

Driving Diversity: Tourism & Hospitality Roundtable

Wednesday 1 November 2023

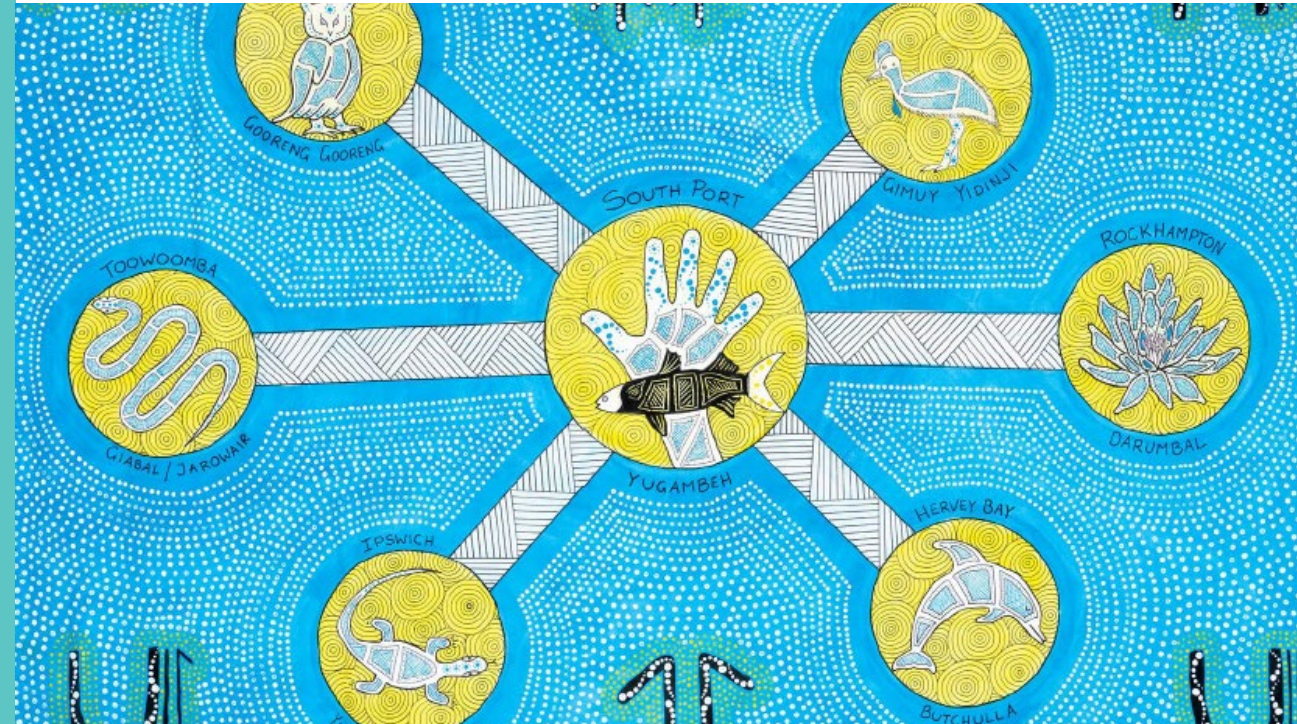
Empowering disability inclusion in the tourism industry



Acknowledgement of Country

BUSY Ability acknowledges the Traditional Owners as the custodians of the land and recognises their connection to the land on which we work.

We pay our respects to Australia's First Peoples, and to Elders, past, present and emerging.



Agenda

Tourism and Hospitality Roundtable

- Introduction and Housekeeping
- Roundtable - The Good the bad and the Ugly of Workforce Challenges
- Roundtable – Feedback
- Workforce Planning – What is it?
- Department of Youth Justice, Employment, Small Business and Training.
- BATON – BUSY Ability Tourism Opportunity Navigator
- Closing and Feedback

Tourism and Hospitality Roundtable

Why are we here?

Empowering disability inclusion in the tourism industry



The good, the bad and the ugly of workforce challenges

MYTH 1 - The cost to employ people with disability is too costly and high.

BUSTER - The cost to accommodate employees with disability is no more than that to support those without disability.

The good, the bad and the ugly of workforce challenges

MYTH 2

Employees with disability have a high turnover rate.

BUSTER - Employees with disability stay on the job longer (on average) than those without disability.

The good, the bad and the ugly of workforce challenges

MYTH 3 - Employees with disability won't fit in.

BUSTER – Staff turnover is lower by up to 30% when a well-run disability community outreach program is in place.

The good, the bad and the ugly of workforce challenges

MYTH 4 – Productivity for people with disability is lower.

BUSTER - In the hospitality industry, most employers reported that people with disability could be as productive as any other employee.

The good, the bad and the ugly of workforce challenges

MYTH 5 - There is a higher risk of injury for employees with disability.

BUSTER - People with disability have 34% fewer accidents than other employees.

The good, the bad and the ugly of workforce challenges

MYTH 6 – Disability only includes someone who has a physical or an intellectual impact.

BUSTER - Disabilities can be physical, intellectual, sensory, developmental, or mental, and can vary in severity and impact.

“

**Determination
has no
disability.”**

- Robert M. Hensel

The good, the bad and the ugly of workforce challenges

Questions for Employers to discuss.

- Do you currently employ staff with a disability? If yes, what works? If no, why not?
- What is stopping, or has stopped you from employing staff?
- Do you feel that DES/NDIS or employment services are sending you the right people?

The good, the bad and the ugly of workforce challenges

Questions for Employment Tables to discuss.

- What are the challenges you are facing in getting people into employment?
- What obstacles are you finding?
- What works and what doesn't?

Tourism and Hospitality Roundtable

Roundtable Feedback

Empowering disability inclusion in the tourism industry



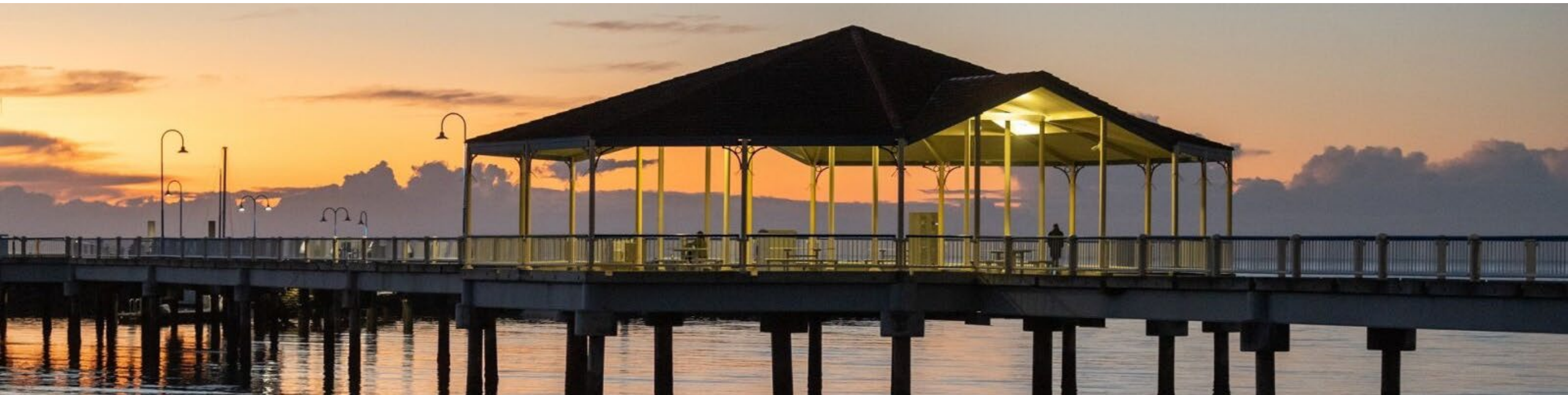


QUEENSLAND
TOURISM INDUSTRY
COUNCIL

The Voice of Tourism

Adam Stephen

Industry Workforce Advisor



QTIC Industry Workforce Advisor

The role of the QTIC (Queensland Tourism Industry Council) Industry Workforce Advisor (IWA) is instrumental in driving the growth, sustainability, and innovation of Queensland's dynamic tourism sector. As a key liaison between businesses, government bodies, and industry organisations, the IWA plays a pivotal role in shaping a skilled, adaptable, and diverse workforce that underpins the success of the tourism industry.

The QTIC Industry Workforce Advisor is a driving force in shaping a resilient, skilled, and vibrant tourism workforce. Through strategic planning, collaboration, and advocacy, the IWA ensures that businesses, employees, and the industry at large are positioned for success. By fostering innovation, empowering growth, and aligning with QTIC's priorities, the IWA plays a central role in propelling Queensland's tourism industry towards a prosperous future.

Industry Workforce Advisors have been established under the Department of Youth Justice, Small Business, Employment and Training's [Good people. Good jobs: Queensland Workforce Strategy 2022–2032](#)



The Role of the QTIC Industry Workforce Advisor

Strategic Workforce Planning

- Collaborating closely with industry employers, the IWA develops individual and/or regional strategic workforce plans that address evolving industry needs. This strategic approach ensures individual businesses, and the tourism industry are equipped to thrive in an ever-changing landscape.
- This strategic approach ensures individual businesses, and the tourism industry regions are equipped to thrive in an ever-changing landscape.

Industry Engagement

- Actively participating in industry events and collaborations, the IWA advocates for workforce-related policies and initiatives. By liaising with government bodies and regional organisations, the IWA drives positive change across the tourism sector.
- The IWA participates in industry meetings, committees, and groups, contributing to discussions and initiatives that elevate workforce development and industry growth.

Workforce Capacity Building Programs

- Through delivery of workshops and training sessions, the IWA enhances workforce capabilities. These programs empower:
 - ✓ Industry employers with attraction and retention strategies to support their future workforce;
 - ✓ Employees with the skills and knowledge required to excel in their roles.

Access to HR Support Grants for Small Business

- The IWA guides eligible small businesses in applying for HR Support Grants, enhancing workforce capabilities through tailored guidance and application assistance.
- HR Support Grants for Small Business are administered by the Workforce Connect Fund, a key initiative under the *Good people. Good jobs: Queensland Workforce Strategy 2022-32*



What does strategic Workforce Planning look like?

Process of Workforce Planning

- **Assessment:** Understand the business's current workforce, including skills, roles, and future needs.
- **Analysis:** Identify gaps and potential challenges in meeting future workforce demands.
- **Strategy Development:** Formulate strategies to address gaps and align the workforce with business goals.
- **Implementation:** Put the strategies into action by recruiting, training, and developing employees.
- **Monitoring:** Continuously track and evaluate the effectiveness of the strategies.
- **Adjustment:** Make necessary adjustments based on changing business needs and industry trends.

QTIC IWA support provided in development of workforce plans

Benefits of Workforce Planning

- **Proactive Preparation:** Anticipate future workforce needs and be ready to address them efficiently.
- **Optimized Staffing:** Right-size the workforce to match business demands, avoiding over- or under-staffing.
- **Skill Enhancement:** Develop employee skills to fill critical roles and adapt to emerging trends.
- **Retention and Engagement:** Engage and retain valuable employees by providing growth opportunities.
- **Cost Savings:** Reduce recruitment costs and avoid disruptions caused by unexpected workforce changes.
- **Business Continuity:** Ensure business operations continue seamlessly even during workforce transitions.
- **Adaptation to Change:** Be agile in response to industry shifts, technological advancements, and economic fluctuations.

HR Support Grant

- **Workforce Plan Development:** Create a comprehensive Workforce Plan that outlines HR support needs.
- **Eligibility Assessment:** Ensure your business meets the eligibility criteria for the grant.
- **Activity Proposal:** Outline the proposed activities to enhance your workforce in alignment with grant guidelines.
- **Application Submission:** QTIC IWA support provided in submission of applications.
- **Review and Approval:** The application is reviewed for eligibility and alignment with grant objectives.
- **Grant Disbursement:** If approved, the grant funds are disbursed to support the proposed activities.



Thank you and Q&A

Adam Stephen

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**Register for Workforce Planning
support and advice here**



**QUEENSLAND
TOURISM INDUSTRY
COUNCIL**



**Department of Youth Justice,
Employment, Small Business and Training**

Employment Small Business and Training supports the states workforce by connecting all Queenslanders to quality training and employment opportunities and by helping small businesses to start, grow and thrive.





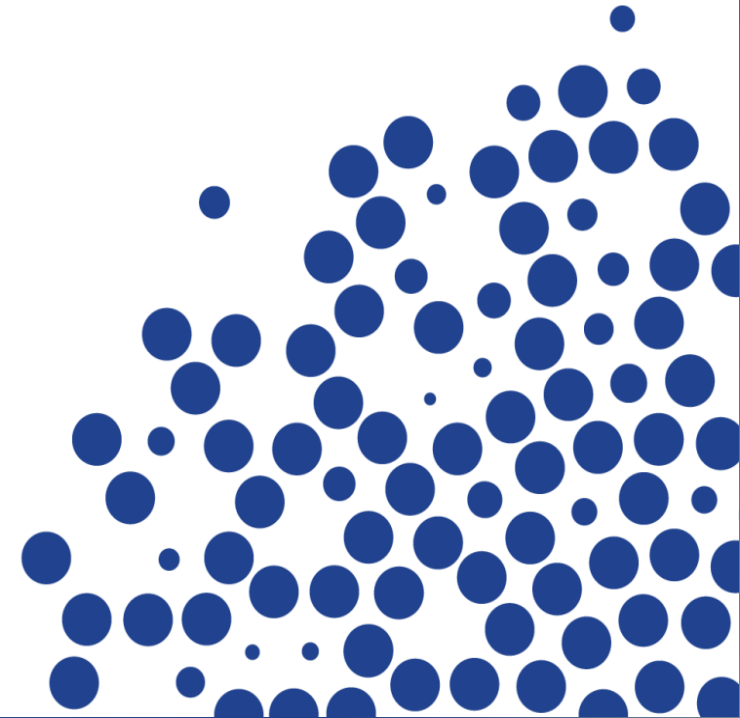
Delivering programs to get people back to work and support business to employ and assist job seekers



Our employment initiatives

Back to Work

- Payments of up to \$20,000 for eligible employers who hire eligible unemployed job seekers from identified target groups in an eligible region.
- Target groups include
 - Aboriginal and Torres Strait Islander peoples
 - People with disability
 - Long term unemployed people
 - Young people aged 15–24.
- Additional financial and non-financial support for small businesses to manage and support employees to retain employment.



Additional Employer Support Programs

Small Business Support Pool

For existing applications, a payment of \$2000 to assist with ongoing retention of employee. For example: -

- Training, tickets, licences
- Specialised software
- Workplace Fit out and modifications
- Professional Consultancy

Harrison Tool for Retention

For BTW Supported employees

- **Engage** and build a strong working relationship with their employee by starting meaningful conversations.
- **Manage** and understand their employee's strengths to provide effective leadership.
- **Develop their** employee's skill set, potentially securing a valued asset for their business.
- **Retain** to reduce employee turnover and the need for additional recruitment processes.



Additional Jobseeker Support Programs

Pre-Employment Support Program

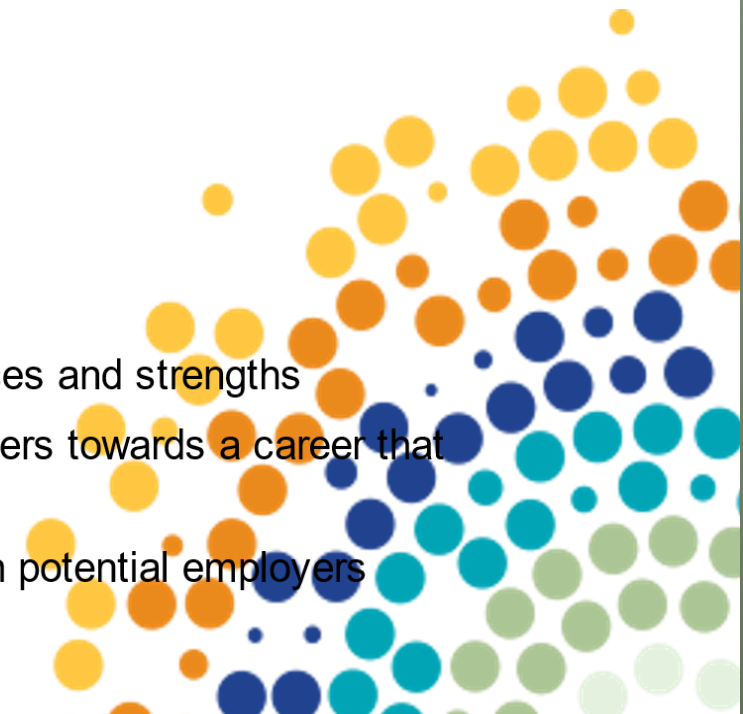
Delivered by the BTW Jobseeker Officers to unemployed or "at risk" employees

- One on one discussions on career goals and employment pathways
- Resume writing, interview skills and online profile assistance
- Understanding on how to navigate the job market
- 2nd chance funding through C3G Plus

Harrison Career Assessment Tool

Delivered by BTW Jobseeker Officers to unemployed or "at risk" employees

- An in-depth Questionnaire which will identify an individual's interests, task preferences and strengths
- Reports will also identify potential de-railers and work preferences to guide jobseekers towards a career that suits their strengths
- Jobseekers will get access to reports that can be quite motivational and shared with potential employers



Small Business Short Courses

Free and available for **all Queenslanders** to access. Suitable for anyone working in small business who is seeking professional development opportunities. Courses include:

1. *Effective workplace leadership*
2. *Workplace resilience and wellbeing*
3. *Recruitment for small business*
4. *Communicating effectively with people with disability*
5. *Cultural inclusiveness: Aboriginal and Torres Strait Islander culture in the workplace*
6. *Cultural responsiveness: Aboriginal and Torres Strait Islander culture in the workplace*





Training Incentives

Apprenticeship and Traineeship Incentives

- **Training costs (user choice)**
Pre-approved RTOs are funded to provide training for most apprenticeships and some traineeships at a reduced cost.
- **Fee Free Tafe**
Access a range of qualifications through the initiative from TAFE, Queensland, CQUniversity and Mater Education.
Aligned to Australia's and Queensland's skill priorities, in-demand areas and emerging industries.
- **Federal Government Employment Incentives and wage subsidies.**
Contact an Australian Support Agency to further discuss.



Federal Government employment incentives and wage subsidies

Employment Assistance fund

- Financial help to eligible people with disability and mental health conditions and employers to buy work related modifications, equipment, Auslan services and workplace assistance and support services.
- Available to eligible people with disability who are about to start a job, are self-employed or who are currently working
- Help to buy work related modifications and services like.
 - modifications to work vehicles
 - specialist services
 - disability awareness training
- Contact Job Access Advisers
1800 464 800
[Employment Assistance Fund \(EAF\) | Job Access](#)

Disability Australian Apprentice Wage Support.

- DAAWS is a weekly payment to employers who employ apprentices with disability
- You can receive \$104.30 each weeks for 12 months or the length of a temporary disability
- Claims are processed through the Apprenticeships Data Management system.
- Contact Australian Apprenticeship Support Network provider.
[Financial support for employers | Australian Apprenticeships](#)

Wage Subsidies

- Financial support up to a maximum of \$10,000 may be available to businesses that hire new staff.
- If you fill an ongoing position with the help of
 - Workforce Australia
 - Workforce Australia : Transition to Work
 - ParentsNext providerThe provider may offer you a wage subsidy.
- To help with some of the initial costs of hiring an employee and help ensure the success of their employment.

Request further contact with a Departmental Field Officer
Email: ncoasttraining@desbt.qld.gov.au

Subscribe to our [North Coast Business Link Newsletter](#)
Subscribe to DESBT's State [Small Business Connect](#)
newsletter

Visit the Business Queensland
website www.business.qld.gov.au

Connect and contact





Queensland
Government

www.desbt.qld.gov.au

BUSY Ability Tourism Opportunity Navigator



WHAT IS A DISABILITY?

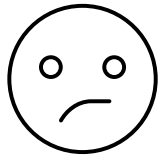


Disability: 1. : a physical, mental, cognitive, or developmental condition that impairs, interferes with, or limits a person's ability to engage in certain tasks or actions or participate in typical daily activities and interactions.

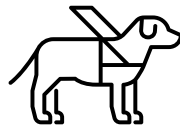
Source: "Disability." Merriam-Webster.com Dictionary, Merriam-Webster, <https://www.merriam-webster.com/dictionary/disability>. Accessed 29 Oct. 2023.

Different types of disabilities

There are four main categories that define disabilities.



Behavioural or emotional. Psychiatric or otherwise known as Hidden



Sensory impaired disorders. Vision



Physical.



Developmental. – Speech, Intellectual

What are invisible disabilities?

Invisible Disability, or hidden disability, is an umbrella term that captures a whole spectrum of hidden disabilities or challenges, primarily neurological.

Invisible disabilities, or hidden disabilities, are defined as disabilities that are not immediately apparent.

Hidden Disabilities

What do they all have in common ...

- ✓ One is unable to “see” the disability
- ✓ There are no “visible” supports to indicate a disability i.e. a wheelchair
- ✓ It is a permanent disability that they cope with on a daily basis
- ✓ The person may be on medication
- ✓ The person needs to have that documented to be gaining assistance

Workforce Australia Overall
(includes Workforce Australia Services, Workforce Australia Online
and Transition to Work)

National
Total Caseload – 624,655
People with a disability – 172,380

Somerset Employment Region
Total Caseload – 22,725
People with a disability – 6,180

How should I interact with someone with a disability?

- ✓ Simple – treat them the same as other adults !
- ✓ Be sensitive and respectful
- ✓ Converse with people in a wheelchair at their level
- ✓ Remember to use normal language
- ✓ Relax about common expressions

5 diversity recruiting strategies to implement

- Strategy #1: Re-evaluating job descriptions.
- Strategy #2: Expanding sourcing channels.
- Strategy #3: Cultivating a strong culture.
- Strategy #4: Train your Team.
- Strategy #5: Enhance the interview process.

5 reasons to employ someone with a disability



Enriching Lives

It's an enriching experience for both the individual and organisation.



Unique Perspectives

Individuals living with disabilities often bring unique perspectives and problem-solving skills to the workplace.



Boost Team Morale

It fosters a more inclusive and positive work culture, which can boost team morale and overall job satisfaction.



Loyal Workers

Studies show that employees living with disabilities tend to have higher levels of job satisfaction and loyalty.



Untapped Talent Pool

Actively recruiting individuals with disabilities allows organisations to tap into a talent pool that is often overlooked.

Empowering disability inclusion in the tourism industry

Employ and retain

- ✓ Be Open to hiring people with a disability
- ✓ Be accommodating
- ✓ Provide Training
- ✓ Train your staff to think ‘abilities’ rather than ‘disabilities’

BATON is a specialised service that links tourism businesses in Moreton Bay North with jobseekers living with disability.

- ✓ **Testing a new approach to supporting tourism employers by:**
 - ✓ providing expert advice in supporting small and medium sized businesses
 - ✓ leveraging existing networks and connections with employers at the local level
 - ✓ utilising JobAccess resources and support
 - ✓ connecting small and medium sized businesses to local employment service providers and potential jobseekers with disability.

Why BATON?

BATON Is a FREE Service that allows you to build your network and capacity to employ people in your organization.

- ✓ B – Build a culture of benefits
- ✓ A - Attract people living with a both a visible and non-visible disability,
- ✓ T - Talent Attraction from diverse backgrounds brings new and culture fit employee's,
- ✓ O – Objective & be clear in your goals
- ✓ N – Network to find that STAR

What you can do NOW!

Actively work to build your disability confidence through resources:

- ✓ JobAccess – free, expert support from disability employment specialists. (<https://www.jobaccess.gov.au/>)
- ✓ IncludeAbility – online resources and information for employers. (<https://includeability.gov.au/>)
- ✓ Australian Network on Disability – builds disability confident employers through education, networks and support. (and.org.au)
- ✓ Diversity Council of Australia – expert advice, resources and programs to build diversity and inclusion in the workplace. (dca.org.au)

What you can do NOW!

Actively work to build your disability confidence through resources :

- ✓ Sign up to have a Workforce Planning session with QTIC and BATON
- ✓ Reconsider recruitment processes to ensure they are inclusive
- ✓ Consider Micro credential TAFE Courses for you and your team
- ✓ Discover untapped talent by Passing the BATON to find your next superstar.

Contact Us

Call:

Nicole Tinney - 0427 041 501

Website:

www.busyability.org.au/tourism-opportunity-navigator

Email:

navigator@busyability.org.au