

*Chapter 3*

**SOURCING HOSPITALITY EMPLOYEES**

This part of the report addresses the provision of hospitality employees. For the purposes of this report, three key sources of employees were identified.

- mature aged workers
- international visitors
- training providers

In the 2004–2005 budget, the Commonwealth Government established the Mature Age Employment and Workplace Strategy with a \$12.1 million, four-year budget. Whilst a broad economic program, the strategy provided resources for the hospitality industry although to date no formal projects or programs have been developed for the hospitality industry. Many resources for both employers and potential employees were provided via the JobWise website ([www.jobwise.gov.au](http://www.jobwise.gov.au)) including case studies, recruitment programs and specific training and development resources.

International visitors have been encouraged to seek employment in a variety of industries (especially hospitality and tourism) by way of the Working Holiday Visa Program (Subclass 417). This program was established in 1995 and in the 10-year period to 2006, more than 200,000 international visitors have secured employment as part of this scheme. A detailed analysis of the scheme and 417 visa holders follows in Chapter 4.

Finally, Australia has an extensive array of public and private providers of front line hospitality training and management education. As at 2006, there were 51 TAFEs, 44 university campuses, and 65 Registered Training Providers (RTO) who provided some form of hospitality and tourism education in Australia.