



June 2018

Capricorn Regional Tourism Workforce Plan **2018–2020**



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



Front cover photo: Aerial image of Yeppoon, Capricorn Coast. Photo courtesy of Capricorn Enterprise.

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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 Capricorn Region's tourism industry representatives identified as the priorities for the development of the region's future workforce.



Aerial image of Keppel Bay islands. Photo courtesy of Capricorn Enterprise.

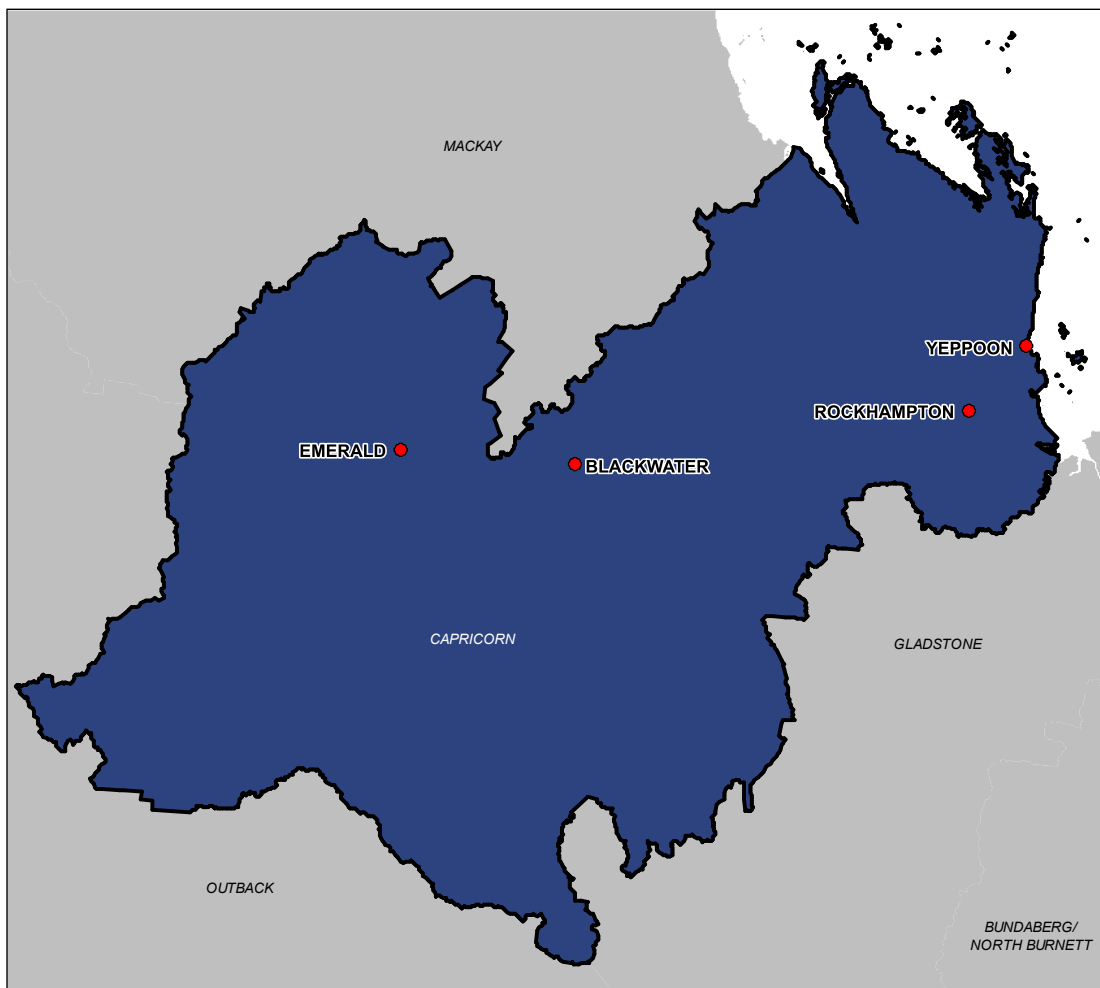
1. Tourism Research Australia, 2018, *State Tourism Satellite Accounts, 2016–17*, <https://www.ra.gov.au/research/view-all-publications/all-publications/economic-reports/state-tourism-satellite-accounts-2016-17>.
2. Tourism is not listed as a discrete industry in the Australian and New Zealand Standard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



Snorkelling off Great Keppel Island, Southern Great Barrier Reef.
Photo courtesy of Capricorn Enterprise.

Capricorn tourism

The Capricorn tourism region covers a large part of Central Queensland from the Central Highlands to the Keppel Islands, including Emerald, Rockhampton, Yeppoon and the Capricorn 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 Capricorn Destination Tourism Plan 2020⁶ vision is 'for industry and community to embrace the broader visitor economy to support innovative and sustainable island, coastal, mainland and wilderness experiences'.

The region is a visiting friends and relatives, business and leisure destination. It offers visitors a rich and diverse range of natural, cultural, adventure and hero experiences from the Southern Great Barrier Reef to the Sandstone Wilderness areas of Carnarvon Gorge and Sapphire Gemfields, limestone caves, abundant national parks and culinary delights.

The destination is known for its produce, fresh seafood and is home of the barramundi and famous for beef, with Rockhampton positioned as the 'Beef Capital of Australia'. With its wide open spaces and safe swimming all year round, the region has great opportunity for growth in ecotourism and wellness activities across the coastal, islands and inland areas.

6. Capricorn Destination Tourism Plan 2020.

Regional population and employment characteristics

The Capricorn tourism region is home to more than 148,000 people or 3.0 per cent of Queensland's total population. The average annual growth rate of 0.4 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 20,000 people by 2026.⁸ Unemployment in the region is 6.9 per cent which is higher than the State at 6.1 per cent.⁹ The median age is 36.0 years compared with the Queensland median of 37 years.¹⁰

The top five employing industry sectors are health care and social assistance; mining; retail trade; education and training; and construction. The top five occupations are technicians and trades workers; professionals; clerical and administrative workers; labourers; and machinery operators and drivers.¹¹

Regional tourism workforce

Tourism directly and indirectly employs more than 6900 people in Central Queensland across the Capricorn and Gladstone tourism regions. In 2015–16, more than 4570 people were directly employed in tourism jobs in Central Queensland. Of these, more than 2360 were in full-time employment and almost 2200 were part-time.

The tourism-related industries that contributed most to direct regional tourism employment in Central Queensland in 2015–16 were:

- cafés, restaurants and takeaway food services (460 full-time and 780 part-time)
- retail trade (450 full-time and 450 part-time)
- accommodation (310 full-time and 350 part-time).¹²

Employment in accommodation and food services in the Fitzroy region, of which the Capricorn tourism region is a part, is projected to grow by 16.0 per cent in the five years from 2017 to 2022. Retail trade employment for the same period is projected to grow by 1.9 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 tourism industry in Central Queensland.

Occupations experiencing shortages across all regions are waiters, kitchenhands, bar attendants, baristas and chefs.¹⁵ Data shows an average of 72 job advertisements for hospitality, retail and service managers, as well as 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 Capricorn tourism region is a part.

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 Central Queensland 2015-16*, https://www.tra.gov.au/ArticleDocuments/245/Central%20Queensland%20factsheet%202015_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>.

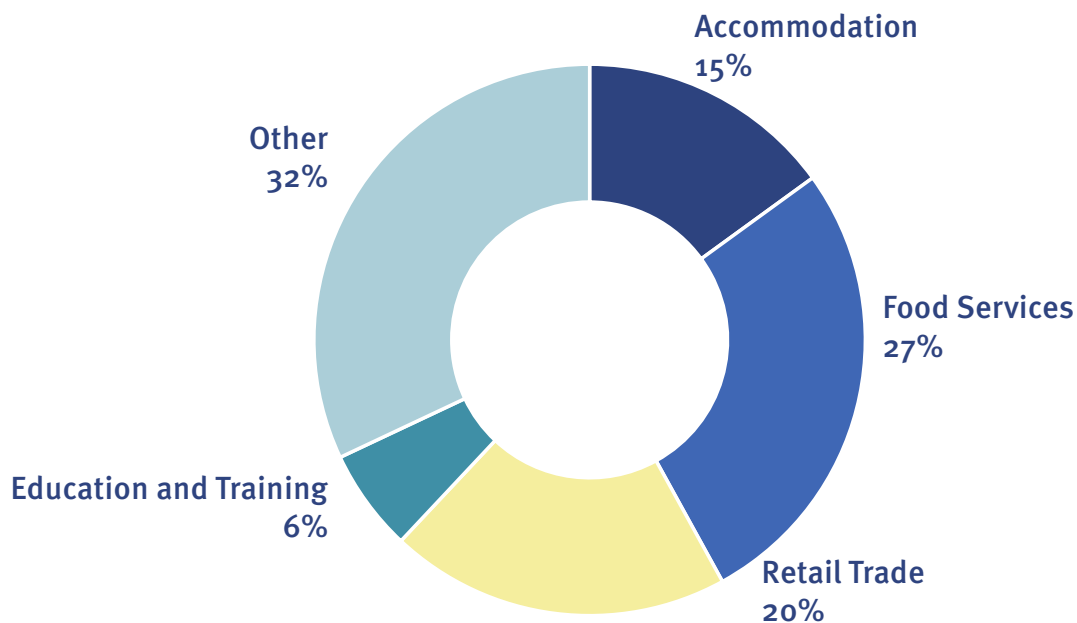
14. Australian Government Department of Jobs and Small Business, *Labour Market Information Portal, 2017 Occupational Projections*, <http://lmip.gov.au/default.aspx?LMIP/GainInsights/EmploymentProjections>.

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>.



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.

The regional tourism industry will benefit from an inclusive workforce, including Aboriginal and Torres Strait Islander peoples. With 4.2 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.

Flexibility within the training system itself is currently available for employers to share apprentices where their existing workplace does not provide opportunity to teach and mentor duties required to successfully complete an apprenticeship as prescribed within a traditional training contract. Apprentices learnings are enriched by this process and is a viable option for employers and employees willing to try a non-traditional apprenticeship model, or who are interested in sourcing labour via a Group Training Organisation.

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

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 1900 tourism-related businesses in Central Queensland, comprising Capricorn and Gladstone tourism regions, as shown in Table 1 below. More than 39 per cent of these are sole traders, and an additional 31.8 per cent of regional businesses have at least five employees which is higher than the statewide comparison of 26.3 per cent. Key tourism enterprises in the Capricorn tourism region include Great Keppel Island, Cooberrie Park Wildlife Sanctuary, MMPAD in Mount Morgan, Capricorn Caves and the Frankland Islands.

Table 1: Central Queensland (Capricorn and Gladstone) region tourism businesses²³

Tourism businesses	Number	%	Qld %
Sole traders	767	39.3	43.6
1 to 4 employees	564	28.9	30.1
5 to 19 employees	492	25.2	20.7
20 or more employees	130	6.6	5.6
Total	1953	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 1081 people in tourism-related training in the Capricorn tourism region in 2016. The majority of enrolments (84 per cent) were in hospitality qualifications at Certificate I, II, III, IV and Diploma and Advanced Diploma levels. Certificate III in Hospitality had the highest overall number of enrolments with 255, followed by Certificate II in Hospitality with 232. Certificate I in Hospitality had 138 enrolments and there were 55 enrolments in the Diploma of Hospitality/Hospitality Management. Other popular qualifications were the Certificate II in Kitchen Operations with 131 enrolments and the Certificate II in Tourism with 81 enrolments. The Certificate III and IV in Commercial Cookery apprenticeships had a combined 77 enrolments.²⁴

The Hospitality Trade Training Centre located at North Rockhampton State High School, involving North Rockhampton and Glenmore State High Schools, provides a pathway between school and industry by supplying an environment for students to learn within an industry standard training environment. Partnerships with industry provide hands on experiences for students which complement the curriculum and introduce students to real world work environments as part of the pathway program.

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
A range of undergraduate and postgraduate programs

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 Capricorn tourism region have increased in 2017 after falling the previous year, while traineeship commencements have significantly increased over the same period. School-based apprenticeships and traineeships (SATs) respectively comprised 9.1 per cent and 11.3 per cent of the region’s commencements in 2017. Commencements and completions over the past three years are shown in Table 3 below.

Table 3: Capricorn tourism region apprenticeship and traineeship summary²⁵

	2015	2016	2017
Commencements			
Apprenticeships	628	458	559
Traineeships	534	696	996
Completions			
Apprenticeships	574	511	392
Traineeships	440	342	403

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





Hiking in Carnarvon Gorge. Photo courtesy of Capricorn Enterprise.



Looking ahead

Sailing around the beautiful Keppel Bay. Photo courtesy of Capricorn Enterprise.

Investment in tourism products and experiences

A number of tourism developments are proposed for the region that would generate jobs and new skill requirements. The \$25 million redevelopment of Great Keppel Island Resort is expected to create hundreds of construction jobs during the construction period and more than 1000 permanent operational jobs. The eco-resort will comprise a mix of accommodation, a marina, ferry terminal, yacht club, retail village, 18-hole championship golf course and an environmental park.

If successful in achieving approval, a further significant project for the region is the proposed \$600 million redevelopment of Capricorn Resort into a 1500 hectare integrated resort community. The redevelopment would generate 8500 jobs in construction over approximately 20 years and 2160 jobs for the resort's operation. The proposal includes a 300-room, five-star resort with a golf course, caravan and recreational vehicle park. The resort would be supported by a Wagyu cattle farm, a residential community of 8000 homes, a village centre and an airstrip.

The Singapore Government's investment in defence training in Shoalwater Bay is expected to bring benefits to the region's tourism industry through increased expenditure on hospitality and local activities.

Other priorities for investment in tourism products and experiences include Mount Morgan (with its rich mining history and a revitalised CBD), realising the potential of Rockhampton's Mount Archer, upgrades to Customs House, Art Gallery and the creation of a Cultural precinct, Yeppoon's Lagoon Precinct, a convention centre for the region and the expansion of eco-tourism, active tourism and fishing experiences.

Australia's Indigenous heritage presents the unique opportunity for authentic cultural experiences that create a distinctive point of difference to complement the Capricorn 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.

*Advancing Tourism in North Queensland*²⁷ provides a suite of actions to support the continued growth of the tourism industry in the region to maximise North Queensland's tourism potential — growing jobs, attracting investment and sustaining communities.

The Queensland Superyacht Strategy²⁸ aims to position Queensland as a superyacht hub in the Asia Pacific. The strategy aims to attract superyachts to more places along the 13,000km of Queensland coastline and create business and jobs opportunities.

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

27. *Advancing Tourism in North Queensland*, <https://publications.qld.gov.au/dataset/advancing-tourism-in-north-queensland/resource/14a36926-4640-422f-9a4d-a1d269b6539f>.

28. The Queensland Superyacht Strategy 2018–23, May 2018, <https://www.statedevelopment.qld.gov.au/resources/defence-industries/queensland-superyacht-strategy.pdf>.

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 Capricorn tourism stakeholders.

Careers – Build the industry’s profile and attractiveness

The industry’s profile and attractiveness can be improved by demonstrating that tourism can be a life-long career and not just a job, and an important role with potential to build skills and abilities.

Apprenticeships and traineeships provide an opportunity in the region to develop new talent and address labour needs, and therefore the school market is considered a key audience for a future labour pool.

Local workforce – Build a sustainable labour pool

Innovative school pathway programs for other industries (similar School plus Vocational/Education and Training leads to Employment [SVETE] programs) have proven successful in the region. Development of a tourism-specific program is proposed.

The partnership between CQUniversity and Emerald Agricultural College presents an opportunity to explore skill development across both industries and create local jobs, potentially through the trial of a regional pilot.

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

Supporting small business operators is also important in growing the tourism industry. Many smaller operators need support to develop skills and capabilities, such as digital and online marketing and business management, to remain viable.

Support such as Advance Rockhampton initiatives and Rockhampton’s Smart Hub, which is the first element of the Rockhampton Regional Council’s \$4.5 million Rockhampton CBD Smart Technologies and Working Hub program, now offer support for start-ups and free accelerator programs.

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

Collaboration between industry, government and the education sector is central to helping tourism to grow and remain sustainable in the region. The Southern Great Barrier Reef is an example of successful collaboration between the Capricorn, Gladstone and Bundaberg North Burnett tourism regions.

Sustainable funding for support services is needed to continue to build on this success and provide ongoing innovative local solutions to regional issues as they arise.



Exploring the Capricorn Caves. Photo courtesy of Capricorn Enterprise.

A shared sense of purpose action plan



PRIORITY
Careers



GOAL
Build the industry's profile and attractiveness

RECOMMENDATION: Make careers in tourism attractive as 'careers of choice' for school leavers.

Local actions	Existing resources include:
1. Expand the existing career focused activities delivered by schools in the broader Capricorn tourism region.	Capricorn Enterprise. Young Tourism Leaders. Communication to Careers Initiative (C2C). QTIC Tourism and Hospitality Careers Guide.



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.

Future opportunity
2. Develop a program for the tourism industry similar to SVETE programs (such as AllevE8 and GenR8) to provide a structured work experience with a Certificate II in Tourism.



PRIORITY
Skills



GOAL
Build the industry’s capacity to grow and flourish

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

Local actions	Existing resources include:
3. Promote existing digital tourism services to support local businesses.	Advance Rockhampton Capricorn Enterprise.
4. Provide convenient opportunities for local tourism businesses to develop practical entrepreneurial and innovation tourism skills.	Certificate IV in Small Business Management. Business Queensland’s business tools.
5. Promote existing digital tourism upskilling opportunities to tourism businesses.	Capricorn Enterprise. Advance Rockhampton. Office of Small Business.



PRIORITY
Collaboration



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

RECOMMENDATION: Collaborate across government, industry and local employers.

Local actions	Existing resources include:
6. Increase promotion of existing collaboration opportunities available within the region such as C2C and Chambers of Commerce.	Communication to Careers Initiative (C2C). The Capricornia Chamber of Commerce. Rockhampton Innovative Networking Group.

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SPORT



Rodeo in Rockhampton. Photo courtesy of Capricorn Enterprise.

Glossary

C2C – Communication to Careers Initiative

DESBT – Department of Employment, Small Business and Training

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

MMPAD – Mount Morgan Promotion and Development Incorporated

MOOCs – Massive Open Online Courses

RTO – Regional Tourism Organisation

SATs – School-based apprenticeships and traineeships

SVETE – School plus Vocational Education and Training leads to Employment

VET – Vocational Education and Training



Turtle Lookout, Bluff Point Walking Track, Yeppoon. Photo courtesy of Capricorn Enterprise.

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>

Tourism Partnerships – <https://www.business.gov.au/Assistance/Entrepreneurs-Programme/Tourism-Partnerships>

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

Capricorn Enterprise – <http://capricornenterprise.com.au/>

Rockhampton Innovative Networking Group – <http://www.ring.org.au/>

Capricornia Chamber of Commerce – <https://www.capricorniachamber.com.au/>

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-qld-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>

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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