

Operator Resilience Actions

These are actions Operators can take to improve their organisational resilience:

For Employees



- Offer support networks
- Knowledge exchange between workers
- Offer emotional support
- Flexible work arrangements
- Training and development
- Offer incentives
- Prioritise job security
- Recognise non-work challenges

In the Organisation



- Invest in leaders/managers
- Foster sustainable employment
- Succession planning
- Encourage collegiality
- Diversify products
- Be adaptable to change
- Communicate clearly & consistently
- Streamline procedures
- Empower volunteers

With Industry & Community



- Share resources
- Seek shared visions
- Hold critical conversations
- Identify & connect with local suppliers
- Engage with First Nations businesses
- Recruit from underemployed cohorts

Organisational resilience refers to the ability of a business to respond to & rebound from adverse situations or events.



Worker gem: "I was looking for mind numbing work... so I didn't have to think. I didn't have to use my brain. I was a bit, burnt out. Well not a bit. I was burned out."



Operator Resources

These are resources Operators can use to improve their organisational resilience:

Industry groups & associations:

- Queensland Hotels Association: www.qha.org.au/
- QTIC Advisory Groups: www.qtic.com.au/advocacy/committees-advisory-groups/
- Accommodation Australia: www.accommodationaustralia.org/
- Restaurant and Catering Industry Association of Australia: www.rca.asn.au/
- Industry Workforce Advisor Program: www.qtic.com.au/workforce-development/industry-workforce-advisor-program/
- Tourism Australia: www.tourism.australia.com/en/resources/industry-resources/building-your-tourism-business/working-with-tourism-australia.html
- The Tourism Group: www.thetourismgroup.com.au/
- Australian Business Events Association: <https://abea.org.au/>

Education & Training:

- Study Queensland: www.studyqueensland.qld.gov.au/
- TAFE Queensland: <https://tafeqld.edu.au/>
- Department of Youth Justice, Employment, Small Business and Training: <https://desbt.qld.gov.au/training>

Business, government, & sustainability:

- Business Queensland: www.business.qld.gov.au/industries/hospitality-tourism-sport/tourism
- Jobs Queensland: www.jobsqueensland.qld.gov.au/
- Back to Work: <https://backtowork.initiatives.qld.gov.au/>
- Fair Work Ombudsman: www.fairwork.gov.au/
- Australian Chamber of Commerce and Industry: <https://www.australianchamber.com.au/>
- Working with First Nations Tourism: www.qtic.com.au/indigenous-tourism/best-practice-guide-for-working-with-first-nations-tourism/
- Sustainable Hospitality Alliance: www.sustainablehospitalityalliance.org/resources/
- EarthCheck: <https://earthcheck.org/>
- Ecotourism Australia: www.ecotourism.org.au/

Young workers look for employment opportunities aligning with their values. Diversified businesses are more resilient and attractive to young workers.



Our research shows volunteers skills and experiences are underutilised.



The Australian Government's White Paper on Jobs & Opportunities seeks to partner with employers to develop programs to help underemployed cohorts into work.

