Stakeholder Resilience Actions

These are actions Stakeholders can take to improve the resilience of the industry:

For Employees

- Attract via apprenticeships & development programs
- Retain through skills, training, & education investment
- Prioritise work-life balance, housing affordability, & accessibility needs
- Consider non-work domains – family & social supports
- Encourage worker voice & representation

In Organisations

- Greater investment in traineeships/pathway programs
- Develop business learning & succession planning resources
- Promote awareness of business supports
- Incentivise mature-age workers (attraction & retention)
- Encourage & support social enterprises
- Government loan/low interest rates / tax breaks for SMEs

With Industry & Community

- Consistent policy messaging (across government)
- Minimise restrictions at times of crisis
- Maintain policymaker & industry dialogue
- Continue assistance programs
- Renewed focus on positive industry image
- Relaxation of visa holder working hours
- Bespoke policies targeting at risk cohorts, regions, & sectors
- Focus on long-term solutions & policy beyond electoral cycles
- Leverage 2032 Olympic/Paralympic opportunities

Studies show that established networks prior to crisis lessen the impacts of an event.

Worker gem: "I think there might be opportunities to handle it in a better way or to show more flexibility & sometimes to be just nice… & more caring for your staff & the personal things I have to do."

Stakeholder Resources

These are resources for Stakeholders to improve resilience of the tourism system:

Industry:

- Industry Workforce Advisor Program: www.qtic.com.au/workforce-development/industry-workforce-advisor-program/
- QTIC Advisory Groups: www.qtic.com.au/advocacy/committees-advisory-groups/
- 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/

Business, government, & international agency:

- 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/
- AUSTRADE Strategy for the visitor economy – THRIVE 2030: www.austrade.gov.au/en/how-we-can-help-you/programs-and-services/thrive-2030-strategy.html
- Australian Government White Paper on Jobs and Opportunities: www.treasury.gov.au/employment-whitepaper/final-report
- Best Practice Guide for Working with First Nations Tourism: www.qtic.com.au/indigenous-tourism/best-practice-guide-for-working-with-first-nations-tourism/
- OECD Tourism: www.oecd.org/cfe/tourism/
- UN World Tourism Organization: www.unwto.org/
- World Travel & Tourism Council: https://wttc.org/

Research shows proactive risk management can lessen impacts of crises. Operators & destinations can implement reactive, adaptive, protective, & proactive strategies.

Sustainability involves environmental, economic, and social elements.

Operator Gem: "Connect with people in the local communities instead of internationally. Let's support local businesses… there were suppliers who came out of the woodwork & people had absolutely no idea... I think that understanding what you've got in your own backyard or neighbouring councils or areas is instrumental."