

June 2018

**Bundaberg North Burnett
Regional Tourism Workforce Plan
2018–2020**



**Jobs
Queensland**
Future skills. Future workforce.



Front cover photo: Turtle swimming in the Southern Great Barrier Reef. Photo courtesy of Tourism & Events Queensland.

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Introduction

Tourism is a \$25.4 billion industry in Queensland, providing direct and indirect employment for approximately 217,000 people or 9.1 per cent of the State's workforce.¹

Tourism encompasses multiple sectors because visitors consume goods and services sourced from across the economy.² The industry includes: transport (air, rail, road and water); accommodation; attractions; events; food services (takeaway, cafés and restaurants); clubs and casinos; retail; arts and recreation; travel agencies and tour operators; education and training; and tourism (marketing, information and planning). Cafés, restaurants and takeaway food services, retail trade and accommodation are the largest direct tourism employers.³

Tourism in Queensland is experiencing rapid growth and skilled workers are needed. Females currently comprise 54 per cent of the national tourism workforce.⁴ Fifty-six per cent of Queensland's 54,000 tourism-related businesses are located outside the Brisbane region. Tourism is an industry dominated by small businesses, with nine out of 10 tourism businesses employing less than 20 people.⁵

The labour market challenges for the sector include sourcing, developing and retaining staff to work in regions, who have the necessary skills and capabilities, can meet short-term seasonal demands, are available to work the hours required and are willing to work for the conditions and pay on offer.

The Queensland Government's *Advancing Tourism 2016–20: Growing Queensland Jobs* committed to the development of a tourism workforce plan to help the industry meet the growing demands of visitors who are seeking high quality services and experiences. Jobs Queensland worked extensively with industry stakeholders to develop the *Queensland Tourism Workforce Development Plan 2017–20* (http://jobsqueensland.qld.gov.au/wp-content/uploads/2017/07/tourism_workforce_plan.pdf).

The State Plan outlines four themes identified by industry that are critical to tourism's future growth – careers, local workforce, skills and collaboration. During consultation with tourism stakeholders, industry was clear that it wanted achievable, realistic recommendations that could be owned by industry in partnership with government and actioned at a local level as well as statewide.

This plan details the actions that Bundaberg North Burnett tourism industry representatives identified as the priorities for the development of the region's future workforce.



Park Ranger with visitors at Cania Gorge. Photographer: Paul Giggie. Photo courtesy of Tourism & Events Queensland.

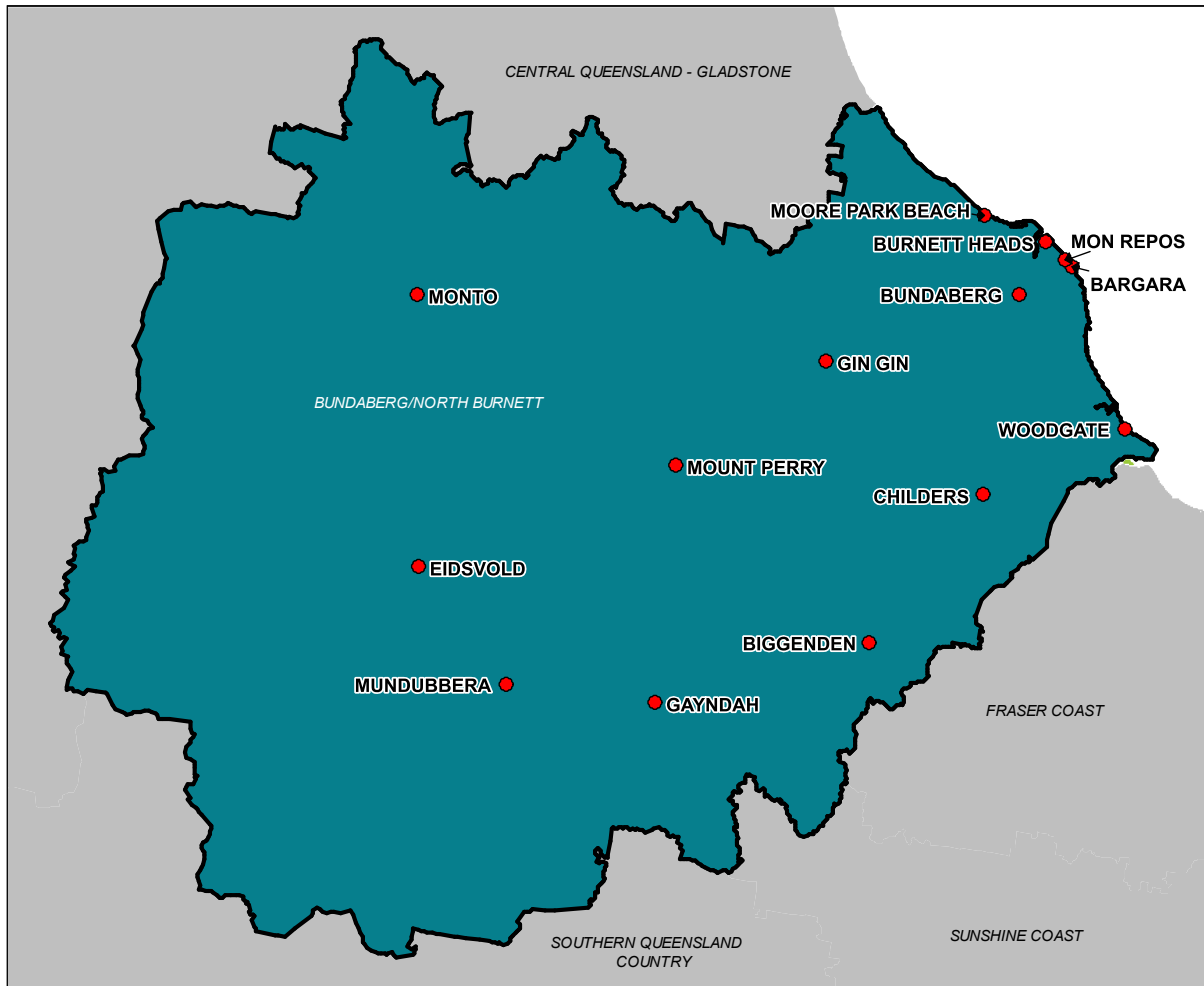
1. Tourism Research Australia, 2018, *State Tourism Satellite Accounts, 2016–17*, <https://www.tra.gov.au/research/view-all-publications/all-publications/economic-reports/state-tourism-satellite-accounts-2016-17>.
2. Tourism is not listed as a discrete industry in the Australian and New Zealand Standard Industrial Classification (ANZSIC).
3. Tourism Research Australia, 2017, *Tourism Businesses in Australia*, June 2012 to June 2016, Appendix A, Table A.15, <https://www.tra.gov.au/research/view-all-publications/all-publications/economic-reports/tourism-businesses-in-australia-june-2012-to-june-2016>.
4. Tourism Research Australia, 2017, *Tourism Satellite Account 2016-17*, <https://www.tra.gov.au/research/view-all-publications/all-publications/economic-reports/tourism-satellite-account-2016-17>.
5. Tourism Research Australia, 2017, *Tourism Businesses in Australia, June 2012 to June 2016, Appendix B, Table 8.1*, <https://www.tra.gov.au/Research/View-all-publications/All-Publications/Economic-reports/tourism-business-in-australia-june-2011-to-june-2016>.



Snorkelling at Lady Musgrave Island. Photographer: Ezra Patchett.
Photo courtesy of Tourism & Events Queensland.

Bundaberg North Burnett tourism

The Bundaberg North Burnett tourism region is diverse, stretching from Woodgate Beach and Childers in the South, Gayndah and Mundubbera in the West, Moore Park Beach in the North and Bargara in the East, with islands of Lady Elliot and Lady Musgrave off the coast.



Source: Developed by Queensland Government Statistician's Office as per ABS, 9503.0.55.001 – Tourism Region Maps and Allocation File, Australia, 2016.

The Bundaberg North Burnett Destination Tourism Plan⁶ vision is to be 'known for magical marine encounters on the Southern Great Barrier Reef, a tapestry of regional flavours and family-friendly adventures in the real Aussie bush'.

The Bundaberg North Burnett tourism region is known as the gateway to the Southern Great Barrier Reef and Australia's premier location for observing nesting sea turtles at the world class Mon Repos turtle rookery and is well placed to leverage the Queensland Government's focus on ecotourism and active-tourism, as the region is recognised for its majestic Sandstone Wilderness which features unique sandstone gorges, water-sculpted formations and significant Aboriginal Art sites.

Bundaberg and its surrounding areas offer visitors niche beverage experiences with iconic brands such as Bundaberg Brewed Drinks and Bundaberg Rum Distillery offering tours and tastings. The region is developing a growing reputation in agritourism especially in the North Burnett Region, and cellar door and farm gate tours are growing business opportunities.

6. Bundaberg North Burnett Destination Tourism Plan.

Regional population and employment characteristics

The Bundaberg North Burnett tourism region is home to more than 105,000 people or 2.1 per cent of Queensland's total population. The average annual growth rate of 0.3 per cent over the past five years is lower than the State average of 1.5 per cent.⁷ The population is projected to grow by more than 10,000 people by 2026.⁸ Unemployment in the region is 8.6 per cent which is higher than the State at 6.1 per cent.⁹ The median age is 44.8 years that is significantly higher than the Queensland median of 37 years.¹⁰

The top five employing industry sectors are health care and social assistance; agriculture, forestry and fishing; retail trade; education and training; and construction. The top five occupations are labourers; professionals; technicians and trades workers; managers; and clerical and administrative workers.¹¹

Regional tourism workforce

Tourism directly and indirectly employs approximately 2700 people in the Bundaberg North Burnett tourism region. In 2015–16, there was a total of 1990 people directly employed in tourism in the region. Of these, 920 were employed full-time and 1070 part-time.

The tourism-related industries that contributed most to direct regional tourism employment in the Bundaberg North Burnett tourism region in 2015–16 were:

- retail trade (210 full-time and 310 part-time)
- cafés, restaurants and takeaway food services (170 full-time and 310 part-time)
- accommodation (120 full-time and 130 part-time).¹²

Employment in accommodation and food services in the Wide Bay region, of which the Bundaberg North Burnett tourism region is a part, is projected to grow by 8.5 per cent between 2017 and 2022, while projected retail trade employment growth in the same period is 8.6 per cent.¹³ Nationally, there is projected employment growth of 9.0 per cent in hospitality, retail and service manager occupations indicating the potential career pathway advancement the industry offers.¹⁴

Graph 1 (page 7) outlines the industry breakdown of people employed within the industry in the region.

7. Australian Bureau of Statistics 3218.0, *Regional Population Growth, Australia*, various editions.

8. *Queensland Government Population Projections*, 2015 edition (medium series).

9. Australian Government Department of Jobs and Small Business, *Small Area Labour Markets Publication, December quarter 2017*, <https://www.jobs.gov.au/small-area-labour-markets-publication>.

10. Australian Bureau of Statistics 3235.0, *Population by Age and Sex, Regions of Australia*, unpublished data and Queensland Treasury estimates.

11. Australian Bureau of Statistics, *Census of Population and Housing, 2016, General Community Profile - G51, G57* and unpublished data.

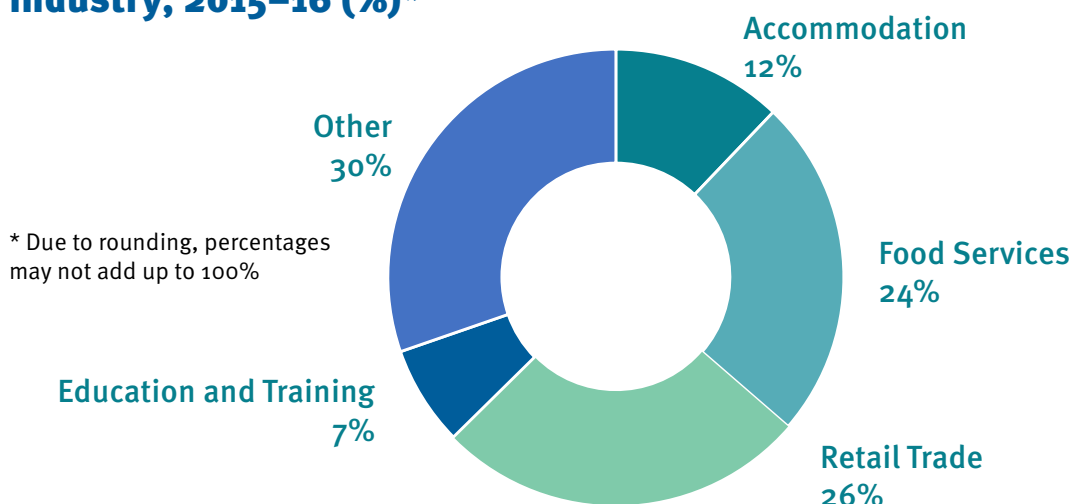
12. Deloitte Access Economics, 2017, *Regional Tourism Satellite Account Bundaberg North Burnett 2015-16*, https://www.tra.gov.au/ArticleDocuments/245/Bundaberg%20North%20Burnett%20factsheet%2015_16.pdf.aspx?Embed=Y.

13. Australian Government Department of Jobs and Small Business, *Labour Market Information Portal, 2017 Regional Projections*, <http://lmip.gov.au/default.aspx?LMIP/GainInsights/EmploymentProjections>.

14. Australian Government Department of Jobs and Small Business, *Labour Market Information Portal, 2017 Occupational Projections*, <http://lmip.gov.au/default.aspx?LMIP/GainInsights/EmploymentProjections>.



Graph 1: Industry breakdown of people directly employed in the tourism industry, 2015–16 (%)*



Source: Deloitte Access Economics, *Queensland Regional Tourism Satellite Accounts 2015–16*. Final report prepared for Tourism and Events Queensland, October 2017.

As the region embraces entrepreneurship opportunities in niche tourism areas, such as diving and agritourism, and increases the promotion of existing resources available to nurture new and grow existing businesses, there is potential to provide future employment opportunities within the industry. Business support and advice is available through services such as Bundaberg Business Enterprise Centre, Bundaberg North Burnett Tourism, Business Bundaberg, Business Queensland and Business.gov.au.

Occupations experiencing shortages across all regions in Queensland are waiters, kitchenhands, bar attendants, baristas and chefs.¹⁵ Data shows an average of 72 job advertisements for hospitality, retail and service managers, and an additional 72 for food trade workers (including chefs) each month between May 2010 and April 2018¹⁶ with 71 job advertisements for hospitality workers within the Central Queensland labour market region, of which the Bundaberg North Burnett tourism region is predominately a part.

The regional tourism industry will benefit from an inclusive workforce, including Aboriginal and Torres Strait Islander peoples. With 2.6 per cent of the regional population being Indigenous and of working age¹⁷, there are numerous opportunities for inclusion of Aboriginal and Torres Strait Islander peoples beyond offering cultural experiences to all aspects of the tourism industry. Support and resources are available for employers who wish to mentor a new Indigenous employee, as well as Indigenous entrepreneurs who seek to establish a new business venture. These resources are available at the back of this plan.

The Queensland Vocational Education and Training (VET) system currently offers opportunities for eligible staff to upskill through subsidised programs such as the Certificate III Guarantee and Higher Level Skills.¹⁸ Employers can also consider increasing recruitment of trainees and apprentices within their own industry to provide pathways for new entrants.

Support is available for both apprentices and employers through the Queensland Government's Apprenticeships Info¹⁹ and also the Australian Apprenticeship Support Network provider.²⁰ Both services provide assistance with issues that may arise for the duration of an apprenticeship or traineeship, and offer flexible support options.

15. Australian Government Department of Employment, 2017, *Presentation to the Tourism Industry Advisory Group*.

16. Australian Government Department of Jobs and Small Business, *Labour Market Information Portal, April 2018, Vacancy Report, IVI Regional Data - May 2010 onwards*, <http://lmip.gov.au/default.aspx?LMIP/GainInsights/VacancyReport>.

17. Indigenous Tourism Research Australia population data supplied by the Department of Aboriginal and Torres Strait Islander Partnerships.

18. Department of Employment, Small Business and Training, *Subsidised training and incentives*, <https://training.qld.gov.au/training/incentives>.

19. Department of Employment, Small Business and Training, *Apprenticeships Info*, <https://training.qld.gov.au/apprenticeshipsinfo>.

20. Australian Government, *Australian Apprenticeship Support Network*, <https://www.australianapprenticeships.gov.au/australian-apprenticeship-support-network>.

The Gateway to Industry Schools (Food, Wine and Tourism) program²¹ provides opportunities for industry and the education sector to work together to deliver outcomes for students, local communities and businesses. Students that participate in the program are exposed to a range of learning experiences that will assist them in their career choices and pathways to employment.

Turnover in the tourism industry has also been identified as a concern, which is costly for employers.²² During consultation, stakeholders informed Jobs Queensland that staff retention issues were attributed to small labour pools, unsociable hours, low wages, seasonality and a casualised workforce. Industry can benefit from reviewing their own recruitment, retention, succession planning and training strategies to boost productivity and improve the attractiveness of the industry to meet the future demand for skilled labour.

Regional tourism businesses

Latest available data shows there are more than 900 tourism-related businesses in the Bundaberg North Burnett tourism region as shown in Table 1 below. Just over 36 per cent of these are sole traders which is lower than the proportion of sole trader tourism businesses statewide. The proportion of businesses with five to 19 employees is higher than statewide. Key tourism enterprises include Bundaberg Rum Distillery, Mon Repos Turtle Centre, the RM Williams Australian Bush Learning Centre in Eidsvold, Hinkler Hall of Aviation, Lady Musgrave Experience and Bundaberg Brewing.

Table 1: Bundaberg North Burnett region tourism businesses²³

Tourism businesses	Number	%	Qld %
Sole trader	327	36.1	43.6
1 to 4 employees	314	34.7	30.1
5 to 19 employees	226	24.9	20.7
20 or more employees	39	4.3	5.6
Total	906	100	100

21. Gateway to Industry Schools (Food, Wine and Tourism) program, <https://training.qld.gov.au/employers/gatewayschools/food-wine-tourism>.

22. Davidson, M, Timo, N, Wang, Y, 2010, *How much does labour turnover cost? A case study of Australian four and five-star hotels*, International Journal of Contemporary Hospitality Management.

23. Tourism Research Australia, 2017, *Tourism Businesses in Australia, June 2012 to June 2016, Appendix B, Table 8.1*, <https://www.tra.gov.au/Research/View-all-publications/All-Publications/Economic-reports/tourism-business-in-australia-june-2011-to-june-2016>.

Regional training profile

There was a total of 1002 program enrolments in tourism-related training in the Bundaberg North Burnett tourism region in 2016. The majority of enrolments (81 per cent) were in hospitality qualifications at Certificate I, II, III, Diploma and Advanced Diploma levels. Certificate II in Hospitality had the highest overall number of enrolments with 338 followed by Certificate III in Hospitality with 248 enrolments. The Diploma and Advanced Diploma of Hospitality/Hospitality Management had a combined 59 enrolments. Other popular qualifications were Certificate II in Tourism with 109 enrolments and the Certificate II in Kitchen Operations with 62 enrolments. The Certificate III and IV in Commercial Cookery apprenticeships had 54 combined enrolments.²⁴

Table 2 below shows the main vocational education and training qualifications for the tourism industry. Retail qualifications are also important to the tourism sector, but have not been included due to their broader application.

Table 2: Tourism industry qualifications

Industry qualification
Certificate I, II, III (including traineeships) and IV in Hospitality
Diploma and Advanced Diploma of Hospitality Management
Certificate III in Hospitality (Restaurant Front of House) (including traineeship)
Certificate II in Kitchen Operations (including traineeship)
Certificate II, III and IV in Asian Cookery
Certificate III and IV in Commercial Cookery (including apprenticeships)
Certificate III (including apprenticeship) and IV in Catering Operations
Certificate III and IV in Patisserie
Certificate I in Tourism (Australian Indigenous Culture)
Certificate II and III in Tourism (including traineeships)
Certificate II, III and IV in Holiday Parks and Resorts
Diploma of Holiday Parks and Resorts
Certificate III in Travel (including apprenticeship)
Certificate III and IV in Guiding
Certificate IV in Travel and Tourism
Diploma and Advanced Diploma of Travel and Tourism Management
Certificate III in Events
Diploma and Advanced Diploma of Event Management

24. National Centre for Vocational Education Research, 2017, *National VET Provider Collection, Total VET students and courses*, <https://www.ncver.edu.au/data/collection/students-and-courses-collection/total-vet-students-and-courses>.

Tourism-related apprenticeship commencements in the Bundaberg North Burnett tourism region increased in 2017 after declining the previous year, while traineeship commencements have grown over the past two years. School-based apprenticeships and traineeships (SATs) comprised 9.8 per cent and 28.6 per cent of the region's commencements respectively in 2017. Commencements and completions over the past three years are shown in Table 3 below.

Table 3: Bundaberg North Burnett tourism region apprenticeship and traineeship summary²⁵

	2015	2016	2017
Commencements			
Apprenticeships	292	229	287
Traineeships	324	378	430
Completions			
Apprenticeships	205	193	157
Traineeships	213	240	291

25. Department of Employment, Small Business and Training, 2018, *Direct Entry-Level Training Administration (DELTA) database, Queensland*.





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Bundaberg Rum Distillery. Photographer: Rowan Bestmann.
Photo courtesy of Tourism & Events Queensland.



Looking ahead

Lady Musgrave Island. Photographer: Darren Jew. Photo courtesy of Tourism & Events Queensland.

Investment in tourism products and experiences

A number of major infrastructure projects are either underway or proposed for the Bundaberg North Burnett tourism region which have the potential to grow tourism in the region. These include the:

- Development of the Bundaberg Heritage Tourism Trails
- Mon Repos Turtle Centre redevelopment
- Upgrade of the Bundaberg Airport and Aerospace Precinct
- Bundaberg Multiplex Sports and Convention Centre
- Upgrade of the RM Williams Australian Bush Learning Centre visitor experience
- Development of several 4–5 star accommodation properties in Bundaberg CBD and Bargara
- Bundaberg Port Development
- Macadamias Australia expansion and addition of a tourism experience
- Expanded recreational vehicle market
- Development and growth of Destination Events including Winterfeast, Childers Festival and Bundy Flavours.

Workforce priorities and action plan

The priorities and actions in this plan reflect all four of the themes from the State Plan – careers, local workforce, skills and collaboration – that were identified during consultations with Bundaberg North Burnett tourism stakeholders.

Careers – Build the industry’s profile and attractiveness

There is a need to better promote the career pathways in tourism to attract people to the industry locally and overcome perceptions that the service industry is a job and not a career. The introduction of an ‘Employer of Choice’ category in state and regional tourism awards would go far in recognising local tourism businesses that value and develop their staff.

Local workforce – Build a sustainable labour pool

The majority of recommendations and actions in this plan relate to the local workforce theme. It is important for the region to attract and retain people in the community to have a pool of appropriately skilled people. Employers are experiencing difficulties sourcing workers, especially retaining apprentice chefs beyond the first few days. Local initiatives such as ‘come and try’ days may give potential workers the chance to test their interest and aptitude for a career before committing. This may also help attract people who are considering transitioning into another career path into the tourism sector. For example, the transition from agriculture to tourism.

The Bundaberg Regional Youth Hub pilot, a collaboration between representatives of local government, Bundaberg region secondary state schools, industry, training organisations and employment agencies, has been successful in creating strong links between schools and industry, and work experience for students. Continued funding would broaden work experiences to provide a better taste of the industry and encourage as many employers as possible to participate.

The range of support and information available to businesses from all tiers of government can be hard to navigate and confusing. Small businesses would appreciate better coordination and would prefer the Bundaberg Business Enterprise Centre and the local Regional Development Australia (RDA) committee to be key points of contact locally.

The region highlighted the need for investigation and development of opportunities for underutilised groups to participate in upskilling and training within the region. Programs such as Skilling Queenslanders for Work deliver training to improve skills and employment opportunities for Queenslanders aged 15 years or older, no longer at school and needing assistance to secure employment. Participants are provided with supported training opportunities via community-based projects, run locally by funded organisations.

Skills – Build the industry’s capacity to grow and flourish

Bundaberg North Burnett Tourism (BNBT) has led a range of successful initiatives to support regional businesses including workforce development funded by the Bundaberg Regional Council. The region is seeking to expand its support for businesses with workforce development. Access to training in customer service skills and using digital technology are considered essential for the region’s tourism workforce.

Collaboration – Build the industry’s capacity to address local issues and develop innovative solutions

While commercial products for skills exchanges are available and have been taken up by some regions, the Bundaberg North Burnett Region would benefit from more information about the effectiveness and suitability of such products. There is a need to map and assess the current range of products to determine their suitability for local and statewide use.

Australia’s Indigenous heritage presents the unique opportunity for authentic cultural experiences that create a distinctive point of difference to complement the Bundaberg North Burnett tourism region’s landscape and natural features. The Queensland Ecotourism Plan 2016–20²⁶ sets out the Queensland Government’s vision for the tourism industry, Traditional Owners, conservation, research and community to partner together to create visitor experiences unique to Queensland and to inspire learning.

26. The Queensland Ecotourism Plan 2016–2020, September 2016, <https://www.npsr.qld.gov.au/tourism/pdf/final-qlld-ecotourism-plan.pdf>.

A shared sense of purpose action plan



PRIORITY
Careers



GOAL
Build the industry's profile and attractiveness

RECOMMENDATION: Work with industry and education providers to clarify and define realistic career pathways in the tourism industry and make careers in tourism attractive as 'careers of choice' for school and university leavers.

Local actions	Existing resources include:
1. Promote the benefits of and pathways to careers in the industry.	Young Tourism Leaders. QTIC Tourism and Hospitality Careers Guide.
2. Promote the industry standard training facilities currently available within the region.	Existing training infrastructure in the region.

RECOMMENDATION: Recognise employers who value and support their employees through an 'Employer of Choice' category (or similar) at the Queensland Tourism Awards.

Local actions	Existing resources include:
3. Facilitate local awards accommodating an 'Employer of Choice' category.	Aligned with regional business awards.



Tasting Mammino's ice cream. Photographer: Mike Hillburger. Photo courtesy of Tourism & Events Queensland.



PRIORITY

Local workforce



GOAL

Build a sustainable labour pool

RECOMMENDATION: Strengthen partnerships between schools, local tourism employers, local government and universities to identify the skills pathways and provide local work experience opportunities for students.

Local actions	Existing resources include:
4. Support the Bundaberg Regional Youth Hub to broaden the work experience/internship opportunities provided to students and increase participation by small business.	Pre-employment/work placement programs for Year 7–12 students and TAFE students.

RECOMMENDATION: Develop mentoring programs to support both students and tourism employers to take-up apprenticeships and traineeships.

Local actions	Existing resources include:
5. Leverage regional tourism industry leaders to give students, parents and teachers a broader understanding of the industry, especially the benefits of transferable skills, competencies and attitudes, to increase take-up of apprenticeships and traineeships.	Young Tourism Leaders. Tourism Industry Leaders.

RECOMMENDATION: Improve awareness and navigation of business support programs, red-tape/administrative reduction for SMEs to improve take-up of apprenticeships and traineeships, pre-employment programs and programs to encourage employment of people from disadvantaged groups (women returning to work, mature age, Indigenous, migrant).

Local actions	Existing resources include:
6. Improve coordination and promotion of government programs, information and incentives for local tourism businesses including employing people from disadvantaged groups.	DITID Business Guide. Business Queensland Business Advisers. Office of Small Business, Business Support Portal. Skilling Queenslanders for Work.

RECOMMENDATION: Hold ‘come and try’ days to increase engagement between local employers and VET and universities to provide opportunities for people from local Indigenous and migrant communities, women returning to work and workers transitioning from other industries to explore what the tourism industry offers.

Local actions	Existing resources include:
7. Hold regional ‘come and try’ days and investigate aligned regional job fairs.	QCAA Bundaberg Careers Expo.

RECOMMENDATION: Develop innovative and alternate training pathways locally to support the entry of under-represented groups, such as women returning to work and migrant communities, into the industry.

Future opportunity

- 8. Explore and identify transferrable skills, alternate training pathways and the potential for people moving from other industries (such as agriculture) to tourism to retain them in the community.



PRIORITY
Skills



GOAL
Build the industry’s capacity to grow and flourish

RECOMMENDATION: Develop and support a network of local ‘tourism champions’ drawn from existing networks, industry and training providers who will promote the industry and support regional businesses to adopt and implement their chosen workforce development strategies.

Future opportunity

- 9. Consider expanding the current workforce development support available for local tourism businesses, peer-to-peer learning and collaboration programs.

RECOMMENDATION: Promote the opportunity to develop skills in entrepreneurship and digital tourism already available in the training package.

Local actions	Existing resources include:
10. Provide convenient opportunities for local tourism businesses to develop practical entrepreneurship and innovation skills.	Certificate IV in Small Business Management. Business Queensland's small business tools. Office of Small Business.



PRIORITY
Collaboration



GOAL
Build the industry’s capacity to address local issues and develop innovative solutions

RECOMMENDATION: Build connections between government, tourism operators, Indigenous communities and local education providers to identify, develop, mentor and promote Indigenous tourism businesses and business opportunities.

Local actions	Existing resources include:
<p>11. Identify the barriers to success and advocate to support Indigenous tourism business opportunities.</p>	<p>Indigenous peer mentoring programs and Indigenous champions network (QTIC).</p> <p>Support programs such as Business Queensland Business Advisers and the Business Queensland Accelerated Indigenous Small Business Grants.</p> <p>Enterprise Development programs provided by DATSIP.</p>

Glossary

BNBT— Bundaberg North Burnett Tourism

BRYH — Bundaberg Regional Youth Hub

DATSIP — Department of Aboriginal and Torres Strait Islander Partnerships

DESBT — Department of Employment, Small Business and Training

DITID – Department of Innovation, Tourism Industry Development and the Commonwealth Games

DSDMIP — Department of State Development, Manufacturing, Infrastructure and Planning

MOOCs — Massive Open Online Courses

QCAA — Queensland Curriculum & Assessment Authority

QTIC — Queensland Tourism Industry Council

RDA — Regional Development Australia

RTO — Regional Tourism Organisation

SATs — School-based apprenticeships and traineeships

SMEs — small to medium enterprises

VET — Vocational Education and Training



Group and ranger with nesting turtle. Photographer: Rowan Bestmann.
Photo courtesy of Tourism & Events Queensland.

Queensland and Commonwealth resources available at June 2018

Careers in Tourism – Online resources for career entry

Discover Hospitality – <http://discoveryourcareer.com.au/discover-hospitality/>

Discover Tourism – <http://discoveryourcareer.com.au/discover-tourism/>

QTIC Tourism and Hospitality Career Guide – https://www.qtic.com.au/sites/default/files/qtic_tourism_hospitality_career_guide_2016_low_res.pdf

myfuture – <https://myfuture.edu.au/>

Foundation for Young Australians – <https://www.fya.org.au/>

Digital Technologies – Online resources and access to digital technologies and services

Small Business Guide – <https://www.staysmartonline.gov.au/get-involved/guides/smallbusinessguide>

Digital Scorecard – <https://www.business.qld.gov.au/running-business/it/digital-scorecard>

Online marketing – <https://www.business.qld.gov.au/running-business/marketing-sales/marketing-promotion/online-marketing>

Doing Business Online – <https://www.business.qld.gov.au/starting-business/internet-start-ups/online-basics>

Advance Queensland Community Digital Champions – <https://advance.qld.gov.au/entrepreneurs-startups/comm-digital-champ.aspx>

Digital Marketing – <https://cdn1-teq.queensland.com/~media/7717acc41c054edaae353a413f3374ee.ashx?vs=1&d=20151210T185732>

Digital Ready – <https://teq.queensland.com/industry-resources/how-to-guides/going-digital>

Tourism Tribe – <https://www.tourismtribe.com/>

Employment/training services – Resources and support for employers and job seekers

Jobactive – <https://jobactive.gov.au/>

Relocation Assistance – <https://www.jobs.gov.au/relocation-assistance-take-job>

myskills – <https://www.myskills.gov.au/>

Back to Work – <https://backtowork.initiatives.qld.gov.au/for-employers/>

Apprenticeships Info – <https://training.qld.gov.au/apprenticeshipsinfo/>

VET Investment Plan – <https://training.qld.gov.au/site/docs-data/Documents/strategies/vetinvest/annual-vet-investment-plan.pdf>

Australian Apprenticeships Pathways – <https://www.aapathways.com.au/>

Discover Staff – <http://discoveryourcareer.com.au/discover-staff/>

QTIC Futures Program – <https://www.qtic.com.au/qticfutures>

Youth Employment Program (YEP) – <https://www.datsip.qld.gov.au/programs-initiatives/youth-employment-program>

Skilling Queenslanders for Work – <https://training.qld.gov.au/employers/funding/sqw>

Funding/grants – Financial assistance, professional advice and support for small businesses

Small Business Digital Grants – <https://www.business.qld.gov.au/starting-business/advice-support/grants/digital-grants>

Small Business Entrepreneur Grants – <https://www.business.qld.gov.au/starting-business/advice-support/grants/entrepreneur-grants>

Community Sustainability Action Grants – <https://www.qld.gov.au/environment/pollution/funding/community-sustainability>

Business Development Fund – <https://advance.qld.gov.au/entrepreneurs-startups/business-development-fund.aspx>

Ignite Ideas Fund – <https://advance.qld.gov.au/entrepreneurs-startups/ignite-ideas-fund.aspx>

Export Market Development Grants (EMDG) – <https://www.austrade.gov.au/Australian/Export/Export-Grants/About/what-is-emdg>

Jobs and Regional Growth Fund – <https://www.statedevelopment.qld.gov.au/industry/industry-support/jobs-and-regional-growth-fund.html>

Indigenous Business Support – Resources and support for Aboriginal and Torres Strait Islander peoples

Business Ownership – <http://www.iba.gov.au/business/>

Accelerate Indigenous Small Business Grants – <https://www.business.qld.gov.au/starting-business/advice-support/grants/indigenous-grants>

Enterprise Development – <https://www.datsip.qld.gov.au/programs-initiatives/enterprise-development>

Government Champions – <https://www.datsip.qld.gov.au/programs-initiatives/government-champions>

Tourism Indigenous Employment Champions Network – https://www.qtic.com.au/search-results?search_keys=indigenous+champions+network

Contacts and resources for Aboriginal and Torres Strait Islander businesses – <https://www.business.qld.gov.au/starting-business/advice-support/support/support-indigenous/indigenous-contacts>

Marketing/promoting your business – Everything to successfully market your business

Consider Your Idea – <https://www.business.qld.gov.au/starting-business/planning/business-success/idea>

The Big Marketing Guide – <https://teq.queensland.com/industry-resources/how-to-guides/big-marketing-guide>

Queensland Destination Events Program – <https://teq.queensland.com/events/events-support/queensland-destination-events-program>

Marketing Opportunities – <http://marketingsales.queensland.com/>

Free Images – <https://visuals.queensland.com/>

Mentoring/champions – Access to advice from tourism role models and experts

Mentoring for Growth – <https://www.business.qld.gov.au/running-business/growing-business/mentoring-growth>

Working with business advisers – <https://www.business.qld.gov.au/starting-business/planning/advisers>

Young Tourism Leaders – <https://youngtourismleaders.qld.gov.au/>

Small Business Solutions – <https://business.tafeqld.edu.au/>

QTIC Young Professionals Mentoring Program – <https://www.qtic.com.au/mentoring>

Partnerships – Resources to bring businesses, government and industry leaders together

Gateway to Industry Schools program – <https://training.qld.gov.au/employers/gatewayschools>

Advancing Regional Innovation Program – <https://advance.qld.gov.au/entrepreneurs-startups/advancing-regional-innovation.aspx>

Advancing Regional Innovation (Entrepreneurs) – <https://advance.qld.gov.au/entrepreneurs-startups.aspx>

Regional Business Angels Support Program – <https://advance.qld.gov.au/entrepreneurs-startups/regional-business-angels.aspx>

Australian Chamber of Commerce and Industry (ACCI) – <https://www.australianchamber.com.au/>

DestinationQ – <https://www.destq.com.au/about>

Regional Tourism Organisations – <https://teq.queensland.com/about-teq-new/contacts/rtos>

Tools/resources for business owners – Resources, tools and services for your business

Australian Business Licencing Information Service – <https://ablis.business.gov.au/>

Australian Competition & Consumer Commission (ACCC) – <https://www.accc.gov.au/business>

Information and Support – <http://www.asbfeo.gov.au/information-support>

Help for small business and family enterprises – <https://www.ato.gov.au/Business/>

Tourism Research Australia – <https://www.austrade.gov.au/australian/tourism>

Tourism and Business – <https://www.austrade.gov.au/Australian/Tourism/Tourism-and-business>

Business.gov.au – <https://www.business.gov.au/>

Training Assets – Hire a training facility – Email: trainingassets@det.qld.gov.au

Resources for Employers – <https://www.jobs.gov.au/employers-o>

Growing Queensland's Companies – <https://advance.qld.gov.au/entrepreneurs-startups/growing-qlld-companies.aspx>

Starting A Tourism Business – <https://www.business.qld.gov.au/industries/hospitality-tourism-sport/tourism/starting-up>

Tourism Service Quality Toolkit – <https://www.business.qld.gov.au/industries/hospitality-tourism-sport/tourism/running/customer-service/service-quality-toolkit>

Improving Customer Service – <https://www.business.qld.gov.au/running-business/consumer-laws/customer-service/improving>

Grow your tourism business – tools, resources and funding – <https://publications.qld.gov.au/dataset/grow-your-tourism-business/resource/9e6d4f15-1dbf-4454-9879-2ae9cc62fbod>

Inclusive and Accessible Tourism – <https://publications.qld.gov.au/dataset/inclusive-tourism/resource/6edc79fe-36ff-4cb1-a8e2-6ca2658dobe7>

edX – https://www.edx.org/course?search_query=tourism

Be My Guest – <https://www.embracing2018.com/legacy-program/tourism-supporting-queensland-business/be-my-guest>

DestinationQ – <https://www.destq.com.au/>

DestinationQ App – <https://play.google.com/store/apps/details?id=au.com.entegy.dq16&hl=en>

Family Business Australia – <http://www.fambiz.org.au/>

Future Learn – <https://www.futurelearn.com/>

Pathways workshops – <https://www.impactinnovationgroup.com/pathways-program/>

MOOCs – Massive Open Online Courses – <http://mooc.org/>

Queensland Tourism Accreditation – <https://www.qtic.com.au/accreditation>

Queensland Tourism Awards – <http://www.queenslandtourismawards.com.au/>

Tourism & Events Queensland – <https://teq.queensland.com/>

How-to Guides – <https://teq.queensland.com/industry-resources/how-to-guides>

Working with Tourism Australia – <http://www.tourism.australia.com/content/dam/assets/document/1/6/y/t/a/2004670.pdf>

Tourism Statistics – <http://www.tourism.australia.com/en/markets-and-research/tourism-statistics.html>

Bundaberg Business Enterprise Centre – <http://www.bundabergbec.org.au/>

Information on tax for Aboriginal and Torres Strait Islander individuals and business owners – <https://www.ato.gov.au/General/Aboriginal-and-Torres-Strait-Islander-people/>

Grants website – <https://www.grants-and-assistance.services.qld.gov.au>



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