




Speech By
Hon. Yvette D'Ath

MEMBER FOR REDCLIFFE

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MINISTERIAL STATEMENTS

Tourism Industry, Jobs

 **Hon. YM D'ATH** (Redcliffe—ALP) (Attorney-General and Minister for Justice and Minister for Training and Skills) (9.52 am): I rise today to talk about the important work that the Palaszczuk government has been doing to support tourism through our training and skills investment. The release of the Deloitte Queensland Business Outlook backs the government's commitment that tourism is booming and we need to ensure that we have the skilled workforce ready. QTIC states that Queensland will need more than 20,000 extra skilled workers in the tourism sector by 2020. I am pleased to say that one of the first priorities of Jobs Queensland has been working with the Department of Tourism and Major Events, Small Business and the Commonwealth Games and the tourism sector to deliver a skilled workforce plan within the Advancing Tourism 2016-20 Strategy.

Jobs Queensland are conducting extensive regional industry engagement to ensure the tourism workforce plan reflects the workforce needs of Queensland's diverse tourism sector. Through the 2016-17 annual investment plan the government subsidises an extensive range of tourism and hospitality qualifications which are targeted to skill sets that are valued by employers through the Certificate 3 Guarantee, including VET in Schools, Higher Level Skills, User Choice and Skilling Queenslanders for Work. Last year, state government expenditure in tourism and hospitality-specific training was \$43.5 million, with more than 30,000 Queenslanders participating in training. In addition to this direct investment the plan supports occupations critical to ongoing development in the tourism industry such as aviation, outdoor recreation, marine management, business management and leadership.

It was great to join the Premier and other government ministers and local members at DestinationQ in Mackay to talk about the importance of investing in the tourism workforce. There are many benefits for employers having skilled employees. As the CEO of Hamilton Island, Glenn Bourke, stated at DestinationQ, 'Investing in your workforce through training and career paths leads to a reduction in staff turnover, significant savings in recruitment and training and better customer satisfaction, resulting in return business.'

We want Queenslanders to see a job in the tourism sector not as something that you do casually while you get a real job, but as a career with many opportunities. By working together we can deliver on our commitment to grow tourism jobs and provide real pathways for Queensland workers. With the Deloitte Queensland Business Outlook indicating that international arrivals are projected at an average growth of 6.8 per cent until at least 2019, this government is committed to its suite of investment strategies to support training in the tourism sector in Queensland. It is vital that we give these tourists skilled staff and high-quality service with the Australian touch that they will come to expect.

The Palaszczuk government continues to invest in skills and training through the Skilling Queenslanders for Work initiative. This initiative, which was reinstated in July 2015, has funded 40 projects with direct focus on tourism or upgrading facilities at Queensland's key tourist destinations. This has assisted more than 1,100 disadvantaged jobseekers throughout Queensland. There have been tourism related SQW projects in Cairns, Noosa, the Gold Coast and many others across the state that also provide infrastructure for tourist sites such as shelters, pathway construction and the like. With the Commonwealth Games quickly approaching, the development of Queens Wharf about to get underway and a surge in international visitors to Queensland, the Palaszczuk government will ensure that we have the skilled workforce to capitalise on this great opportunity to create jobs and grow our economy.