Indigenous employment: A vital place in the Northern Territory’s tourism future

This fact sheet lists some of the organisations that help businesses in the Red Centre to develop an indigenous employment strategy and includes stories of success from those in the tourism and hospitality sector that are creating pathways to jobs for indigenous people.

Federal Government Assistance

Indigenous Employment Program
Financial support is available to help employers to create jobs for indigenous community members. The Department of Education, Employment and Workplace Relations (DEEWR), offers funding for:
- Indigenous Cadet Support
- Indigenous Wage Subsidy
- CDEP Work Experience subsidy.

Contact the Indigenous Employment Line
Phone: 1802 102
Website: http://deewr.gov.au/indigenous

Australian Apprenticeship Pathways
This program provides targeted financial and mentoring support to businesses when taking on an apprentice, via the Australian Apprenticeship Incentives Program. As well as financial support the business is supported to train a staff member according to need and provided with training support to meet national accreditation.

Contact the Alice Springs office
Phone: 08 8953 3300
Email: enquiry@aacnt.com.au
Website: www.australianapprenticeships.gov.au/documents/PathwayAA

Australian Employment Covenant (AEC)
AEC is a national industry-led initiative aimed at securing sustainable jobs for Indigenous Australians. It provides support to both employers and indigenous employees. Employers receive recruitment support and assistance in applying for Federal Government funding, as well as promotion and job listing.

Contact Jacqueline Lahne
Phone: 08 8991 8090
Email: jacqueline.lahne@employmentcovenant.com.au

Voyages Ayers Rock Resort

The Resort is owned by the Indigenous Land Corporation and hosts the National Indigenous Training Academy (NITA).

With the aim to have 50% indigenous employees by 2018 the Resort's Indigenous Engagement Manager Alison Vidal says, “We want to be known as offering best practice cultural tourism. The only way to get there is with a vibrant, skilled workforce that will be with us for the long term.”

“Our workforce must include people from local communities, building their own future, while helping us to tell indigenous stories authentically. At the end of 2012 we had 125 indigenous employees, 21% being local Anangu people.”

Fifty-five percent of the indigenous staff working at the Resort are employed in entry level positions reflecting the Resorts Indigenous Traineeship Program. Forty-two percent work in guest orientation, front of house and skilled service positions and 1% are employed in middle management positions.

The Resort has strong development plans to see indigenous employees progress to higher management positions.

“While health and literacy can be barriers to employment for some, we spend a fair amount of time addressing these difficulties – in the end we want people to gain the right skills and stay with us,” Alison said.

The Resort's retention strategy is supported by the following tactics:
- Indigenous Employee Relations Coordinators – working with employees and workplace supervisors to overcome any barriers to retention and provide mentoring support.
- Indigenous mentors – working with trainees to support development of life skills.
- Cultural awareness training throughout the Resort.
- Fit for work program – to increase overall health and minimise workplace injuries.
- Career pathway planning – mentoring trainees to actively define and work toward career goals.
- Cultural leave policy – allowing indigenous employees to maintain cultural obligations.

Contact Alison Vidal alison.vidal@ayers.voyages.com.au
Northern Territory Government Assistance

Indigenous Workforce Participation Initiatives Program
This program will support business to develop tailored programs and workforce planning to improve Indigenous employment outcomes.

Contact the Department of Business
Phone: 08 8999 7802
Email: iwpip@nt.gov.au

Regional training and business support providers

Karen Sheldon Training
Karen Sheldon Training is a Registered Training Organisation offering nationally accredited and non-accredited training. The Future Stars program is a pre-employment initiative providing life skills and preparing indigenous people to enter the workforce.

Contact Alice Springs Managers
Email: chris@karensheldontraining.com or jeff@karensheldontraining.com
Phone: 08 8953 8243

Group Training Northern Territory (GTNT)
GTNT manages the Australian Apprenticeships Support Services contract for the NT and incorporates the Australian Apprenticeship NT (AANT). As the largest employer of apprentices and trainees in the Territory, GTNT matches staff to employer needs. On offer are:
• packages of services including hiring, skill building, contracts, payroll and human resource management
• field officers who can mediate workplace issues
• indigenous trainers and culturally-specific material to deliver a pre-employment package for recruits
• training services delivered under the RTO, Training Plus

Contact Alice Springs GTNT office
Phone: 08 8953 2622
Website: www.gtnt.com.au
Or contact Alice Springs AANT office
Phone: 08 8953 3311
Email: enquiry@aacnt.com.au
Website: www.australianapprenticeshipsnt.com.au

ITEC Employment
As a Job Services Australia (JSA) regional provider, ITEC Employment provides support to indigenous jobseekers including:
• immediate vacancy referral for those who are ready, and
• support to disadvantaged jobseekers with non-vocational barriers.

Contact the Alice Springs office
Phone: 08 8955 4080
Website: www.itecemployment.com.au

CHARTTES Training Advisory Council
A non-profit, advocacy service, CHARTTES provides organisational training and support, linking with training providers including the National Indigenous Training Academy (NITA) to source trained employees. The main focus is Vocational Education and Training (VET).

Contact Executive Officer Yvonne Webb
Phone: 08 8941 1956
Email: eo@charttes.com.au

STEPS
This service arranges meetings between students and employers to describe the range of jobs available in the Red Centre’s hospitality and tourism sector.
Website: www.alicecareerconnections.com

Crowne Plaza Alice Springs
Part of the InterContinental Hotels Group, Crowne Plaza has a long term view when it comes to their indigenous employment strategy.

According to the General Manager Crowne Plaza are “absolutely committed to increasing the number of indigenous staff and our target is to achieve an 8% indigenous workforce.”

“Currently we have indigenous employees in front of house and entry level positions however we are working with our more committed employees to train them into middle and senior management roles in the future.”

Crowne’s strategies for success include:
• Partner with organisations such as Karen Sheldon Training and the Clontarf Foundation and develop close associations with indigenous job service agencies to enable attraction of staff
• Retain those staff with mentoring, cultural awareness training and professional development opportunities
• Provide staff with opportunities train toward more senior roles, with challenging responsibilities to keep them interested

IHG have a Reconciliation Action Plan and an Indigenous Employment Plan to guide development of indigenous employment strategies.

“We have no difficulty attracting and recruiting indigenous employees, the issue is with retention, absenteeism and personal issues affecting ability to work,” the General Manager concluded.