

# MIRAMBEENA

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### **SUBMISSION TO THE STANDING COMMITTEE ON EMPLOYMENT, WORKPLACE RELATIONS & WORKFORCE PARTICIPATION**

### **INQUIRY INTO WORKFORCE CHALLENGES IN THE AUSTRALIAN TOURISM SECTOR**

#### **Current and future employment trends in the Industry:**

- Skilled workforce already diminishing and set to get worse.
- Hospitality/Tourism transient industry as is "regional" location of Top End.
- Baby Boomers & Generation X reducing in numbers in the industry – relying on Generation Y to fill most vacancies.

#### **Current and emerging skill shortages and appropriate recruitment, coordinated training and retention strategies:**

- Skills shortages apparent throughout various properties across the Top End.
- More reliance on working in partnership with recruitment agencies to assist with recruitment needs.
- Long term career opportunities strategies in place – succession planning, etc.
- Accredited in-house training programmes being implemented.
- Various employee benefits, outside of normal salary, incorporated as a means of retention strategy.

#### **Labour shortages and strategies to meet seasonal fluctuations in workforce demands:**

- Use of backpackers with Working Holiday Visas – however more initiatives/incentives are required in order for backpackers to remain longer in the Top End.
- More people employed on a casual basis or limited tenure period during Top End dry season (peak tourism period).

#### **Strategies to ensure employment in regional and remote areas:**

- Skilled migrants programme implemented however the increase in the salary threshold and delays in the processing of applications by DIMIA is impacting heavily on operational requirements.
- If employed from interstate or overseas, initial accommodation provided along with assistance when settling in.
- Salaries/benefits paid inclusive of allowances for regional/remote areas.

**Innovative workplace measures to support further employment opportunities and business growth in the tourism sector:**

- Introduction of in-house training programmes – some of which will be linked to an RTO for accreditation purposes – more assistance with and easier access to Government funding would be beneficial.
- Apprenticeships and traineeships available specific to property requirements.
- Multi-skilling and multi-hiring between departments and other properties within the group.

**MICHAEL SCOTT**  
**Group General Manager**