour needs but also play an important role in mentoring and upskilling local workers.

The CWSS further validates these views, with surveyed employers reporting that around 40% of visual effects teams in Australia consist of international hires, a pattern that has been consistent for two decades. Respondents noted that these roles are in high demand globally, with skills that are highly portable and subject to international competition. The study also found that visa processes add time and cost pressures to production schedules and budgets.⁶

According to the Australian Bureau of Statistics (ABS), the number of art animation, CGI and visual effects technicians in Australia has grown rapidly, nearly quadrupling in the digital games sector and more than doubling in the film and video sector between 2015–16 and 2021–22.⁷ Despite this strong growth, the expansion of the domestic workforce has not kept pace with industry demand, and shortages remain across the sector. At the same time, income for the post-production, digital and visual effects services sector increased by about 85% over the same period, further signalling strong demand.⁸

The nature of these roles is also shifting, with new technologies such as virtual production, artificial intelligence, and augmented and virtual reality driving demand for new skillsets. Ausfilm has highlighted disruption in workflows as a result of this as well as new opportunities created across artists working in visual effects, animation, foley sound and voiceovers.⁹

Stakeholder feedback and CWSS findings strongly suggest that Animator or Visual Effects Artists are in shortage nationwide. Domestic supply has not kept pace with rapid industry growth and technological change, and the occupation would benefit from migration to help meet current and future workforce demand.

⁴ Interactive Games and Entertainment Association, Australian Video Games Industry Adapting & Growing Despite COVID-19 Impact, June 2021: <https://igea.net/2021/06/australian-video-games-industry-adapting-growing-despite-covid-19-impact/>.

⁵ SaCSA and Creative Australia, Creative Workforce Scoping Study, May 2025, p. 234: <https://sacsa.org.au/wp-content/uploads/2025/03/Creative-Workforce-Scoping-Study-%E2%80%93-Full-Report-ForWeb-1.pdf>.

⁶ SaCSA and Creative Australia, Creative Workforce Scoping Study, May 2025, p. 19: <https://sacsa.org.au/wp-content/uploads/2025/03/Creative-Workforce-Scoping-Study-%E2%80%93-Full-Report-ForWeb-1.pdf>.

Australian Bureau of Statistics, Film, Television and Digital Games, Australia, June 2023: <https://www.abs.gov.au/statistics/industry/technology-and-innovation/film-television-and-digital-games-australia/2021-22-financial-year>.

Australian Bureau of Statistics, Film, Television and Digital Games, Australia, June 2023: <https://www.abs.gov.au/statistics/industry/technology-and-innovation/film-television-and-digital-games-australia/2021-22-financial-year>.

⁹ SaCSA and Creative Australia, Creative Workforce Scoping Study, May 2025, p. 54: <https://sacsa.org.au/wp-content/uploads/2025/03/Creative-Workforce-Scoping-Study-%E2%80%93-Full-Report-ForWeb-1.pdf>.

Film and Video Editor

Stakeholder feedback highlights that Film and Video Editor is a difficult technical role to recruit in the screen industry. According to the Australian Bureau of Statistics (ABS), spending on film and video post-production has increased by approximately 50% between 2015–16 and 2021–22¹⁰, signalling higher demand for these services. Despite this, employers reported that vacancies often remain unfilled for long periods, delaying post-production schedules and reducing capacity to take on new projects. Smaller production houses are most affected, and as they make up much of the industry, shortages reduce overall capacity and content diversity.

Findings from the CWSS show acute shortages in editor roles in the screen industry. A survey conducted as part of the CWSS of 20 screen businesses found that 35% recruited for this role in the previous 12 months, of whom 57% reported undersupply of workers for post-production editor roles.¹¹

JSA has also identified Film and Video Editor as being in national shortage on its preliminary 2025 Occupation Shortage List (OSL). This reinforces the evidence that demand for technical and post-production skills is unlikely to be met through the domestic labour market alone.

Film and Video Editor is also currently on the Designated Area Migration Agreement (DAMA) List for South Australia, which allows employers in the state to fill gaps in the local labour market by sponsoring overseas workers.¹² Its inclusion indicates strong demand for migrants in this occupation, with state government support for sponsorship.

Stakeholder feedback, CWSS findings and JSA's preliminary OSL data strongly suggest that Film and Video Editor is in shortage nationwide. Domestic supply is not keeping up with demand, and the occupation would benefit from migration to address skills gaps and sustain post-production capacity.

Production Manager (Screen or Live Performance)

Stakeholder feedback highlights that there are shortages of skilled Production Managers nationally. Employers noted that Production Managers are essential to ensuring productions run smoothly, balancing creative objectives with financial and operational requirements. Both Screen Careers and Ausfilm have identified this occupation as being in undersupply, and stakeholders noted that for senior roles, employers often need to look overseas to fill gaps in their workforce. The shortage is felt across small, medium and large organisations, with businesses consistently reporting that a lack of Production Managers reduces their ability to take on new work and places pressure on other staff.

Findings from the CWSS show acute shortages in Production Manager roles in both the performing arts and screen sectors. A survey conducted as part of the CWSS found that 30% of screen organisations recruited for this role in the past 12 months, of whom 50% reported undersupply, and 33% were unable to fill the role advertised entirely (inclusive of part-time or full-time roles)¹³ In addition, 45% of

Australian Bureau of Statistics, Film, Television and Digital Games, Australia, June 2023: <https://www.abs.gov.au/statistics/industry/technology-and-innovation/film-television-and-digital-games-australia/2021-22-financial-year>.

¹¹ SaCSA and Creative Australia, Creative Workforce Scoping Study, May 2025, p. 270: <https://sacsa.org.au/wp-content/uploads/2025/03/Creative-Workforce-Scoping-Study-%E2%80%93-Full-Report-ForWeb-1.pdf>.

¹² Government of South Australia, DAMA Occupation List, September 2025: <https://www.migration.sa.gov.au/occupation-lists/dama-occupation-list>.

¹³ SaCSA and Creative Australia, Creative Workforce Scoping Study, May 2025, p. 304, 533: <https://sacsa.org.au/wp-content/uploads/2025/03/Creative-Workforce-Scoping-Study-%E2%80%93-Full-Report-ForWeb-1.pdf>.

performing arts organisations recruited for this role in the past 12 months, of whom 71% reported undersupply, with 37% taking a long time to fill the role and 4% unable to fill roles entirely.¹⁴

Stakeholder feedback and findings from the CWSS strongly suggest that Production Managers (Screen or Live Performance) are in shortage across both screen and performing arts sectors. The role is central to coordinating schedules, budgets and teams, and the evidence shows shortages are widespread and persistent. Domestic supply is not meeting demand, making migration an important part of sustaining industry capacity.

Screen Producer

Stakeholder feedback highlights that Screen Producer is in strong demand across the screen industry. Employers explained that this shortage is evident across both television and film, particularly at senior levels where the role requires a blend of creative, commercial and technical expertise. Stakeholders stated that unfilled producer positions limit the industry's ability to secure commissions, manage productions efficiently and deliver work to international standards. Employers also indicated that the occupation would benefit from migration to help meet immediate workforce needs while the domestic pipeline develops.

Findings from the CWSS indicated that shortages were present among the Post Producer and Executive Producer specialisations of this occupation, and the Line Producer specialisation was experiencing acute shortages. Screen Careers and Ausfilm also identified shortages of Line Producers. Ausfilm also identified demand for Post, Digital and Visual Effects (PDV) producers and executive producers.¹⁵

According to the JSA preliminary 2025 OSL, Screen Producer is in shortage. In addition, JSA notes that two of the three ANZSCO occupations that most closely correspond to Screen Producer, Video Producer and Program Director (Television or Radio), are also listed as in shortage.

Stakeholder evidence and JSA's preliminary OSL data strongly suggest that Screen Producers are in shortage. The occupation would benefit from migration to fill immediate gaps and ensure the screen industry can sustain growth, compete internationally and deliver high-quality productions.

Production Coordinator (Audio, Screen or Live Performance)

Stakeholder feedback highlighted that there is a shortage of Production Coordinators nationally. This was noted across both the screen and performing arts sectors, with stakeholders stating that the shortage is particularly acute in live performance. Employers explained that unfilled positions have a direct impact on the ability to deliver productions, and that the occupation would benefit from migration to help address these workforce pressures.

A survey conducted as part of the CWSS found that 25% of screen organisations recruited for production coordinators in the past 12 months. Of the 25%, 80% reported undersupply and 40% reported using employer-sponsored visas to recruit. The role was also in shortage among performing arts organisations, where 29% had recruited for this role. Of the 29%, 59% reported undersupply and 9% were unable to fill the role.

¹⁴ SaCSA and Creative Australia, Creative Workforce Scoping Study, May 2025, p. 163, 486: <https://sacsa.org.au/wp-content/uploads/2025/03/Creative-Workforce-Scoping-Study-%E2%80%93-Full-Report-ForWeb-1.pdf>.

¹⁵ SaCSA and Creative Australia, Creative Workforce Scoping Study, May 2025, p. 21, 267, 268: <https://sacsa.org.au/wp-content/uploads/2025/03/Creative-Workforce-Scoping-Study-%E2%80%93-Full-Report-ForWeb-1.pdf>.

The CWSS also identified how migration is already being used to address these shortages. Employers reported relying on the Temporary Activity visa (subclass 408) and the Temporary Skill Shortage visa (subclass 482) to recruit Production Assistants and Coordinators. Stakeholders noted that sponsorship is often the only viable option when local candidates cannot be found, particularly in larger productions where coordinators are central to keeping teams aligned and projects on track.

Stakeholder feedback and CWSS findings strongly suggest that Production Coordinators are in shortage across both screen and live performance. Domestic supply is not meeting demand, and employers are already turning to migration to fill gaps. The occupation would benefit from continued access to overseas workers to ensure productions can be delivered on time and to the standard required by the industry.

Personal Services

Table 3 lists Barber under Personal Services for inclusion in the CSOL. This recommendation is based on industry consultation and information from the closest equivalent ANZSCO occupation, Hairdresser.

Table 3 – Personal Services occupation for CSOL inclusion

OSCA Code	Occupation Title
392131	Barber

Barber

Stakeholder feedback highlighted the shortage of qualified Barbers nationally. Industry representatives reported that employers face persistent difficulties filling vacancies locally, with many businesses relying on skilled migration to maintain operations. Several stakeholders emphasised that training pathways for Barbers remain limited compared with those for Hairdressers, further reinforcing the dependence on overseas workers to meet labour demand. Feedback also pointed to strong and growing consumer demand for barbering services, particularly among younger cohorts, which is adding to labour pressures.

The quantitative findings for Barbers are based on available information for male Hairdressers under the ANZSCO classification, recognising that a significant share of male Hairdressers work in barbering roles. This approach has been validated by industry feedback.

Analysis using this approach shows that more than 20% of male Hairdressers have arrived in Australia within the past 10 years. This is almost double the workforce average of 11%, highlighting a strong reliance on migration.¹⁶

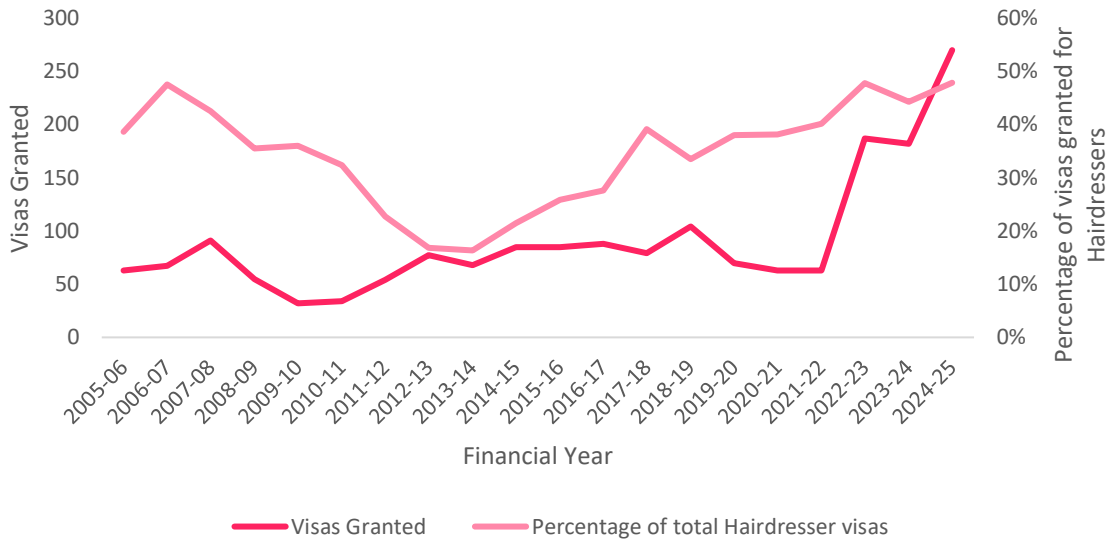
In addition, the number of Temporary Skilled Work visas (457 Temporary Work (Skilled), 482 Temporary Skill Shortage, and Skills in Demand) granted to male Hairdressers has increased significantly in recent years. As a proportion of total visas for Hairdressers, they represent almost half of all visas granted (see Figure 2).¹⁷ The ABS Labour Force Survey data show that only around 25% of Hairdressers are male, yet they account for almost half of all visas granted.¹⁸ This suggests a strong reliance on skilled migration for Barbers.

¹⁶ Australian Bureau of Statistics, Occupation by Year of Arrival, August 2021. Extracted from TableBuilder. 10 years prior to the Census date.

¹⁷ Department of Home Affairs, data.gov.au, Temporary Work (skilled) visa program, June 2025: <https://data.gov.au/data/dataset/visa-temporary-work-skilled>.

¹⁸ ABS, Labour Force Survey Detailed, May 2025, Table EQ08: <https://www.abs.gov.au/statistics/labour/employment-and-unemployment/labour-force-australia-detailed/latest-release>.

Figure 2: Visas granted for male Hairdressers, 2005-06 to 2024-25



Source: Department of Home Affairs, Temporary Work (skilled) visa program, June 2025.

JSA has identified Hairdressers as being in national shortage on the 2024 OSL. This supports the evidence that Barbering skills, as a subset of Hairdressing, are in shortage.

Stakeholder evidence, migration trends and JSA’s OSL data strongly suggest that Barbers are in shortage nationwide. Domestic training pathways are limited, demand continues to grow, and the occupation is already highly reliant on overseas workers. Migration would play an important role in sustaining workforce supply and meeting current and future demand for barbering services.

Retail

Table 4 lists Retail sector occupations that SaCSA recommends for inclusion in the CSOL. These recommendations are based on industry consultation and available information from the closest equivalent ANZSCO occupations.

Table 4 – Retail occupations for CSOL inclusion

OSCA Code	Occupation Title
721132	Warehouse Supervisor
311331	Community Pharmacy Technician

Warehouse Supervisor

Stakeholder feedback highlighted a strong growing demand for Warehouse Supervisors within the retail sector. The rapid growth of online retail has significantly increased the need for warehousing and distribution capability, particularly in supervisory roles that oversee staff, compliance and inventory systems.

According to the ABS, the share of retail turnover online has risen from around 2% in 2013 to more than 12% by June 2025¹⁹ with stakeholders suggesting figures to be far greater when factoring in non-employing and non-resident businesses (overseas retailers selling into Australia). Employers stated that without enough Warehouse Supervisors, distribution centres face bottlenecks that impact delivery times

¹⁹ ABS, Retail Trade, June 2025: <https://www.abs.gov.au/statistics/industry/retail-and-wholesale-trade/retail-trade-australia/latest-release>.

and service standards. They stated that the occupation would benefit from migration to help ease persistent recruitment challenges.

According to [SaCSA's Retail Workforce Plan Update 2025](#), one of the key barriers to filling these roles is the difficulty in attracting and retaining workers with digital capabilities. Warehouse Supervisors are increasingly expected to manage advanced inventory systems and digital logistics platforms, yet many workers with these skills are being drawn to the information and technology sectors where pay rates are more competitive. Employers explained that this wage competition makes it harder to recruit locally and contributes to ongoing vacancies at the supervisory level.

Stakeholder feedback and SaCSA's workforce planning indicate that Warehouse Supervisors are in shortage, with demand increasing due to structural changes in the retail sector. The occupation would benefit from migration to supplement local supply and ensure businesses can keep pace with growth in online retail.

Community Pharmacy Technician

Stakeholder feedback highlights ongoing difficulties in retaining pharmacy staff, particularly Pharmacy Technicians, which is contributing to acute shortages. Employers reported difficulties in attracting and keeping staff outside major cities, citing limited childcare availability and higher associated costs as barriers to workforce participation in regional locations.²⁰

These challenges are particularly acute in rural and remote areas, where recruitment is more difficult and workforce needs fluctuate with seasonal demand. Employers stated that migration would bring important benefits in supporting recruitment and retention, with overseas candidates often bringing valuable skills, a strong work ethic and a willingness to remain in the industry long-term.

SaCSA is undertaking targeted consultation and research activities as outlined in the [SaCSA's Retail Workforce Plan Update 2025](#), to better understand the drivers and workforce challenges behind ongoing shortages in the Community Pharmacy sector across Australia, including Community Pharmacy Technicians. Employer feedback has highlighted that career pathways for pharmacy staff remain underdeveloped, limiting progression into higher-skilled roles. This has resulted in an insufficient domestic pipeline, with employers increasingly relying on overseas workers to fill the gap. At the same time, stakeholders noted that overseas-trained technicians and assistants are often eager to transition into the Australian system, yet face limited opportunities to do so, despite being well placed to contribute.

The role of Community Pharmacy Technicians has been expanding to include maintaining health records (particularly digital records), interpreting diagnostic tests and laboratory data, screening patient information, and providing administrative support to pharmacists.²¹ As a result, there are likely to be skills shortages in this area as workers attempt to adapt to the new responsibilities of the role and training system adapts to these new skill needs. [SaCSA's Retail Workforce Plan Update 2025](#) highlights that the current structure of Community Pharmacy Qualifications restricts learners from accessing meaningful learning pathways in the sector, hampering learners' ability to scaffold their learning outcomes and

²⁰ SaCSA, Retail Workforce Plan Update, 2025, July 2025: <https://sacsa.org.au/wp-content/uploads/2025/07/SaCSA-Retail-Workforce-Plan-Update-2025-Compressed.pdf.pdf>.

²¹ Advanced Pharmacy Australia, Pharmacy Forecast Australia 2024, September 2024: <https://adpha.au/publicassets/e8fad6b2-576e-ef11-913f-005056964190/Pharmacy-Forecast-Australia-2024.pdf>.

creating a deterrent from future study.²² This is likely to impede the ability of the domestic system to provide the necessary skills for the changing needs of the industry.

Stakeholder feedback and SaCSA’s workforce planning strongly suggest that Community Pharmacy Technicians are in shortage nationally, with demand rising due to structural changes in the sector. Migration would play an important role in supplementing local supply, ensuring pharmacies can respond to evolving service needs and maintain access for communities across metropolitan, regional and rural areas.

Hospitality

Table 5 lists Hospitality sector occupations that SaCSA recommends for inclusion on the CSOL. These recommendations are based on industry consultation and available information and data on the equivalent ANZSCO occupations.

Table 5 – Hospitality occupations for CSOL inclusion

OSCA Code	Occupation Title
161631	Senior Chef
161131	Accommodation Service Manager
471533	Front Office Supervisor (Accommodation)
471535	Housekeeping Supervisor
471631	Sommelier
161232	Catering Manager
471532	Cafe or Restaurant Supervisor
471534	Gaming Supervisor
471531	Bar Supervisor
172934	Security Manager (Non-ICT)

Senior Chef

Stakeholder feedback highlighted that Senior Chefs are in persistent shortage across the hospitality sector, with employers reporting that vacancies are difficult to fill as demand for skilled chefs continues to grow. Businesses noted that these roles are central to maintaining kitchen operations, ensuring food quality, mentoring junior staff, and in many cases doing so across multiple sites, making them critical to the overall success of hospitality venues.

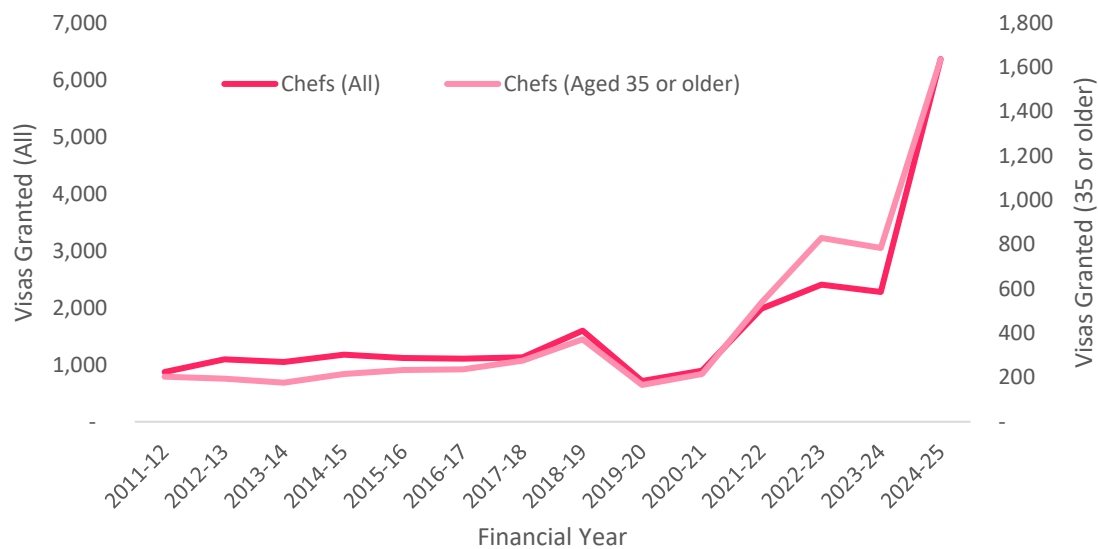
Employers also noted that recruitment standards have been lowered in attempts to attract applicants yet demand for experienced candidates continues to exceed supply. The shortage is most pronounced in fine dining and specialised cuisines, where senior chefs provide leadership, training and expertise that cannot easily be substituted. A recent survey by the Australian Hotels Association (AHA) in Western Australia found that Senior Chef roles were the hardest to fill, with around 45% of respondents indicating that it was either very or extremely hard to fill, and less than 7% stated that it was not very hard to fill. On a five-point scale measuring recruitment difficulty (1 = easiest to fill, 5 = most difficult), Senior Chefs received an average rating of 4.3, underscoring the severity of the shortage.

²² SaCSA, Retail Workforce Plan Update 2025, July 2025: <https://sacsa.org.au/wp-content/uploads/2025/07/SaCSA-Retail-Workforce-Plan-Update-2025-Compressed.pdf.pdf>.

In addition, JSA identified Chefs as being in national shortage on the 2024 OSL,²³ reinforcing that domestic supply is not currently meeting demand. This classification is consistent with stakeholder reports that the most acute shortages are in senior and highly skilled culinary roles. Employers emphasised that migration remains important to maintaining service quality and meeting customer expectations.

Temporary skilled work visas for Chefs (457 Temporary Work (Skilled), 482 Temporary Skill Shortage and Skills in Demand) have risen sharply in recent years. Overall grants increased by more than 600% between 2011–12 and 2024–25, with growth of over 700% among Chefs aged 35 and over, a cohort that provides a useful indication of the senior end of the workforce where shortages are most acute.²⁴ In addition, 36% of Chefs in Australia have arrived within the past 10 years, more than triple the workforce average of around 11%²⁵. This demonstrates that the occupation is already highly reliant on migration across all levels, including senior roles.

Figure 3: Visas granted for Chefs, 2011-12 to 2024-25



Source: Department of Home Affairs, Temporary Work (skilled) visa program, June 2025. Some entries for the older than 35 series were suppressed and given as “<5”. In these cases, this was assumed to be 3 as an average.

Stakeholder evidence, JSA’s 2024 OSL data and temporary skilled work visa data strongly suggest that Senior Chefs are in shortage and would benefit from migration to address ongoing workforce pressures and sustain the hospitality sector.

²³ Jobs and Skills Australia, Occupation Shortage List, 2024: <https://www.jobsandskills.gov.au/data/occupation-shortages-analysis/occupation-shortage-list>.

²⁴ Department of Home Affairs, data.gov.au, Temporary Work (skilled) visa program, March 2025: <https://data.gov.au/data/dataset/visa-temporary-work-skilled>.

²⁵ Australian Bureau of Statistics, Occupation by Year of Arrival, August 2021. Extracted from TableBuilder. 10 years prior to the Census date.

Accommodation Service Manager

Stakeholder feedback highlighted that Accommodation Service Managers are in shortage across the accommodation sector, with employers reporting persistent difficulties in recruitment and retention. Within this occupation, the Executive Housekeeper specialisation is particularly impacted, reflecting the critical role these managers play in maintaining service standards, overseeing large teams, and coordinating complex operations within hotels and resorts. Employers emphasised that these positions require a strong mix of leadership, organisational and technical skills, which are proving difficult to source domestically.

The Australian Hotels Association and Accommodation Australia, in their joint submission to JSA for the 2024 CSOL, noted limited retention in Executive Housekeeper roles, with most positions filled by sponsored candidates. They suggested that even with migration, employers continue to face challenges in filling vacancies, particularly in remote areas and in roles requiring experience with ordering and managing delivery time frames. This highlights that shortages persist despite reliance on migrant workers, and that migration remains critical in meeting workforce demand.²⁶

According to the ABS, the closest ANZSCO occupation corresponding to Accommodation Service Manager is Hotel Service Manager. Around 25% of workers in this occupation have arrived from overseas in the last 10 years, more than double the workforce average of around 11%.²⁷ This confirms that the occupation is already highly reliant on migration relative to the broader labour market.

Stakeholder evidence and ABS Census data strongly suggest that Accommodation Service Manager is in shortage and would benefit from migration to sustain workforce supply and support the accommodation industry.

Front Office Supervisor (Accommodation)

Stakeholder feedback highlighted that Front Office Supervisors (Accommodation) are in shortage across the accommodation sector. Employers reported that these roles are critical in coordinating guest services, managing front desk operations, and ensuring smooth day-to-day hotel functions. Ongoing consultation with Accommodation Australia confirmed that recruitment challenges remain widespread, particularly in regional areas where the candidate pool is smaller.

Employers noted that shortages in these roles impact service standards, limit the ability of hotels to operate at full capacity, and place additional pressure on other staff. Stakeholders emphasised that migration would assist in meeting demand and ensuring hotels can continue to provide reliable, high-quality services.

According to the ABS, the closest ANZSCO occupation corresponding to Front Office Supervisor (Accommodation) is Hotel Service Manager. Around 25% of workers in this occupation arrived in Australia in the last 10 years, compared with a workforce average of about 11%. This demonstrates that supervisory positions such as Front Office Supervisors are already highly reliant on migration relative to the broader labour market.

²⁶ Australian Hotels Association and Accommodation Australia, Submission to Jobs and Skills Australia on the Draft Core Skills Occupations List (CSOL), May 2024:

<https://accommodationaustralia.org/Portals/1/Documents/Advocacy/2024%20Submissions/2024%20AHA%20AA%20Core%20Skills%20List%20JSA.pdf?ver=2024-06-07-150018-360>.

²⁷ Australian Bureau of Statistics, Occupation by Year of Arrival, August 2021. Extracted from TableBuilder. 10 years prior to the Census date.

Stakeholder evidence and ABS Census data strongly suggest that Front Office Supervisors (Accommodation) are in shortage and would benefit from migration to maintain service quality and meet the needs of Australia's accommodation industry.

Housekeeping Supervisor

Stakeholder feedback highlighted that Housekeeping Supervisors are in shortage across the accommodation sector. The Australian Hotels Association and Accommodation Australia noted in their submission to JSA for the 2024 CSOL that housekeeping roles are always challenging to fill, with the difficulty even greater at supervisory and management levels.²⁸ Recent consultations highlight that the position of Housekeeping Supervisor is particularly difficult to fill, often even more so than Executive Housekeeper roles. This shortage is most pronounced in major metropolitan areas but also extends to regional areas such as the Gold Coast. Stakeholders consistently report a heavy reliance on international students to fill housekeeping roles, while also noting significant barriers in developing and upskilling housekeepers into supervisory positions, leading to an inadequate domestic pipeline and a reliance on overseas workers to fill this gap.

Employers reported that the shortage of qualified Housekeeping Supervisors is undermining service quality, reducing efficiency, and restricting the ability of hotels to operate at full capacity. They emphasised that migration pathways could help alleviate workforce pressures and ensure consistent service delivery.

According to the ABS, the closest ANZSCO occupation corresponding to Housekeeping Supervisor is Hotel Service Manager. Around 25% of workers in this occupation arrived in Australia in the last 10 years, compared with a workforce average of about 11%.²⁹ This confirms that these supervisory roles are already highly reliant on migration relative to the broader labour market.

Stakeholder evidence and ABS Census data strongly suggest that Housekeeping Supervisors are in shortage and would benefit from migration to maintain service quality and support the accommodation industry.

Sommelier

Stakeholder feedback highlighted that Sommelier is a highly specialised role within the hospitality sector that is increasingly difficult to fill. Employers reported that demand has risen with the growth of premium dining and wine tourism in Australia, yet the domestic training pipeline is limited.

Stakeholders stated that businesses often struggle to find candidates with the combination of technical wine knowledge, service expertise and management capability that the role requires. Employers further noted that the shortage is impacting their ability to maintain high service standards and to compete in the premium international dining market, and that the occupation would benefit from migration to help address these gaps.

According to the ABS, the closest ANZSCO occupation corresponding to Sommelier is Waiter. By focusing on waiters earning \$78,000 or more per year to better capture the higher-skilled and higher-earning

²⁸ Australian Hotels Association and Accommodation Australia, Submission to Jobs and Skills Australia on the Draft Core Skills Occupations List (CSOL), May 2024:

<https://accommodationaustralia.org/Portals/1/Documents/Advocacy/2024%20Submissions/2024%20AHA%20AA%20Core%20Skills%20List%20JSA.pdf?ver=2024-06-07-150018-360>.

²⁹ Australian Bureau of Statistics, Occupation by Year of Arrival, August 2021. Extracted from TableBuilder. 10 years prior to the Census date.

Sommeliers,³⁰ the data shows that 26% arrived in Australia in the past 10 years, compared with a workforce average of around 11%.³¹ This highlights a strong reliance on migration to meet workforce needs.

Sommelier is also currently on the Designated Area Migration Agreement (DAMA) List for South Australia, which allows employers in the state to fill gaps in the local labour market by sponsoring overseas workers.³² Its inclusion indicates strong demand for migrants in this occupation, with state government support for sponsorship.

Stakeholder feedback, ABS census data analysis and South Australia's DAMA listing strongly suggest that Sommeliers are in shortage and would benefit from migration to maintain the growth and competitiveness of Australia's premium dining and wine tourism sectors.

Catering Manager

Stakeholder feedback highlighted that Catering Managers are facing persistent shortages and difficulties in recruitment. Demand for these roles continues to grow as catering services expand across corporate, institutional and event sectors, requiring managers who can oversee operations, compliance and staff.

Employers reported that vacancies are often difficult to fill locally, particularly in regional areas, and that the shortage directly affects the ability of businesses to deliver contracts at the required scale and standard. Stakeholders also noted that the Banquet Manager specialisation and MICE (Meetings, Incentives, Convention and Events) Managers are especially difficult to recruit, with shortages even more pronounced in regional areas.

According to the ABS, the closest ANZSCO occupation corresponding to Catering Manager is Café or Restaurant Manager.³³ Approximately 17% of Café or Restaurant Managers have arrived from overseas in the past 10 years, compared with a workforce average of about 11%.³⁴ This indicates that the occupation is already highly reliant on migration relative to the broader labour market, and catering management roles are expected to share this reliance.

Stakeholder evidence and ABS data strongly suggest that Catering Managers are in shortage. The occupation would benefit from migration to ensure employers can meet workforce needs, sustain operations in both metropolitan and regional areas, and continue to support the growth of the catering sector.

³⁰ This measure serves as a proxy due to limited data under the OSCA classification. For Waiters earning above this income bracket, the figures may capture other specialisations such as Fine Dining Waiters or Maître d's. SaCSA has assessed that the overall demographics of these groups, along with Sommeliers, are likely to be broadly comparable.

³¹ Australian Bureau of Statistics, Occupation by Year of Arrival, August 2021. Extracted from TableBuilder. 10 years prior to the Census date.

³² Government of South Australia, DAMA Occupation List, September 2025: <https://www.migration.sa.gov.au/occupation-lists/dama-occupation-list>.

³³ This measure is a proxy due to limited data under the OSCA classification. For Café or Restaurant Managers, demographics for Catering Managers as a subset may differ from the broader ANZSCO category. SaCSA considers the two groups to be broadly comparable, and given the significantly higher share of overseas-born workers in this occupation, it is unlikely that Catering Managers do not also rely on migration.

³⁴ Australian Bureau of Statistics, Occupation by Year of Arrival, August 2021. Extracted from TableBuilder. 10 years prior to the Census date.

Cafe or Restaurant Supervisor

Stakeholder feedback highlighted challenges in filling Café or Restaurant Supervisor roles across the hospitality sector. When recruiting for supervisory and senior front-of-house positions, stakeholders reported a shortage of skilled or experienced applicants with working rights in Australia, long recruitment times and strong competition from other sectors that can offer higher pay and more predictable working conditions.

Employers stated that these challenges are particularly acute in regional areas where the labour pool is smaller, and vacancies often remain unfilled for extended periods. The shortage directly impacts business operations, with some venues reporting reduced trading hours³⁵ or an inability to expand services due to the lack of supervisory staff.

Stakeholders have also highlighted significant challenges in recruiting and retaining Café or Restaurant Managers. Reported issues include a shortage of candidates with appropriate working rights, difficulties retaining staff when building talent pipelines, and location barriers, with very few applicants available in areas such as the Northern Territory. Similar challenges have been reported in New South Wales, Victoria, Tasmania, South Australia and Western Australia, indicating the shortage is widespread and not limited to specific regions.

Temporary skilled work visas for Café or Restaurant Managers (457 Temporary Work (Skilled), 482 Temporary Skill Shortage and Skills in Demand) have risen sharply in recent years. Overall grants increased by almost 80% between 2023–24 and 2024–25, indicating that employers are relying strongly on skilled migration to fill roles.³⁶ This is supported by evidence that around 17% of Café or Restaurant Managers have arrived from overseas in the past 10 years, compared with a workforce average of about 11%.³⁷

Stakeholder feedback and evidence strongly suggest that Café or Restaurant Managers and Supervisors are in shortage and would benefit from migration to help meet immediate workforce gaps, support business continuity, and ensure the hospitality sector can continue to grow and deliver high-quality services.

Gaming Supervisor

Stakeholder feedback highlighted that Gaming Supervisors are in shortage across the hospitality sector, particularly in clubs and casinos. Employers reported persistent difficulties in filling these roles, which are critical for ensuring compliance with gaming regulations, overseeing floor operations, and managing customer interactions.

Accommodation Australia identified that employers noted that the shortage of qualified Gaming Supervisors has direct impacts on operations. Venues are often forced to rely on less experienced staff, increasing compliance risks and reducing service quality. In some cases, this has resulted in limited capacity to meet regulatory requirements or deliver consistent patron experiences. Stakeholders noted that migration would help meet workforce demand and ensure that the gaming sector can continue to operate responsibly and sustainably.

³⁵ Australian Broadcasting Corporation, Hospitality sector grapples with severe skills shortage on top of cost of living spending slump, September 2024: <https://www.abc.net.au/news/2024-09-09/hospitality-sector-skills-shortage-cost-of-living-support/104262070?>

³⁶ Department of Home Affairs, data.gov.au, Temporary Work (skilled) visa program, March 2025: <https://data.gov.au/data/dataset/visa-temporary-work-skilled>.

³⁷ Australian Bureau of Statistics, Occupation by Year of Arrival, August 2021. Extracted from TableBuilder. 10 years prior to the Census date.

Enrolments and completions in Responsible Gambling Services subjects have steadily declined over the past decade and remain below pre-COVID levels, falling from about 57,000 enrolments and 55,000 passed subjects in 2015 to 36,000 enrolments and 31,000 passed subjects in 2020, before partially recovering to 47,000 enrolments and 40,000 passed subjects in 2024. This trend suggests a possible restriction in supply in the gaming sector and a contributor to recruitment difficulties.³⁸

Stakeholder feedback and enrolment data strongly suggest that Gaming Supervisors are in shortage. The occupation would benefit from migration to help sustain workforce supply, support compliance with regulatory requirements, and ensure the sector can continue to deliver safe, responsible and high-quality services to patrons.

Bar Supervisor

Stakeholder feedback highlighted that Bar Supervisors are in shortage across the hospitality sector, with employers reporting ongoing challenges in recruiting candidates with the right mix of supervisory experience, staff management capability, and knowledge of Responsible Service of Alcohol (RSA) requirements. Stakeholders highlighted that this role serves as a critical bridge between management and front-line staff, with supervisors frequently responsible for overseeing entire shifts and managing venue opening and closing procedures. Evidence from a recent AHA member survey in Western Australia reinforces these concerns: more than one-third of respondents reported that the Bar Supervisor position is extremely or very difficult to fill.

Employers noted that the shortage of Bar Supervisors is impacting operations, forcing some venues to reduce trading hours, limit service offerings, or rely on less experienced staff to fill supervisory gaps. These pressures have direct consequences for service quality, workplace safety, and the ability of venues to comply with RSA obligations. Stakeholders emphasised that migration would help fill immediate workforce gaps, ease pressure on existing staff, and support the sector to maintain consistent service standards.

According to the ABS, the closest ANZSCO occupation corresponding to Bar Supervisor is Bar Attendant. By focusing on Bar Attendants earning \$78,000 or more per year to better capture the higher-skilled and higher-earning Bar Supervisors,³⁹ the data shows that 13% arrived in Australia in the past 10 years, compared with a workforce average of around 11%.⁴⁰ This highlights a stronger reliance on migration to meet workforce needs.

Stakeholder evidence and ABS Census data strongly suggest that Bar Supervisors are in shortage and would benefit from migration to help sustain workforce supply, support venue operations, and ensure ongoing compliance and service delivery across the hospitality industry.

³⁸ National Centre for Vocational Education Research, Total VET students and courses, VET subject enrolments 2015-2024. Extracted from VOCSTATS.

³⁹ This measure is a proxy due to limited data under the OSCA classification. For Bar Attendants earning above this income bracket, the figures may also capture specialisations such as Mixologists. SaCSA considers the demographics of this group and Bar Supervisors to be broadly comparable.

⁴⁰ Australian Bureau of Statistics, Occupation by Year of Arrival, August 2021. Extracted from TableBuilder. 10 years prior to the Census date.

Security Manager (Non-ICT)

Stakeholder feedback highlighted that Security Managers (Non-ICT) are in shortage across the hospitality sector. Employers emphasised that in licensed venues, this role is essential for maintaining customer safety, managing risk, and ensuring regulatory compliance. While in accommodation settings, the role is equally critical with guest safety and security identified as paramount responsibilities and core deliverables. They reported ongoing difficulty recruiting experienced managers with practical expertise needed to operate in complex hospitality settings. Employers noted that the shortage has direct impacts on operations, forcing some venues to rely on less experienced staff, and that the occupation would benefit from migration to help meet demand.

Crime, particularly theft from restaurants and fast-food businesses, has risen in Victoria in recent years,⁴¹ increasing both property loss risks and safety concerns for staff. In response, some hospitality businesses have trialled collective approaches to security. For example, in Footscray a one-month trial of private security patrols was led by local businesses as a deterrent to crime and aggression. Following its success, businesses recommended extending the arrangement, and the council agreed to fund patrols for a further six months.⁴² This example highlights how rising crime trends can directly influence demand for qualified security managers, adding pressure to already limited local labour supply.

Stakeholder feedback and insights strongly suggest that Security Managers (Non-ICT) are in shortage and would benefit from migration to help meet current and future workforce demand, support business continuity, and enable the hospitality sector to maintain safe, compliant and reliable services.

⁴¹ Crime Statistics Agency, Recorded Offences by offence type and location type, March 2025: <https://www.crimestatistics.vic.gov.au/crime-statistics/latest-victorian-crime-data/recorded-offences-2>.

⁴² Maribyrnong City Council, Council endorses new measures to support safety in Footscray CBD, July 2025: <https://www.maribyrnong.vic.gov.au/News/Council-endorses-new-measures-to-support-safety-in-Footscray-CBD>.

Conclusion

Across the Arts, Personal Services, Retail, Tourism, Travel and Hospitality sectors, the evidence points to persistent, capability-driven shortages in technical, supervisory and managerial roles that cannot be met by domestic pipelines alone. Consultations report thin candidate pools and rising skills demands as roles evolve with new technologies and service models. Targeted skilled migration is therefore an essential complement to training, not a substitute, and should be directed to occupations where shortages are constraining operations, service quality and growth.

SaCSA makes the following key points for consideration:

- The CSOL must remain broad and responsive. Clear settings are needed that recognise both persistent shortages and suitability gaps, including in regional areas. Transparency in the methodology and regular updates will give employers confidence to plan while also signalling to education and training systems where new pathways and qualifications are required.
- Employers consistently report difficulty filling supervisory and specialised roles. These shortages place direct pressure on business operations, reduce service quality and limit the ability of enterprises to innovate, expand and remain competitive, particularly in fast-changing service industries.
- Regional and sector-specific challenges must be accounted for. Employers have emphasised the importance of recognising regional realities and ensuring that employer sponsorship pathways remain accessible where salary thresholds are met, allowing migration to provide targeted relief.
- A CSOL that reflects real workforce demand will support continuity across diverse industries. Aligning skilled migration with verified pressure points will ease immediate shortages while the domestic training system works to strengthen supply.

SaCSA recommends a CSOL that is broad, responsive and evidence led. We urge the Government to adopt our nineteen recommended occupations and maintain transparent settings that allow migration to provide targeted, time-bound relief. Doing so will stabilise businesses, sustain growth, and give employers the certainty to invest and create jobs while the domestic pipeline strengthens.