

Tourism Sector Labour Shortages

December 2020

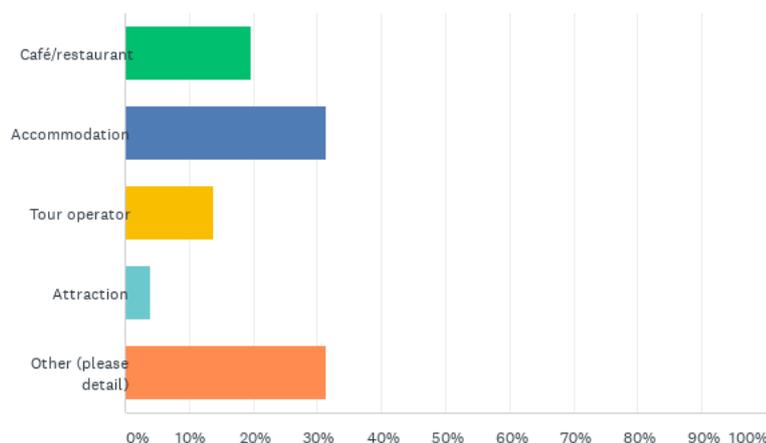
Summary

RCCIWA is working with Tourism Western Australia to best support businesses in the Tourism Sector who are really struggling to find employees for a wide range of positions. We know this is a critical issue in regional WA. We are keen to know if your business would access the Seasonal Worker Program or the Pacific Labour Scheme to try and fill your employee needs so that you can operate your business at capacity.

Business Demographics

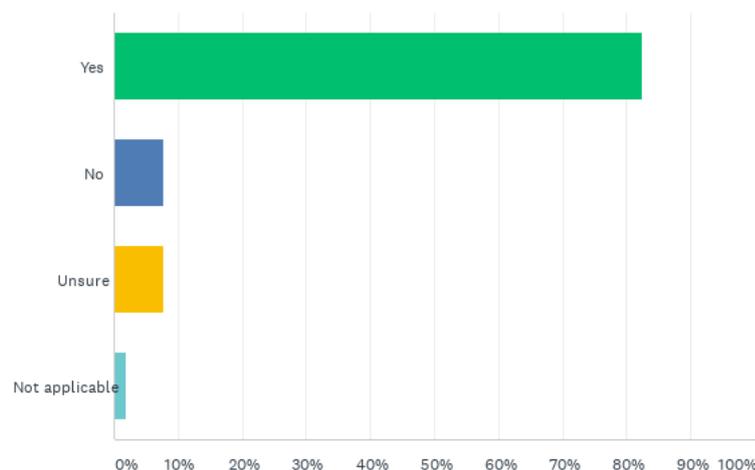
Businesses across regional Western Australia responded from a range of tourism related industries. Those in the “other category” included mainly Visitor Centres and retail shops. 75% of the respondents were from Australia’s North West region, 16% were from South West with the remaining 9% located on the Coral Coast, Destination Perth and Australia’s Golden Outback.

Q1 What sector of the tourism industry best describes your core business?



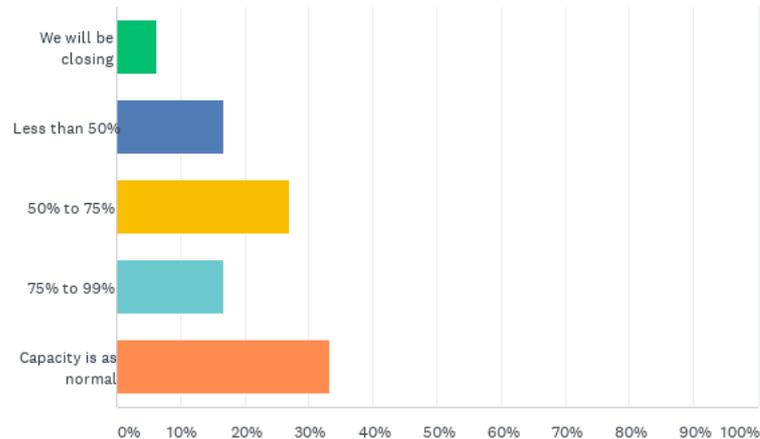
Labour Shortages Now and Into the Future

82% of the respondents said they were facing labour shortages now or would do in the future, as well as 8% not being sure if they would. The remaining 10% said labour shortages would not affect their business or that it wasn’t applicable.



Business Capacity over December/January Holidays

Q7 Due to labour shortage issues at what % of business capacity will you operate at in Dec/Jan School holiday period?



Over one third of the businesses who responded said they will be operating as normal over the December/January School Holiday Period. 17% of businesses said they will operate at less than 50% and unfortunately there was still 6% of businesses who said they would have to close.

Low or Off Peak Season

Respondents were asked if they anticipate their usual low or off peak season in the coming 12 months. There was a lot of uncertainty around this with 44% not anticipating the usual low season and another 27% unsure. Only 29% were confident they would experience their normal low peak season.

If staff are not secured for your 2021 Tourism Season which of the following option will you consider:

The respondents most common answers depending on the business type included reducing available accommodation rooms, reducing other services and limiting restaurant opening hours.

ANSWER CHOICES	RESPONSES	
Remaining closed for the season	0.00%	0
Reduce available accommodation rooms	27.50%	11
Reduce services available (i.e. room service, daily cleaning)	27.50%	11
Limit hours restaurants will be open	30.00%	12
Limit patronage to restaurant (i.e. Inhouse guests only)	0.00%	0
Reducing tours departures	7.50%	3
Reducing tour capacity	7.50%	3
TOTAL		40

Attracting more workers to reduce worker shortages

Many suggestions were offered on how worker shortages could be reduced. The main ideas highlighted were:

- Government Incentives
 - Reduce incentives not to work such as JobSeeker payments
 - Offer financial incentives for people to live and work regionally
 - Offer incentive program that helps workers to move between South West and North West seasonal work
- Visas
 - Reduce paperwork and speed up visa processing
 - Offer short stay visas for young professionals from select countries
 - Extend visas for those already here
 - Make sponsorship easier and simpler
- Lifting interstate and international borders
- More accommodation/reduced rent