

### Recognition of Front of House Staff

The committee asked why the Department will not allow restaurants to import front of house staff (page 5 of Hansard) and why DEWR refuses to recognise these front of house staff as professionals (p15 of Hansard).

Decisions on who is issued with visas to come to Australia rests with the Department of Immigration and Citizenship (DIAC). However, as the committee is aware, Government policy is that a significant portion of Australia's annual migration programme should be directed towards skilled migration. For the General Skilled Migration categories, DIAC relies on research undertaken by DEWR to update the Migration Occupations in Demand List (MODL).

DEWR undertakes ongoing skills in demand research to enable the MODL to be updated every six months. The Government has determined that the MODL should focus on occupations, as defined by the Australian Bureau of Statistics compiled Australian Standard Classification of Occupations (ASCO), which are highly skilled, that is, occupations which generally require at least three years mandatory post-school education or training and for which there is a DIAC approved organisation to certify a person's qualifications meet Australian standards.

This research covers key *trades* groups (Construction, Metal/Engineering, Automotive, Electrical/Electronics, Printing and Food), selected *professions* in the Health, Education and Child Care, Social Science, Business and Finance, Science and Engineering groups, as well as around 70 Information and Communications Technology (ICT) skills. However as ASCO does not classify front of house occupations as being highly skilled they are not eligible for inclusion on MODL.

In addition to the occupations which are researched for MODL purposes, as a result of a February 2006 Council of Australian Governments (COAG) decision, an additional 40 occupations were added to the Department's 2006/07 skills in demand research programme. These occupations, which fall within the manager and associate professional areas, were selected as a result of consultations with State and Territory Governments. As noted in our submission, one of the occupations which is being researched as a result of the expanded number of occupations, following the COAG decision, is hotel and motel managers.

DEWR also conducts surveys of regional employers to collect information on their recent recruitment experiences. More than 60 of these surveys have been conducted to date with the results of many of them available at [www.workplace.gov.au/skillsindemand](http://www.workplace.gov.au/skillsindemand).

In addition and as noted at the hearing, DEWR is currently working with the Department of Industry, Tourism and Resources to conduct surveys of employers engaged in the tourism industry in Far North Queensland, the Goldfields district in Victoria and Perth, to better understand their recruitment experiences. Results from these surveys are currently being analysed and should be available by the end of May 2007. It is anticipated that these three surveys will provide some indication of the need for front of house staff in these locations.

In terms of meeting demand for labour in the sector, migration is not the only avenue the Government is pursuing. As noted at the hearing and in our submission, Government domestic policy is aimed at increasing workforce participation and employment and reduce welfare dependence for working age Australians. To this end, DEWR has been working closely with tourism associated industries to implement training programmes to ensure the welfare to work target groups, parents returning to the workforce, the mature age, people with

disabilities and very long term unemployed, are provided with opportunities to work in the sector.

### Parenting Payment Recipients and Mature Age Job Seekers

The committee asked if we had data to indicate numbers of parenting payment recipients and mature age job seekers being placed into tourism related industries. As noted in our submission, the tourism industry is made up of parts a number of industries, as classified by the Australian and New Zealand Standard Industrial Classification System. Therefore, it is not possible to provide exact numbers of these groups being placed into the tourism industry.

However in order to illustrate to the committee that Job Network is placing significant numbers of job seekers in the tourism sector, the following data relate to the Retail and Accommodation, Café and Restaurant industries, which, according to the ABS Tourism Satellite Account, constitute more than 50 per cent of the tourism industry, (see p 8 of our submission).

#### Parenting Payment Recipients

	2005/06	2006/07*
Retail	7040	5957
Accommodation, Cafes and Restaurants	5086	4435

\* 1 July 2006 – 16 March 2007

#### Mature Age Placements

	45-49 years		50-54 years		55 years		Total	
	2005/06	2006/07*	2005/06	2006/07*	2005/06	2006/07*	2005/06	2006/07*
Retail	4723	3791	3195	2680	2970	2644	10 888	9115
Accommodation, Cafes and Restaurants	3459	2756	2269	1855	1923	1600	7651	6211

\* 1 July 2006 – 16 March 2007

#### Australian Technical Colleges

The committee also asked about the number of Australian Technical Colleges which provide training in the hospitality and tourism industries (p 13 of Hansard). Subsequently, we understand that the committee spoke to staff in the Department of Education, Science and Technology, who have responsibility for Australian Technical Colleges and they have undertaken to address this query.