

Jobs and Skills Australia Occupational Shortage List

March 2025

QTIC Industry Consultation



**QUEENSLAND
TOURISM INDUSTRY
COUNCIL**

The Voice of Tourism

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Acknowledgement of Country

The Queensland Tourism Industry Council acknowledges the Traditional Custodians of the lands on which we work and live across Queensland, and recognises their continuing connection to the land, waters and culture. We also pay our respects to all First Nations people, past, present and emerging.

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INTRODUCTION

The Queensland Tourism Industry Council (QTIC) is the peak industry body and leading advocate for the tourism, hospitality, and events sectors in Queensland, committed to the growth and sustainability of the state visitor economy.

As a not-for-profit, membership-based organisation, we take pride in ensuring that the concerns and needs of our members and the broader tourism industry inform all relevant policy debates and that businesses have strong representation in decision-making processes.

Through delivery of workforce and skilling programs, and advocating for attraction and infrastructure investment, QTIC serves members and industry. We also provide expert advice and support, including workforce and business development opportunities and access to vital industry insights.

The tourism industry in Queensland continues to demonstrate consistent growth, serving as a vital contributor to the state's economy. For the year ending September 2024, domestic overnight visitors spent \$28.6 billion, while international visitors contributed \$6.1 billion, resulting in a total expenditure of \$34.7 billion equivalent to \$95.0 million per day.¹

In 2022-23, tourism's combined direct and indirect gross state product (GSP) was \$31.8 billion, accounting for 6.3 per cent of Queensland's total GSP. Of this, \$15.6 billion was a direct contribution, representing 3.1 per cent of the state's GSP, with an additional \$16.1 billion contributed indirectly. Before the COVID-19 pandemic, tourism's total contribution to Queensland's GSP was higher, at 7.7 per cent.²

During 2022-23, the tourism sector directly supported 146,000 filled jobs (4.7 per cent of total employment) and indirectly supported another 114,000 jobs, making up 8.4 per cent of the state's total employment. Pre-pandemic, in 2018-19, tourism accounted for 8.7 per cent of filled jobs. The industry employs more people than both agriculture, forestry, and fishing (3.7 per cent) and mining (1.6 per cent) combined.

Key areas of direct tourism employment include cafés, restaurants, and takeaway food services, which provide 44,000 jobs, followed by retail trade (24,000 jobs) and accommodation (19,000 jobs).³

Small businesses form the backbone of Queensland's tourism sector, with over 90 per cent of tourism businesses employing fewer than 20 people. Queensland hosts a total of 64,000 tourism-related businesses, with the majority—53 per cent—operating outside the Brisbane region.⁴

¹ Source: Tourism Research Australia - International and National Visitor Surveys. Overnight visitor expenditure only.

² Source: Tourism Research Australia - State Tourism Satellite Accounts 2022-23.

³ Source: Tourism Research Australia - State Tourism Satellite Accounts 2022-23.

⁴ Source: Tourism Research Australia - Tourism businesses in Australia, June 2018 to June 2023, Australian Bureau of Statistics

EXECUTIVE SUMMARY

The Queensland Tourism Industry Council (QTIC) presents this submission to inform the 2025 Occupational Shortage List (OSL) based on comprehensive consultation with tourism, hospitality, and events industry stakeholders across Queensland.

In February 2025, QTIC surveyed 84 businesses from all 13 tourism regions, representing a cross-section of industry sectors and business sizes. The results confirm that critical and persistent workforce shortages continue to impact the sector, particularly in regional areas.

Key Insights

- **Widespread Staff Shortages**
60% of responding businesses reported current staff shortages, with high vacancy rates in managerial, culinary, housekeeping, and customer service roles.
- **Regional Workforce Gaps Are Systemic**
While metro areas report acute shortages in specific roles (e.g. chefs, café managers), regional Queensland is facing broader, systemic shortages across multiple occupations—from hotel managers to tour guides and cleaning staff.
- **Barriers to Recruitment**
Employers cited lack of experience, poor technical skills, visa and work rights restrictions, low applicant quality, and housing shortages as key barriers to hiring.
- **Undersupplied Occupations**
The most critical shortages were reported in:
 - Chefs and cooks
 - Café, restaurant, hotel, and accommodation managers
 - Housekeepers and cleaners (not currently prioritised in the OSL)
 - Tour guides, baristas, and front-line hospitality workers
- **Migration Pathway Gaps**
While skilled migration programs support some key roles (e.g. chefs, café managers), many essential service occupations—such as housekeepers, hotel receptionists, and tour guides—lack formal migration pathways, despite strong demand, particularly in regional areas.

Conclusion

Queensland's tourism and hospitality workforce challenges are widespread, well-documented, and growing. To address these shortages, a coordinated response is needed including migration reform, targeted training pathways, regional workforce development incentives, and policy recognition of overlooked but essential occupations like housekeeping.

QTIC urges Jobs and Skills Australia to incorporate these industry-validated insights into the 2025 Occupational Shortage List and broader workforce planning strategies.

OVERVIEW

The **Occupation Shortage List (OSL)**, produced annually by Jobs and Skills Australia, identifies occupations in shortage across Australia and each state and territory. It serves as a point-in-time assessment of labour market shortages and informs labour market policies and programs. Previously known as the Skills Priority List, the rebranding aligns with a refined definition of occupation shortages.

The list includes over 900 occupations, classified under the 2022 Australian and New Zealand Standard Classification of Occupations (ANZSCO), but only at Skill Levels 1 to 4, as these are linked to tertiary education and training. Persistent shortages in qualification-based occupations impact Australia's education and training sector.

Definition of Occupation Shortages

An occupation is considered in shortage when employers struggle to fill vacancies or meet specialised skill needs under current wages, conditions, and accessible locations. The primary measure is the fill rate, with a 67% threshold occupations are more likely to be in shortage if the fill rate falls below this level.

Assessment Methods

OSL determinations are based on:

- Data modelling and statistical labour market analysis
- Employer and stakeholder surveys
- Engagements with industry bodies, professional associations, unions, education providers, and regional representatives
- Feedback from federal, state, and territory governments, as well as Jobs and Skills Councils

The OSL serves as a key tool for workforce planning, helping governments, industry, and education providers respond to labour shortages effectively.

QTIC INDUSTRY CONSULTATION

In February 2025, QTIC conducted a review of occupational shortages across the Queensland tourism industry. To gather industry insights, QTIC developed a survey based on the Jobs and Skills Australia OSL stakeholder survey and distributed it through its membership base and broader industry networks. A total of 84 responses were received from businesses and stakeholders across Queensland's 13 tourism regions, representing a diverse range of industry sectors, including:

- Accommodation
- Adventure and Experiences
- Arts, Culture and Heritage
- Attractions
- Education, Skills and Training
- Festivals, Events and Entertainment
- Food and Beverage
- Industry Council/Association
- Tour Operators
- Transport - Land
- Visitor Information Services
- Wineries, Distilleries & Breweries

Consultation included responses from 20 micro businesses, 31 small businesses, 26 medium businesses and 7 large businesses. 51 (60%) of the 84 responding businesses identified that they are experiencing staff shortages.

CONSULTATION RESULTS

WORKFORCE CHALLENGES BY REGION

The QTIC 2025 Queensland Priority Occupations Survey identified significant workforce challenges across 13 regions in Queensland's tourism, hospitality, and events sectors.

Key Findings:

- Lack of experience (51 mentions) and technical skills shortages (31 mentions) are the most common recruitment issues.
- No-shows (30 mentions) and poor application/interview quality (35 mentions) are disrupting hiring processes.
- Visa/work rights restrictions (25 mentions) are limiting workforce availability, especially in tourism hubs.
- Low remuneration (27 mentions) is a key barrier to attracting talent.
- Lack of required qualifications/registrations (34 mentions) is affecting recruitment in skilled roles.
- Regional barriers include applicants living too far away (24 mentions) and limited housing availability.

Regional Insights:

- Brisbane, Tropical North QLD, Sunshine Coast, and Whitsundays report the highest recruitment challenges.
- Outback QLD, Townsville, and Mackay face additional barriers due to remoteness and limited applicant pools.
- Gold Coast and Bundaberg highlight gaps in applicant capability and job readiness.
- Southern QLD Country and Fraser Coast report moderate qualification and experience gaps.

Summary

Queensland's workforce shortages are driven by skills gaps, applicant reliability issues, visa restrictions, and wage concerns. Addressing these challenges requires targeted training programs, improved workforce incentives, and stronger regional support strategies to sustain a skilled workforce in the tourism and hospitality industries. Refer to Appendix 2: Recruitment Challenges by Region

REGIONAL AVAILABILITY FOR SKILLED WORKERS

METROPOLITAN QUEENSLAND – SKILLED WORKER AVAILABILITY

In metropolitan Queensland, severe undersupply of skilled workers is concentrated in food and hospitality leadership roles. The highest number of severe shortages was recorded for Cafe or Restaurant Managers (5 responses) and Accommodation and Hospitality Managers (3), underscoring persistent hiring challenges in hospitality operations. Hotel or Motel Managers and Hospitality, Retail and Service Managers also show noticeable availability issues, though less severe.

When including general undersupply, the pressure intensifies across the same occupations. Hospitality, Retail and Service Managers recorded a total of 6 undersupply-related responses (2 severe, 4 moderate). Similarly, Hotel or Motel Managers and Travel Agency Managers had a combined 4–5 responses in the undersupply range.

Notably, many other occupations, including aviation, transport, and beauty services, recorded no or minimal availability issues in the metro context. This suggests that labour shortages in metropolitan areas are more role-specific and mostly focused on hospitality management rather than widespread.

REGIONAL QUEENSLAND – SKILLED WORKER AVAILABILITY

Regional Queensland presents a broader and more severe picture of skill shortages. The Accommodation and Hospitality Managers occupation is under the greatest pressure, with 7 responses identifying severe undersupply and an additional 9 for general undersupply. This is followed closely by Hotel or Motel Managers, which received 3 severe and 10 undersupply responses — a total of 13 indicators of shortage in a single occupation.

Cafe or Restaurant Managers also stand out, with 6 severe and 6 undersupply responses, mirroring metro demand but at a higher intensity. Hospitality, Retail and Service Managers and Licensed Club Managers show similar stress, indicating a regional reliance on versatile, experienced staff across multiple service sectors.

Unlike metro areas, regional availability issues are more widespread, impacting roles like Tourism Managers, Travel Consultants, Outdoor Guides, and even Bed and Breakfast Operators. In some cases, availability is moderately stabilised by higher "About Right" responses (e.g., in travel-related occupations), but no regional occupation registered any oversupply.

Overall Summary

- Metropolitan Queensland suffers from focused availability shortages in hospitality leadership and food services — particularly chefs, cafe managers, and service managers.
- Regional Queensland exhibits a more systemic challenge, with across-the-board undersupply in tourism, hospitality, and frontline management roles.
- The depth and spread of severe undersupply in regional areas reinforces the need for targeted regional workforce development strategies, including incentives for relocation, stronger local training pipelines, and improved accommodation for transient or seasonal workers.

Refer to Figure 1 – Availability of Skilled Workers and Appendix 3: Availability of suitably skilled Workers.

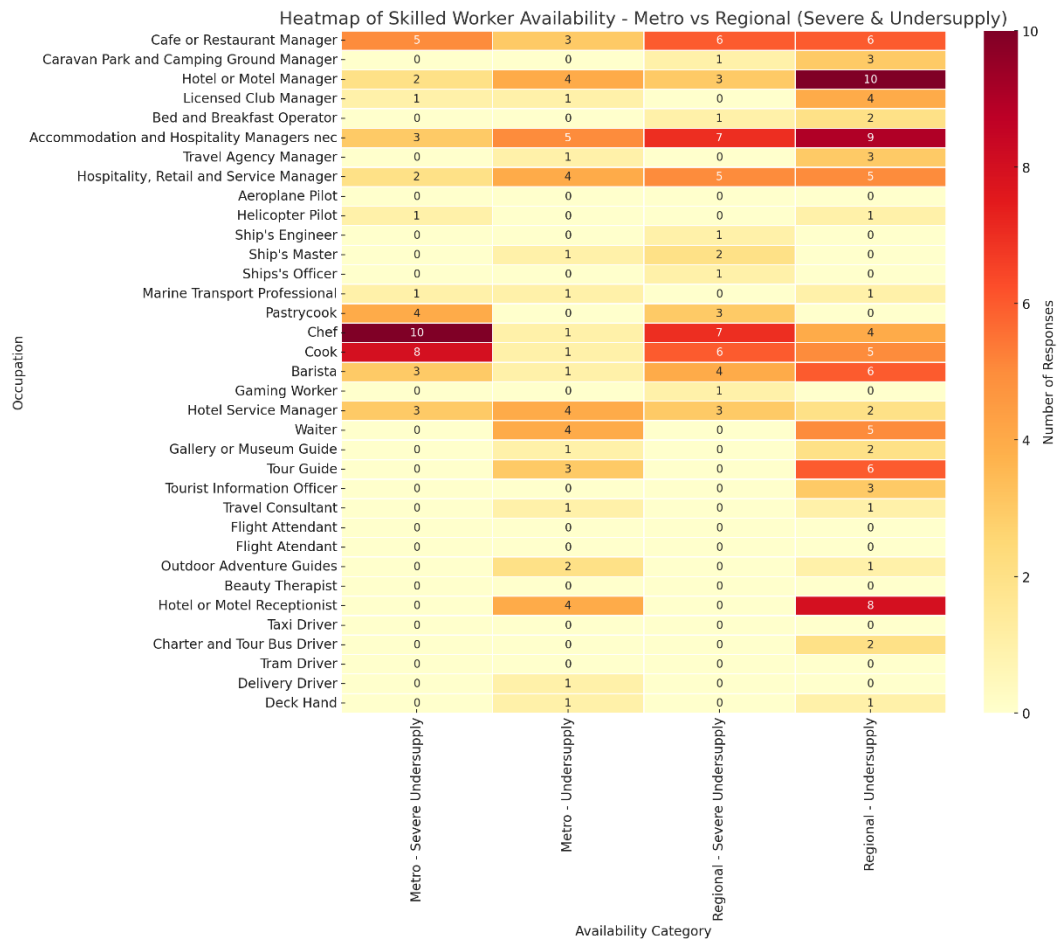


Figure 1 – Availability of Skilled Workers

REGIONAL DEMAND FOR SKILLED WORKERS

METROPOLITAN QUEENSLAND – SEVERE UNDERSUPPLY AND UNDERSUPPLY SUMMARY

In metropolitan Queensland, severe undersupply is most acute in core hospitality and food service roles. Chef roles dominate the list, with 11 responses identifying severe undersupply, indicating a critical gap in kitchen leadership and culinary capability. Cooks also face considerable pressure (9 severe undersupply), followed by Pastrycooks, Baristas, and Hotel Service Managers.

Undersupply in metro areas extends beyond the kitchen. Occupations such as Cafe or Restaurant Managers, Hotel or Motel Managers, and Accommodation and Hospitality Managers (nec) all report moderate to high levels of undersupply (ranging from 4 to 6 responses each), suggesting broader issues in hospitality business operations. Roles like Waiters, Travel Consultants, and Tour Guides also face moderate undersupply, albeit less frequently identified as severely undersupplied. Notably, Hotel Receptionists and several frontline service roles show greater stability in metro areas, with more balanced demand responses.

Overall, metropolitan demand skews toward acute shortages in specialised culinary roles, with moderate strain across operational and customer service roles.

REGIONAL QUEENSLAND – SEVERE UNDERSUPPLY AND UNDERSUPPLY SUMMARY

Regional Queensland shows a broader and more intense demand across a wider range of occupations. Severe undersupply is highly concentrated in leadership and operational roles, with Accommodation and Hospitality Managers (nec), Cafe or Restaurant Managers, and Hotel or Motel Managers each recording 4 to 7 responses of severe undersupply. Notably, Hotel Receptionists recorded 8 responses of undersupply far more than in metro highlighting the difficulty regional businesses face in recruiting reliable front-line staff.

In food services, Chefs and Cooks remain in critical demand, mirroring the metro trend, but with a slightly lower number of severe responses. However, regional demand for Pastrycooks, Baristas, and Outdoor Adventure Guides is significantly higher, reflecting the tourism-dependent nature of many regional economies.

Transport and tourism-specific roles such as Tour Guides, Travel Consultants, Charter and Tour Bus Drivers, and Tourist Information Officers show stronger regional demand, especially at the “undersupply” level. These roles are vital in remote tourism hubs where staffing challenges are compounded by seasonality and distance.

In summary, regional Queensland shows a more widespread undersupply across both essential and support occupations, indicating systemic challenges in workforce attraction and retention outside urban centres. Refer to Figure 2 – Demand for Skilled Workers and Appendix 4 – Demand for Skilled Workers. Figure 2 – Demand for Skilled Workers

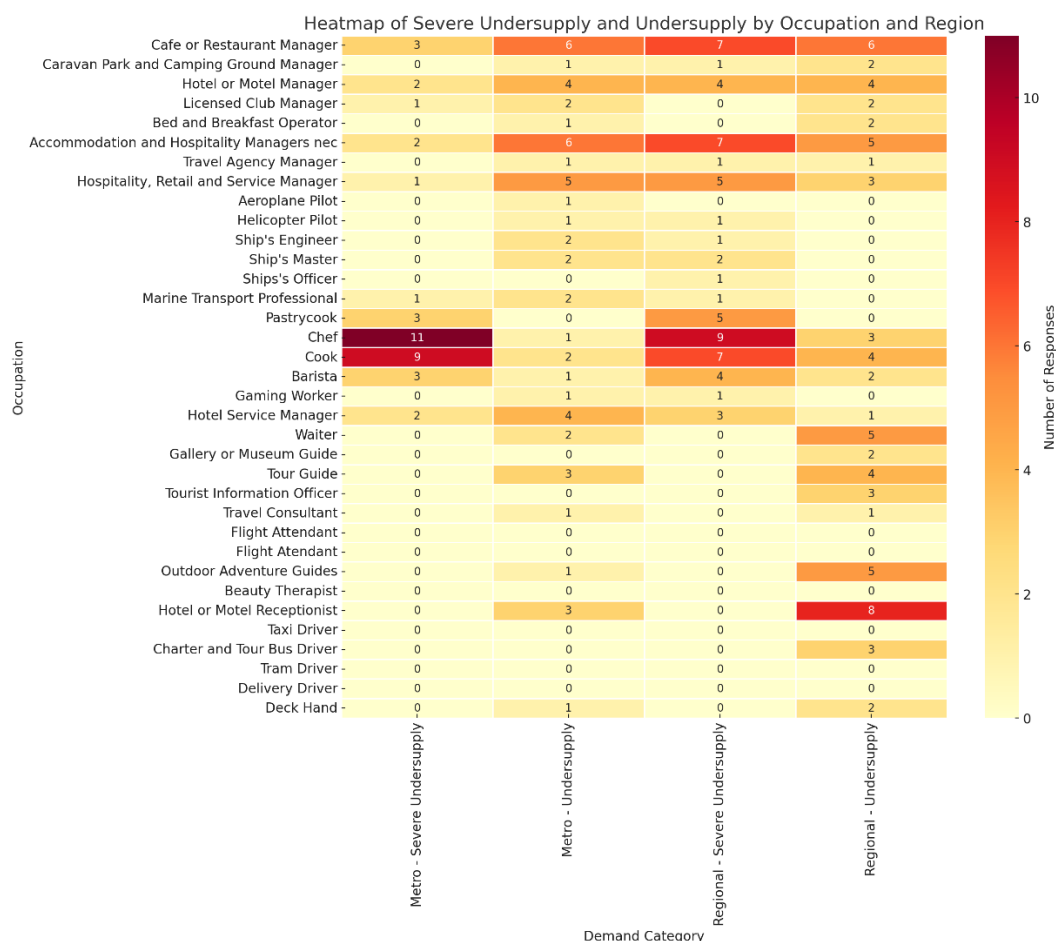


Figure 2 – Demand for Skilled Workers

COMPARISON OF DEMAND VS AVAILABILITY

Metropolitan Queensland

In metropolitan areas, demand and availability trends are closely aligned, especially in core hospitality and food service roles. The occupations most frequently identified as severely undersupplied in both demand and availability include:

- Chef: Highest reported demand shortage and availability gap, with metro reporting 11 severe demand responses and consistent severe availability issues.
- Cook and Cafe or Restaurant Manager: Similarly, these roles show high demand pressure and parallel availability constraints.
- Accommodation and Hospitality Managers (nec) and Hotel or Motel Managers also show up strongly on both sides — confirming a structural labour shortage in managerial hospitality roles.

Some occupations (e.g., Waiters, Baristas, Travel Consultants) show demand pressure but slightly more stable availability, suggesting that while these roles are needed, the current workforce can more readily fill them — for now.

Insight: Metro areas are experiencing specific and deep shortages in critical skill areas (kitchens and hospitality leadership), but not across the board.

Regional Queensland

In contrast, regional Queensland exhibits broader and more severe discrepancies between demand and availability.

- Accommodation and Hospitality Managers (nec), Hotel or Motel Managers, and Cafe or Restaurant Managers are the most acutely affected, with very high scores for both demand and availability shortages.
 - Example: Hotel/Motel Managers had 4 severe demand and 10 undersupply availability responses.
- Hospitality, Retail and Service Managers and Outdoor Adventure Guides also feature prominently in both datasets — demand for these roles is rising, but supply is not keeping pace.
- Tourism and transport-related roles (e.g., Tour Guides, Charter Drivers, Tourist Information Officers) show strong demand, while their availability shows moderate to severe strain, confirming that tourism-reliant regions are under increasing workforce pressure.

Insight: Regional Queensland faces widespread and consistent labour shortages, with strong alignment between demand and supply-side gaps, suggesting the issues are systemic and not occupation specific.

MIGRATION PATHWAYS

The heatmap below highlights the extent to which skilled migration pathways are available to address workforce needs across key occupations in both metropolitan and regional Queensland. Unsurprisingly, Chefs lead the chart, with strong access to all major migration streams Working Holiday Maker, Permanent and Temporary Skilled Migration, and more. This aligns with the high demand and availability pressures seen above. Similarly, Café or Restaurant Managers, Accommodation and Hospitality Managers (nec), and Hospitality, Retail and Service Managers have multiple migration options in both metro and regional areas, reflecting their critical importance to the tourism and hospitality economy.

Regional migration pathways are especially important, offering broader access than metro pathways for many roles. For instance, Cooks, Pastrycooks, and Hotel or Motel Managers benefit from additional regional migration channels, reinforcing efforts to attract talent to areas experiencing chronic shortages. However, the heatmap also reveals gaps in migration accessibility particularly for roles like Waiters, Hotel Receptionists, and Tour Guides, which face availability constraints but have limited or no formal migration

pathways. This suggests a potential mismatch between migration policy and workforce demand for certain frontline service occupations, especially in regional tourism destinations. Refer to Figure 3 – Migration Pathways and Appendix 5 - Migration Pathways.

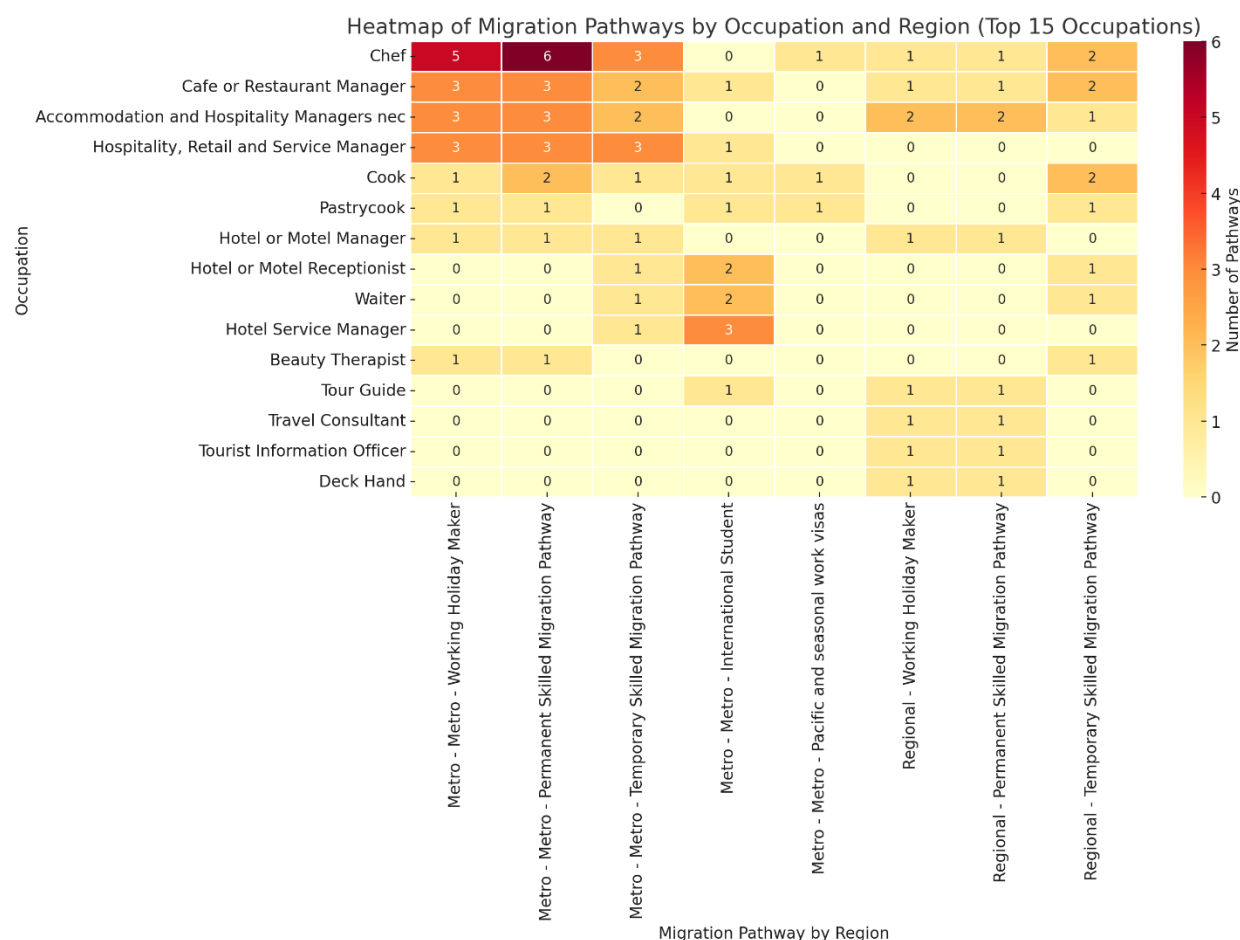


Figure 3 – Migration Pathways

ADDITIONAL RESPONSES PROVIDED

A wide range of additional occupations were identified as being in demand across the tourism, hospitality, events, and related sectors. These include:

High-frequency mentions:

- Housekeepers / Cleaners / Room Attendants (including supervisors and managers) – noted by more than 10 respondents as critically undersupplied.
- Chefs – repeatedly flagged as hard to find and train, with education and visa pipeline concerns.
- Operations, Facility & Admin Managers – especially those with hospitality experience.
- Coach / Tour Bus Drivers – hindered by licensing/accreditation complexities.
- Food & Beverage Managers – including Duty Managers.
- Event Staff / Technicians – including audio-visual and production techs.
- Maintenance & Tradespeople – electricians, lifeguards, mechanics, grounds persons.
- Entertainment Staff / Tour Guides / Dive Instructors / SCUBA Guides

Specialist roles also noted:

- Sales Consultants for tourism products/events
- Zookeepers
- Certified Real Estate (context unclear)
- Animal and Marine Specialists
- Boat Skippers
- Working with animals' roles (e.g. farm, wildlife tourism)
- Actors, technicians, riggers (event and entertainment-related)

Additional Feedback Highlights

- **Housekeeping Crisis:** Housekeeping was described as a “drastic undersupply,” “critical,” and “shockingly absent” from the survey’s priority list. Several operators voiced strong concerns about its exclusion from policy focus.
- **Migration Barriers:**
 - Many employers found visa processes too expensive and complicated.
 - Suggestion: Allow partner visas of international students to work up to 38 hrs/week.
 - Need for more regional DAMAs (Designated Area Migration Agreements), e.g. for SCUBA instructors in Townsville.
 - Support for extending working holiday visa limits from 6 to 12+ months.
- **Training System Concerns:**
 - RTOs not accepting international chef students is creating a serious pipeline issue.
 - Call for more specialised training pathways (e.g. tourism drivers and guides).
- **Housing & Transport Barriers:**
 - Critical accommodation shortages (e.g., North Stradbroke Island).
 - Lack of late transport options limits worker mobility.
- **Cultural & Social Factors:**
 - Hospitality is seen as a “stop-gap” job, not a career.
 - Employers are calling for a cultural shift via schools/media to revalue service industry careers.
 - Older Australians are willing to return to work, but pension rules limit their hours.

APPENDIX A: INDUSTRY STAKEHOLDERS

- Accommodation Creek Cottages and Sundown View Suites
- Alchemy Restaurant and Bar
- Australia Zoo Operations
- Australian Adventure Tourism Group
- Australian Age of Dinosaurs
- Australian Events
- Australian Hospitality Skills Recognition
- Australian Working Adventures and Visitoz
- Back Country Bliss Adventures
- Bethany Cottages
- Billabong Sanctuary
- Brisbane Convention and Exhibition Centre
- Broken River Mountain Resort
- Caboolture Motel
- Cape York Camping Punsand Bay
- Cape York Motorcycle Adventures
- Cara Motel
- Childers Eco-Lodge
- Colonial Palms Motor Inn
- Culgoa Point Beach Resort
- Daintree Discovery Centre
- Darkarts Global
- Destination Scenic Rim
- Dive2go
- Elysium Collection
- Executive Retreats
- Gladstone Region Tours
- Golden Beach Holiday Park
- Greenlee Cottages
- Headbox
- Hip Hops Brewers
- Hook-A-Barra
- Hotel Chino
- Iconic Whitsunday Adventures
- Ikatan Day Spa
- Inside Travel Group Limited
- Jarramali Rock Art Tours
- JW Marriott Gold Coast Resort and Spa
- Keppel Bay Marina
- Kpat Nq Pty Ltd
- Kuranda And Outback Tours
- Longreach Motor Inn
- Marriott International
- Marriott International - W Brisbane
- Mercure Townsville
- Mitchell Motel And Cabin Park
- Mount Isa Underground Hospital and Museum
- Mountain Wine Tours
- Oasis On Straddie
- Outback At Isa
- Outback Queensland Tourism Assoc
- Paradise Resort Gold Coast
- Peppers And Mantra Gladstone
- Pineapple Tours and Hop On Hop Off Transit
- Portside Whitsunday Apartments
- Project Immersive
- Saltbush Retreat
- Sandcastles 1770 Motel and Resort
- Scene Change
- Seahaven Noosa Resort
- Shady Rest Motel
- Shamrock Gardens Motel
- Sheraton Grand Mirage Resort Gold Coast.
- Skybury Farms
- Somewhere To Stay Backpackers
- Splitters Farm
- Star Resorts FNQ Trust
- Straddie Brewing
- Streetcorner Jimmy
- Sun City Watersports Pty Ltd. T/A Adrenalin Snorkel and Dive
- Tangatours
- The Ration Shed Museum
- The Royal Historical Society of Queensland
- The Sebel Noosa
- Toscana Village Resort
- Tranquil Maleny
- Tropic Coast Motel
- Villa Mirasol
- Village Roadshow Theme Parks
- White Ridge Farm
- Whitsunday Crocodile Safari
- Wings Sailing Charters Whitsundays
- YHA Brisbane
- Zambrero Cannonvale

APPENDIX 2: RECRUITMENT CHALLENGES BY REGION

Region	Applicants did not show up (to interview or work)	Applicants overseas or did not have Australian working rights	Applying for Centrelink purposes only	Lacked experience in occupation	Lacked qualification or registration	Lacked technical skills	Location of applicants not suitable (e.g. lives too far away)	Poor application or interview	Poor references or work history	Remuneration (wage, salary, pay rate)
Brisbane	10	9	4	16	9	6	6	8	1	10
Gold Coast	1	1		4	4	5	1	1	1	1
Bundaberg	2		3	2				2	1	
Capricorn			1	1				1		
Fraser Coast	1	1	1							
Gladstone		2	2	1	1		1	2	1	2
Mackay	1	1	1	3		1	1	2	1	
Nationwide		1		1			1			1
Outback Queensland	5		2	3	2	2	1	4	2	
Southern Queensland Country	1		1	3	1	2	2	2	2	3
Sunshine Coast	4	3	3	3	4	2	2	6		2
Townsville	1	2	1	3	2	3	2		1	1
Tropical North Queensland	1	3	1	4	6	7	5	4	3	5
Whitsundays	3	2	1	7	5	3	2	3	3	2
Grand Total	30	25	21	51	34	31	24	35	16	27

Table 1 – Recruitment Challenges by Region

APPENDIX 3: AVAILABILITY OF SUITABLY SKILLED WORKERS

METROPOLITAN AVAILABILITY FOR SKILLED WORKERS

Metropolitan Availability for Skilled Workers	Severe Undersupply	Undersupply	About Right	Oversupply	Total
Cafe or Restaurant Manager	5	3	1	0	9
Caravan Park and Camping Ground Manager	0	0	0	0	0
Hotel or Motel Manager	2	4	0	0	6
Licensed Club Manager	1	1	0	0	2
Bed and Breakfast Operator	0	0	0	0	0
Accommodation and Hospitality Managers nec	3	5	0	0	8
Travel Agency Manager	0	1	0	0	1
Hospitality, Retail and Service Manager	2	4	1	0	7
Aeroplane Pilot	0	0	0	0	0
Helicopter Pilot	1	0	0	0	1
Ship's Engineer	0	0	0	0	0
Ship's Master	0	1	0	0	1
Ships' Officer	0	0	0	0	0
Marine Transport Professional	1	1	0	0	2
Pastrycook	4	0	1	0	5
Chef	10	1	1	0	12
Cook	8	1	2	0	11
Barista	3	1	3	0	7
Gaming Worker	0	0	0	0	0
Hotel Service Manager	3	4	0	0	7
Waiter	0	4	5	1	10
Gallery or Museum Guide	0	1	0	0	1
Tour Guide	0	3	0	0	3
Tourist Information Officer	0	0	0	0	0
Travel Consultant	0	1	0	0	1
Flight Attendant	0	0	0	0	0

Metropolitan Availability for Skilled Workers	Severe Undersupply	Undersupply	About Right	Oversupply	Total
Outdoor Adventure Guides	0	2	0	0	2
Beauty Therapist	0	0	1	0	1
Hotel or Motel Receptionist	0	4	0	0	4
Taxi Driver	0	0	0	0	0
Charter and Tour Bus Driver	0	0	0	0	0
Tram Driver	0	0	0	0	0
Delivery Driver	0	1	0	0	1
Deck Hand	0	1	0	0	1

Table 2 – Metropolitan Availability of Suitably Skilled Workers

REGIONAL AVAILABILITY FOR SKILLED WORKERS

Regional Availability for Skilled Workers	Severe Undersupply	Undersupply	About Right	Oversupply	Total
Cafe or Restaurant Manager	6	6	1	0	13
Caravan Park and Camping Ground Manager	1	3	1	0	5
Hotel or Motel Manager	3	10	2	0	15
Licensed Club Manager	0	4	1	0	5
Bed and Breakfast Operator	1	2	2	0	5
Accommodation and Hospitality Managers nec	7	9	3	0	19
Travel Agency Manager	0	3	4	0	7
Hospitality, Retail and Service Manager	5	5	5	0	15
Aeroplane Pilot	0	0	1	0	1
Helicopter Pilot	0	1	1	0	2
Ship's Engineer	1	0	0	0	1
Ship's Master	2	0	0	0	2
Ships' Officer	1	0	0	0	1
Marine Transport Professional	0	1	0	0	1
Pastrycook	3	0	0	0	3
Chef	7	4	0	0	11
Cook	6	5	1	0	12
Barista	4	6	1	0	11

Regional Availability for Skilled Workers	Severe Undersupply	Undersupply	About Right	Oversupply	Total
Gaming Worker	1	0	0	0	1
Hotel Service Manager	3	2	3	0	8
Waiter	0	5	2	0	7
Gallery or Museum Guide	0	2	2	0	4
Tour Guide	0	6	3	0	9
Tourist Information Officer	0	3	1	0	4
Travel Consultant	0	1	3	1	5
Flight Attendant	0	0	0	0	0
Outdoor Adventure Guides	0	1	2	0	3
Beauty Therapist	0	0	0	0	0
Hotel or Motel Receptionist	0	8	1	1	10
Taxi Driver	0	0	0	0	0
Charter and Tour Bus Driver	0	2	0	0	2
Tram Driver	0	0	0	0	0
Delivery Driver	0	0	0	0	0
Deck Hand	0	1	0	0	1

Table 3 - Metropolitan Availability of Suitably Skilled Workers

APPENDIX 4 – DEMAND FOR SKILLED WORKERS

METROPOLITAN DEMAND FOR SKILLED WORKERS

Metropolitan Demand for Skilled Workers	Severe Undersupply	Undersupply	About Right	Oversupply	Total
Cafe or Restaurant Manager	3	6	1	0	10
Caravan Park and Camping Ground Manager	0	1	0	0	1
Hotel or Motel Manager	2	4	1	0	7
Licensed Club Manager	1	2	0	0	3
Bed and Breakfast Operator	0	1	0	0	1
Accommodation and Hospitality Managers nec	2	6	0	0	8
Travel Agency Manager	0	1	0	0	1
Hospitality, Retail and Service Manager	1	5	1	0	7
Aeroplane Pilot	0	1	0	0	1
Helicopter Pilot	0	1	0	0	1
Ship's Engineer	0	2	0	0	2
Ship's Master	0	2	0	0	2
Ships' Officer	0	0	0	0	0
Marine Transport Professional	1	2	0	0	3
Pastrycook	3	0	0	0	3
Chef	11	1	1	0	13
Cook	9	2	1	0	12
Barista	3	1	2	0	6
Gaming Worker	0	1	0	0	1
Hotel Service Manager	2	4	0	0	6
Waiter	0	2	7	1	10
Gallery or Museum Guide	0	0	1	0	1
Tour Guide	0	3	2	0	5
Tourist Information Officer	0	0	1	0	1
Travel Consultant	0	1	1	0	2
Flight Attendant	0	0	2	0	2
Outdoor Adventure Guides	0	1	1	0	2
Beauty Therapist	0	0	0	0	0
Hotel or Motel Receptionist	0	3	3	0	6
Taxi Driver	0	0	1	0	1
Charter and Tour Bus Driver	0	0	1	0	1
Tram Driver	0	0	1	0	1

Metropolitan Demand for Skilled Workers	Severe Undersupply	Undersupply	About Right	Oversupply	Total
Delivery Driver	0	0	2	0	2
Deck Hand	0	1	1	0	2

Table 4 – Metropolitan Demand for Skilled Workers

REGIONAL DEMAND FOR SKILLED WORKERS

Regional Demand for Skilled Workers	Severe Undersupply	Undersupply	About Right	Oversupply	Total
Cafe or Restaurant Manager	7	6	0	0	13
Caravan Park and Camping Ground Manager	1	2	1	0	4
Hotel or Motel Manager	4	4	5	0	13
Licensed Club Manager	0	2	0	0	2
Bed and Breakfast Operator	0	2	0	1	3
Accommodation and Hospitality Managers nec	7	5	4	0	16
Travel Agency Manager	1	1	0	0	2
Hospitality, Retail and Service Manager	5	3	1	0	9
Aeroplane Pilot	0	0	0	0	0
Helicopter Pilot	1	0	0	0	1
Ship's Engineer	1	0	0	0	1
Ship's Master	2	0	0	0	2
Ships' Officer	1	0	0	0	1
Marine Transport Professional	1	0	0	0	1
Pastrycook	5	0	0	0	5
Chef	9	3	1	0	13
Cook	7	4	0	0	11
Barista	4	2	2	0	8
Gaming Worker	1	0	0	0	1
Hotel Service Manager	3	1	2	0	6
Waiter	0	5	3	0	8
Gallery or Museum Guide	0	2	2	0	4
Tour Guide	0	4	4	0	8
Tourist Information Officer	0	3	0	1	4
Travel Consultant	0	1	1	0	2

Regional Demand for Skilled Workers	Severe Undersupply	Undersupply	About Right	Oversupply	Total
Flight Attendant	0	0	0	0	0
Outdoor Adventure Guides	0	5	1	0	6
Beauty Therapist	0	0	0	0	0
Hotel or Motel Receptionist	0	8	2	1	11
Taxi Driver	0	0	0	0	0
Charter and Tour Bus Driver	0	3	1	0	4
Tram Driver	0	0	0	0	0
Delivery Driver	0	0	0	0	0
Deck Hand	0	2	0	0	2

Table 5 – Regional Demand for Skilled Workers

APPENDIX 5 - MIGRATION PATHWAYS

METROPOLITAN MIGRATION PATHWAYS FOR SKILLED WORKERS

Metropolitan Migration Pathways	Working Holiday Maker	Permanent Skilled Migration Pathway	Temporary Skilled Migration Pathway	International Student	Pacific and Seasonal Work Visas
Cafe or Restaurant Manager	3	3	2	1	0
Caravan Park and Camping Ground Manager	0	0	1	0	0
Hotel or Motel Manager	1	1	1	0	0
Licensed Club Manager	0	0	1	0	0
Bed and Breakfast Operator	0	0	0	0	0
Accommodation and Hospitality Managers nec	3	3	2	0	0
Travel Agency Manager	0	0	0	0	0
Hospitality, Retail and Service Manager	3	3	3	1	0
Aeroplane Pilot	0	0	0	0	0
Helicopter Pilot	0	0	0	0	0
Ship's Engineer	0	0	0	0	0
Ship's Master	0	0	0	0	0
Ships' Officer	0	0	0	0	0
Marine Transport Professional	0	0	0	0	0
Pastrycook	1	1	0	1	1
Chef	5	6	3	0	1
Cook	1	2	1	1	1
Barista	0	0	0	1	0
Gaming Worker	0	0	0	0	0
Hotel Service Manager	0	0	1	3	0
Waiter	0	0	1	2	0
Gallery or Museum Guide	0	0	0	0	0
Tour Guide	0	0	0	1	0
Tourist Information Officer	0	0	0	0	0

Metropolitan Migration Pathways	Working Holiday Maker	Permanent Skilled Migration Pathway	Temporary Skilled Migration Pathway	International Student	Pacific and Seasonal Work Visas
Travel Consultant	0	0	0	0	0
Flight Attendant	0	0	0	0	0
Outdoor Adventure Guides	0	0	0	0	0
Beauty Therapist	1	1	0	0	0
Hotel or Motel Receptionist	0	0	1	2	0
Taxi Driver	0	0	0	0	0
Charter and Tour Bus Driver	0	0	0	0	0
Tram Driver	0	0	0	0	0
Delivery Driver	0	0	0	0	0
Deck Hand	0	0	0	0	0

Table 6 – Metropolitan Migration Pathways

REGIONAL MIGRATION PATHWAYS FOR SKILLED WORKERS

Regional Migration Pathways	Working Holiday Maker	Permanent Skilled Migration Pathway	Temporary Skilled Migration Pathway	International Student	Pacific and Seasonal Work Visas
Cafe or Restaurant Manager	1	1	2	0	0
Caravan Park and Camping Ground Manager	0	0	0	0	0
Hotel or Motel Manager	1	1	0	0	0
Licensed Club Manager	0	0	0	0	0
Bed and Breakfast Operator	0	0	0	0	0
Accommodation and Hospitality Managers nec	2	2	1	0	0
Travel Agency Manager	0	0	0	0	0
Hospitality, Retail and Service Manager	0	0	0	0	0
Aeroplane Pilot	0	0	0	0	0
Helicopter Pilot	0	0	0	0	0
Ship's Engineer	1	1	0	0	0
Ship's Master	1	1	0	0	0
Ships' Officer	0	0	0	0	0
Marine Transport Professional	0	0	0	0	0
Pastrycook	0	0	1	0	0

Regional Migration Pathways	Working Holiday Maker	Permanent Skilled Migration Pathway	Temporary Skilled Migration Pathway	International Student	Pacific and Seasonal Work Visas
Chef	1	1	2	0	0
Cook	0	0	2	0	0
Barista	0	0	0	0	0
Gaming Worker	0	0	0	0	0
Hotel Service Manager	0	0	0	0	0
Waiter	0	0	1	0	0
Gallery or Museum Guide	0	0	0	0	0
Tour Guide	1	1	0	0	0
Tourist Information Officer	1	1	0	0	0
Travel Consultant	1	1	0	0	0
Flight Attendant	0	0	0	0	0
Outdoor Adventure Guides	0	0	0	0	0
Beauty Therapist	0	0	1	0	0
Hotel or Motel Receptionist	0	0	1	0	0
Taxi Driver	0	0	0	0	0
Charter and Tour Bus Driver	0	0	0	0	0
Tram Driver	0	0	0	0	0
Delivery Driver	0	0	0	0	0
Deck Hand	1	1	0	0	0

Figure 4 - Regional Migration Pathways

OUR CORPORATE NETWORK



CORPORATE NETWORK



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AVIS
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Destination Gold Coast
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Fun Over 50 Holidays
Gallagher
Gold Coast Convention and Exhibition Centre
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Isentia
K&L Gates
Lion Group
Local Tickets
Matchworks
Queensland Airports Limited
Queensland Government
Queensland Performing Arts Centre

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Recap Media
ReviewPro
SKAL
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TAFE Queensland
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The Star Entertainment Group
The Tourism Group
University of Queensland
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