

# Building Industry and Policy Contractor and Consultant Tracking December Quarter 2019

Prepared for the Department of Housing and Public Works

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# 1.0 Executive Summary

# Executive Summary – Contractors

## Current Landscape

Contractors are operating, on average at **63%** in December 2019.



**34%** of contractors have seen their workload increase in December 2019.



Amongst contractors, on average **36%** of workload is for Government clients.



**18%** of contractors are finding it difficult to employ subcontractors.



**59%** suggest the difficulty in employing contractors is existent across all trades.



**33%** of contractors are finding it difficult to employ experienced / qualified subcontractors.



Trades where employing subcontractors provides most difficulty



Carpentry  
**(54%)**



Plastering  
**(41%)**



Tiling  
**(38%)**

Reduced availability of experience subcontractors has led to increased project costs (68%) and project delays (54%).



## Future Landscape

**(37%)** of contractors believe their workload will increase in the next quarter.



**33%** of contractors project that their labour costs will increase in the next quarter.



**(59%)** of contractors predict the cost of building materials will increase in the next quarter.



# Executive Summary – Consultants

## Current Landscape

34% suggest their workload has increased in the last quarter.



73% of consultants have done work for the government in the last quarter.

## Future Landscape

26% suggest their workload will increase in the next quarter.



Consultants are operating at a capacity of 67% in December 2019.



56% of consultants are finding it difficult to find work.



Building Designer services (39%) and Licensed Surveyors (13%) are currently the most difficult disciplines to employ.

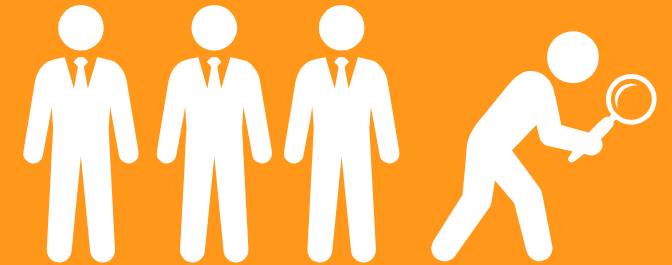


32% of consultants predicted they will have difficulty employing staff in the next 3 months.



In December 2019 76% of Public sector submissions and 78% of Private Sector submissions were made online.

25% of consultants are looking to increase their staff numbers in December 2019.



Workload across levels of government



32%  
Local



63%  
State



5%  
Federal

## 2.0

# Research Background, Objectives and Methodology

# Research Background

- The building and construction industry plays an important and major role within Queensland. The industry employs around 240,000 people and contributes approximately \$46 billion to the state's economy. Not only does it benefit the economy, it is also a major employer across key areas within Queensland.
- Whilst the importance of the building and construction industry can't be understated, the volatility of the industry over the last 20 years has been high. In times of prosperity, the demand for development has outstripped supply, leaving Queensland with labour supply shortage and, in some instances, having to allow for skilled foreign workers to be recruited to meet demands.
- To help understand the state of the building and construction industry cycle in Queensland, the Department of Housing and Public Works (DHPW) conducts quarterly research surveys with contractors and consultants registered with the Department's Prequalification (PQC) System. The survey has been conducted since 2004 for contractors and 2011 for consultants. Throughout this report, results are presented since March 2015. The research provides an overview summary of the conditions including:
  - Employment supply (surplus, undersupply) and its impact,
  - Workloads (current and future) and
  - Costs of labour and material supply.

# Research Objectives

Track conditions for prequalified contractors and consultants in the building and construction industry in Queensland on a quarterly basis.

- What is the availability of labour within the industry?
- Is there difficulty in employing subcontractors?
- Is there difficulty in employing skilled and experienced subcontractors?
- Is the difficulty across all trades? Which ones?
- What impact has labour shortage had on the business?
- What does the workload look like for the industry?
- What areas are current projects in? residential / commercial?
- What is the current business capacity to take on further work?
- Has workload changed (increased / decreased)?
- Will future workload change (increase / decrease)?
- What proportion of work has been from government (local, state, federal)?
- What proportion of projects use online programs?
- What impact has labour and material cost had?
- Will future labour and materials costs increase / decrease?



# Research Methodology

- This research was conducted via a mixed method of online and CATI.
- A total of n=206 respondents were surveyed.
- This sample included n=105 Consultants, and n=101 Contractors.
- Fieldwork was conducted between 04/12/2019 – 17/12/2019.
- The average length of interview was 4.66 minutes for contractors and 5.71 minutes for consultants.
- Within this report, significance testing is referred to throughout. All significance testing was conducted at the 95% confidence interval.
- “Don’t know” responses have been excluded where mean scores are presented.

The questionnaire for this wave was provided by DHPW. The questionnaire covered the following topics:

## **Consultants:**

1. Key demographics
2. Current workload
3. Projected future workload
4. Online systems and web collaboration
5. Government work
6. Demographics

## **Contractors:**

1. Current subcontractor employment difficulty
2. Current workload
3. Projected future workload
4. Government work
5. Demographics

*This project was carried out in accordance with ISO 20252*

# 3.0 Contractors

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## 3.1 Contractors - Current and Projected Workload

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Contractors reported working at 63% of total capacity in December 2019, up from 59% in September 2019.

In December 2019, significantly more contractors reported their workload had increased within the past three months than did in the previous quarter (21% in September vs. 34% in December).

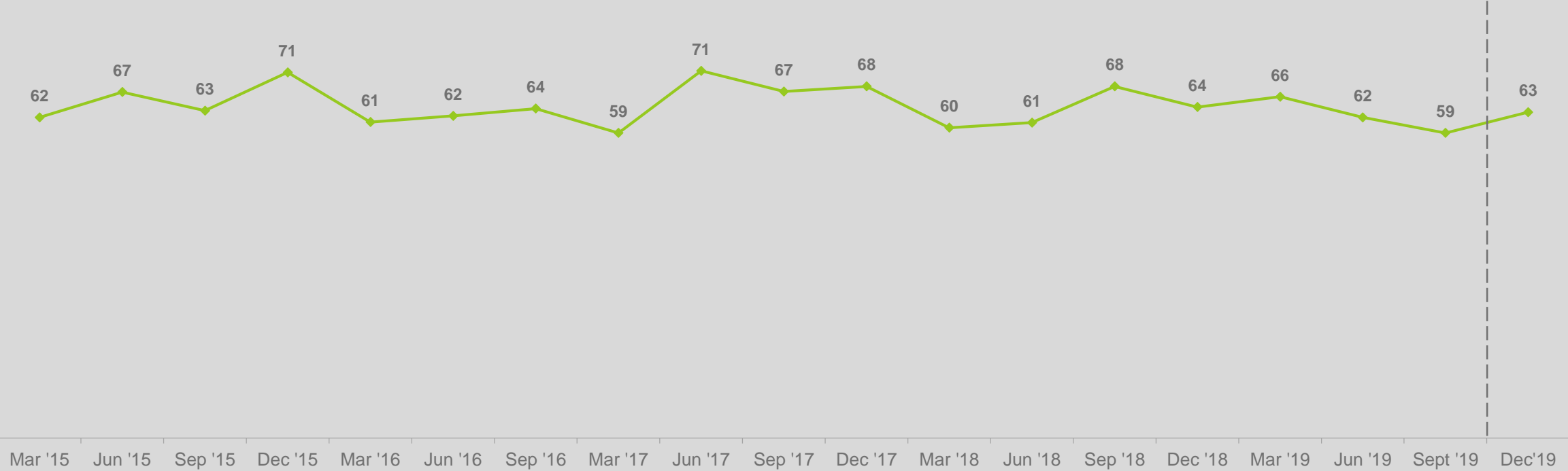
Contractors were optimistic about their predicted workloads over the next 3 months (37% predicted an increase). This remained consistent with predictions made in September 2019 (39%).

Predictions about labour costs increasing in December 2019 (33%) remained consistent with predictions made in September 2019 (32%).

Significantly more contractors predicted their building material costs would increase in December 2019 (59%) than did in September 2019 (43%). This is consistent with predictions made about building material costs increasing in December 2018 (58%).

Contractors reported working at 63% of total capacity in December 2019. This is slightly higher than the level reported in September 2019; where contractors reported working at 59% of total capacity.

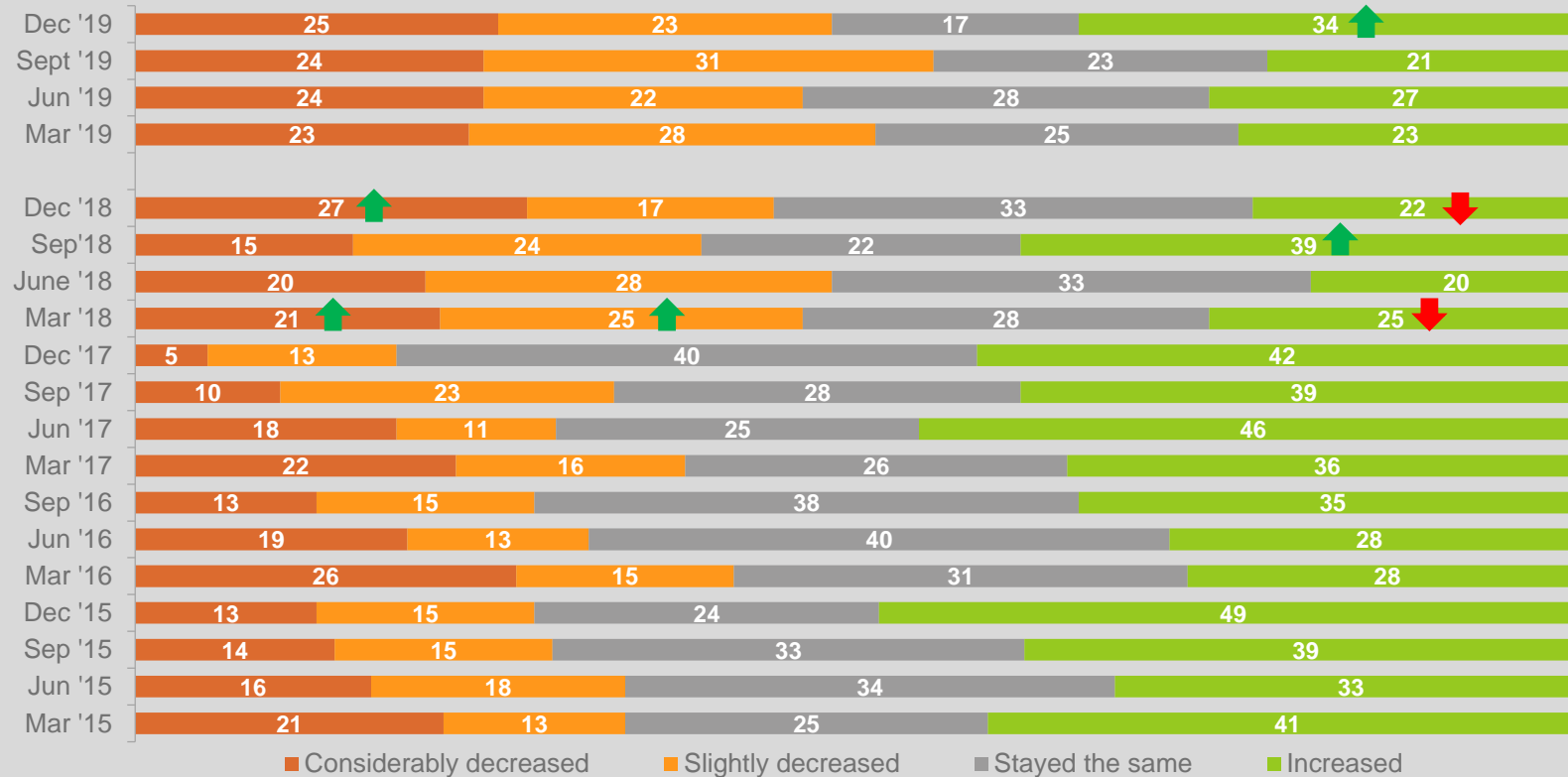
Current workload capacity (average %)



Q5a. Thinking of the total volume of work you are able to undertake, with 100% being unable to take on any further work, in percentage terms what would you currently be operating at?  
Base: All Contractors Dec '19 n=101; Sept '19 n=107; Jun '19 n=109; Mar '19 n=107; Dec '18 n=103; Sep '18 n=106; Jun '18 n=84; Mar '18 n=100; Dec '17 n=100; Sep '17 n=100; Jun '17 n=100; Mar '17 n=100; Sep '16 n=80; Jun '16 n=80; Mar '16 n=80; Dec '15 n=80; Sep '15 n=80; Jun '15 n=80; Mar '15 n=80.



In December 2019, significantly more contractors reported their workload had increased within the past three months (34%) than did in September 2019 (21%). Similarly, fewer contractors reported their workload had slightly decreased (23%) than did in September 2019 (31%).

Recent workload change (%)



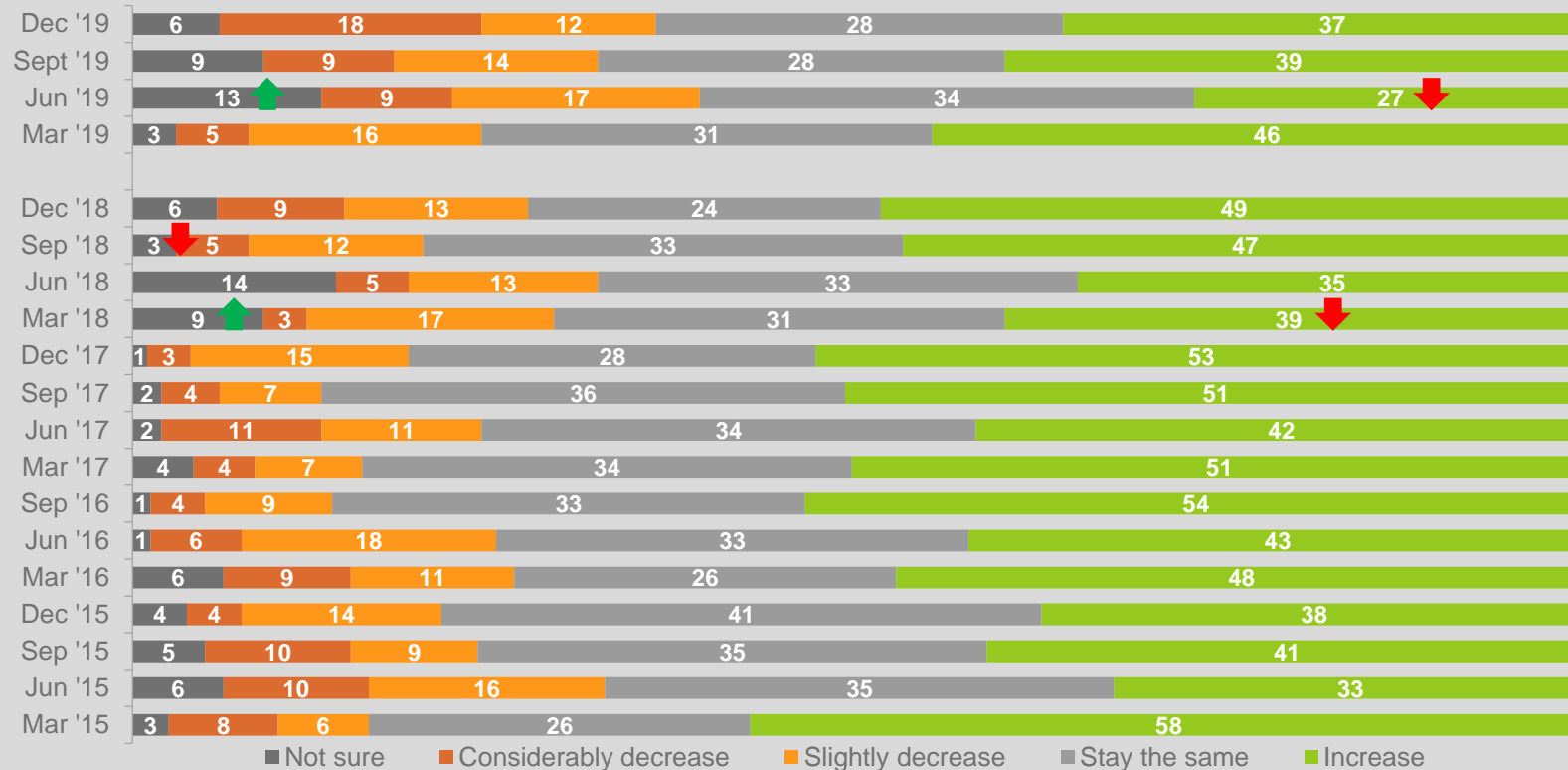
Q5b. In the past three months do you think your workload has...

Base: All Contractors Dec '19 n=101; Sept '19 n=107; Jun '19 n=109; Mar '19 n=107; Dec '18 n=103; Sep '18 n=106; Jun '18 n=84; Mar '18 n=100; Dec '17 n=100; Sep '17 n=100; Jun '17 n=100; Mar '17 n=100; Sep '16 n=80; Jun '16 n=80; Mar '16 n=80; Dec '15 n=80; Sep '15 n=80; Jun '15 n=80; Mar '15 n=80.

 Significantly higher than previous quarter at the 95% confidence level  
 Significantly lower than previous quarter at the 95% confidence level



Contractors were optimistic about their predicted workloads over the next 3 months, with 37% predicting an increase in their workload. This remained consistent with predictions made in September 2019 (39%).

Projected workload change (%)



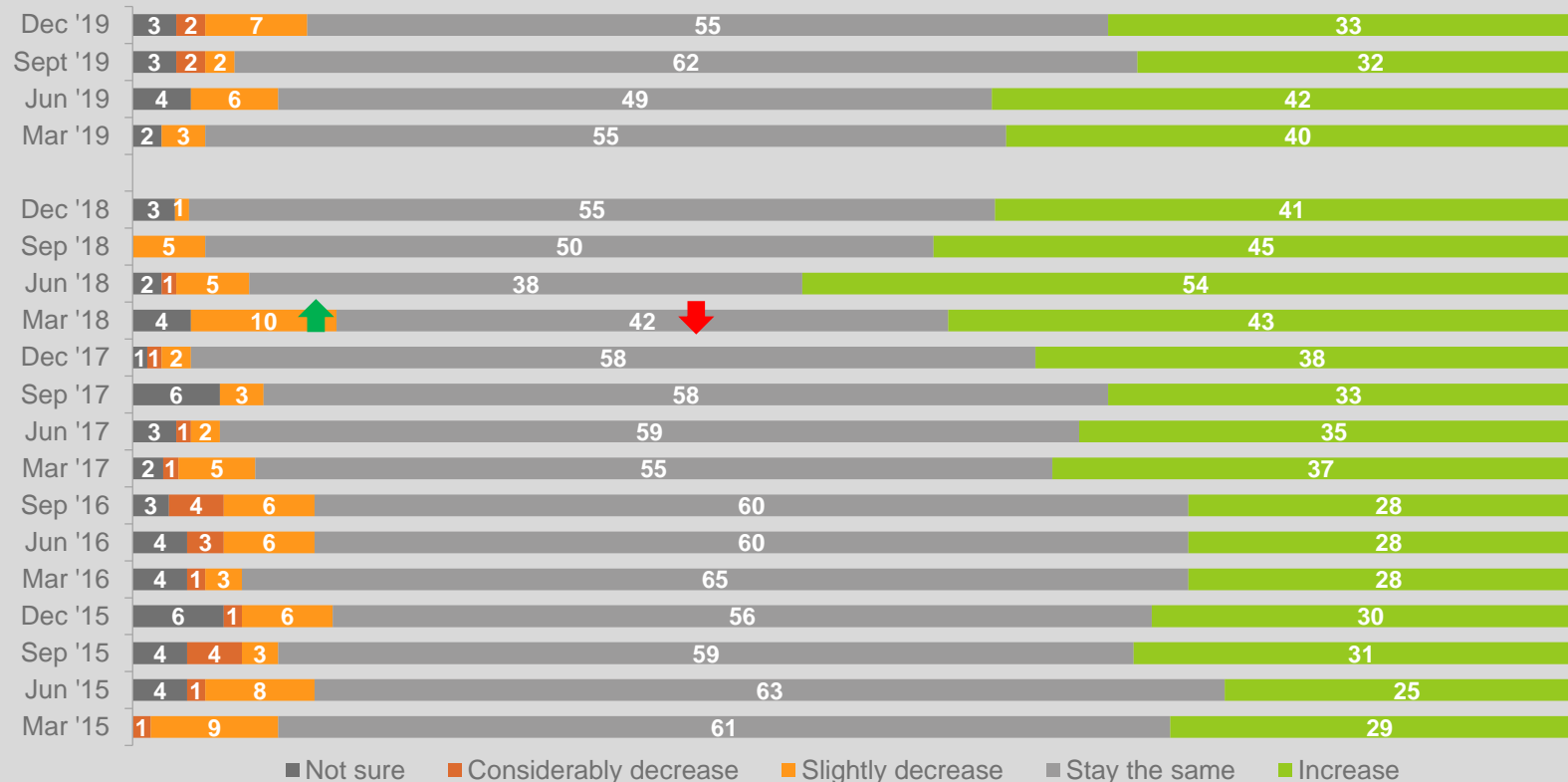
Q6. In the next three months, do you think your workload will...

Base: All Contractors Dec '19 n=101; Sept '19 n=107; Jun '19 n=109; Mar '19 n=107; Dec '18 n= 103; Sep '18 n=106; Jun '18 n=84; Mar '18 n=100; Dec '17 n=100; Sep '17 n=100; Jun '17 n=100; Mar '17 n=100; Sep '16 n=80; Jun '16 n=80; Mar '16 n=80; Dec '15 n=80; Sep '15 n=80; Jun '15 n=80; Mar '15 n=80.

 Significantly higher than previous quarter at the 95% confidence level  
 Significantly lower than previous quarter at the 95% confidence level



Predictions about labour costs increasing in December 2019 (33%) remained consistent with predictions made in September 2019 (32%). However, there was also a slight increase in contractors predicting a slight decrease in costs (7% in December from 2% in September).

Projected labour cost change (%)



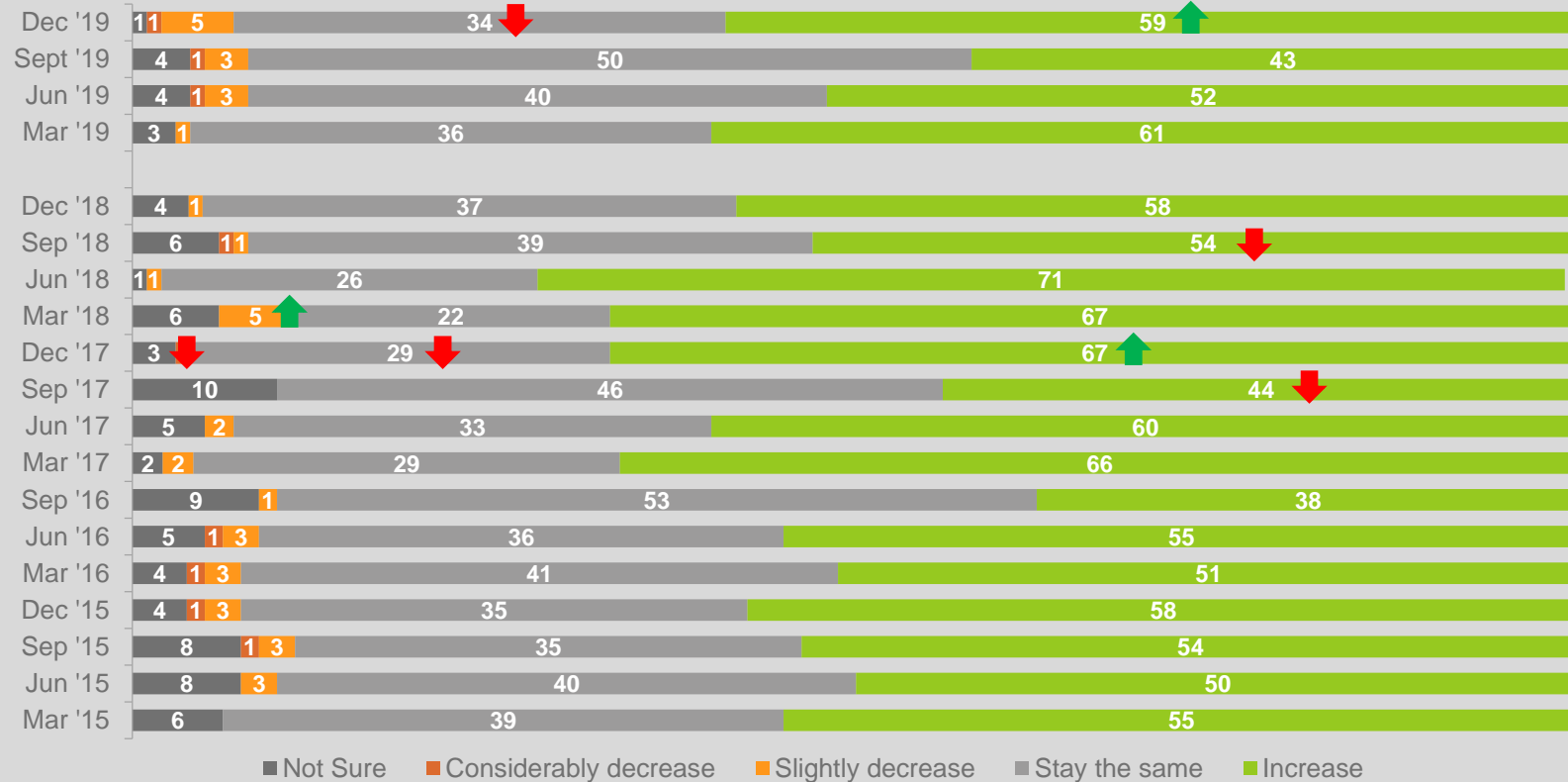
Q7. In the next three months do you think labour costs will...

Base: All Contractors Dec '19 n=101; Sept '19 n=107; Jun '19 n=109; Mar '19 n=107; Dec '18 n= 103; Sep '18 n=106; Jun '18 n=84; Mar '18 n=100; Dec '17 n=100; Sep '17 n=100; Jun '17 n=100; Mar '17 n=100; Sep '16 n=80; Jun '16 n=80; Mar '16 n=80; Dec '15 n=80; Sep '15 n=80; Jun '15 n=80; Mar '15 n=80.

 Significantly higher than previous quarter at the 95% confidence level  
 Significantly lower than previous quarter at the 95% confidence level



Significantly more contractors predicted their building material costs would increase in December 2019 (59%) than did in September 2019 (43%). This is consistent with predictions made about building material costs increasing in December 2018 (58%).

Projected building material cost change (%)



Q8. In the next three months do you think building material costs will...

Base: All Contractors Dec '19 n=101; Sept '19 n=107; Jun '19 n=109 Mar '19 n=107; Dec '18 n= 103; Sep '18 n=106; Jun '18 n=84; Mar '18 n=100; Dec '17 n=100; Sep'17 n=100; Jun '17 n=100; Mar '17 n=100; Sep '16 n=80; Jun '16 n=80; Mar '16 n=80; Dec '15 n=80; Sep '15 n=80; Jun '15 n=80; Mar '15 n=80.

 Significantly higher than previous quarter at the 95% confidence level  
 Significantly lower than previous quarter at the 95% confidence level



## 3.2 Contractors - Employment

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In December 2019, 18% of contractors reported difficulty employing contractors at an overall level. This is slightly higher than the levels reported in September 2019 (14%).

Difficulty employing suitably experienced or qualified subcontractors increased to 33% in December 2019; the highest level reported in 2019.

In December 2019, contractors reported an increase in difficulty employing subcontractors or qualified contractors across all trades (59%) and fewer contractors reported this issue being concentrated across a small number of specific trades (41%).

Carpentry is the trade contractors reported the most difficulty employing subcontractors in. This was followed by Plastering and Wall and Floor Tiling.

A lack of available subcontractors has impacted projects; with the main impact being an increase in project costs due to having to pay higher sub-contractor rates (68% agree). Project delays followed (54%).

In December 2019, 18% of contractors reported difficulty employing contractors at an overall level. This is slightly higher than the levels of difficulty reported in September 2019 (14%).

Current difficulty employing subcontractors (% Difficult)

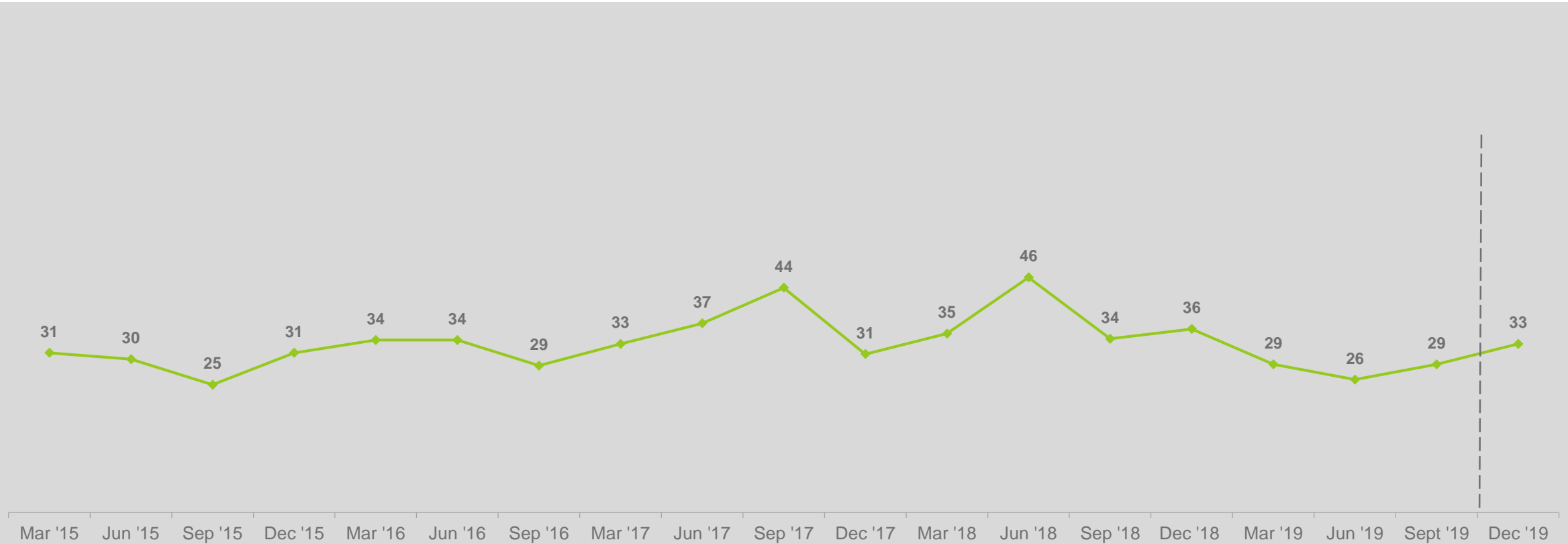


Q1a. At an overall level, are you currently experiencing difficulties employing subcontractors?

Base: All Contractors Dec '19 n=101; Sept '19 n=107; Jun '19 n=109, Mar '19 n=107 Dec '18 n=103; Sep '18 n=106; Jun '18 n=88; Mar '18 n=100; Dec '17 n=100; Sep '17 n=100; Jun '17 n=100; Mar '17 n=100; Sep '16 n=80; Jun '16 n=80; Mar '16 n=80; Dec '15 n=80; Sep '15 n=80; Jun '15 n=80; Mar '15 n=80.

Difficulty employing suitably experienced or qualified subcontractors increased to 33% in December 2019. This is the highest level reported in 2019.

Current difficulty employing experienced/qualified subcontractors (% Difficult)

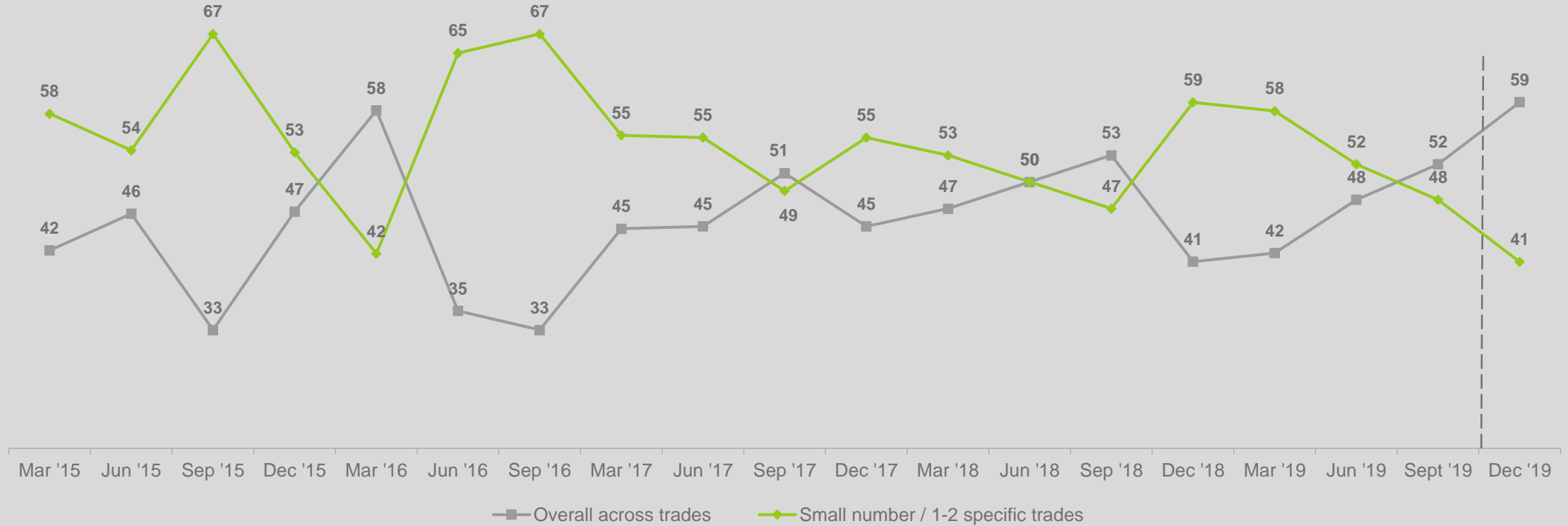


Q1b. And, in terms of skill levels, are you currently experiencing difficulties employing suitably experienced or qualified subcontractors?

Base: All Contractors Dec '19 n=101; Sept '19 n=107; Jun '19 n=109, Mar '19 n=107; Dec '18 n=103; Sep '18 n=106; Jun '18 n=87; Mar '18 n=100; Dec '17 n=100; Sep '17 n=100; Jun '17 n=100; Mar '17 n=100; Sep '16 n=80; Jun '16 n=80; Mar '16 n=80; Dec '15 n=80; Sep '15 n=80; Jun '15 n=80; Mar '15 n=80.

Contractors reported an increase in difficulty employing subcontractors or qualified contractors across all trades (59%), whilst fewer contractors reported this issue being concentrated across a small number of specific trades (41%) than did in the previous quarter.

Difficulty in employing across trades (% Difficult)





Q1c. Is this an overall difficulty across trades or is it concentrated in a small number of specific trades?

BASE: Contractors having difficulty employing subcontractors or experienced or qualified contractors Dec '19 n=37; Sept '19 n=33; Jun '19 n=33; Mar '19 n=33; Dec '18 n=39; Sep '18 n=38; Jun '18 n=40; Mar '18 n=36; Dec '17 n=33; Sep '17 n=45; Jun '17 n=38; Mar '17 n=38; Sep '16 n=24; Jun '16 n=31; Mar '16 n=31; Dec '15 n=30; Sep '15 n=24; Jun '15 n=28; Mar '15 n=26.

Carpentry has remained the trade contractors reported the most difficulty employing subcontractors in. This was followed by Plastering and Wall and Floor Tiling.

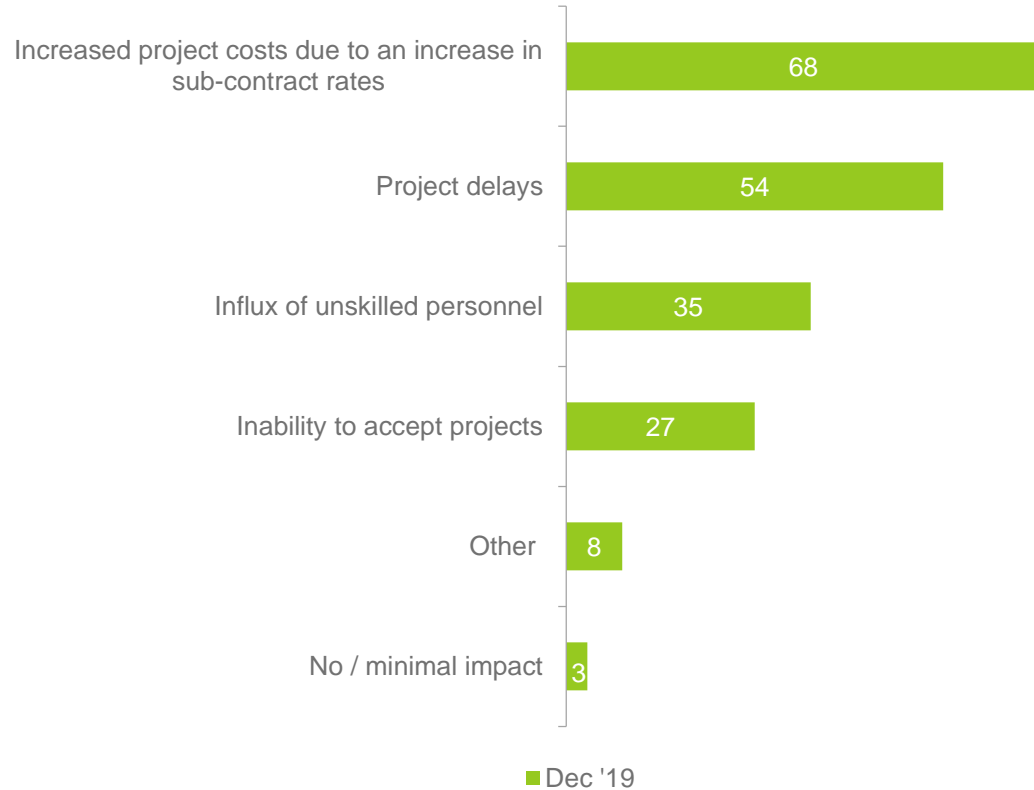
	Carpentry	Electrical	Wall and Floor Tiling	Plastering	Bricklaying	Painting	Plumbing	Concreting	Formwork	Joinery incl. Cabinet Making	Mechanical Services	Scaffolding	Steel Fixing	Labourers	Other
Dec '19	54%	24%	38%	41%	19%	27%	16%	32%	14%	19%	22%	8%	8%	11%	5%
Sep '19	55%	27%	39%	36%	21%	30%	21%	30%	24%	21%	9%	6%	15%	15%	6%
Jun '19	55%	12%	42%	39%	33%	30%	12%	24%	15%	27%	21%	9%	18%	12%	15%
Mar '19	33%	24%	48%	42%	27%	30%	21%	30%	15%	27%	21%	6%	9%	12%	21%
Dec '18	49%	28%	36%	38%	23%	23%	23%	33%	23%	15%	18%	10%	15%	5%	31%
Sep '18	39%	37%	21%	24%	8% ↓	26%	24%	21% ↓	16%	18%	16%	5%	8%	11%	29% ↑
Jun '18	43%	25%	25%	40%	33%	25%	25%	45%	25%	20%	18%	15%	15%	23%	10%
Mar '18	44%	28%	28% ↑	39%	25%	19%	33%	31%	25% ↑	22% ↑	17% ↑	<1%	14%	25% ↑	14% ↓
Dec '17	36%	12%	3% ↓	27%	21%	15%	15%	21%	<1%	6%	3%	<1%	6%	6%	39%
Sep '17	47%	22%	16%	24%	11%	16%	16%	7%	<1%	<1%	7%	2%	2%	2%	20% ↓
Jun '17	37%	32%	16%	21%	26%	16%	26%	29%	3%	3%	5%	5%	3%	<1%	40%
Mar '17	42%	29%	29%	26%	24%	18%	18%	11%	8%	5%	5%	3%	3%	3%	21%
Sep '16	13%	21%	25%	25%	25%	13%	21%	13%	21%	8%	21%	13%	4%	8%	29%
Jun '16	32%	6%	35%	32%	29%	23%	19%	19%	6%	3%	6%	<1%	3%	<1%	13%
Mar '16	39%	23%	16%	39%	39%	16%	19%	19%	16%	10%	16%	6%	10%	3%	16%
Dec '15	37%	20%	23%	43%	17%	17%	20%	27%	17%	23%	20%	10%	7%	7%	33%
Sep '15	38%	21%	17%	33%	50%	38%	33%	29%	8%	21%	17%	17%	8%	17%	21%
Jun '15	43%	21%	18%	25%	21%	21%	29%	36%	32%	14%	14%	11%	18%	11%	29%
Mar '15	42%	23%	12%	19%	15%	12%	19%	23%	19%	8%	4%	4%	8%	4%	38%

Q2a. Which trades are you finding it difficult (to employ subcontractors). BASE: Contractors having difficulty employing subcontractors or experienced or qualified contractors: Dec '19 n=37; Sept '19 n=33; Jun '19 n=33, Mar '19 n=33; Dec '18 n=39; Sep '18 n=38; Jun '18 n=40; Mar '18 n=36; Dec '17 n=33, Sep '17 n=45; Jun '17 n=38; Mar '17 n=38; Sep '16 n=24; Jun '16 n=31; Mar '16 n=31; Dec '15 n=30; Sep '15 n=24; Jun '15 n=28; Mar '15 n=26.

 Significantly higher than previous quarter at the 95% confidence level  
 Significantly lower than previous quarter at the 95% confidence level

A lack of available subcontractors has impacted projects; with the main impact being an increase in project costs due to having to pay higher sub-contractor rates (68% agree). Project delays followed (54%).

Impact on project as a result of reduced availability of subcontractors (%)



	Project delays	No/minimal impact	Increased project costs	Inability to accept projects	Influx of unskilled personnel	Other
<b>Dec '19</b>	<b>54%</b> ↑	<b>3%</b>	<b>68%</b>	<b>27%</b>	<b>35%</b>	<b>8%</b>
Sept '19	36%	3%	76% ↑	30%	39%	0%
Jun '19	36%	9%	48% ↑	30% ↑	45%	6%
Mar '19	21%	9%	24%	9%	24%	12%
Dec '18	56%	5%	67%	31%	36%	3%
Sep '18	16%*	16%*	34%*	18%*	13%*	3%*
Jun '18	55%	5%	58%	25%	48%	8%
Mar '18	69%	8%	69% ↑	19%	44% ↑	6%
Dec '17	48%	12%	24%	12%	15%	6%
Sep '17	53%	18%	42%	4% ↓	11%	9%
Jun '17	63%	11%	37%	13%	8%	8%
Mar '17	64%	21%	18%	12%	6%	18%
Sep '16	42%	13%	46%	29%	8%	0%
Jun '16	68%	6%	61%	26%	26%	10%
Mar '16	35%	26%	61%	23%	26%	3%
Dec '15	43%	3%	47%	27%	33%	10%
Sep '15	58%	8%	71%	25%	25%	13%
Jun '15	57%	7%	61%	25%	36%	11%
Mar '15	50%	12%	58%	19%	42%	8%

Q3. How has the lack of available subcontractors impacted your projects?

BASE: Contractors having difficulty employing subcontractors or experienced or qualified contractors: Dec '19 n=37; Sept 19 n=33; Jun '19 n=33; Mar '19 n=33; Dec '18 n=39; Sep '18 n=38; Jun '18 n=40; Mar '18 n=36; Dec '17 n=33; Sep'17 n=45; Jun '17 n=38; Mar '17 n=38; Sep '16 n=24; Jun '16 n=31; Mar '16 n=31; Dec '15 n=30; Sep '15 n=24; Jun '15 n=28; Mar '15 n=26.

\*Question was asked as a single response in September 2018 and March 2019.

↑ Significantly higher than previous quarter at the 95% confidence level  
 ↓ Significantly lower than previous quarter at the 95% confidence level

## 3.3 Contractors - Government Work

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Reported government workload amongst contractors decreased 4% from September 2019 (40%) to December 2019 (36%).

Reported government workload amongst contractors decreased 4% from September 2019 (40%) to December 2019 (36%).

Current Government Workload (%)



Q9. In the last three months approximately what percentage of your workload has been for the government?

Base: All Contractors Dec '19 n=101; Sept '19 n=107; Jun '19 n=109; Mar '19 n=107; Dec '18 n=103; Sep '18 n=106; Jun '18 n=97; Mar '18 n=100; Dec '17 n=100; Sep '17 n=100; Jun '17 n=100; Mar '17 n=100; Sep '16 n=80; Jun '16 n=80; Mar '16 n=80; Dec '15 n=80; Sep '15 n=80; Jun '15 n=80; Mar '15 n=80.

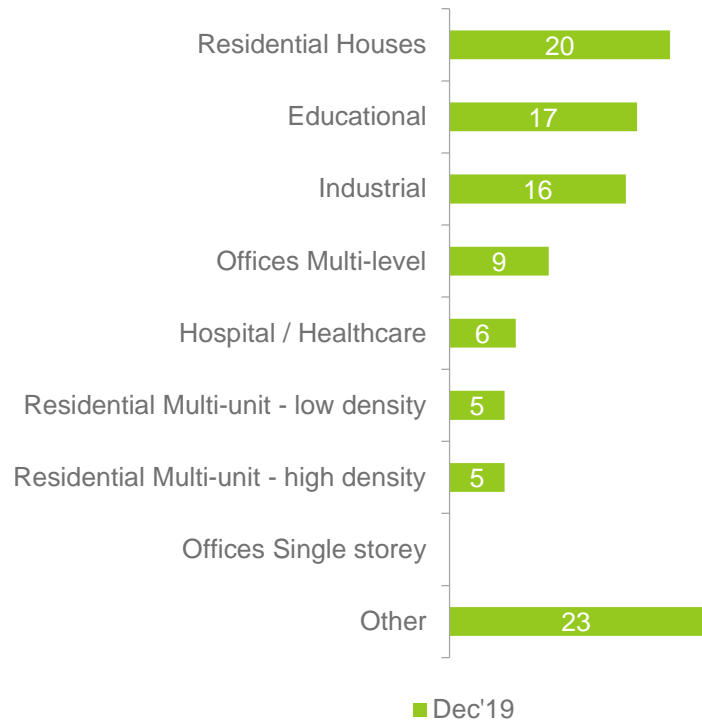


# 3.4 Contractors - Demographics

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# Construction area of majority of current projects (%)

Majority of current project construction sector (%)



	Residential Houses	Educational	Offices Multi level	Industrial	Offices Single story	Residential Multi unit - low density	Residential Multi unit - high density	Hospital/ Healthcare	Other
Dec '19	20%	17%	9%	16%	0%	5%	5%	6%	23%
Sep '19	16%	21%	7%	10% ↓	1%	6%	4%	9%	25%
Jun '19	17%	21%	7%	21%	1%	6%	4%	6%	18%
Mar '19	17%	21%	7%	13%	3%	6%	5%	13%	17%
Dec '18	18%	18%	8%	13%	5%	6%	3%	13%	17%
Sep '18	14%	11%	12% ↑	23% ↑	7%	4%	4%	8%	18%
Jun '18	18%	21%	4%	12%	2%	7%	4%	11%	21%
Mar '18	15% ↓	12%	4%	12% ↓	4%	9%	8%	8%	28% ↑
Dec '17	19% ↑	13%	9%	31% ↑	1%	7%	3%	3%	14%
Sep '17	31%	17%	9%	10%	0%	6%	3%	6%	18%
Jun '17	19%	13%	11%	13%	1%	8%	8%	12%	15%
Mar '17	34%	13%	12%	9%	8%	2%	1%	2%	19%

Q4. In what area of the construction sector are the majority of your current projects?

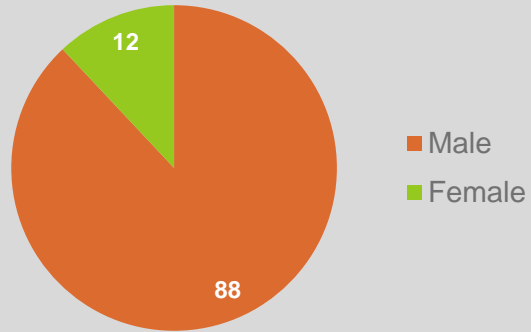
BASE: All Contractors Dec '19 n=101; Sept '19 n=107; Jun '19 n=109; Mar '19 n=107; Dec '18 n=103; Sep '18 n=106; Jun '18 n=84; Mar '18 n=100; Dec '17 n=100; Sep '17 n=100; Jun '17 n=100; Mar '17 n=100; Sep '16 n=80; Jun '16 n=80; Mar '16 n=80; Dec '15 n=80; Sep '15 n=80; Jun '15 n=80; Mar '15 n=80.

\*Please note, this question was asked as a Single Response from Mar '17 onwards, but was historically asked as a multiple response question.

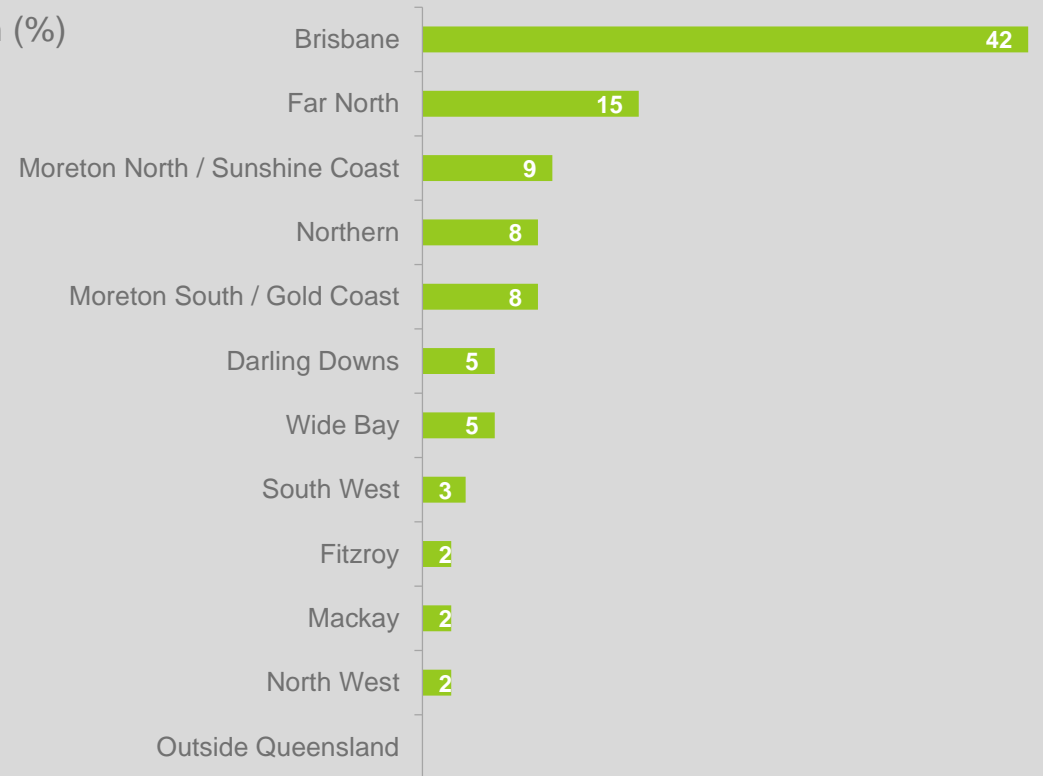
↑ Significantly higher than previous quarter at the 95% confidence level  
 ↓ Significantly lower than previous quarter at the 95% confidence level

# Contractors Demographic Profile

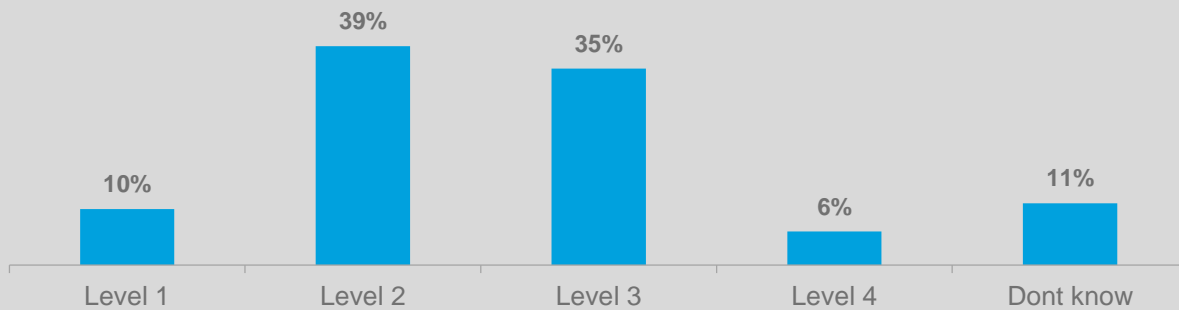
Gender (%)



Region (%)



PQC Level (%)



D1. Gender  
 D2. In what region is the household where you currently live?  
 D3 What is your PQC (Pre-qualification level)?  
 BASE: All Contractors Dec '19 n=101.

# 4.0 Consultants

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## 4.1 Consultants - Current and Projected Workload

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In December 2019, a third of consultants reported an increased workload over the past three months (34%). This is a slight increase from September 2019 (31%) and the highest level reported in 2019.

Perceptions regarding future workload has decreased significantly; with 26% predicting an increase in workload over the next 3 months in December 2019 (significantly lower than September 2019 (39%).

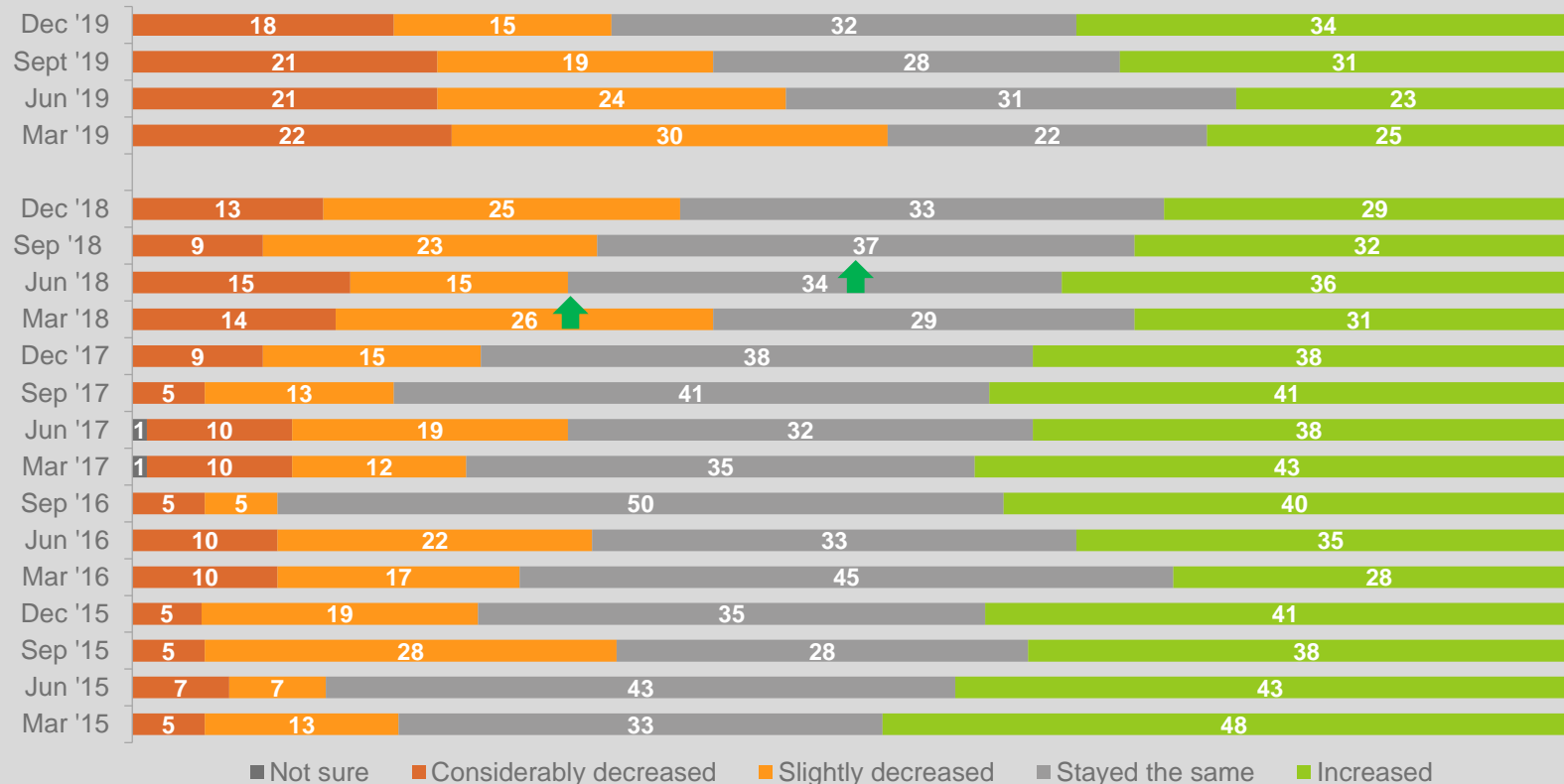
In December 2019, reported levels of difficulties finding work amongst consultants (29%) remained consistent with the levels reported throughout 2019.

Consistent with the previous quarter, consultants reported being at 67% of total capacity in December 2019.

Consultants held the perception that their consultant fees would increase over the next 3 months (14% reported it would increase). This increased from September 2019 (9% reported it would increase).



In December 2019, a third of consultants reported an increased workload over the past three months (34%). This is a slight increase from September 2019 (31%) and the highest reported increase in 2019.

Recent workload change (%)



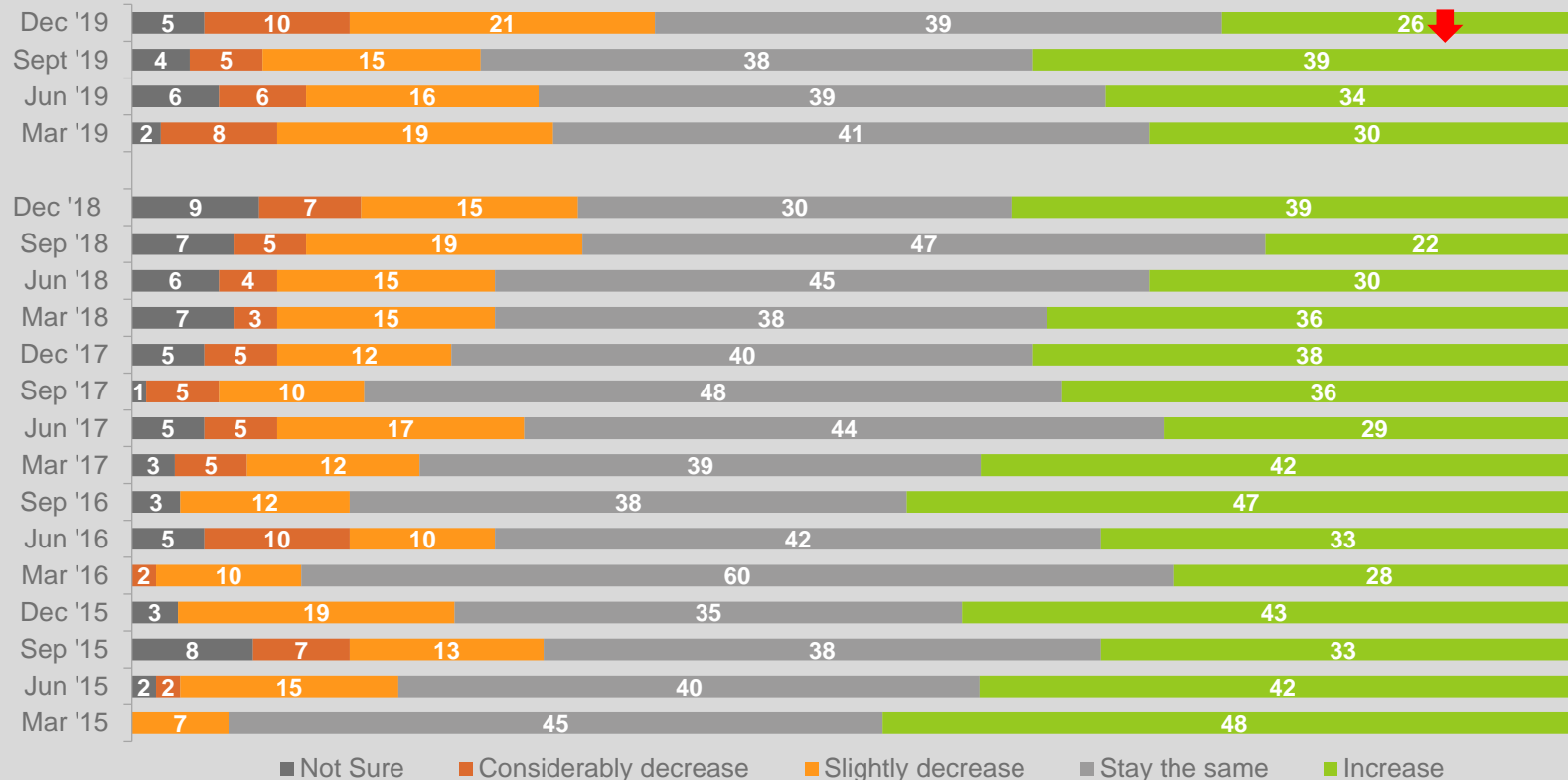
Q3a. In the past three months do you think your workload has...

Base: All Consultants Dec '19 n=105; Sept '19 n=109; Jun '19 n=108; Mar '19 n=103; Dec '18 n=114; 'Sep '18 n=104; Jun '18 n=98; Mar '18 n=110; Dec '17 n=100; Sep '17 n=100; Jun '17 n=100; Mar '17 n=101; Sep '16 n=60; Jun '16 n=60; Mar '16 n=60; Dec '15 n=63; Sep '15 n=60; Jun '15 n=60; Mar '15 n=60.

 Significantly higher than previous quarter at the 95% confidence level  
 Significantly lower than previous quarter at the 95% confidence level



Perceptions regarding future workload has decreased significantly; with only 26% predicting an increase in workload over the next 3 months in December 2019 (significantly lower than September 2019 (39%).

Projected workload change (%)



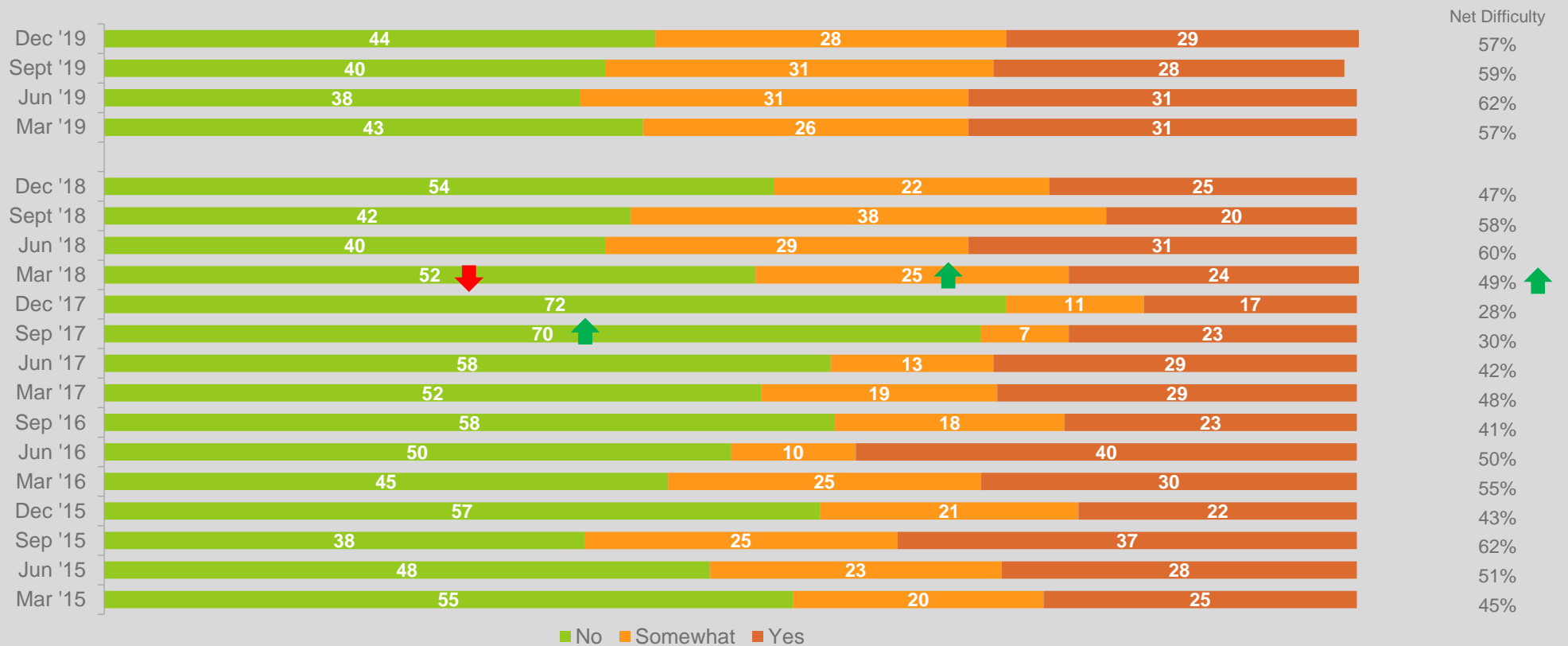
Q3b. In the next three months do you think your workload will...

Base: All Consultants Dec '19 n=105; Sept '19 n=109; Jun '19 n=108; Mar '19 n=103; Dec '18 n=114; Sep '18 n=104; Jun '18 n=98; Mar '18 n=110; Dec '17 n=100; Sep '17 n=100; Jun '17 n=100; Mar '17 n=101; Sep '16 n=60; Jun '16 n=60; Mar '16 n=60; Dec '15 n=63; Sep '15 n=60; Jun '15 n=60; Mar '15 n=60.

 Significantly higher than previous quarter at the 95% confidence level  
 Significantly lower than previous quarter at the 95% confidence level



In December 2019, reported levels of difficulties finding work amongst consultants (29%) remained consistent with the levels reported throughout previous quarters in 2019.

Currently finding it difficult to find work (%)



Q10. At an overall level, are you currently experiencing difficulties in finding work?

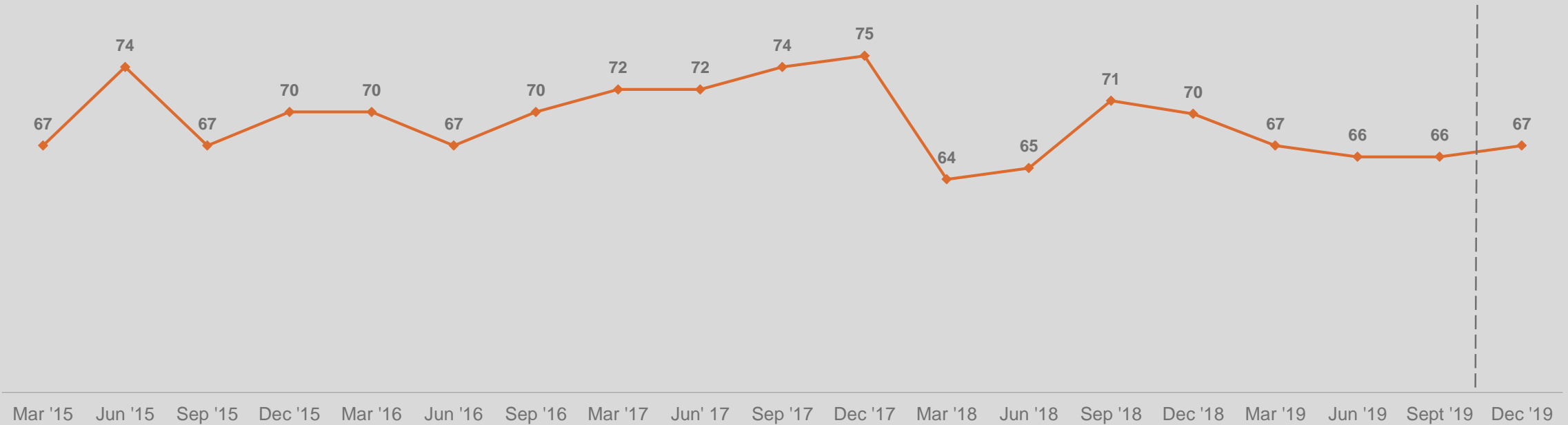
Base: All Consultants Dec '19 n=105; Sept '19 n=109; Jun '19 n=108; Mar '19 n=103; Dec '18 n= 114; Sep '18 n=104; Jun '18 n=98; Mar'18 n=110; Dec '17 n=100; Sep'17 n=100; Jun '17 n=100; Mar '17 n=101; Sep '16 n=60; Jun '16 n=60; Mar '16 n=60; Dec '15 n=63; Sep '15 n=60; Jun '15 n=60; Mar '15 n=60.

 Significantly higher than previous quarter at the 95% confidence level  
 Significantly lower than previous quarter at the 95% confidence level



Consistent with the previous quarter (66%), consultants reported being at 67% of total capacity in December 2019.

Current workload capacity (average %)

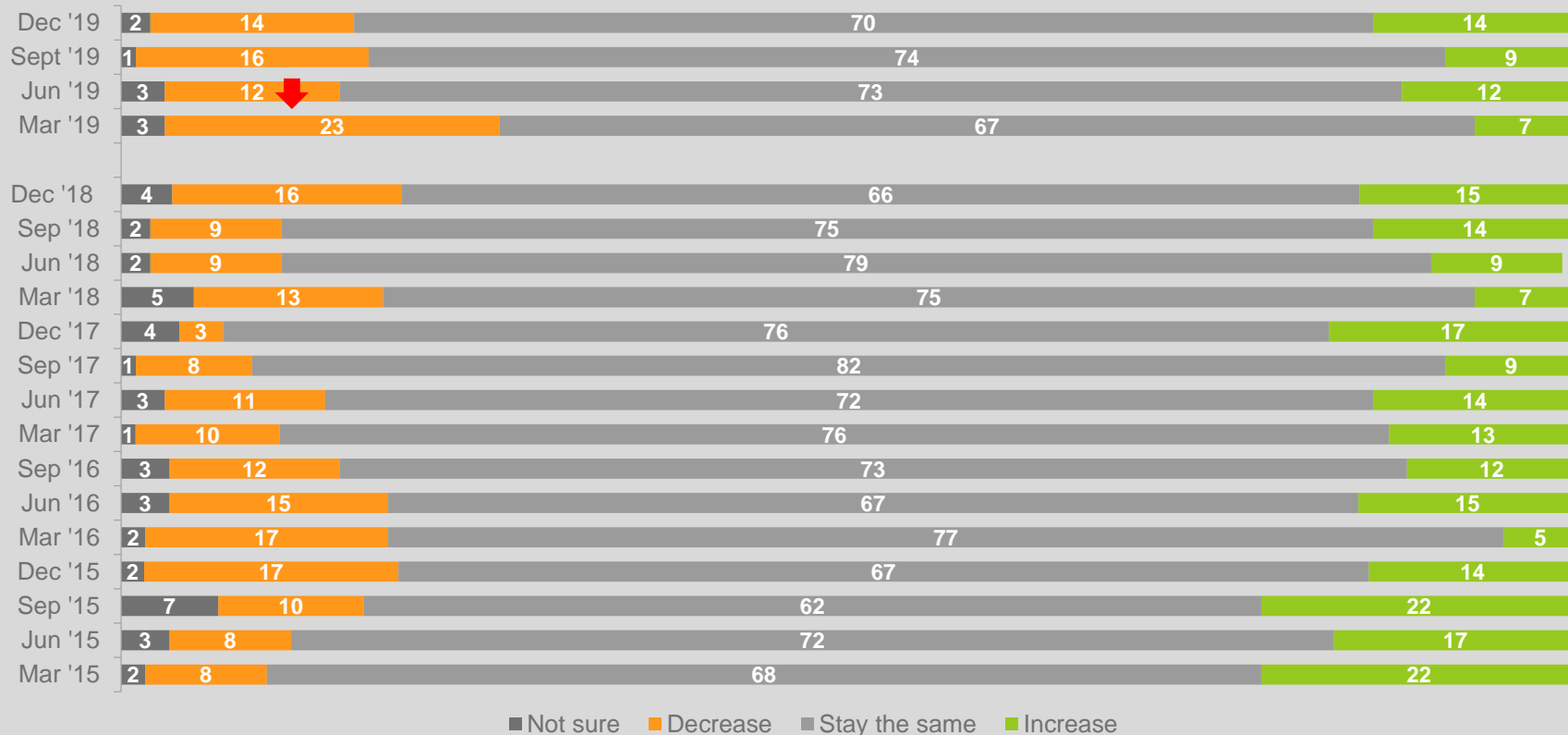


Q2a. Thinking of the total volume of work you are able to undertake and 100% being unable to take on any further work, in percentage terms what would you currently be operating at?

Base: All Consultants Dec '19 n=105; Sept '19 n=109; Jun '19 n=108; Mar '19 n=103; Dec '18 n=114; Sep '18 n=104; Jun '18 n=98; Mar '18 n=110; Dec '17 n=100; Sep '17 n=100; Jun '17 n=100; Mar '17 n=101; Sep '16 n=60; Jun '16 n=60; Mar '16 n=60; Dec '15 n=63; Sep '15 n=60; Jun '15 n=60; Mar '15 n=60.



Consultants held the perception that their consultant fees would increase over the next 3 months (14% reported it would increase). This increased 5% from September 2019 (9% reported it would increase).

Projected change to consultancy fees (%)



Q5. In the next three months do you think consultant fees will generally?

Base: All Consultants Dec '19 n=105; Sept 19 n=109; Jun 19 n=108; Mar '19 n=103; Dec '18 n=114; Sep '18 n=104; Jun '18 n=96; Mar'18 n=110; Dec '17 n=100; Sep'17 n=100; Jun '17 n=100; Mar '17 n=101; Sep '16 n=60; Jun '16 n=60; Mar '16 n=60; Dec '15 n=63; Sep '15 n=60; Jun '15 n=60; Mar '15 n=60.

 Significantly higher than previous quarter at the 95% confidence level  
 Significantly lower than previous quarter at the 95% confidence level

## 4.2 Consultants - Employment

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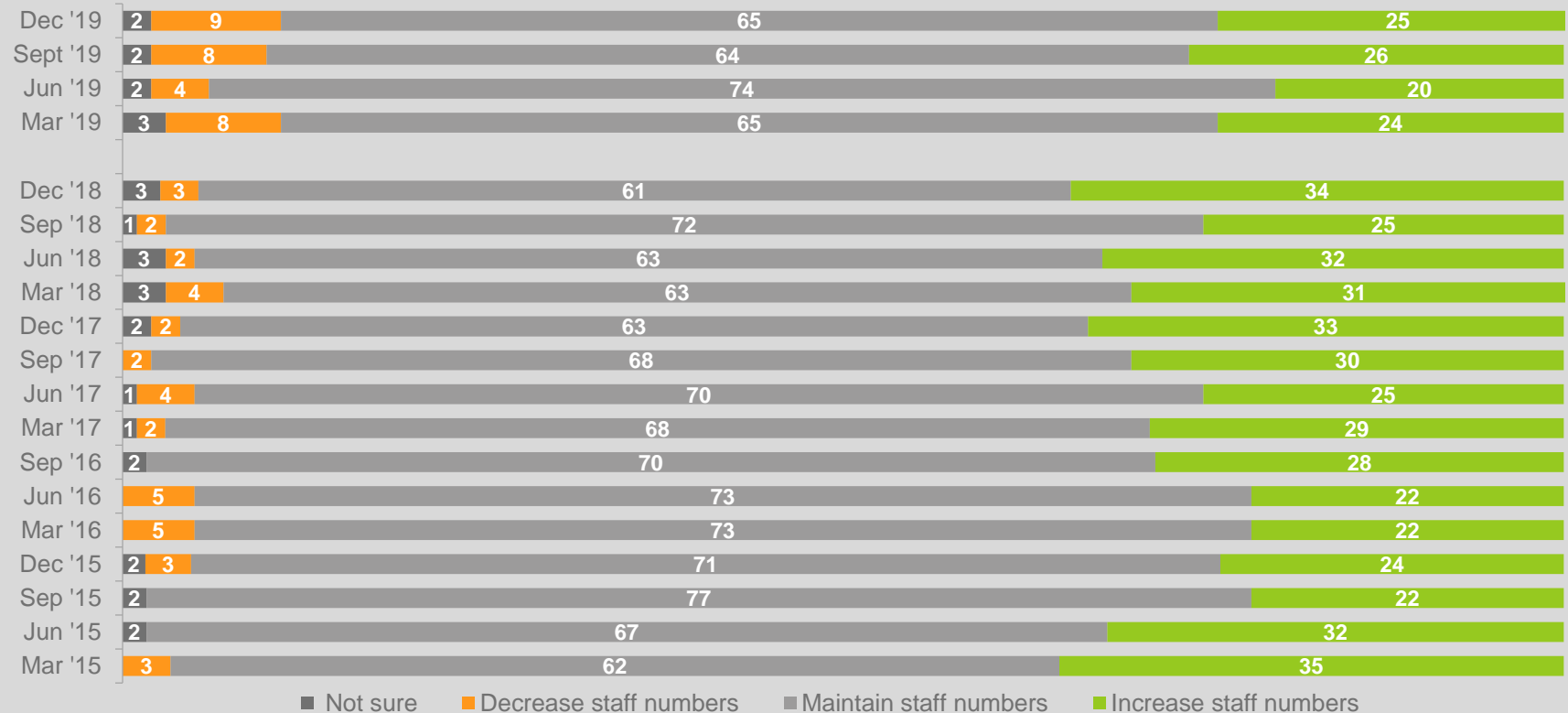
Staffing numbers remained consistent with levels reported in September 2019 (26% looking to increase staff numbers) in December 2019; 25% of consultants are looking to increase staff numbers and 9% are looking to decrease staff numbers.

The number of consultants who believed they would not have difficulty employing staff in December (49% no) remained consistent with the level reported in September 2019 (47% no). There was a decrease in the number of consultants who thought they would have difficulty employing staff (32%).

Building design/architect was the discipline where most consultants felt they would have the most difficulty employing staff. After spiking in September 2019 (52%), it decreased to levels consistent with previous quarters (39%) in December 2019.

In December 2019, staffing numbers remained consistent with levels reported in September 2019 (26% looking to increase staff numbers); 25% of consultants are looking to increase staff numbers and 9% are looking to decrease staff numbers.

Current staffing change requirements (%)

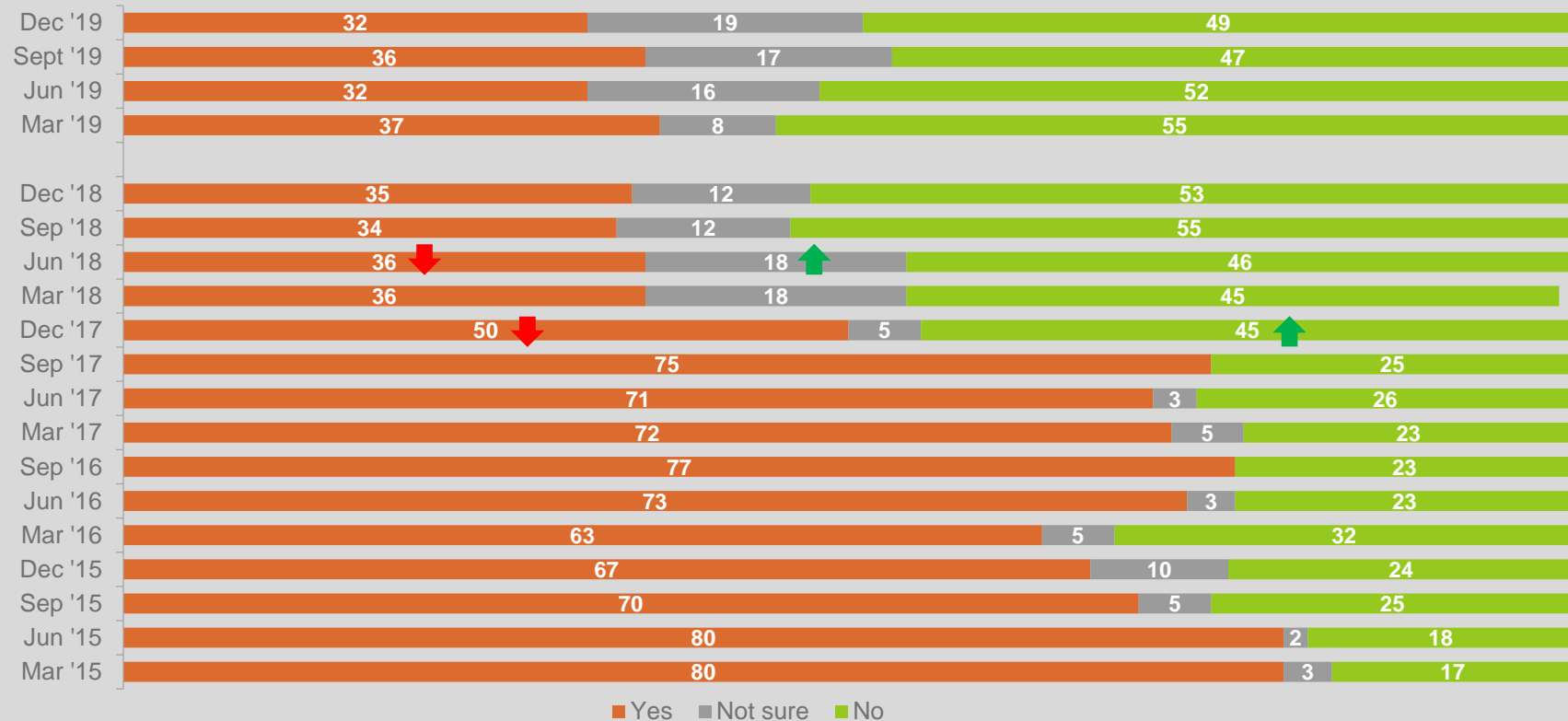


Q6. At present, is your firm looking to...

Base: All Consultants Dec '19 n=105; Sept '19 n=109; Jun '19 n=108; Mar '19 n=103; Dec '18 n=114; Sep '18 n=104; Jun '18 n=96; Mar '18 n=110; Dec '17 n=100; Sep '17 n=100; Jun '17 n=100; Mar '17 n=101; Sep '16 n=60; Jun '16 n=60; Mar '16 n=60; Dec '15 n=63; Sep '15 n=60; Jun '15 n=60; Mar '15 n=60.



The number of consultants who believed they would not have difficulty employing staff in December (49% no) remained consistent with the level reported in September 2019 (47% no). There was a slight decrease in the number of consultants who thought they would have difficulty employing staff (32%).

Projected employment difficulty (%)



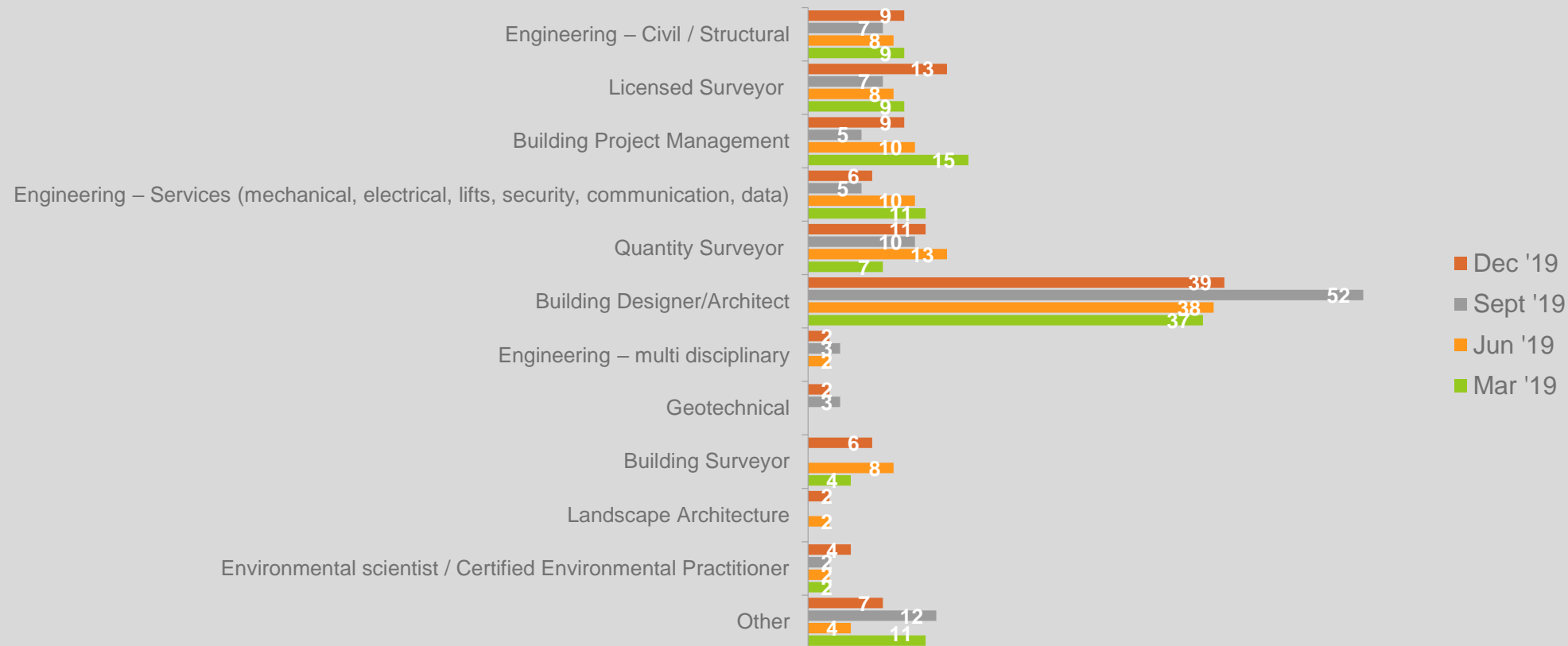
Q4a. In the next three months do you think will have difficulty employing staff?

Base: All Consultants Dec '19 n=105; Sept '19 n=109; Jun '19 n=108; Mar '19 n=103; Dec '18 n=114; Sep '18 n=104; Jun '18 n=97; Mar '18 n=110; Dec '17 n=100; Sep '17 n=100; Jun '17 n=100; Mar '17 n=101; Sep '16 n=60; Jun '16 n=60; Mar '16 n=60; Dec '15 n=63; Sep '15 n=60; Jun '15 n=60; Mar '15 n=60.

 Significantly higher than previous quarter at the 95% confidence level  
 Significantly lower than previous quarter at the 95% confidence level



Building design/architect was the discipline where most consultants felt they would have the most difficulty employing staff. However, after spiking in September 2019 (52%), in December it has decreased to levels consistent with previous quarters (39%).

Projected employment difficulty\* (%)







Q4b. If there is an expected difficulty in employing staff, which disciplines do you think you will struggle to fill?

Base: Consultants who are or are not sure if they will have difficulty employing staff Dec '19 n=54; Sept '19 n=58; Jun '19 n=52; Mar '19 n=46; Dec '18 n=54; Sep '18 n=47; Jun '18 n=63; Mar '18 n=70; Dec '17 n=50; Sep '17 n=25; Jun '17 n=29.

 Significantly higher than previous quarter at the 95% confidence level  
 Significantly lower than previous quarter at the 95% confidence level

# Difficulty employing staff across disciplines over time.

	Engineering Civil/ Structural	Engineering Services	Quantity Surveyor	Building Project Management	Licensed Surveyor	Landscape Architecture	Engineering Multi Disciplinary	Environmental Scientist/ Practitioner	Geotechnical	Building Surveyor	Other
Dec '19	9%	6%	11%	9%	13%	2%	2%	4%	2%	6%	7%
Sep '19	7%	5%	10%	5%	7%	0%	3%	3%	3%	0%	12% 
Jun '19	8%	10%	13%	10%	8%	2%	2%	2%	0%	8%	4%
Mar '19	9%	11%	7%	15%	9%	0%	0%	2%	0%	4%	11%
Dec '18	11%	4%	7%	11%	7%	7%	6%	0%	0%	2%	17%
Sep '18	13%	13%	9%	6%	2%	0%	13%	4%	4%	2%	11%
Jun '18	27% 	11%	11%	16%	16%	2%	7%	2%	4%	2%	11%
Mar '18	11%	3%	14% 	11%	9%	3%	4%	0%	1%	7%	9% 
Dec '17	6%	2%	4%	16%	16%	0%	2%	2%	4%	2%	26%
Sep '17	0%	12%	4%	4%	24%	0%	0%	0%	0%	4%	24%
Jun '17	3%	0%	0%	7%	10%	0%	7%	0%	0%	10%	31%
Mar '17	11%	7%	7%	4%	4%	0%	0%	0%	0%	0%	29%
Sep '16	7%	21%	0%	21%	7%	7%	0%	0%	0%	7%	0%
Jun '16	0%	21%	7%	7%	7%	7%	7%	0%	0%	0%	14%
Mar '16	11%	5%	5%	5%	5%	0%	5%	5%	0%	0%	32%
Dec '15	13%	7%	0%	0%	0%	0%	0%	0%	0%	7%	7%
Sep '15	20%	7%	0%	7%	13%	13%	0%	7%	13%	0%	0%
Jun '15	9%	0%	9%	18%	9%	0%	0%	0%	0%	0%	9%
Mar '15	0%	0%	20%	10%	0%	0%	0%	0%	10%	0%	30%

Q4b. If there is an expected difficulty in employing staff, which disciplines do you think you will struggle to fill?

Base: Consultants who are or are not sure if they will have difficulty employing staff Dec '19 n=54; Sept '19 n=58; Jun '19 n=52; Mar '19 n=46; Dec '18 n=54; Sep '18 n=47; Jun '18 n=63; Mar '18 n=70; Dec '17 n=50; Sep '17 n=25; Jun '17 n=29; Mar '17 n=28; Sep '16 n=14; Jun '16 n=14; Mar '16 n=19; Dec '15 n=15; Sep '15 n=15; Jun '15 n=11; Mar '15 n=10.

## 4.3 Consultants - Online Programs

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Just under half of projects (45%) undertaken by consultants involved the use of online programs in December 2019, a slight decrease since the previous quarter (50%)

In December 2019, consultants reported 76% of their submissions for public sector work were submitted electronically. This level has remained steady since December 2018 (76%).

There was a slight decrease in the amount of private sector submissions being submitted electronically in December 2019 (78%).

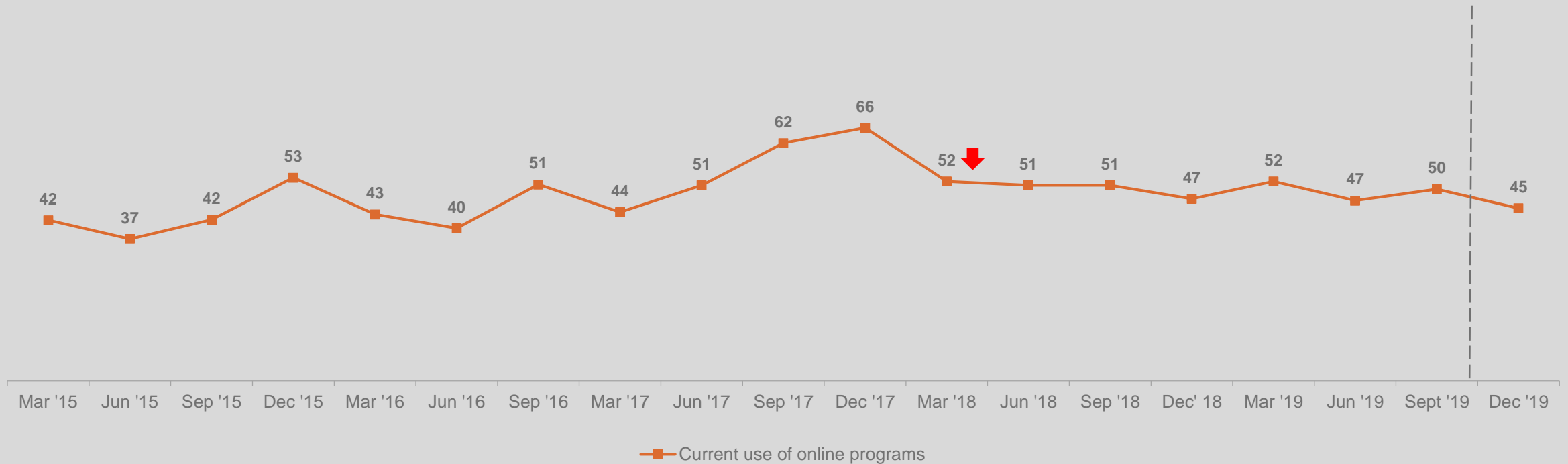
In December 2019, 38% of consultants reported satisfaction with web collaboration systems whilst reported dissatisfaction was 14%.

Satisfaction with the web collaboration system reported in December 2019 decreased (30% satisfied in December 2019 from 34% in September 2019).





Just under half of projects (45%) undertaken by consultants involved the use of online programs in December 2019. This is a slight decrease from the previous quarter (50%).

Current projects involving online programs (%)



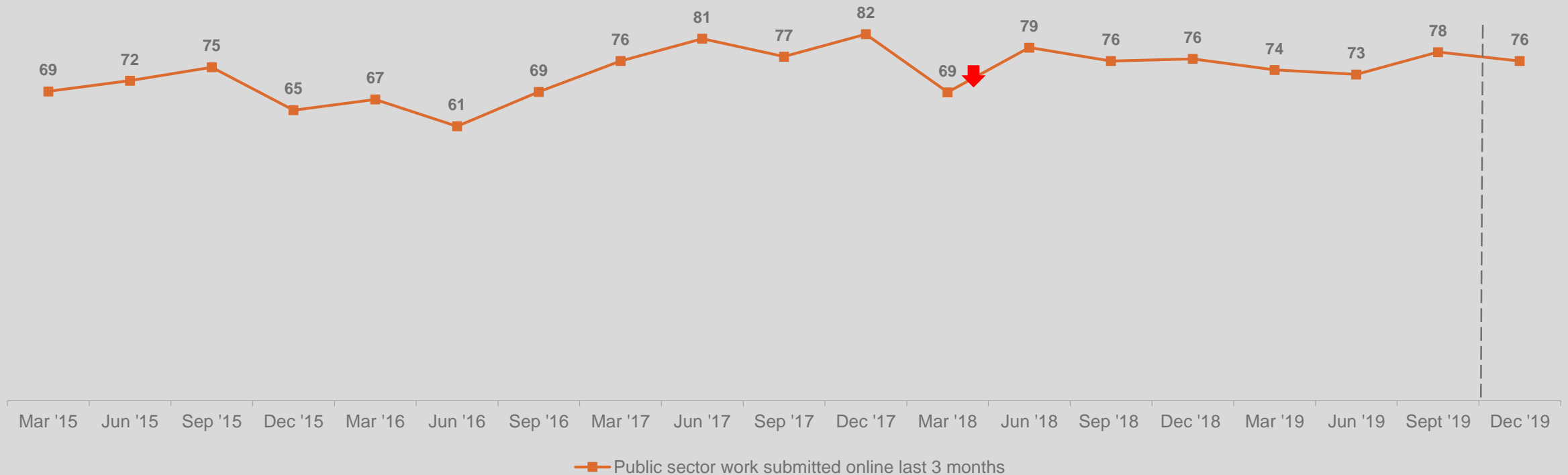
Q7. What percentage of your projects involves the use of online programs?

Base: All Consultants Dec '19 n=105; Sept '19 n=109; Jun '19 n=108; Mar '19 n=103; Dec '18 n=114; Sep '18 n=104; Jun '18 n=98; Mar '18 n=110; Dec '17 n=100; Sep '17 n=100; Jun '17 n=100; Mar '17 n=101; Sep '16 n=60; Jun '16 n=60; Mar '16 n=60; Dec '15 n=63; Sep '15 n=60; Jun '15 n=60; Mar '15 n=60.

 Significantly higher than previous quarter at the 95% confidence level  
 Significantly lower than previous quarter at the 95% confidence level



In December 2019, consultants reported 76% of their submissions for public sector work were submitted electronically. This level has remained steady since December 2018 (76%).

Current public sector submissions online (%)



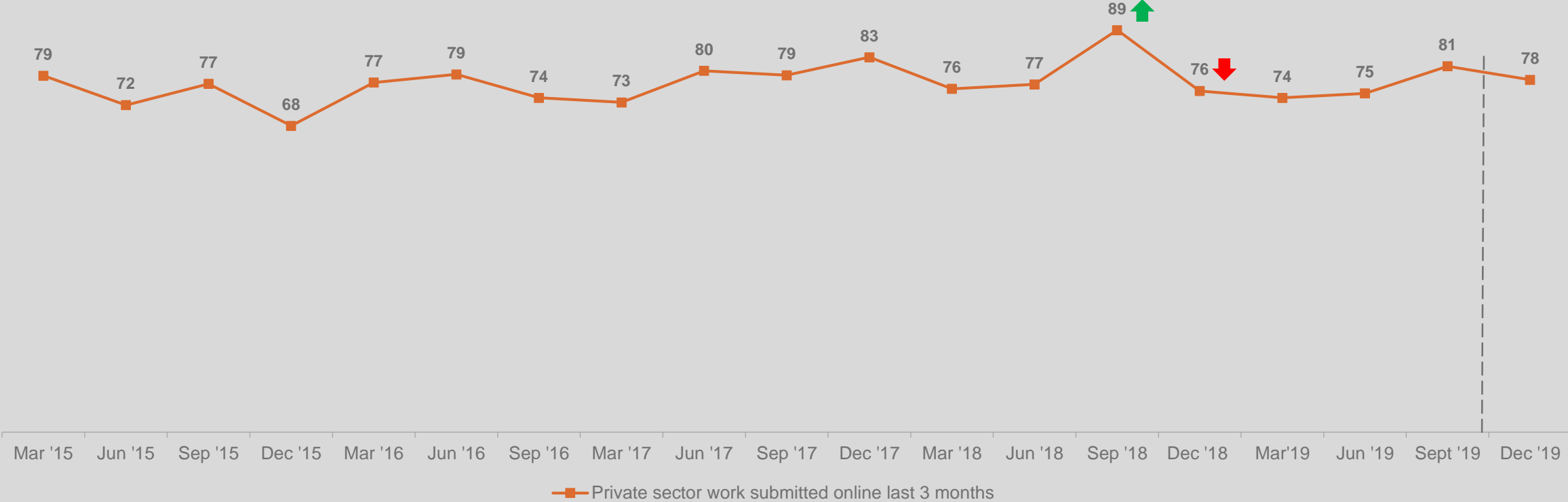
Q8a. In the last three months what percentage of your consultancy submissions for public sector work are being submitted electronically?

Base: All Consultants Dec '19 n=105; Sept '19 n=109; Jun '19 n=108; Mar '19 n=103; Dec '18 n=114; Sep '18 n=104; Jun '18 n=98; Mar '18 n=110; Dec '17 n=100; Sep '17 n=100; Jun '17 n=100; Mar '17 n=101; Sep '16 n=60; Jun '16 n=60; Mar '16 n=60; Dec '15 n=63; Sep '15 n=60; Jun '15 n=60; Mar '15 n=60.



 Significantly higher than previous quarter at the 95% confidence level  
 Significantly lower than previous quarter at the 95% confidence level

After steadily increasing from March 2019 to September 2019, there was a slight decrease in the amount of private sector submissions being submitted electronically in December 2019 (78%).

Current private sector submissions online (%)

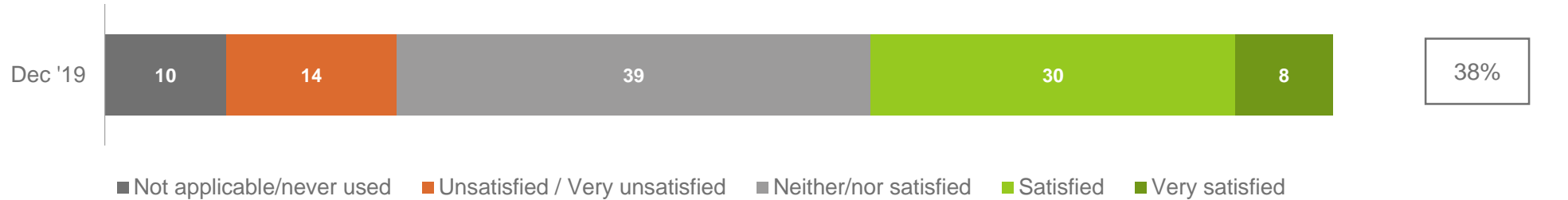


Q8b. In the last three months what percentage of your consultancy submissions for private sector work are being submitted electronically?  
 Base: All Consultants Dec '19 n=105; Sept '19 n=109; Jun '19 n=108; Mar '19 n=103; Dec '18 n=114; Sep '18 n=104; Jun '18 n=98; Mar '18 n=110; Dec '17 n=100; Sep '17 n=100; Jun '17 n=100; Mar '17 n=101; Sep '16 n=60; Jun '16 n=60; Mar '16 n=60; Dec '15 n=63; Sep '15 n=60; Jun '15 n=60; Mar '15 n=60.

 Significantly higher than previous quarter at the 95% confidence level  
 Significantly lower than previous quarter at the 95% confidence level

In December 2019, 38% of consultants reported satisfaction with web collaboration systems. Reported dissatisfaction was 14%.

Web collaboration system satisfaction (%)



Reasons for being unsatisfied

*“Too complicated/ time consuming. There are restrictions on drawings and the numbering systems are slow to upload.”*

*“The setup of the Aconex system does not allow us to upload drawings when we need to. There have been significant delay and rework when waiting for workflow to be cleared.”*

*“We have made a considerable investment in our own ICT and one of the benefits is the ability to report on projects and continually improve our performance. The third party web based interfaces deliver an incomplete data set which reduces the value of our investment.”*

*“There seems to be an unequal investment in training on the web based systems. Notably, the 'project administrator' cannot correctly set-up in Aconex workflows /sub-workflows which reduces the usability of the system.”*

*“They are used poorly and as a substitute for genuine communication. People are not trained properly when asked to use these systems so [it is] hard to filter though to find the important, relevant & latest information.”*

*“Creates too much paperwork.”*



Q9. How satisfied are you with web collaboration systems?

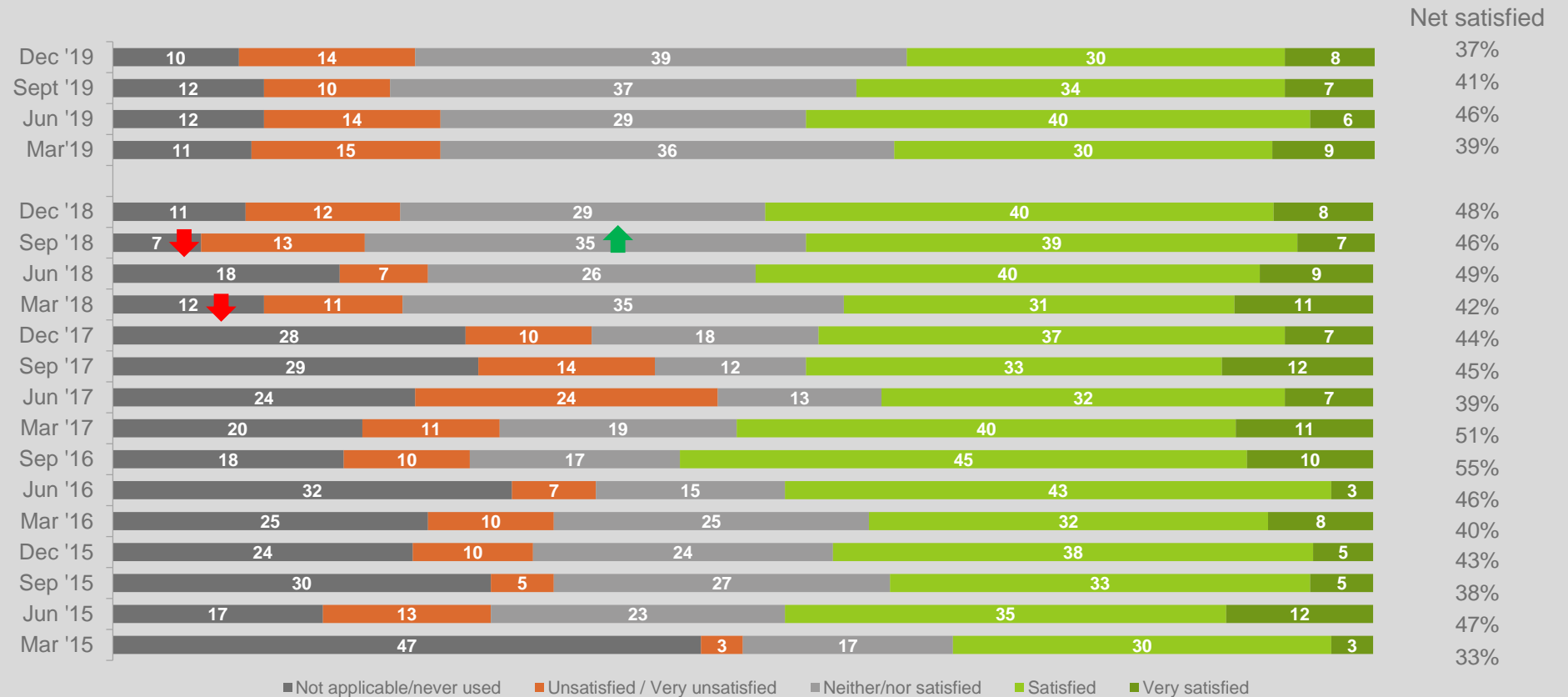
Base: Q9. All Consultants Dec '19 n=105.

Q9a. Why are you unsatisfied with web collaboration systems?

Base: Q9a. Consultants unsatisfied/very unsatisfied with web collaboration systems Dec '19 n=15.



# Satisfaction with the web collaboration system reported in December 2019 continued to decrease (30% satisfied in December 2019 from 34% in September 2019).

Web collaboration system satisfaction (%)



Q9. How satisfied are you with web collaboration systems?

Base: All Consultants Dec '19 n=105, Sept '19 n=109; Jun '19 n=108; Mar '19 n=103; Dec '18 n=114; Sep '18 n=104; Jun '18 n=94; Mar '18 n=110; Dec '17 n=100; Sep '17 n=100; Jun '17 n= 100; Mar '17 n=101; Sep '16 n=60; Jun '16 n=60; Mar '16 n=60; Dec '15 n=63; Sep '15 n=60; Jun '15 n=60; Mar '15 n=60.

 Significantly higher than previous quarter at the 95% confidence level  
 Significantly lower than previous quarter at the 95% confidence level

## 4.4 Consultants - Government Work

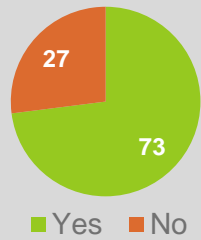
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In December 2019, 73% of consultants reported having completed work for the government within the past 3 months. This level was consistent with September 2019 (72%). 41% of workload within the past 3 months had been for the government.

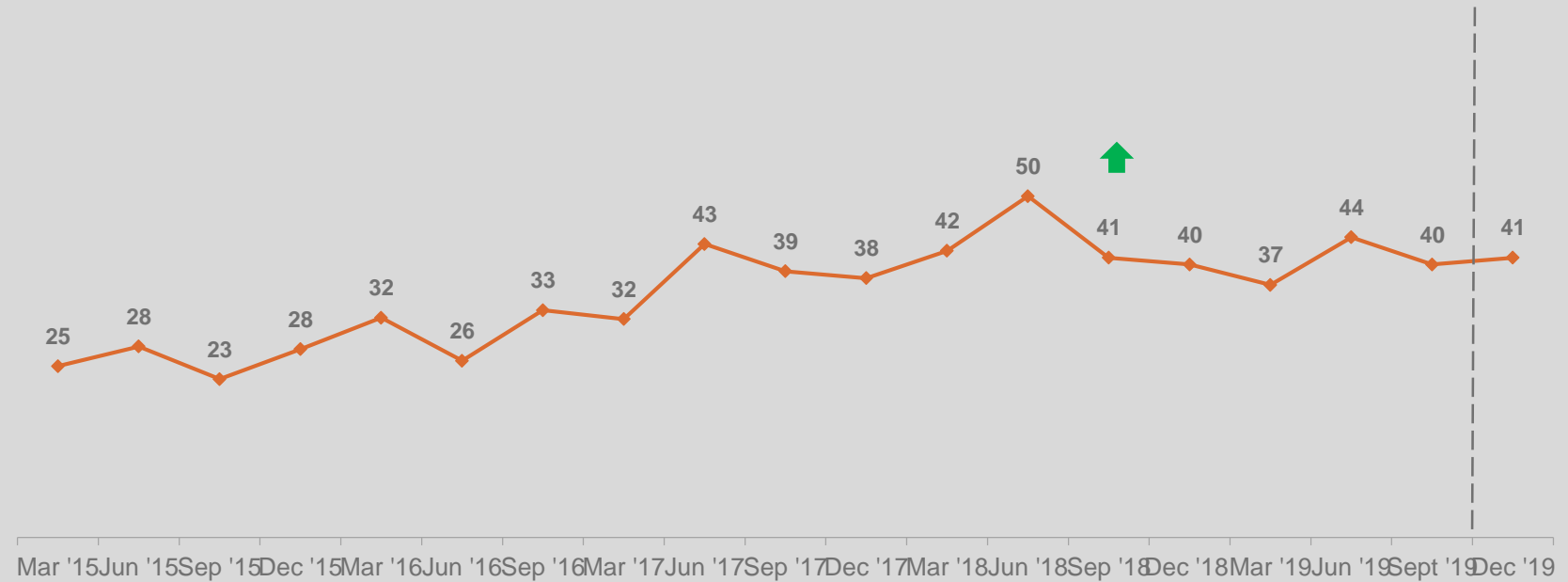
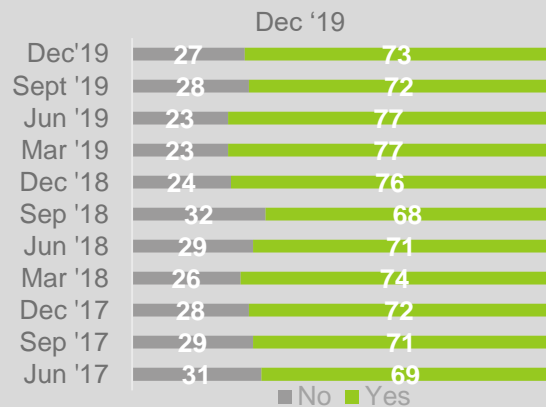
The distribution of government work was skewed towards the state government (63%) in December 2019. However, there was a 10% increase in the amount of work being conducted for the local government from September 2019 to December 2019.

In December 2019, 73% of consultants reported having completed work for the government within the past 3 months. This level is consistent with September 2019 (72%). Of these consultants, it was reported that 41% of workload within the past 3 months had been for the government.

Have you completed work for the government in the past 3 months\* (% Yes)



What percentage of your work in the last quarter has been for the government?





Q11a. In the past three months have you completed work for the government?

Base: All Consultants Sept '19 n=109; Jun '19 n=108; Mar '19 n=103; Dec '18 n=114; Sep '18 n=104; Jun '18 n=94; Mar '18 n=110; Dec '17 n=100; Sep '17 n=100; Jun '17 n=100; Mar '17 n=101 \*New Question in Jun '17.

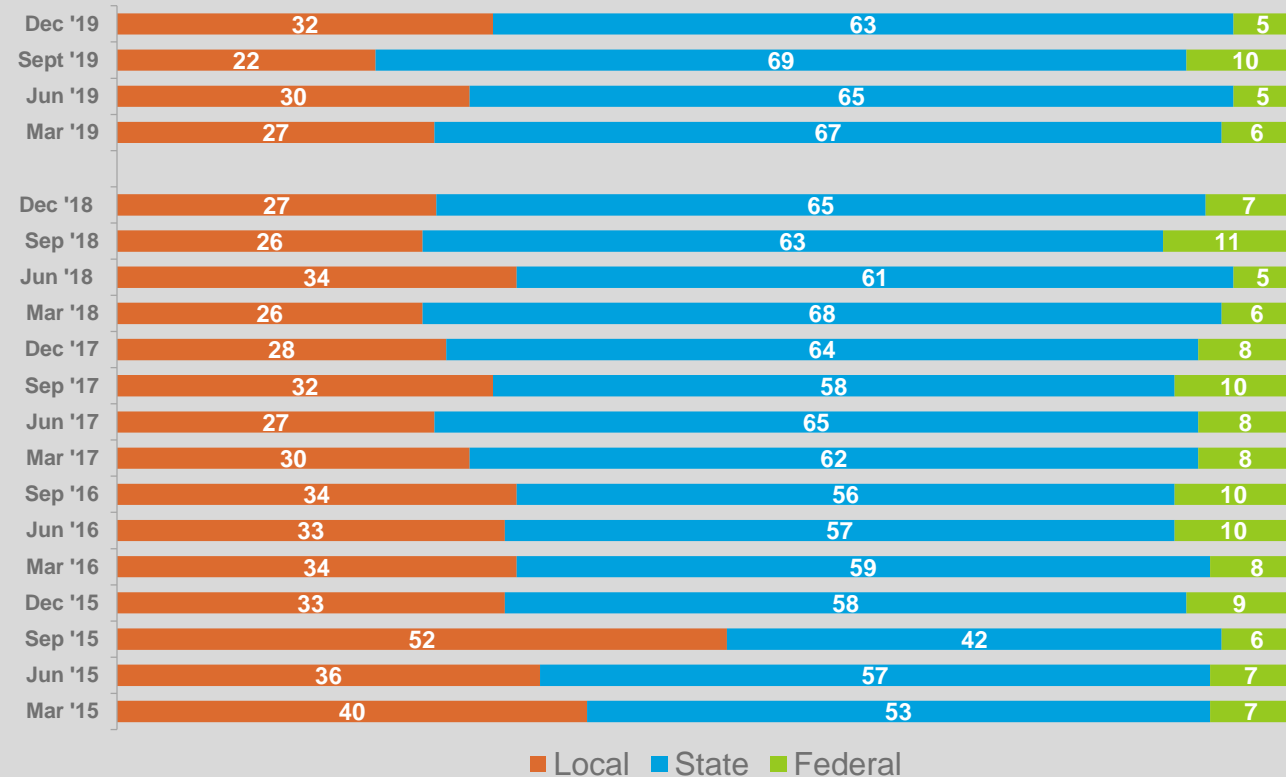
Q11. In the last three months approximately what percentage of your workload has been for the government?

Base: All Consultants Dec '19 n=105; Sept '19 n=109; Jun '19 n=108; Mar '19 n=103; Dec '18 n=87; Sep '18 n=104; Jun '18 n=94; Mar '18 n=110; Dec '17 n=100; Sep '17 n=100; Jun '17 n=100; Mar '17 n=101; Sep '16 n=60; Jun '16 n=60; Mar '16 n=60; Dec '15 n=63; Sep '15 n=60; Jun '15 n=60; Mar '15 n=60.

 Significantly higher than previous quarter at the 95% confidence level  
 Significantly lower than previous quarter at the 95% confidence level

The distribution of government work remained skewed towards the state government (63%) in December 2019. However, there was a 10% increase in the amount of work being conducted for the local government from September 2019 to December 2019.

Work conducted for different government levels (%)



Q12. As a percentage, how is the government work broken up among the 3 tiers of Government?

Base: Consultants who have completed Government work in the last quarter: Dec '19 n=105; Sept '19 n=109; Jun '19 n=108, Mar '19 n=103; Dec '18 n=87; Sep '18 n=71; Jun '18 n=67; Mar '18 n=81; Dec '17 n=72; Sep '17 n=71; Jun '17 n=69; Mar '17 n=76; Sep '16 n=49; Jun '16 n=44; Mar '16 n=46; Dec '15 n=47; Sep '15 n=67; Jun '15 n=47; Mar '15 n=46.

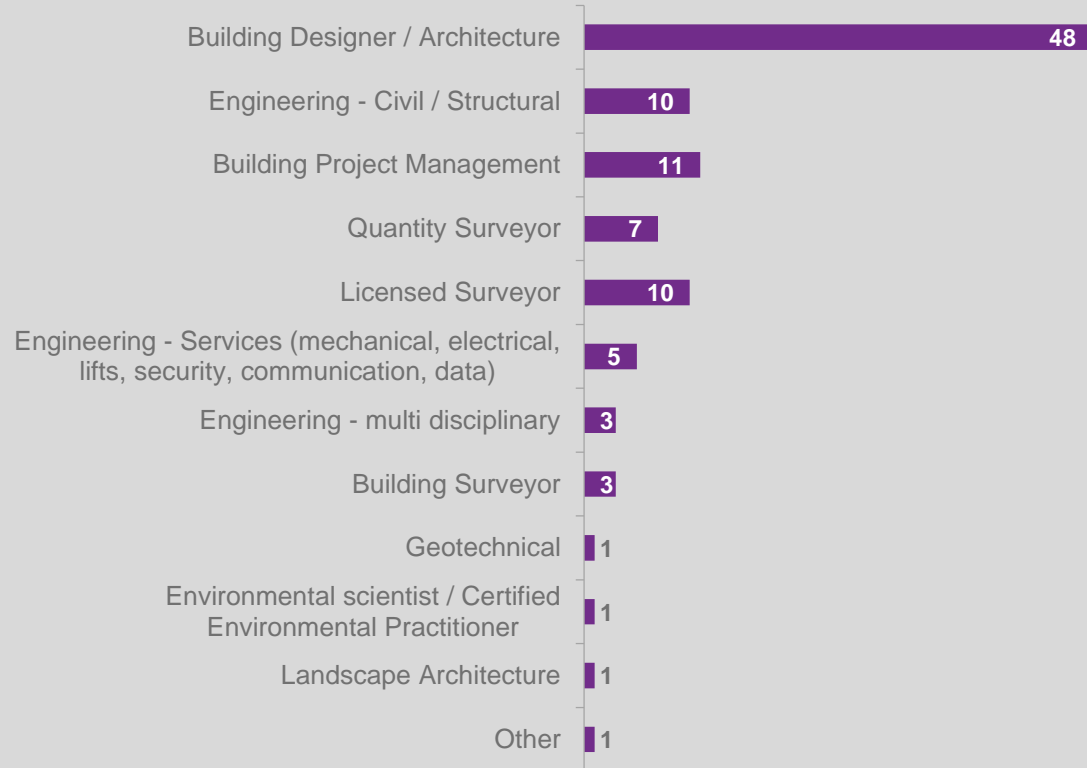


# 4.5 Consultants - Demographics

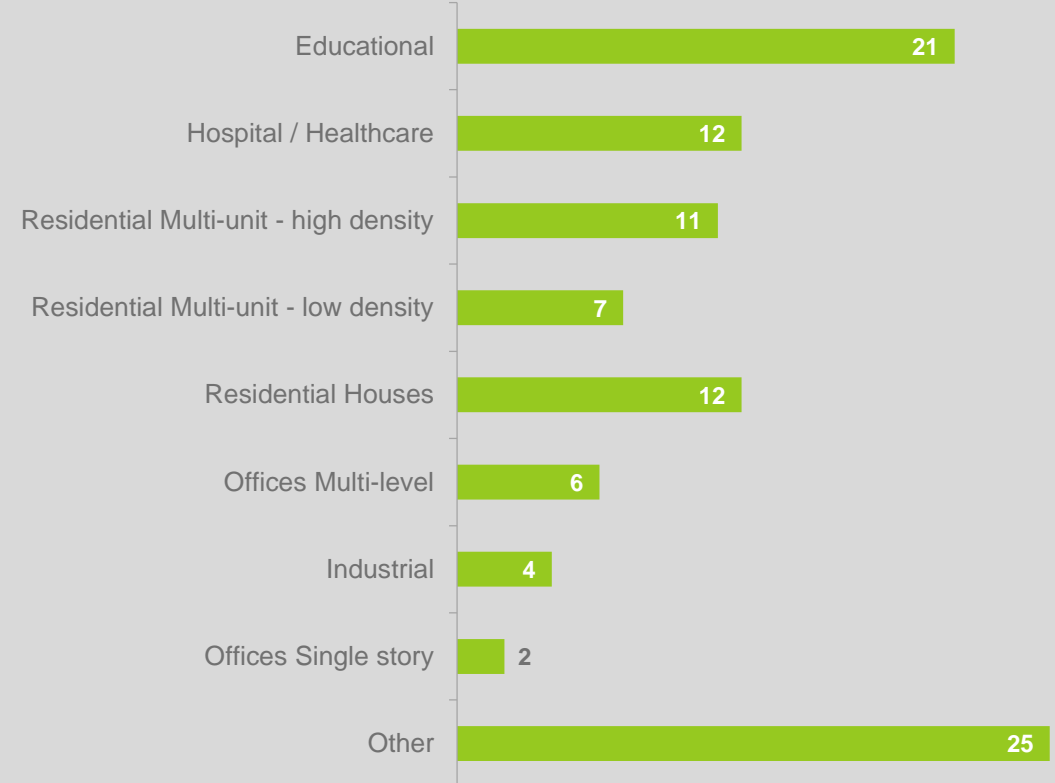
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# Consultant Work Profile

Main type of consultancy work undertaken (%)



Construction sector where majority of consultancy work undertaken (%)



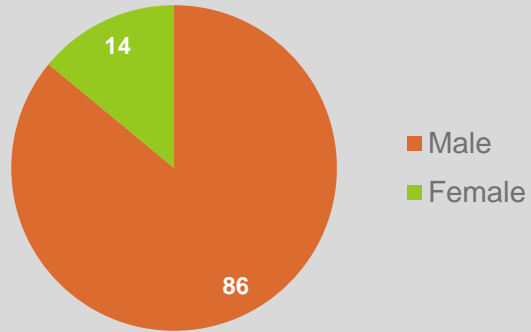
Q1. What is the main type of consultancy work undertaken in your firm?

Q2. In what area of the construction sector are the majority of your current projects?

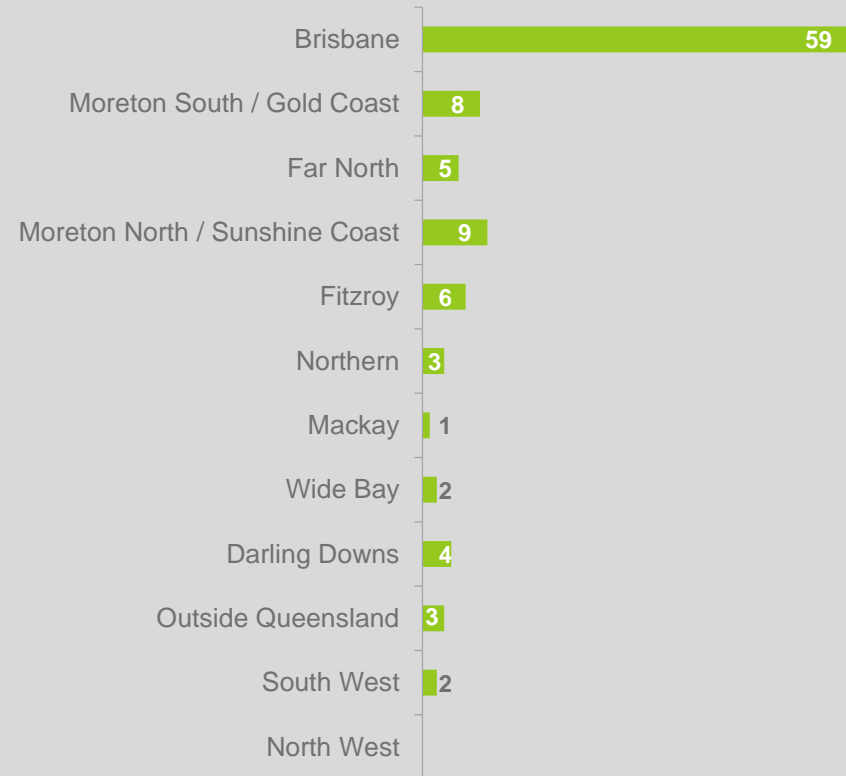
BASE: All Consultants Dec '19 n=105

# Consultant Demographic Profile

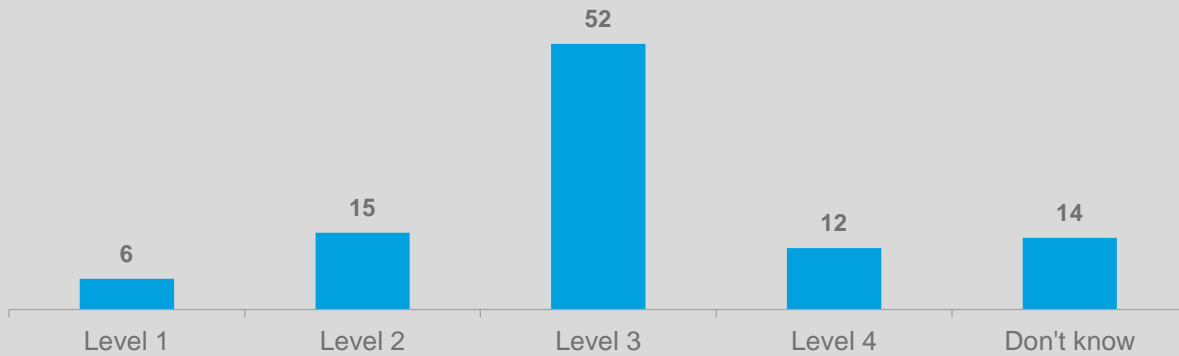
Gender (%)



Region (%)



PQC Level (%)



D1. Gender.  
 D2. In what region is the household where you currently live?  
 D3. What is your PQC level?  
 BASE: All Consultants Dec '19 n=105

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