

26 August 2013

The Hon. Natasha Maclaren Jones MLC
Chair, Inquiry into tourism in local communities
6 Macquarie Street
Sydney NSW 2000

NSW Business Chamber
incorporates

- Sydney Business Chamber
- Australian Business Limited Apprenticeships
- Australian Business Lawyers and Advisors
- Australian Business Consulting and Solution

Dear Ms Maclaren Jones,

Re: Transcript and Questions on Notice

The Chamber thanks the Committee for the opportunity to provide a submission and give evidence at a hearing earlier in August.

We are satisfied that the transcript of the hearing provided by the Secretariat was a true and accurate representation of the day's proceedings and these may be accepted as unchanged.

There were a number of questions the Committee asked that the NSW Business Chamber would be more than happy to address in this letter now.

When queried about the level of unemployment or job vacancies within the tourism industry, we replied that the Chamber conducts a quarterly *Business Conditions Survey* of NSW member businesses. The data we have supplied is taken from the June 2013 report. The breakdown by industries does not make it clear which respondents are engaged in the tourism industry as there is not a dedicated industry option for tourism, and the fact that tourism operates across a wide range of businesses.

Generally speaking though, from examining the Survey results, tourism businesses usually fit within the industries of either Arts and recreation services, or Accommodation, food and beverage services, (although they are not limited to such industries). As is evident from the graph on the following page, these two industries have the first and sixth highest reported skills shortages respectively.

NSW Business Chamber Limited
140 Arthur Street
North Sydney NSW 2060

ABN 63 000 014 504

Locked Bag 938
North Sydney NSW 2059

DX 10541 North Sydney

t 13 26 96

f 1300 655 277

e navigation@
nswbusinesschamber.com.au

Regional Offices ACT, Mid North Coast, Western Sydney, Northern Rivers, Hunter, Murray/Riverina, Illawarra, Southern Sydney, Northern Sydney, Central Coast

Skills Shortages via Industry	Yes %	No %
Arts and Recreation services	51.5%	48.5%
Health Care and Social Assistance	51.2%	48.1%
Construction	50.0%	50.0%
Mining	50.0%	50.0%
Agriculture, Forestry and Fishing	35.5%	64.5%
Accommodation, Food and Beverage services	34.5%	65.5%
Other services	34.3%	65.7%
Financial and Insurance services	33.8%	66.2%
Public Administration and Safety	33.3%	66.7%
Rental, Hiring and Real Estate services	30.8%	69.2%
Education and Training	30.3%	69.7%
Manufacturing	29.8%	70.2%
Electricity, Gas, Water and Waste services	28.6%	71.4%
Retail trade	28.5%	71.5%
Administrative and Support services	28.2%	71.8%
Professional, Scientific and Technical services	27.0%	73.0%
Wholesale trade	26.7%	73.3%
Transport, Postal and Warehousing	14.3%	85.7%
ALL INDUSTRIES	33.0%	67.0%

The following graph shows the rate of skills shortages listed by regions in NSW. The Central West and Central Coast have the two-highest reported skills shortages in the state with New England and Southern Sydney not far behind. There was practically no difference between skills shortages in the Sydney region as opposed to the rest of NSW.

Skills Shortages Via Region	Yes %	No %
Central West	44.8%	55.2%
Central Coast	44.4%	55.6%
New England	42.1%	57.9%
Southern Sydney	41.2%	58.8%
South Western Sydney	34.7%	65.3%
Hunter	33.3%	66.7%
Western Sydney	32.5%	67.5%
Northern Sydney	31.9%	68.1%
Murray Riverina	30.4%	69.6%
Sydney City	30.4%	69.6%
Illawarra / South Coast	28.8%	71.2%
Mid North Coast	27.9%	72.1%
Northern Rivers	27.3%	72.7%
Average for Sydney Region	32.9%	67.1%
Average for Other Regions	33.1%	66.9%
ALL REGIONS	33.0%	67.0%

The following regions had multiple businesses reporting skills shortages most relevant to the tourism industry:

<p>Central Coast:</p> <ul style="list-style-type: none"> • Chefs and hospitality workers • Customer Service <p>Central West:</p> <ul style="list-style-type: none"> • Chefs, Wait staff and caterers <p>Hunter:</p> <ul style="list-style-type: none"> • Chefs <p>Murray-Riverina:</p> <ul style="list-style-type: none"> • Chefs 	<p>Northern Rivers:</p> <ul style="list-style-type: none"> • Chefs • Customer service <p>Northern Sydney:</p> <ul style="list-style-type: none"> • Travel consultants <p>Sydney City:</p> <ul style="list-style-type: none"> • Chefs
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In the **Accommodation, Food and Beverage services** industry, the most in demand skills or professions were reported by respondents to be:

- Chefs/cooks (18 respondents)
- Wait staff (3 respondents)
- Hospitality (3 respondents)
- Management skills (2 respondents)
- Others: (all 1 respondent only)
 - Butchers
 - Catering
 - Cleaners
 - Kitchen staff
 - Marketing and social media skills
 - Reception/admin
 - Room attendants

In the **Arts and Recreation services** industry, the most in demand skills or professions were reported by respondents to be:

- Marketing and Promotions (3 respondents)
- Instructors – Skydiving and Sailing (2 respondents)
- Coaches – Gymnastics and Boxing (2 respondents)
- Chefs (1 respondent)

In the **Retail Trade** industry, skills or professions required that could be associated with tourism include:

- Experienced Travel consultants (3 respondents)
- General Customer Service skills (7 respondents)

When we asked businesses to identify what industry they belonged to, several businesses specified tourism or tourism-related industries as their main business operation:

- Tourism (6)
- Adventure tourism (1)
- Registered clubs (2)
- Hotels (3)

- Travel agencies/travel-related businesses (3)
- Airport management (1)
- Hospitality (1)
- Botanic gardens (1)

For a more in-depth examination of the Chamber's position on skills shortages, we have also recently made a submission to the NSW Legislative Assembly Inquiry into Skill shortages in NSW. This can be found on our website at [NSW Business Chamber Submission to Inquiry into skill shortages in NSW \(July 2013\)](#).

If you require any further information regarding our submission or the additional information provided, please contact Craig Milton, Policy Analyst at craig.milton@nswbc.com.au or (02) 9458 7913.

Kind regards

Paul Orton
Director, Policy and Advocacy