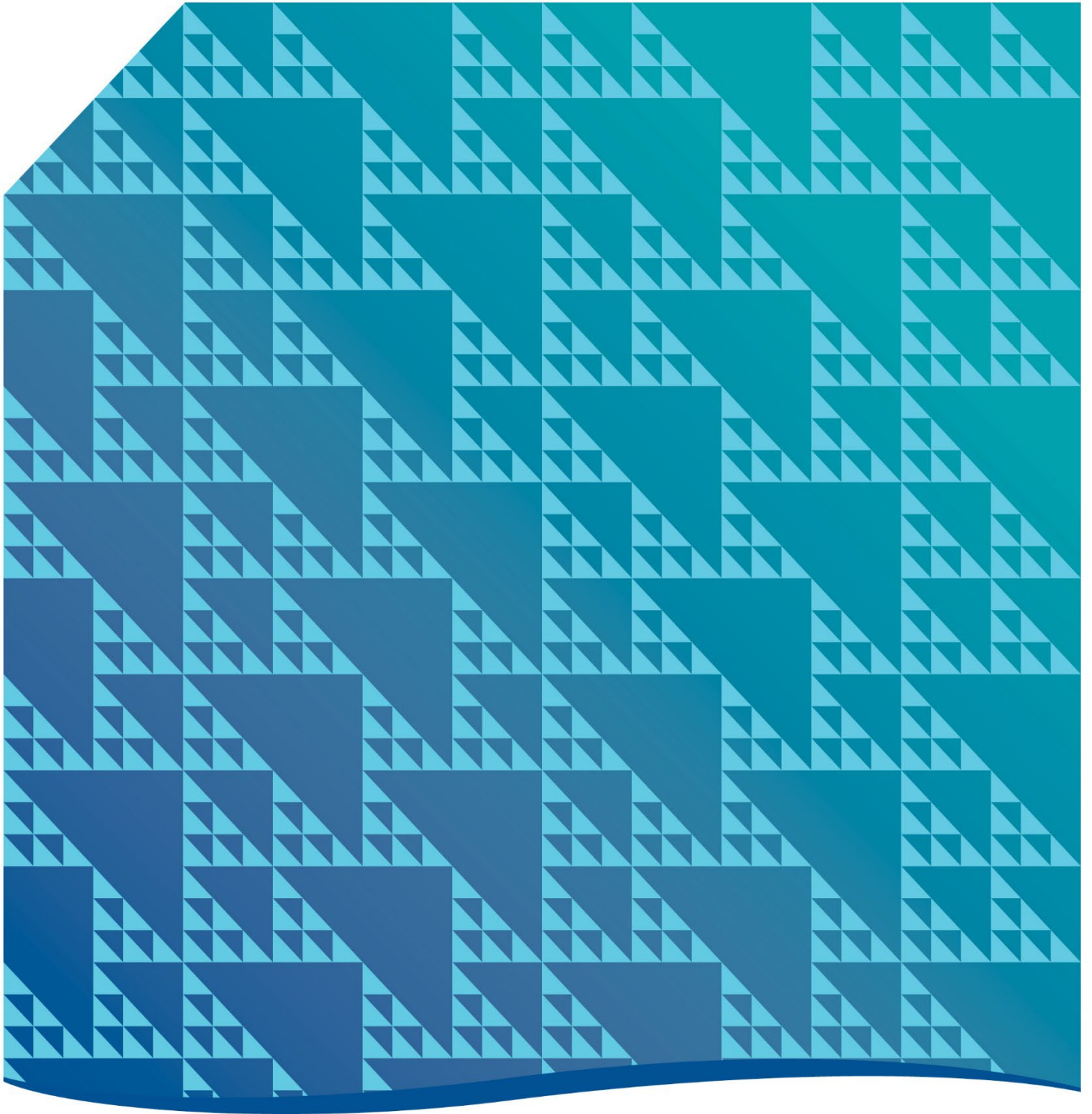


Industry Skills

Tourism & Hospitality



Industry Skills Compact – Tourism & Hospitality

Date

This *Industry Skills Compact* is dated 9 January 2024.

Parties

This *Industry Skills Compact* is made between the following Parties, as members of the Tasmanian Tourism & Hospitality industry:

Tourism and Hospitality Workforce Advisory Committee (TTHWAC)

Tourism Industry Council Tasmania (TICT)

Tasmanian Hospitality Association (THA)

Tasmanian Government

Purpose

This *Industry Skills Compact* sets out a framework for the Parties to work collaboratively to deliver a sustainable and highly skilled current and future workforce in Tasmania.

Context

The Minister for Skills, Training and Workforce Growth has Ministerial Priorities which provide the strategic guidance for the training and workforce development system. They align with the object (section 3) of the *Training and Workforce Development Act 2013* and support the Tasmanian Government's vision for a high-quality training and workforce development system that is accessible, job-focussed and responsive to the needs of industry, employers, training providers and learners.

The Industry Skills Compacts will deliver on the Premier's Economic and Social Recovery Advisory Council (PESRAC) recommendation that industry bodies (associations and employer representatives) should enter into 'industry compacts' that include 'step-up' commitments. These include support for a re-established TasTAFE, clear and specific advice on current and future industry-wide training requirements, supporting more people from industry working as trainers and sharing infrastructure to enable students to train on modern technology.

The Industry Skills Compacts bring a refreshed approach to industry engagement in Tasmania and will focus on supporting stronger collaborative partnerships between participants in the training and workforce development system, while recognising that both Government and industry have areas of strength and responsibility for the system.

This Industry Skills Compact is a statement of commitment by the signatories, the Tasmanian Government and the Tasmanian Tourism and Hospitality Workforce Advisory Committee (TTHWAC), Tourism Industry Council Tasmania (TICT), and Tasmanian Hospitality Association (THA) to actively deliver on our respective areas of strength and responsibility.

In recognition of the ongoing workforce challenge, the T21 Steering Committee, the Premier's Visitor Economy Advisory Council (PVEAC) and Cabinet all endorsed the development of a new Tourism and Hospitality Workforce Action Plan in late 2022, this plan forms the Priority Action Plan for this compact.

The Priority Action Plan (Tourism and Hospitality Workforce Action Plan) articulates a clear role for all participants with a stake in the tourism and hospitality workforce development system (operators, industry peaks, Tasmanian Government, training providers) and sets out a number of priority actions.

The Priority Action Plan aligns to T21’s Government and Industry Partnership, Tasmanian 2030 Visitor Economy Strategy, and the Tasmanian Hospitality Association’s 2030 – A vision for the future of Tasmania’s Hospitality Industry.

Delivery of the Priority Action Plan is underway, with coordination led by the Tourism and Hospitality function in the Department of State Growth.

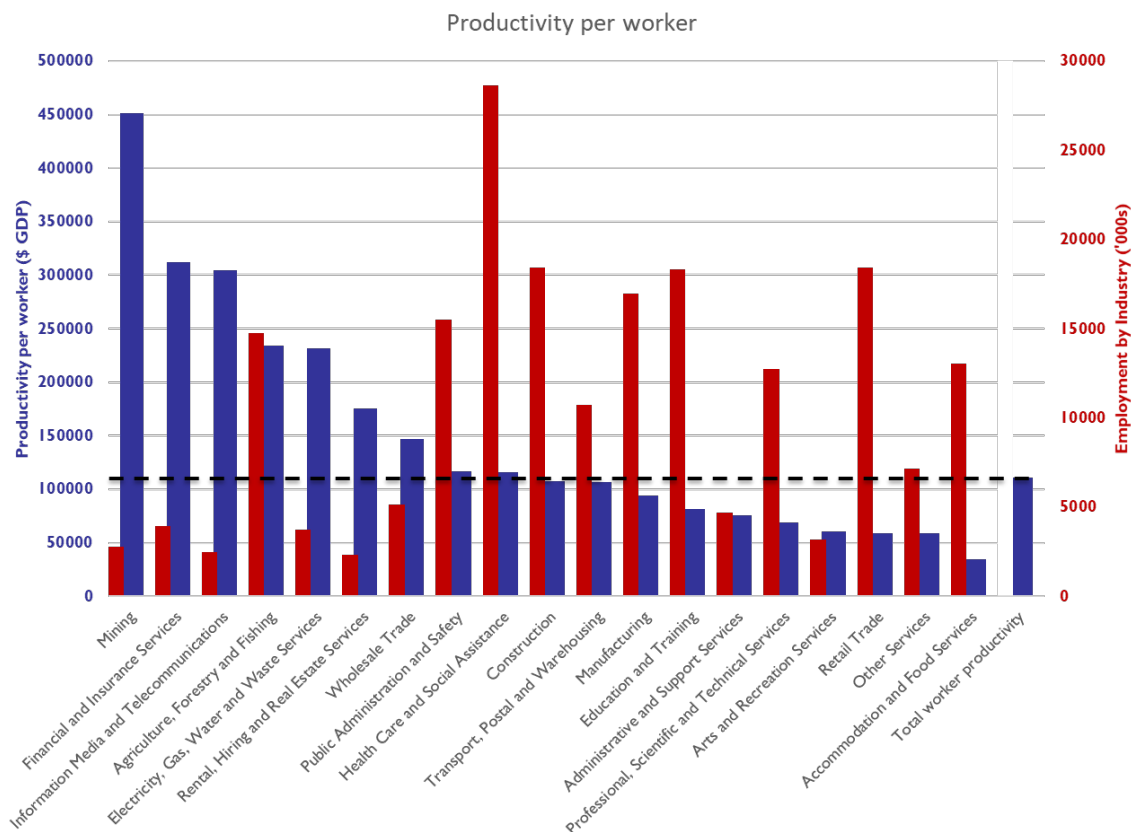
The Parties agree to work collaboratively to implement the Priority Action Plan in alignment with the commitments set out in this *Tourism and Hospitality Industry Skills Compact*.

Tasmania’s Labour Market

The labour market is a vital component of the state’s economy, ensuring that industry has the workers and skills needed to remain strong and resilient. The estimated unemployment rate in Tasmania was 3.8 per cent in December 2022 (in trend terms), down 0.1 of a percentage point from the previous month, and 0.2 of a percentage point below the level of one year earlier. This is a historically low level for Tasmania. There were 12,000 unemployed Tasmanians and 284,600 employed Tasmanians. This has been rebased since the release of the 2021 Census data by the Australian Bureau of Statistics.

The participation rate, reflecting the proportion of the working-aged population that is currently employed, was 62.7 per cent in December 2022 (in trend terms). Tasmania has a lower participation rate than other jurisdiction due to its older population, however the participation rate has improved over the last 5 years (61.0 per cent in December 2017). Increasing participation is critical to maintaining workforce growth.

Tasmania’s economy is made up of diverse industry sectors with different workforce requirements for skills and training. Each industry contributes differently to the Tasmanian economy.



The 19 industry sectors (as identified by the Australian Bureau of Statistics) vary widely in their relative productivity as measured by the output per worker. Higher output per worker is generally associated with capital intensive sectors, such as Mining and Electricity.

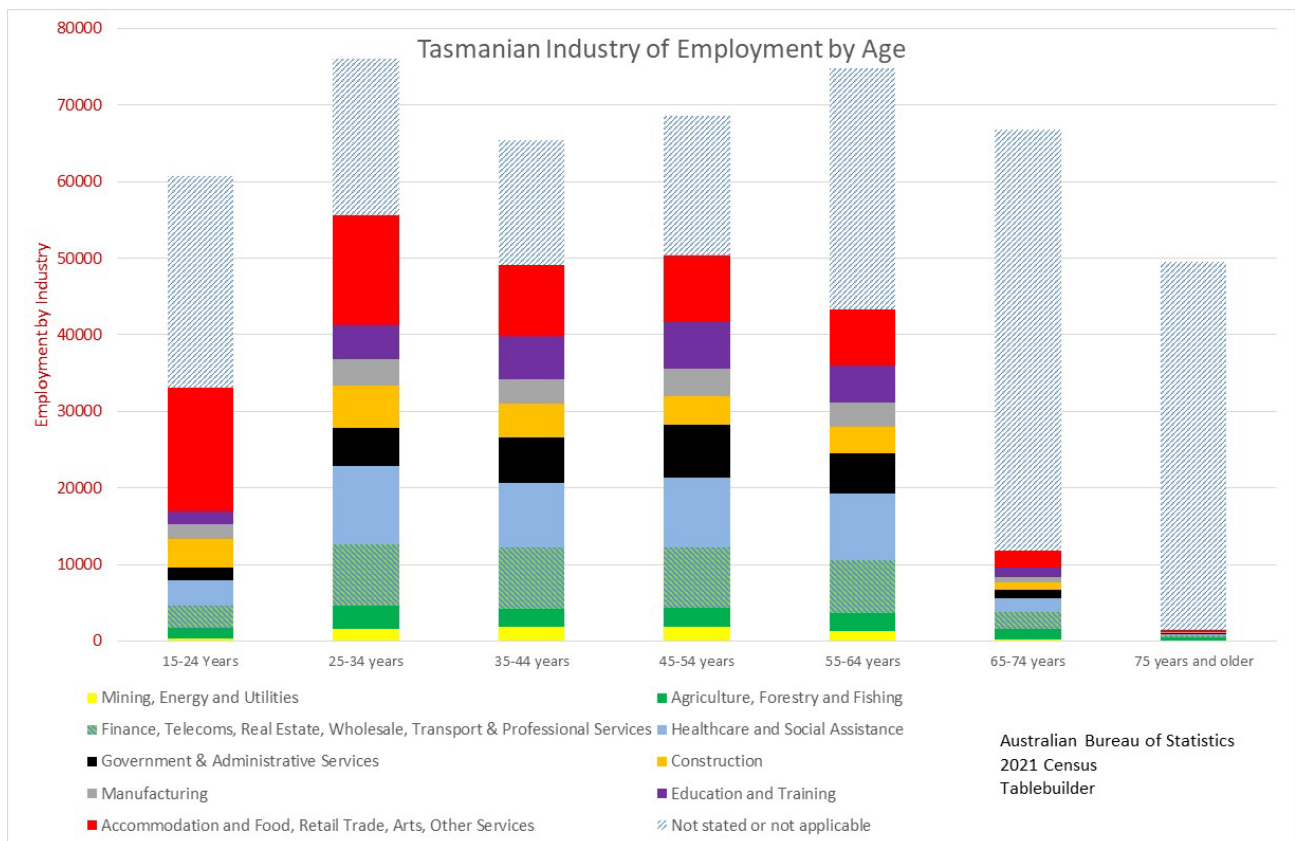
In Tasmania, the higher productivity per worker sectors represents a relatively small proportion of the overall workforce, the exception being the Agriculture, Forestry and Fishing sector (including Aquaculture) which employ relatively high numbers of Tasmanians and has an above average productivity per worker. This reflects Tasmania's relative economic advantage.

Healthcare and Social Assistance is the largest industry by employment in Tasmania. This size of the sector reflects Tasmania's demographics and relatively older population. Economic output, and therefore the relative productivity for public services, including health and education, is measured differently to the private sector (as there is generally no profit or return on capital) so the productivity per worker measure should not be considered meaningful for public services.

Construction and Manufacturing are both large private sector employers in Tasmania and have productivity per worker that is close to the Tasmanian average. Accommodation and Food Services has a low productivity per worker (similar to other service industries) but is a significant employer and is a pathway into employment for many Tasmanians.

Where labour markets are constrained and there are limited workers available, economic pressures, but also economic optimisation will tend to drive workers from lower productivity sectors towards higher productivity sector. This will be through wages and other conditions. This trend will increase the overall productivity of the Tasmanian economy, as people will be employed where they can add the most value. This also creates other opportunities for unemployed and under-employed Tasmanians.

Higher productivity sectors will also derive significant private benefit from their workers and have a high capacity to pay or invest in training, which will reduce the need for public subsidy.



Looking at employment across Tasmania's working age population, it is evident that Tasmania has a bimodal population distribution with higher numbers of younger workers aged 25-34 years (significantly increased by migration) and older workers aged 55-64 years.

This chart shows the challenges and opportunities for Tasmanian industry as they attract, develop and retain their workforce. In particular it can be seen that the relatively lower productivity sectors of Accommodation and Food Services, Retail Trade and Arts employ a significant number of younger Tasmanians (although Construction is also an important employer of Tasmanians under 25).

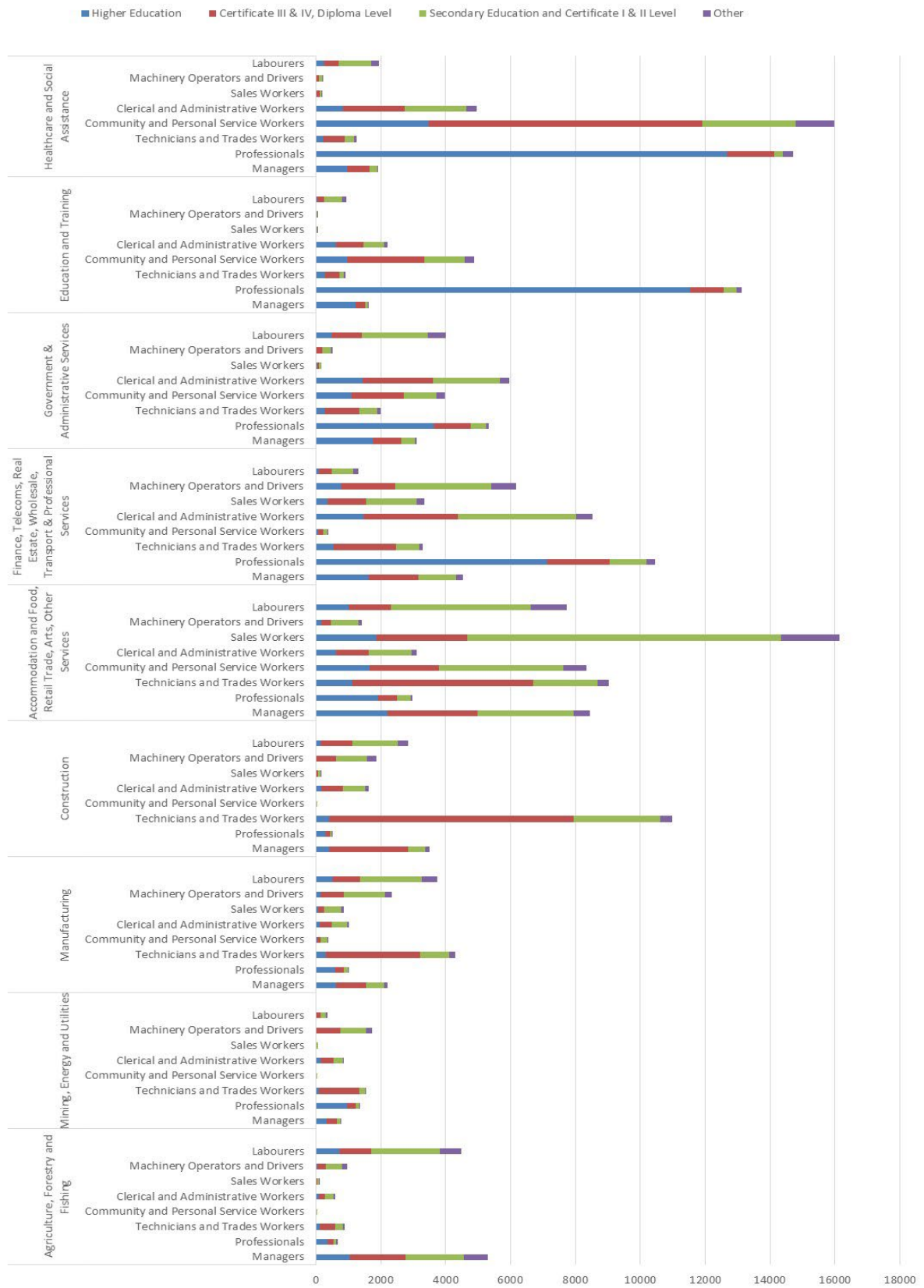
The population identified as 'not applicable' includes those that are studying and not working, retirees and carers that are not engaged in the workforce, as well as the unemployed. There is therefore continued potential to increase the workforce by increasing participation for older workers, ensuring employment is compatible with caring and supporting carers back into the workforce, and opportunities for young people to combine work and study, such as traineeships, apprenticeships, and cadetships.

Noting the relative size of the retiring population cohort of 55-64 years (around 75,000), and the workforce entering cohort aged 15-24 years (almost 61,000), it can be expected that the overall workforce will decline without continued migration and/or continued effort to increase participation and retain older workers. This includes helping potential workers of all ages to overcome barriers to employment, including work fitness, numeracy and literacy, and discrimination.

Each of Tasmania's industries and industry groupings has a distinct mix of occupations, which in turn drives training and workforce development requirements and is reflected in the public investment in training. Industries that employ large numbers of professionals, such as Education and Training, and Health and Social Assistance, have a high proportion of their workers qualified with Higher Education (bachelor degree or higher).

Construction, conversely, has a high proportion of technicians and trades workers, of which many require or hold a Certificate III, IV or Diploma through the Vocational Education and Training (VET) system. This is also true for Mining, Energy and Utilities, and Manufacturing, although the workforce in this occupation group is smaller. Many community and service workers (which are a significant part of the Health and Social Assistance workforce) also require a Certificate III, IV or Diploma, including the Certificate III in Individual Support (the largest qualification delivered in Tasmania by number of enrolments). Most qualifications in the Early Childhood Education and Care sector are at Certificate III and Diploma level.

Tasmanian Industry by Occupation and Education level



Australian Bureau of Statistics
2021 Census, Table Builder

Principles

Under this *Industry Skills Compact*, the Parties agree to be guided by the following principles.

- a) *Shared responsibility* - both industry and government have collective responsibility for building the workforce development and training system that Tasmania wants and needs.
- b) *Collaboration* - each of the signatories will make a genuine effort to meet their respective roles and responsibilities under this compact, and work together to create value, identify opportunities, support innovation, and deliver better outcomes for all of Tasmania.
- c) *Accountability* - each of the signatories agrees to the publication of this compact and any reported actions under the compact.

Commitments

The Parties agree to work collaboratively to:

- a) continue to build and maintain a skilled workforce that will support productivity and employment growth across our key industry sectors by increasing sustainability, resilience, quality and efficiency;
- b) raise capacity, capability and career opportunities across both the industry and government sector through increased skills development, and support for diversity;
- c) actively deliver on our respective areas of strength and responsibility for training and workforce development.

TTHWAC, TICT and THA, on behalf of the Tourism & Hospitality industry, commits to:

1. Inform government investment decisions:

- a) Provide, on an annual basis, clear and specific advice on current and emerging industry-wide skills and training needs to inform training delivery, workforce development activity and the Skills Tasmania program framework.
- b) Support the collection of relevant industry data, including workforce, occupations and the verification of skills and labour shortages.
- c) Identify and support innovative responses to workforce challenges including engagement with regional jobs hubs and support for emerging sub-sectors.
- d) Encourage member organisations to co-invest in training alongside government, particularly where training benefits the employing business.

2. Engage with the training system:

- a) Ensure that employers, particularly small businesses, are aware of relevant training providers and apprenticeship network organisations and are assisted to access support for training.
- b) Actively work with training providers to ensure training delivery meets the needs of industry and employers with particular focus on occupations identified as experiencing skills shortages (a key example being Certificate III in Commercial Cookery).
- c) Where possible, enable access to the latest industry equipment and technology to support the delivery of training.
- d) Provide industry input into development of VET training products through participating in the national training package development system and working with Skills Tasmania.
- e) Support strategies that will increase the delivery of nationally accredited training and improve completion rates, including promoting the use of GTOs where appropriate.

3. Promote training and workforce development:

- a) Work collaboratively with all industry stakeholders on a state-wide approach for the promotion of VET that reinforces the value, opportunity and visibility of the VET system for individuals, employers and industry.
- b) Promote the industry to prospective learners, noting that prospective learners might come from schools, adults who are transitioning to new careers, and non-traditional cohorts.
- c) Actively engage with employers to foster a learning environment that encourages and values VET and supports skills development for individuals over their working life, including opportunities to become supervisors and trainers.
- d) Work alongside Government to promote modern apprenticeships and best practice within the industry, to support apprentice/trainee and employer outcomes.
- e) Work with Government to provide age-appropriate opportunities for school-aged learners.
- f) Encourage membership to celebrate excellence and diversity in our training and workforce development system through recognition events, including the Tasmanian Training Awards and the Employer of Choice program.

4. Collaborate on skills and workforce development matters:

- a) Participate in the Australian Government's Jobs and Skills Council and advocate to the Australian Government for sustainable funding allocation to meet local needs.
- b) Participate in and promote industry engagement meetings to ensure the effectiveness of this Industry Skills Compact.
- c) Continue to work with Government, industry stakeholders and training providers to deliver the Priority Action Plan (Tourism and Hospitality Workforce Action Plan) attached to this compact at Schedule 1.

The Tasmanian Government commits to:

1. Invest in training and workforce development:

- a) Deliver an accessible pipeline of funding opportunities for skills and training aligned with industry priorities and workforce needs, including a strengthened apprenticeship and traineeship system and a target towards unemployed and underemployed Tasmanians.
- b) Provide evidence-based research and data to industry, to ensure we have a shared knowledge base that supports industry's workforce planning, enables decisions that address emerging industry VET needs, and maximises opportunities for employment and industry growth.
- c) Listen to and consider information and advice provided by industry when making decisions about policy, programs and investments, and report back on how this input has been considered or used.

2. Enable employment:

- a) Support Migration Tasmania to connect with industry, to identify and access information regarding Australian Government migration programs and services, and deliver advice in relation to Tasmania's Skilled Migration State Nomination Program.
- b) Support Jobs Tasmania to work with governments, communities and businesses to increase employment outcomes, workforce participation and re-engagement with work or training for all Tasmanians, including implementing the Youth Jobs Strategy.
- c) Implement the Small Business Growth Strategy 2026 that identifies priorities for a thriving business sector and complements the work of the industry support teams within the Department of State Growth.

3. Support the training system:

- a) Assist industry peaks and relevant organisations in understanding and navigating the national training system and associated government processes.
- b) Continue to support training providers, including TasTAFE, to become future-focused, market-aligned and responsive to the needs and expectations of Tasmanian learners, employers and industries.
- c) Establish clear guidelines for industry in providing age-appropriate training for school-aged learners.
- d) Work collaboratively (DECYP and Education Authorities) to ensure learning through Years 9 to 12 is aligned with industry workforce needs, while placing learners at the centre.
- e) Ensure industry is provided with knowledge and advice on the national training package development system to enable effective engagement in the product review process.
- f) Engage with employers, industry, training providers and other community experts to build capability in the training system to support greater participation by diverse cohorts and Tasmanians facing disadvantage.
- g) Work collaboratively with all industry stakeholders on a state-wide approach for the promotion of VET that reinforces the value, opportunity and visibility of the VET system for individuals, employers and industry.

4. Collaborate on skills and workforce development matters:

- a) Work with the Australian Government to advocate for Tasmanian training and workforce development priorities and assist Tasmanian industry input into national training package development processes.

- b) Work with industry bodies to support the implementation of Industry Skills Compacts and associated Industry Priority Action Plans.

Implementation/ Governance

- a) The Tasmanian Government will establish a refreshed approach to industry engagement and will focus on supporting stronger, more collaborative partnerships between system participants. Better engagement with industry also means improving the flow of information and insights from industry through to the policy, programs and projects funded by Skills Tasmania. This ensures that the decisions being made have had appropriate industry and sector input.
- b) The Parties will share information and advice on matters relating to workforce development, training and training pathways in the Tourism & Hospitality industry in Tasmania, consistent with the commitments outlined in this Compact.
- c) The Department of State Growth (Skills Tasmania) is the key agency responsible for oversight of the Government's commitments under this Compact and will report through the Secretary to the Minister for Skills, Training and Workforce Growth.
- d) The Parties will address the actions as nominated in the attached Priority Action Plan and report annually on the progress of the Industry Compact's implementation.
- e) Department of State Growth has re-established TTHWAC as an industry-only body. Membership is skills-based, with cross sector/regional representation, and independent of training providers.
- f) TTHWAC to advise the Premier (through PVEAC) and relevant Minister on matters relating to workforce development across the tourism and hospitality industries in Tasmania.
- g) TTHWAC to advise the Premier (through PVEAC) and relevant Ministers on skills requirements for the tourism and hospitality industries and the training arrangements (accredited or non-accredited) to meet those requirements.
- h) TTHWAC to endorse a concise, evidence-based annual report to PVEAC and the Minister for Skills and Training on the agreed priorities outlined in the Industry Skills Compact and Priority Action Plan including training and workforce development in the sector, and recommendations for improvement.
- i) TTHWAC is to provide industry feedback to support the Skills Compact as necessary.
- j) PVEAC to review effectiveness of governance arrangements annually.

This *Industry Skills Compact* does not, and is not intended to, create legally enforceable obligations on the part of the Parties.

This *Industry Skills Compact* is a statement of intent and does not seek to limit the operational independence of the Parties.

Funding

Unless otherwise agreed by the Parties, anything a Party will do under this *Industry Skills Compact* will be done at that Party's cost.

Term and review of the Industry Skills Compact

This *Industry Skills Compact* will commence on the date of execution and will be reviewed annually or as otherwise agreed between the Parties.

Contact officers

The contact officers for this *Industry Skills Compact* will be the Director Workforce Policy and Strategic Relations of Skills Tasmania on behalf of the Tasmanian Government, and the nominated Executive of other Parties.

Signatures

SIGNED for and on behalf of the **Crown in**)
right of Tasmania by The Hon Jeremy)
Rockliff MP)
Premier, Minister for Tourism and)
Hospitality

SIGNED for and on behalf of the **Crown in**)
right of Tasmania by The Hon Felix Ellis)
MP)
Minister for Skills, Training and)
Workforce Growth

SIGNED for and on behalf of the)
Tasmanian Tourism and Hospitality)
Workforce Advisory Committee by)
Aaron Devine
Chair

SIGNED for and on behalf of **Tasmanian**)
Hospitality Association by Steve Old)
CEO)

SIGNED for and on behalf of **Tourism**)
Industry Council of Tasmania by Amy)
Hills)
CEO



Skills Tasmania

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Tourism and Hospitality Industry Skills Compact Priority Action Plan		
Category	Action	Key Party
Research and Evidence (data)	<ul style="list-style-type: none"> Support the collection of relevant industry data, including workforce, occupations and the verification of skills and labour shortages. Contract provision of an annual industry skills and workforce survey on skills and labour shortages by region. Undertake a targeted research project into Chefs. Utilise research and evidence (data) to drive and inform workforce initiatives and government investment decisions in training. 	Skills Tas DSG – Tourism & Hospitality Industry SaCSA
Workforce Recruitment and Retention	<ul style="list-style-type: none"> Enhance industry workforce development capacity through: <ul style="list-style-type: none"> Leveraging the <i>Employer of Choice Program</i>. Encouraging employers to engage with <i>Employer of Choice Assist</i> through the Tasmanian Chamber of Commerce and Industry (TCCI). THA <i>Great Customer Experience</i> program. THA <i>Hospitality 2030</i> workforce development program. Encourage employers and job seekers to engage with <i>Regional Jobs Hubs</i> to connect local people into local jobs. Increase employment outcomes for young Tasmanians through collaboration and supporting the implementation of the Tasmanian <i>Youth Jobs Strategy</i>. Foster safer, more supportive pathways for young apprentices and trainees through industry supported mentoring or advocacy specially focused on apprentice welfare and retention. Promote awareness of the industry and career pathways through the THA <i>Hospitality 2030 Strategy</i> and the <i>More than Welcome</i> industry campaign. Promote www.tastourismandhospitalityjobs.com.au to directly connect jobseekers with job opportunities across Tasmania's tourism and hospitality businesses. Access and promote workforce planning tools (available from Skills Tasmania from 2025) to employers to encourage strategic approaches to industry workforce issues. Advocate for migration policy, settings and initiatives to support industry workforce needs, including skilled migrants and subsidised industry-specific training for international students. Prioritise worker accommodation challenges, particularly in regional areas where it has an impact on recruitment and retention of workers. 	Jobs Tas Skills Tas TCCI Industry Migration Tas
Training, Facilities and Resources	<ul style="list-style-type: none"> Support the implementations of recommendations from the Drysdale TasTAFE review, endorsed by the TasTAFE Board and Minister for Skills and Training. Support the establishment of school-based pathways across industry in partnership with DECYP and the Youth Career Facilitator initiative to ensure entry into the industry. Advocate for reintroduction of dedicated career advisors in government schools and target a region for trial for reintegration. 	TasTAFE Skills Tas DSG – Tourism & Hospitality Industry VXT

	<ul style="list-style-type: none"> • Support the implementation of recommendations from the Future of Tour Guiding in Tasmania report to establish Tasmania as a national leader in Nature Guiding training. • Investment in non-accredited training courses and packages, through organisations such as Visitor Experience Training (VXT). • Facilitate uptake and development of quality managerial skill sets by: <ul style="list-style-type: none"> ○ supporting industry to access existing accredited training ○ supporting VXT to develop tailored, non-accredited courses • Explore and support collaboration between training providers, including UTAS. • Advocate for and support a training ecosystem that is responsive to the training needs of industry, students and workers through: <ul style="list-style-type: none"> ○ Skills Tasmania grants, such as the <i>Train Now Fund</i>. ○ Government to continue provision of subsidised TasTAFE courses for the industry where there is a priority. • Support and engage with the review of <i>SIT – Tourism, Travel and Hospitality</i> training package through Jobs and Skills Council – Service and Creative Industries Australia (SaCSA). • Support the development of training infrastructure through government investment, such as the <i>VET Futures Fund</i>. 	
Engagement	<ul style="list-style-type: none"> • Work collaboratively with all industry stakeholders on a state-wide approach for the promotion of VET that reinforces the value, opportunity and visibility of the VET system for individuals, employers and industry. • Encourage employers to participate in the <i>Tasmanian Training Awards</i>. 	Skills Tas TasTAFE DECYP Industry