

## INDUSTRY STRATEGIES TASKFORCE NATIONAL STRATEGY FOR THE ACCOMMODATION, CAFÉS AND RESTAURANT INDUSTRY

### Purpose

The Accommodation, Cafés and Restaurant industry strategy aims to develop and showcase a range of initiatives to:

- improve labour market effectiveness;
- demonstrate how the industry can use employment services providers to assist with meeting their recruitment needs;
- demonstrate how employment services providers can grow their share of vacancies and job placements in the industry; and
- increase participation of people with disabilities, parents, mature aged and the very long-term unemployed through targeted industry based initiatives.

### Key Facts

1. **Size** - 500,000 people (at February 2005) – this is around 5% of total employment.
2. **Growth** – industry expected to grow by 11,700 jobs per year over the next 5 years.
3. **Main occupations** - waiters, bar attendants, restaurant/catering managers, chefs and kitchen hands.
4. **Industry segments**

Industry segment	Pubs, Taverns and Bars	Cafes and restaurants	Clubs	Hotel Accommodation	Other Accommodation	Motels	Caterers
%	30.8%	19.7%	18.5%	14.4%	5.7%	5.6%	5.3%

5. **Industry location** - Industry by State is consistent with population and is widely dispersed. More than 40% of jobs in the industry are outside the State capital cities compared with about 37% for employment overall.

NSW	Vic	Qld	SA	WA	Tas	NT	ACT
34.1%	24.2%	20.3%	7.0%	9.1%	2.6%	0.8%	1.8%

6. **Employee features**
  - Almost 60% of workers do not hold post-school qualifications.
  - Certificate III/IV is the main post-school qualification (15% of employees).
  - The industry is young - 35% of workers aged less than 25 years. The industry has one of the lowest proportions of workers aged 45 years and over (23.9%).
  - High level of part-time employment – 53%.

## Strategy

The strategy focuses on increasing the level of engagement between industry associations, employers, employment services providers and other stakeholders by addressing recruitment and/or labour and skills shortage issues within the industry.

The strategy will also build on and spread successful industry strategies models that have been used to secure employment for job seekers and build on other key opportunities, in particular the Commonwealth Games, the Workplace Flexibility Strategy<sup>1</sup>, and Better Connections Workshops held in locations where there is a significant Accommodation, Cafés and Restaurant industry.

## Next Steps

1. Expand the roll-out of successful industry strategies models to other locations with a significant Accommodation, Cafés and Restaurant industry (see **Attachment A**).
2. Bring forward industry strategies projects, including where appropriate for funding under the Employer Demand Demonstration project funding, targeted to the key client groups.
3. In close consultation with the Department of Employment and Workplace Relations Workplace Relations Policy Group, build in workplace flexibility into industry strategies projects and look to develop joint projects.
4. Work with preferred providers for the Commonwealth games to meet their recruitment needs.
5. Use the Better Connections Workshops to identify potential projects, in particular in locations with a significant Accommodation, Cafés and Restaurant industry.
6. Examine the potential for extending industry strategies initiatives to other sectors of the industry, in particular Pubs, Taverns and Bars and Clubs through peak industry groups and employers (eg Australian Hotels Association and licensed clubs associations).
7. Examine potential for projects to fast-track apprenticeships, i.e. cooks to chefs, in conjunction with the Department of Education, Science and Training and the Service Industries Skills Council.

Industry Strategies Taskforce  
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<sup>1</sup> The Workplace Flexibility Strategy will identify best practice employers who are willing to participate in projects to showcase the business case for flexible workplace practices. The project will build on work currently being undertaken by the Office of the Employment Advocate in conjunction with Restaurant and Catering Australia to develop a framework AWA for the industry.

## Accommodation, Cafés and Restaurant industry – industry strategies models

### Fish on Friday

1. A commercial arrangement between one or more Job Network members (JNms) and the relevant industry body/training provider, with linkages facilitated by the Department of Employment and Workplace Relations (DEWR).
2. An intensive two week hands on training program covering the following:

Responsible Service of Alcohol and Responsible Conduct of Gambling *	Barista Training *
Customer Service (2 days)	OH & S *
Safe Food Handling *	Kitchen skills (2 days)
Work experience (2 Days)	Bar and Restaurant Service
Fish on Friday – participants prepare and serve a fish and chip meal to the hospitality industry	

\* Nationally recognised qualifications

3. Involvement by the relevant industry association – as a champion for the project, to provide linkages to employers and where feasible, to deliver the training.
4. A training restaurant with a commercial kitchen– either an existing facility or a facility provided by an organisation (eg a motel, hotel etc).
5. The cost of the training fully met from the Job Seeker Account. Job Network members also use the Job Seeker Account to meet the cost of other support that job seekers need, such as “black and whites”.
6. Careful screening of job seekers to ensure that they have the attributes to work in the industry (eg. Using the Employability Skills Profiler).
7. A graduation lunch, attended by industry representatives (including potential employers).
8. Job Network member(s), in conjunction with the industry body, secure employment for graduates.

### Accor Job Ready program (for Indigenous job seekers)

1. Highly committed employer as the champion driving the project. Accor has a dedicated Indigenous employment coordinator.
2. Information sessions for employment services providers so that they understand Accor’s requirements.
3. A short pre-employment training course (one week) designed to meet the specific needs of the employer and held at an Accor property.
4. The cost of the training is fully met from the Job Seeker Account.
5. Accor place suitable job seekers into employment either with their own hotel or with other hotel chains.

This model could be adapted for non-Indigenous job seekers and for other accommodation providers, provided that the key elements of the Accor model are in place.

### Café model for parents returning to the workforce

1. Employment services provider screens job seekers using the Employability Skills Profiler. Cost of ESP met from Job Seeker Account.
2. Job seeker provided with barista and other basic training needed for the industry. Cost of training met from Job Seeker Account.
3. Employment opportunities identified by employment services providers in conjunction with the industry association.
4. Employers are encouraged to offer part-time employment of at least 15 hours per week, possibly using flexible workplace arrangements under an AWA.