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ACRONYMS AND AGENCIES

CDU  CHARLES DARWIN UNIVERSITY
DBCDE  AGENCY: DEPARTMENT OF BROADBAND, COMMUNICATIONS AND THE DIGITAL ECONOMY
DEEWR  DEPARTMENT OF EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS
DECF  DEPARTMENT OF EDUCATION, CHILDREN AND FAMILIES
DET  DEPARTMENT OF EDUCATION AND TRAINING (NORTHERN TERRITORY)
DHR  DEPARTMENT OF HUMAN RESOURCES
DIAC  DEPARTMENT OF IMMIGRATION AND CITIZENSHIP
DIISTE  DEPARTMENT OF INDUSTRY, INNOVATION, SCIENCE, RESEARCH, AND TERTIARY EDUCATION
DOB  DEPARTMENT OF BUSINESS NORTHERN TERRITORY
ECREC  ENTERPRISE CONNECT REMOTE ENTERPRISE CENTRE
ILC  INDIGENOUS LAND CORPORATION
ITEP  INDIGENOUS TOURISM EMPLOYMENT PROGRAM
LSWG  NATIONAL LABOUR AND SKILLS WORKING GROUP
NT  NORTHERN TERRITORY
NTCC  NORTHERN TERRITORY CHAMBER OF COMMERCE
TEP  TOURISM EMPLOYMENT PLAN
TICA  TOURISM INDUSTRY CAREERS ASSOCIATION
TCA  TOURISM CENTRAL AUSTRALIA
VETIS  VOCATIONAL EDUCATION AND TRAINING IN SCHOOLS
WHM  WORKING HOLIDAY MAKER (VISA)

Disclaimer

This document should be considered as a draft guide for consideration, input and refinement from industry. The information provided in this report is made on the basis of information available at the time of preparation and the Department of Business accepts no liability for decisions made or the information provided in this report.
Dear Tourism Industry and Employment Partners,

I’m pleased to provide you with the most current guide to the programs and support initiatives available to the tourism, events and hospitality sector.

This list of over 60 programs and initiatives from over 15 Commonwealth, Territory, and Local Governments, Industry Associations and private providers. With such an extensive list, it needs to be broken down in a few different ways, we suggest you find the programs that are right for you using three simple steps:

1. Are you in tourism or hospitality? What skill levels are the jobs you are looking for support in?
2. Are you trying to recruit, retain, up-skill or develop the staff?
3. What programs are right for you?

Remember that if you need help don’t hesitate to call any of the key contacts in the front of the guide. Let’s make the Red Centre the region of choice for careers in tourism, events and hospitality.

Anita Meyer & Kathy Graham

Co-Chairs
Red Centre Tourism Employment Plan
Interagency Network

April 2013
WHO’S HERE TO HELP
WHO IS HERE TO HELP?

CHARTTES Training Advisory Council

CHARTTES is keen to support the needs of Hospitality and Tourism Operators in Alice Springs. Partnering with Chamber of Commerce and utilising Productivity Places Program (PPP) funding, a program has been put together where supervisors, team leaders and managers from various Hospitality and Tourism Operations in Alice Springs are on the way to completing a Certificate IV in Frontline Management.


Department of Business (DOB) - Regional Office

The Department of Business' primary responsibilities are to deliver business and industry development services, defence support, and employment and training.

The department works with business to develop and broaden the Northern Territory economic base. This includes the provision of strategic programs and activities to support business and industry development.

It is responsible for providing strategic labour market policy advice and forecasting to maximise employment opportunities for Territorians and meet industry needs.

Address: Workforce Growth NT / Skilled Migration
Department of Business NT
GPO Box 9800
Alice Springs NT 0871
Telephone: 08 8951 8528
Fax: 08 8951 8533
Email: Senior Project Officer: Trish Berard – trish.berard@nt.gov.au
www.nt.gov.au/dob/employment

Department of Education, Employment and Workplace Relations (DEEWR) – Regional Office

The Department of Education, Employment and Workplace Relations is the lead government agency providing national leadership in education and workplace training, transition to work and conditions and values in the workplace.

DEEWR brings together people and services to support the Australian Government’s agenda on education, employment and workplace relations. The department develops and implements policies and programs to shape Australia now and in the future. This includes access to early childhood care and development; quality early childhood and school education; increased employment and participation; safe workplaces and an inclusive society. Everyone in DEEWR is working towards our vision - a productive and inclusive Australia.

Darwin (Territory Office)
2nd and 3rd Floor Jacana House, 39-41 Woods Street, DARWIN NT 0800
PO Box 9880 Darwin NT 0801
Phone: 1-DEEWR (133 397)

Alice Springs
Suite 2.01, 36 Todd Mall, ALICE SPRINGS NT 0871
PO Box 252, Alice Springs NT 0871
Phone: 1-DEEWR (133 397)


DIAC Regional Outreach Officers

The Regional Outreach Officer network plays a pivotal role in supporting regional migration and ensuring that regional Australia capitalises on the potential benefits from skilled migration.

The Regional Outreach Officer network plays a pivotal role in supporting regional migration and ensuring that regional Australia capitalises on the potential benefits from skilled migration.
WHO IS HERE TO HELP?

**DIAC Regional Outreach Officers (Con’t)**

The Regional Outreach Officer network is playing a key role in helping regional Australia respond to its skilled employment needs. Many regional areas have critical skill shortages and need skilled workers to fill job vacancies. Regional Outreach Officers are providing information on state, territory and regional migration initiatives that are designed to help deliver young, English-speaking, skilled migrants to regional areas. They are liaising with state and local governments and regional employers to raise awareness of regional migration initiatives and provide information on how these initiatives work.

Regional Outreach Officers are available to assist regional employers, state/territory governments and regional authorities to determine the most appropriate regional migration solution.

*Contact:*
Edwina Blenkinsop,
Regional Outreach Officer Northern Territory
Department of Immigration and Citizenship
Telephone: (08) 8901 6126
Email: outreach.nt@immi.gov.au

**Group Training Northern Territory**

GTNT is the largest employer of Apprentices and Trainees in the Northern Territory. The Company also has a range of tailored training support arrangements in place with major Northern Territory employers in the private and public sectors.

GTNT recruits quality Apprentices and Trainees and places them with host employers providing an extensive mentor support service to maximise the potential of each new Apprentice and Trainee. Tailored Apprenticeship and Traineeship training support services for large and small employers are a feature of GTNT.

GTNT manages the training of the Northern Territory Government Trainees and a range of other training assignments, specialising in Business Administration, Information technology and Retail sectors.

**GTNT – Alice Springs**
19 Hartley Street, Alice Springs,
Phone 08 89532622
Email: gtnt@gtnt.com.au

**Service Skills Australia**

Service Skills Australia (SSA) is a not-for-profit, independent organisation. They are one of 11 industry skills councils funded by the Australian Government to support skills development.

SSA represent a range of industry sectors, including retail and wholesale, sport, fitness, community recreation, outdoor recreation, travel, tours, meetings and events, accommodation, restaurants and catering, caravans, hairdressing, beauty, floristry, community pharmacy and funeral services.

SSA is a comprehensive source of expert, independent advice for industry, training organisations and employees, students and jobseekers about skills development in the service industries.

Level 10, 171 Clarence Street
SYDNEY NSW 2000
Phone: 02 8243 1200
Email: info@serviceskills.com.au
Enterprise Connect Remote Enterprise Centre

Enterprise Connect Remote Enterprise Centre is part of the Department of Industry, Innovation, Science, Research and Tertiary Education and connects businesses with the knowledge, tools and expertise necessary to improve productivity, increase competitiveness and fully capitalise on business growth potential. Services are delivered through a network of state-based Manufacturing Centres and five specialist Innovation Centres strategically positioned around the country, including the Remote Enterprise Centre in Alice Springs. It is staffed by teams of highly skilled and experienced Business Advisers who will come to your business regardless of where you are located and work with you to deliver a customised Business Review free of charge.

Centre Director: Brenda Elferink
Email: RemoteEnterpriseCentre@innovation.gov.au

Tourism NT

Tourism NT has been established as a commission by the Northern Territory Government under the Tourism NT Act 2012. Tourism NT is responsible for marketing and influencing the development of the Northern Territory as a competitive visitor destination for the continuing benefit of Territorians.

Under the Tourism NT Act 2012, the functions of Tourism NT are:
• Market the Territory as a desirable visitor destination.
• Facilitate the sustainable growth of the tourism industry in the Territory.

Tourism NT works with the following main partners and stakeholders to achieve these outcomes:
• The tourism industry to market the Territory interstate and overseas as a visitor destination and to facilitate appropriate tourism development.
• The travel industry to influence and coordinate partnerships with wholesalers and retail agents to facilitate distribution of the Territory's tourism product.
• The Northern Territory Government, through the Minister for Tourism and Major Events, by providing policy and other advice.
• The Tourism Board of Commissioners, on strategic issues facing the Northern Territory's tourism industry.

Alice Springs
67 North Stuart Highway
Alice Springs NT 0871
PO Box 2532
Alice Springs, NT 0871
Phone: 61 8 8951 8555
Registered Training Organisations

Registered training organisations (RTOs) are providers and assessors of nationally recognised training. Only RTOs can issue nationally recognised qualifications.

In order to become registered, training providers must meet the Australian Quality Training Framework 2007 (AQTF 2007) standards. This ensures the quality of Vocational Education and Training (VET) services throughout Australia.

Training organisation register to provide nationally recognised training with its relevant state or territory registration authority.

To ensure an RTO continues to deliver quality training or assessment, its registration must be renewed with the relevant state or territory registering authority at least every five years. The registering authority can audit the RTO at any time during its period of registration.

RTOs include TAFE colleges and institutes, adult and community education providers, private providers, community organisations, schools, higher education institutions, commercial and enterprise training providers, industry bodies, and other organisations that meet registration requirements.

More information on Australia’s RTOs can be found on http://www.asqa.gov.au/about-vet/about-rtos/about-rtos.html

Chamber of Commerce NT – Training

The Chamber is a Registered Training Organisation (RTO) with accreditation under the Australian Quality Training Framework (AQTF) and registered for the provision of training delivery, assessment and the issuance of nationally recognised Qualifications and Statements of Attainment. Training Services deliver quality products and services and has a reputation in the business community for providing quality training with value for money. Our emphasis is always on practical, relevant and effective skills and knowledge development. The Chamber’s highly experienced facilitators and consultants all have extensive, practical and hands-on experience in their field of expertise.

On site training services are offered to groups of employees/managers and courses can be tailor made. Where specific industry skills training is required that is beyond the training scope of the Chamber, an outside consultant/trainer can be organised.

Training Manager - Gail Dickin
Phone: 08 8927 0766
Email: g.dickin@chambernt.com.au

Restaurant and Catering Australia

Restaurant & Catering is the national association that leads and represents the interests of restaurants and catering businesses in Australia. In addition to actively pursuing national issues and projects of relevance to its members, R&C is committed to ensuring that the industry is recognised as one of excellence, professionalism, profitability and sustainability within its broader social and economic contribution. This includes promoting and advocating the value of the restaurant experience to the public.

PO Box 121
SURRY HILLS
NSW 2010

Phone: 1300 722 878
http://www.restaurantcater.asn.au/

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PO Box 121
SURRY HILLS
NSW 2010

Phone: 1300 722 878
http://www.restaurantcater.asn.au/
HOW TO USE THE GUIDE
2. HOW TO USE THE GUIDE

This Guide To Employment Programs in the Red Centre is a user friendly means for employers to identify and learn more about the range of employment programs available to assist them in the attraction, recruitment, retention and the skill development of workers.

The Guide enables employers to identify the tourism and hospitality programs available that specifically match their workforce needs. This is achieved through a user friendly matrix of employment programs which enables employers to guide themselves to the most applicable programs depending on the occupations they seek advice on and the advice that they seek.

The following pages provide a step by step guide for employers on how to use this resource.

*The Guide is updated quarterly to ensure the programs detailed remain current.*
**STEP 1. FINDING YOUR OCCUPATION**

1: Identify the sector that you are having your workforce challenges in (in this example the hospitality Sector) and identify the specific tourism and hospitality occupation that you are looking to either attract, recruit, retain staff in or develop potential new workers in (for example, in the occupation of Gaming Manager).

<table>
<thead>
<tr>
<th>SKILL LEVEL</th>
<th>TOURISM</th>
<th>HOSPITALITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Tour Wholesaling Officer</td>
<td>Cafe or Restaurant Managers (Restaurateur, Food &amp; Beverage Manager)</td>
</tr>
<tr>
<td></td>
<td>Park Ranger</td>
<td>Caravan Park and Camping Ground Manager</td>
</tr>
<tr>
<td></td>
<td>Amusement Centre Manager</td>
<td>Chefs (Executive, Commis, Chef de Partie, Sous or Catering Manager)</td>
</tr>
<tr>
<td></td>
<td>Regional Area Tourism Manager (Project Coordinator)</td>
<td>Hotel or Motel Managers (Duty Manager)</td>
</tr>
<tr>
<td></td>
<td>Travel Agency Managers</td>
<td>Licenced Club Managers (Duty Manager)</td>
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<tr>
<td></td>
<td>Conference and Event Organisers</td>
<td>B &amp; B Operators</td>
</tr>
<tr>
<td></td>
<td>Meeting, Events and Conference Assistant</td>
<td>Resort Manager (General Manager)</td>
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<tr>
<td></td>
<td></td>
<td>Gaming Manager</td>
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<td></td>
<td></td>
<td>Hostel Manager</td>
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<td></td>
<td></td>
<td>Other Managers (e.g. Accommodation and Hospitality Manager, Facilities Manager)</td>
</tr>
</tbody>
</table>

2: Selecting this occupation will also determine which skill level the position falls within (in the case of Gaming Manager, this is skills level 2).
## 4. JOBS REFERENCE

<table>
<thead>
<tr>
<th>TOURISM</th>
<th>HOSPITALITY</th>
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<tbody>
<tr>
<td><strong>SKILL LEVEL</strong></td>
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<td>Tour Wholesaling Officer</td>
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<td>Amusement Centre Manager</td>
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<td>Regional Area Tourism Manager (Project Coordinator)</td>
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<td></td>
<td>Travel Agency Managers</td>
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<td></td>
<td>Conference and Event Organisers</td>
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<td>Meeting, Events and Conference Assistant</td>
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<td></td>
<td>Tourist Information Officers</td>
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<td>Charter and Tour Bus Driver</td>
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<td>Deck hand (Marine Tourism)</td>
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<td></td>
<td>Tour Information Centre Manager</td>
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<td>Travel Consultants</td>
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<td>Gallery or Museum Guides</td>
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<td>Tour Guides</td>
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<td>Outdoor Adventure Guides</td>
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<td>3</td>
<td>Ticket Sales Officer (Sales Reservation Officer)</td>
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<td>Booking agent (Reservations Clerk)</td>
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### Step 2. Finding Your Suitable Programs

#### 3: Use the Skill Levels to find the programs applicable to the occupation (for example, *Gaming Manager* is Skills Level 2). *This Skill Level has been determined in Step 2.*

#### 4: Use the Tourism and Hospitality division to further refine your search amongst the programs. For example, *Gaming Manager* is a hospitality occupation. *This has been determined as part of Step 1.*

<table>
<thead>
<tr>
<th>ATTRACTION PROGRAMS</th>
<th>1: Skills1ne (Private)</th>
<th>2: MyFuture (DEEWR)</th>
<th>3: Travel Industry Career Association (TICA)</th>
<th>4: School Business Community Partnerships Brokers Program (DEEWR)</th>
<th>5: VETIS (CDU)</th>
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<tbody>
<tr>
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<td>x</td>
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<td>✓</td>
</tr>
</tbody>
</table>

#### 5: Use the HR Cycle blocks depending on whether you are seeking to attract workers, recruit workers, retain workers or develop the skills of potential workers. In this example we have looked to attract workers.

#### 6: The ticks in the column represent the programs which will assist you in the occupation that you require assistance with. This can be done for each of the HR Cycles. For example, the Territory Workers Database (program number 12 on the list) can assist you to attract *Gaming Managers*.
STEP 3. CHECKING YOUR ELIGIBILITY

7. Find more information about your programs (including website details) on the following pages, with each program matched next to the number it appears with on the grid over the page.

6. PROGRAMS

1. Skills1ne
Skills1ne is a multi new media platform that inspires young people, career counsellors, and parents to develop positive attitudes to trades and skills. The website offers a series of videos that provides real-life examples showing opportunities in the hospitality and tourism industry. The new media platform provides portals for trainees and apprentices to share their story and communicate with others about their success. The online portal also offers career information, trends, scholarships, and job seeking services. http://www.skillsone.com.au/
Agency: Private

2. MyFuture
MyFuture is a website that provides information about career planning, education and training options for Australian jobs. The website provides a “My Guide” that is a personalised career exploration service where a student can do activities to build a career profile, explore career ideas, consider career options and develop a career plan. http://www.myfuture.edu.au/
Agency: Department of Education, Employment and Workplace Relations

3. Travel Industry Career Association
TICA is an Australian not-for-profit organisation designed to promote travel industry careers and provide support to both people in the industry and people who would like to become part of the industry. http://www.travelindustrycareers.org/
Agency: Travel Industry Careers Association

4. The School Business Community Partnership Brokers
The School Business Community Partnership Brokers (Partnership Brokers) program is focused on building partnerships to support young people to attain Year 12 or equivalent qualifications and reach their full educational and social potential. Partnership Brokers assist key stakeholders to enter into partnership arrangements that will enrich the learning experience for young people leading to improved levels of participation, engagement and attainment. Partnership Brokers work with key stakeholders to identify the needs of their region, help partners to agree on how they can work together towards a common purpose, and support partnerships to achieve their goals. http://www.deewr.gov.au/Youth/YouthAttainmentandTransitions/Pages/SBCPB.aspx
Agency: Department of Education, Employment and Workplace Relations
## 5. PROGRAM GUIDE

### ATTRACTION PROGRAMS

<table>
<thead>
<tr>
<th>Program</th>
<th>Agency</th>
<th>Skill Level (ANZSCO Code)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Northern Territory Schools Industry Academy</td>
<td>DECF</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>2. MyFuture</td>
<td>DEEWR</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>3. School Business Community Partnerships Brokers Program</td>
<td>DEEWR</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>4. Skilled Worker Attraction Program (Expo)</td>
<td>DOB</td>
<td>x x x x x x x</td>
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<tr>
<td>5. Discover Tourism</td>
<td>NTA</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>6. Discover Your Career</td>
<td>Private</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>7. Skills1ne</td>
<td>RCA</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>8. Discover Hospitality</td>
<td>NTA</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>9. Travel Industry Career Association</td>
<td>TICA</td>
<td>x x x x x x x</td>
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</tbody>
</table>

### RECRUITMENT PROGRAMS

<table>
<thead>
<tr>
<th>Program</th>
<th>Agency</th>
<th>Skill Level (ANZSCO Code)</th>
</tr>
</thead>
<tbody>
<tr>
<td>10. Australian Job Search</td>
<td>DEEWR</td>
<td>x x x x x x x</td>
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<tr>
<td>11. Employer Nomination Scheme (subclass186) visa – ENS</td>
<td>DEEWR</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>12. Labour Agreements</td>
<td>DEEWR</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>13. Occupational Trainee (subclass 442) visa* (DIAC)</td>
<td>DIAC</td>
<td>x x x x x x x</td>
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<tr>
<td>14. Regional Sponsored Migration Scheme (subclass 187) – RSMs</td>
<td>DIAC</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>15. Seasonal Worker Program (subclass 416) visa</td>
<td>DIAC</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>16. Skilled – Graduate - Temporary (Subclass 485) visa</td>
<td>DIAC</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>17. Skilled – Regional Sponsored - Provisional (subclass 489) visa</td>
<td>DIAC</td>
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</tr>
<tr>
<td>18. Special Category (subclass 444) visa for New Zealand citizens</td>
<td>DIAC</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>19. Student Visa</td>
<td>DIAC</td>
<td>x x x x x x x</td>
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<tr>
<td>20. Subclass 457 – Business (Long Stay) Visa</td>
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<tr>
<td>21. Work and Holiday (subclass 462) visa</td>
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<tr>
<td>22. Working Holiday (subclass 417) visa</td>
<td>DIAC</td>
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<tr>
<td>23. Jobs Portal</td>
<td>DOB</td>
<td>x x x x x x x</td>
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<tr>
<td>24. Territory Worker Database</td>
<td>DOB</td>
<td>x x x x x x x</td>
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<tr>
<td>25. Alice Career Connections</td>
<td>NTCC DET</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>26. Across Industry Recruitment Resource tools</td>
<td>Private</td>
<td>x x x x x x x</td>
</tr>
</tbody>
</table>

### SKILLS DEVELOPMENT PROGRAMS

<table>
<thead>
<tr>
<th>Program</th>
<th>Agency</th>
<th>Skill Level (ANZSCO Code)</th>
</tr>
</thead>
<tbody>
<tr>
<td>27. Uluru Tour Guide Accreditation</td>
<td>CDU</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>28. VETIS</td>
<td>CDU</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>29. Accelerated Australian Apprenticeships Initiative</td>
<td>DEEWR</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>30. Australian Apprenticeships Pathway</td>
<td>DEEWR</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>31. Experience+ More Help for Mature Age Workers</td>
<td>DEEWR</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>32. MySkills</td>
<td>DEEWR</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>33. Traineeships – Hospitality</td>
<td>DEEWR</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>34. Traineeships – Tourism</td>
<td>DEEWR</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>35. Indigenous Workforce Participation Initiatives Program</td>
<td>DOB</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>36. Pre employment Programs</td>
<td>DOB</td>
<td>x x x x x x x</td>
</tr>
<tr>
<td>37. National Indigenous Training Academy</td>
<td>ILC</td>
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### UPSKILLING EXISTING WORKER PROGRAMS

<table>
<thead>
<tr>
<th>Program/Programme</th>
<th>Agency</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
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<tr>
<td>Industry Association Training</td>
<td>ASSOCs</td>
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<td>✓</td>
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<td>VET Programs</td>
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<td>✓</td>
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<td>✓</td>
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<td>✓</td>
<td>✓</td>
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<td>Australian Government Small Business Advisory Service</td>
<td>DIISTCE</td>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Business Upskills</td>
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<tr>
<td>Industry Build Skills Program</td>
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<td></td>
<td></td>
<td>x</td>
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<td>October Business Month</td>
<td></td>
<td>✓</td>
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<td>SkillsBoost</td>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Tourism Specific Training Programs (China Ready, online Ready)</td>
<td>TNT, TCA</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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### BUSINESS SUPPORT PROGRAMS

<table>
<thead>
<tr>
<th>Program/Programme</th>
<th>Agency</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
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<tbody>
<tr>
<td>Desert Guides</td>
<td>CDU</td>
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<td>Digital Enterprise Program</td>
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<td>✓</td>
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<td>✓</td>
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<tr>
<td>Satellite Phone Subsidy Program</td>
<td></td>
<td>✓</td>
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<tr>
<td>Supporting Small Business Skill to Grow the Economy</td>
<td>DEEWR</td>
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<td>✓</td>
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<td>Workplace Language and Literacy Program</td>
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<tr>
<td>Small Business Superannuation Clearing House</td>
<td>DHR</td>
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<td>✓</td>
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<td>Business Technology Solutions Program</td>
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<td>Business Employment Solutions Program</td>
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<td>Priority Sector Workforce Plans</td>
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<td>Small Business Support</td>
<td>DOB</td>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>x</td>
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<tr>
<td>Territory Business Growth Program</td>
<td></td>
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<td>✓</td>
<td>✓</td>
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<tr>
<td>Tourism Business Development Client Management Program</td>
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<td>✓</td>
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<tr>
<td>Your Workforce</td>
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<td>✓</td>
<td>✓</td>
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<tr>
<td>Enterprise Connect Business Review Program</td>
<td>ECREC</td>
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<td>✓</td>
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<tr>
<td>Workforce Futures</td>
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<tr>
<td>Tourism e-kit</td>
<td>TNT</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>x</td>
<td>x</td>
</tr>
</tbody>
</table>
THE PROGRAM GUIDE
6. PROGRAMS

1. Northern Territory Schools Industry Academy
   Virtual Academy in partnership with schools and business to strengthen VET in schools including increasing online VET program delivery to improve VET pathways, particularly across regional and remote areas.
   [Link](http://www.dob.nt.gov.au/Employment/workforce-development/emp-strategy/Pages/default.aspx)
   
   **Agency:** Department of Education, Children and Families

2. MyFuture
   MyFuture is a website that provides information about career planning, education and training options for Australian jobs. The website provides a “My Guide” that is a personalised career exploration service where a student can do activities to build a career profile, explore career ideas, consider career options and develop a career plan.
   [Link](http://www.myfuture.edu.au/)
   
   **Agency:** Department of Education, Employment and Workplace Relations

3. The School Business Community Partnership Brokers
   The School Business Community Partnership Brokers (Partnership Brokers) program is focused on building partnerships to support young people to attain Year 12 or equivalent qualifications and reach their full educational and social potential.
   [Link](http://www.deewr.gov.au/Youth/YouthAttainmentandTransitions/Pages/SBCPB.aspx)
   
   **Agency:** Department of Education, Employment and Workplace Relations

4. Worker Attraction Program
   The Territory Government delivers an annual skilled worker attraction program, nationally and internationally, to raise the profile of Territory jobs and the great Territory lifestyle. The Territory Government advertises in the NT News and regional papers ahead of travelling to interstate and overseas job expos. This provides local employers with an opportunity to get involved. Territory business and industry representatives are welcome to travel to any of these job expos with the Territory Government as part of a ‘Team NT’ approach to attracting skilled workers.
   [Link](http://www.nt.gov.au/dbe/Employment/Pages/skilled-worker.aspx)
   
   **Agency:** Department of Business
5. Discover Tourism
The site aims to target labour and skills issues within tourism. The portal aims to fill the gap between existing private sector, industry and government career information providers, and provide to the Australian workforce a better alignment of information to provide a one-stop-shop coordinated industry and government approach for employers and employees in the tourism industry.


Agency: National Tourism Alliance

6. Discover Your Career
Linked to the Discover Tourism and Discover Hospitality sites, Discover Your Career includes a dynamic blog that enables two-way conversations between career experts and the employment market and includes video, audio and text content and links to social media channels. The site also includes a responsive online Advice Line – with assigned industry experts manning the blog to answer career, training and industry queries.

www.tourismalliance.org/discover-your-career/

Agency: National Tourism Alliance

7. Skills1ne
Skills1ne is a multi new media platform that inspires young people, career counsellors and parents to develop positive attitudes to trades and skills. The website offers series of videos that provides real-life examples showing opportunities in the hospitality and tourism industry. The new media platform provides portals for trainees and apprentices to share their story and communicate with others about their successes. The online portal also offers career information, trends, scholarships and job seeking services.


Agency: Private

8. Discover Hospitality
The site aims to target labour and skills issues within hospitality. The portal aims to fill the gap between existing private sector, industry and government career information providers, and provide to the Australian workforce a better alignment of information to provide a one-stop-shop coordinated industry and government approach for employers and employees in the hospitality industry.

www.discoverhospitality.com/

Agency: Restaurant and Catering Australia

9. Travel Industry Career Association
TICA is an Australian not-for-profit organisation designed to promote travel industry careers and provide support to both people in the industry, and people that would like to become part of the industry.

http://www.travelindustrycareers.org/

Agency: Travel Industry Careers Association

10. Australian Job Search
This website is a free resource that can be used to advertise vacancies nationally.


Agency: Department of Education, Employment and Workplace Relations

11. Employer Nomination Scheme (Subclass186) Visa - ENS*
This visa is for skilled workers from outside Australia or skilled temporary residents who live and work in Australia. Employers can take advantage of these visas to fill any skilled vacancies in their business.


Agency: Department of Immigration and Citizenship

12. Labour Agreements
Labour Agreements are formal arrangements between an employer and the Commonwealth which allows for the recruitment of an agreed number of overseas skilled workers. Both temporary and permanent visas can be granted under the agreement. Agreements are generally effective for two to three years.


Agency: Department of Immigration and Citizenship
13. Occupational Trainee (Subclass 442) Visa
This visa is for people from outside Australia who want to improve their occupational skills through training with an Australian organisation or government agency. This provides an opportunity for businesses in the Red Centre to demonstrate their unique operations to a young enthusiastic audience.
http://www.immi.gov.au/students/sponsored/otv/
Agency: Department of Immigration and Citizenship

14. Regional Sponsored Migration Scheme (Subclass 187) - RSMS*
This visa is for skilled workers from outside Australia or skilled temporary residents who live and work in regional Australia. This visa is for people who want to live and work in regional Australia which makes this a suitable resource for employers to find skilled workers in the Red Centre.
Agency: Department of Immigration and Citizenship

15. Seasonal Worker Program (Subclass 416) Visa
Hotels, motels, serviced apartments and other tourism accommodation providers across the Northern Territory are able to employ seasonal labour from Pacific countries from 1 July 2012 under a three year trial. Under the trial, seasonal workers can be employed as bar attendants, baristas, food and beverage attendants/waiters, cafe workers, garden labourers, housekeepers, kitchen hands and public area cleaners. For more information http://deewr.gov.au/accommodation-trial-seasonal-worker-program/
Agency: Department of Immigration and Citizenship

16. Skilled – Graduate - Temporary (Subclass 485) Visa
This visa allows overseas students who do not meet the criteria for a permanent General Skilled Migration visa to remain in Australia for 18 months to gain skilled work experience or improve their English language skills. This provides an opportunity for businesses in the Red Centre to advertise their unique work opportunities to a young enthusiastic audience.
Agency: Department of Immigration and Citizenship

17. Skilled – Regional Sponsored - Provisional (Subclass 489) Visa
This points-based visa is for skilled workers who are nominated by a state or territory or sponsored by an eligible relative living in a designated area in Australia. The visa is valid for four years, and a visa holder must live and work in a specified regional area. Businesses can take advantage of their current employee connections to fill skilled vacancies.
Agency: Department of Immigration and Citizenship

18. Special Category (Subclass 444) visa for New Zealand Citizens
The Special Category (Subclass 444) Visa is a temporary visa automatically granted to New Zealand citizens who arrive in Australia who do not hold a permanent visa. This visa allows eligible people to live and work in Australia for a period of up to five (5) years.
Agency: Department of Immigration and Citizenship
19. Student Visas
These selection of visas give opportunity for students overseas to come to Australia to study. A few of these visas also allow students to work allowing for businesses to take advantage and advertise their vacancies at local education facilities.
http://www.immi.gov.au/students/students/chooser/
Agency: Department of Immigration and Citizenship

20. Subclass 457 – Business (Long Stay) Visa
The subclass 457 visa is for skilled workers from outside Australia who have been sponsored and nominated by a business to work in Australia on a temporary basis. A business can sponsor a skilled worker if they cannot find an appropriately skilled Australian citizen or permanent resident to fill a skilled position.
Agency: Department of Immigration and Citizenship

21. Work and Holiday (Subclass 462) Visa
Similar to the (Subclass 417) Visa, The Work and Holiday (Subclass 462) Visa is designed to encourage cultural exchange and closer ties between arrangement countries. Businesses can take advantage of these short-term travellers by advertising some of their vacancies at local backpackers and hostels. This visa is for people from Argentina, Bangladesh, Chile, Indonesia, Malaysia, Thailand, Turkey, the USA and Uruguay.
Agency: Department of Immigration and Citizenship

22. Working Holiday (Subclass 417) Visa
The Working Holiday maker program encourages cultural exchange and closer ties between arrangement countries by allowing young people, between the age of 18 to 30 years, to have an extended holiday supplemented by short term employment. Visa holders are able to work in Australia for up to 6 months with each employer. There are two visa options - Working Holiday (Subclass 417) and Work and Holiday (Subclass 462), each with different eligibility terms and conditions. For more information:
Agency: Department of Immigration and Citizenship

23. Jobs Portal
The Northern Territory Jobs Portal is an online destination for organisations seeking to recruit staff and for individuals looking to find work in the Northern Territory.
Agency: Department of Business

24. Territory Worker Database
The Territory Worker Database is a database for businesses who can’t fill vacancies locally. Local employers and recruitment agencies can register to access the database to find workers that match their job vacancies. The Territory Worker Database is kept current and is a secure way for employers to make contact with potential workers. On average more than 300 candidates join the database each month.
Agency: Department of Business

25. Alice Career Connections
Alice Career Connections aims to strengthen links between young people and local business by raising young people’s awareness of the broad range of career opportunities on offer in Central Australia. Local Employers face challenges in filling their vacancies as young job seekers may not be aware of the career pathways offered within their organisation. We aim to raise student awareness by having students meet with employers to profile their business for this website. All data is collected for local students by local students.
http://www.alicecareerconnections.com
Agency: Chamber of Commerce NT, NT Department of Education (DET)

26. Across Industry Recruitment Resource Tool
There are a variety of recruitment resource tools businesses can use to advertise vacancies.
Agency: Private
27. **Uluru – Kata Tjuta Tour Guide Accreditation**

It is a requirement for all commercial tour operators that any guides leading tours within Uluru-Kata Tjuta National Park have successfully completed an entry level course providing tour guides with essential knowledge about Uluru-Kata Tjuta. Tour guides will enrol in the unit, SITTGDE008A Research And Share General Information On Australian Indigenous Cultures as part of the course SIT 10107 Certificate I in Tourism (Australian Indigenous Culture), SIT30507 Certificate III in Tourism (Guiding) and SIT 40107 Certificate IV in Tourism (Guiding).

http://learnline.cdu.edu.au/tourism/uluru/

*Agency: Charles Darwin University*

28. **VETiS (CDU)**

Charles Darwin University, Alice Springs campus, offer VET programs in Tourism and Hospitality that will enable your organisation to link up with CDU VET graduates to fill vacancies within your organisation. VET in Schools (VETiS) is a chance for secondary school students to develop employability skills while receiving their secondary education. Not only can VET support students in becoming 'work ready', it also allows them to experience a variety of professions while they continue to attend secondary school.


*Agency: Charles Darwin University*

29. **Accelerated Australian Apprenticeships Initiative**

The overarching aim of the Accelerated Australian Apprenticeships initiative is to support a systemic shift to competency-based progression and completion in vocational education and training with a focus on Australian Apprenticeships. The initiative aims to achieve this by supporting industry to develop and implement innovative strategies that embed and further the reach of competency-based progression.


*Agency: Department of Education, Employment and Workplace Relations*

30. **Australian Apprenticeships Pathway**

The Australian Government has introduced a number of initiatives to help ease the financial difficulties Australian Apprentices experience in the early years of their Australian Apprenticeship, particularly in trades experiencing a skills shortage. These initiatives provide financial support to Australian Apprentices through the Australian Apprenticeships Incentives Program.


*Agency: Department of Immigration and Citizenship*

31. **Experience + More Help for Mature Age Workers**

Investing in Experience (Skills Recognition & Training) (IIE-SRT) is an Australian Government program commencing on 1 July 2012. It is designed to provide an opportunity for mature age workers to have their current capabilities recognised and to receive training to fill any knowledge or skills gaps. They can then obtain a nationally recognised qualification at the Certificate III to Advanced Diploma level.

Under the IIE–SRT program, employers can apply for grants of up to $4,400 (incl. GST) to assist their mature age workers to undertake a skills assessment and obtain gap training if the skills assessment identifies a need. Where mature age workers already have formal qualifications at the Certificate III or above level, they may be eligible to receive further funding to complete an approved Skill Set from within a Nationally Endorsed Training Package.


*Agency: Department of Education, Employment and Workplace Relations*
32. MySkills
MySkills is an easy to use career and skills manager for your manufacturing, engineering and automotive career. It includes career planning tools and a handy resume generator. Best of all, these services are totally free to use!
MySkills safely stores your personal profile, skills, work history, and important work contacts and web links. It maintains your current resume online, which is accessible whenever you want it, and can automatically update your profile from your current employer as you develop in your present role.
https://www.myskills.net.au/
Agency: Department of Education, Employment and Workplace Relations

33. Traineeships Hospitality
Traineeships developed by the organisation and promoted nationally could be used to attract workers to tourism and hospitality jobs in the regions. Organisations considering developing a traineeship programs could apply for funding under the National Workforce Development Fund to support this activity.
Agency: Department of Industry, Innovation, Science, Research, and Tertiary Education (NWDF)
www.australianapprenticeships.gov.au

34. Traineeships Tourism
Traineeships developed by the organisation and promoted nationally could be used to attract workers to tourism and hospitality jobs in the regions. Organisations considering developing a traineeship programs could apply for funding under the National Workforce Development Fund to support this activity.
Agency: Department of Industry, Innovation, Science, Research, and Tertiary Education (NWDF)
www.australianapprenticeships.gov.au

35. Indigenous Workforce Participation Initiatives Program
The Indigenous Workforce Participation Initiatives Program (the program) is funded by the Northern Territory Government. It is a Territory wide grants program. The Program’s objectives are to increase workforce participation outcomes for Indigenous Territorians by assisting industry and business, including the not-for-profit sector, to plan and establish practices and systems to engage and expand the number and skills of Indigenous Territorians in the workplace.
Agency: Department of Business

36. Pre-employment programs
Pre-employment programs aim to provide participants’ access to vocational education and training (VET) that cannot be funded through any other source. Pre-employment funding does not include wages for participants or capital equipment.
Pre-employment programs are generally short courses comprising skill sets identified by industry as essential for entry into the industry or occupation. Complete qualifications can be considered depending on the level of support and commitment by industry.

37. National Indigenous Training Academy *
The ILC has established the National Indigenous Training Academy established at Yulara. The academy provides accredited training programs that offer pathways for Indigenous people into sustainable employment at ARR and within the wider Australian tourism and hospitality industry. The academy will take on 50 Indigenous trainees in 2011-12 and 2012-13.
http://www.ilc.gov.au
Agency: Indigenous Land Corporation
38. Industry Association Training
There are a number of diverse industry associations linked, and available, to assist employers in the Red Centre with their human resource needs. These include:
• The Hotel, Motel and Accommodation Association: http://www.hmaa.com.au/
• Restaurant and Catering Association of Australia http://www.restaurantcater.asn.au
• Australian Tourism Export Council: https://www.atec.net.au/
Agency: Tourism Associations

39. VET Programs
Charles Darwin University, Alice Springs campus, offer VET programs in Tourism and Hospitality that will enable your organisation to link up with CDU VET graduates to fill vacancies within your organisation. The following Tourism and Hospitality programs are offered at CDU:
• Cert I to Cert IV in Hospitality - includes work experience
• Diploma of Hospitality - includes work experience
• Cert I in Tourism (Australian Indigenous Culture)
• Cert II to Cert IV in Tourism
• Diploma of Tourism
• Cert III & Cert IV in Tourism (Guiding)
http://www.cdu.edu.au/cduvet
Agency: Charles Darwin University

40. Australian Apprenticeships Mentoring Program
The Mentoring Program seeks to improve Australian Apprenticeship retention rates by supporting targeted mentoring and assistance to Australian Apprentices. The Mentoring Program is targeted at industries and occupations with current or emerging skills need and Australian Apprentices who may face barriers to participation (e.g. Indigenous Apprentices or Apprentices in remote locations). It is anticipated that Mentoring Projects will target support to the first year of training when Australian Apprentices are most at risk of withdrawing.
http://www.australianapprenticeships.gov.au/MentoringPackage/MentoringProgram.asp
Agency: Department of Education, Employment and Workplace Relations

41. Australian Government Small Business Advisory Services
The objective of the Small Business Advisory Services program is to maximise the innovation, sustainability, productivity and/or growth potential of the participating small businesses through access to low cost business advisory services. This program aims to achieve these objectives by improving the business and/or financial management skills of participating small businesses. Small businesses can access a range of advisory services, such as but not limited to:
• Loans and banking products
• Business planning
• Development of simple marketing plans
• Accessing legal and accounting services
• Leasing guidance
• Advice on government regulations
• Mentoring for business (one-on-one, group sessions and networking opportunities)
These small business advisory services are located in suburban, rural and regional Australia. In the 2012-13 Budget, the Government is providing a further $27.5 million to extend the program over four years, with ongoing funding thereafter. To find a small business advisory service near you visit:
Agency: Department of Industry, Innovation, Science, Research and Tertiary Education

42. Business Upskills
Business Upskills is a program of practical, hands-on and informative workshops facilitated by industry experts to help business owners develop and strengthen their businesses. Held around the Territory throughout the year, Business Upskills workshops also provide the business owner with valuable networking tools and access to further support programs as your business continues to grow. Business Upskills workshops cover topics such as:
• Marketing
• Staff and Your Responsibilities
• Planning for Business Growth
Agency: Department of Business
43. Industry Build Skills Program
The Industry Buildskills Program is a Northern Territory Government initiative to assist Territory employers to upskill or re-skill existing workers.

The Department of Business provides funding for accredited training and / or assessment to purchase specific industry training for existing workers.

The Industry Buildskills Program aims to reduce the effect of current and emerging skill shortages and increase the productivity of the Territory workforce.

The Industry Buildskills Program provides higher level qualifications or skill sets particularly in occupations or industry sectors that may be affected by changes in national codes of practice or amendments to legislation.


44. October Business Month
The program is hosted by the Department of Business and includes seminars on leadership, motivation, performing under pressure, work life balance, eco-sustainability and improving your bottom line, human resources attraction, recruitment and retention of staff, information technology social media marketing.

http://www.nt.gov.au/obm/AboutOBM/Pages/default.aspx
Agency: Department of Business

45. SkillsBoost
Skillsboost is the online training and blended learning division of Optimum Results. It provides a range of online training interventions designed to improve business performance. Their innovative solutions combine best practice training with new and evolving web technologies that allow them to provide cost effective training solutions for organisations of any size or maturity.

http://www.skillsboost.com/about/who_are_we.php
Agency: Private

46. Tourism Specific Training
Tourism NT and Tourism Central Australia both provide a series of industry events each year to assist members with business development opportunities:

Agency: Tourism NT and Tourism Central Australia

47. Desert Guides
Desert Guides is a guiding qualification recognising excellence and encouraging development of tour guiding in Australia’s desert regions – starting in the Red Centre. The Certificate III in Guiding covers basic skills for guiding in Australia. Desert Guides would package specific desert knowledge content with the Cert III. Content would include indigenous culture, eco systems, animals and habitats, flora, fire knowledge, advanced driving skills and can be taught by specialist organisations and individuals in the desert region, involving cross border and indigenous groups.

Agency: Charles Darwin University
*This program is not currently operating

48. Digital Enterprise Program
The Australian Government is providing $10 million in grant funding over three years from 2011–12 to establish a Digital Enterprise initiative that will help small-to-medium enterprises and not-for-profit organisations in 40 communities that benefit from the National Broadband Network (NBN) where work on the rollout has already commenced. The program provides training and advice to help participants learn how to use the NBN to diversify their operations by allowing them to improve their online presence, offer new products and services, expand their market, improve their competitiveness, and increase their means of communicating with customers and suppliers.

Agency: Department of Broadband, Communications and the Digital Economy
49. Satellite Phone Subsidy Program
The Satellite Phone Subsidy Scheme is an Australian Government initiative to help people living or working outside of terrestrial mobile phone coverage to purchase satellite mobile phones. Eligible consumers include individuals, small businesses, community groups, not-for-profit organisations, Indigenous corporations, emergency service organisations, health organisations and educational institutions.


Agency: Department of Broadband, Communications and the Digital Economy

50. Supporting small business skill to drive economic growth program
The Australian Government’s 2011-12 Building Australia’s Future Workforce package recognises that small business needs support to train and skill their workers, along with the right environment for workers to thrive. This will ensure small businesses are able to grow and contribute to the nation and their communities.

These packages build on existing assistance measures for small business by offering additional support for small business to obtain the skilled workers they need, incentives to improve employer participation and assist the very long term unemployed and people with disability to engage with the workforce.


Agency: Department of Education, Employment and Workplace Relations

51. Workplace Language and Literacy Program
The main aim of the WELL Program is to assist organisations to train workers in English language, literacy and numeracy skills. This funding is available on a competitive grants basis to organisations for English language and literacy training linked to job-related workplace training and is designed to help workers meet their current and future employment and training needs.

http://www.deewr.gov.au/Skills/Programs/LitandNum/WorkplaceEnglishLanguageandLiteracy/Pages/default.aspx

Agency: Department of Education, Employment and Workplace Relations

52. Small Business Superannuation Clearing House
The Australian Government is offering a free superannuation clearing house service to small businesses with less than 20 employees. This service is optional and is designed to reduce red tape and compliance costs associated with meeting your superannuation guarantee obligations.


Agency: Department of Human Resources

53. Business Technology Solutions Program
Business Technology Solutions Program offers assistance for:

- analysis and identification of the businesses technology utilised within and available to business
- identifying processes that are out-dated or overtasked which can be improved via technology solutions
- gap analysis on current technologies versus the businesses future needs
- identification, costing and comparison of relevant new technologies.


Agency: Department of Business
54. Business Employment Solutions Program
Business Employment Solutions Program aims to enhance the workforce retention and training by the development and implementation of policies and practices designed to assist with sustainable employment outcomes. This program will benefit by:
• attaining a solid understanding of the importance of their workforce; productivity, staff development, engagement, retention and training
• developing sound employment practices and frameworks to enhance responsible and sustainable outcomes
• identifying and address legislative or regulatory obligations
• creating workforce action plans.

Agency: Department of Business

55. Priority Sector Workforce Plans
Target priority areas are community services, tourism and the VET workforce. Work with these industry sectors to develop and implement evidence-based workforce development strategies.

Agency: Department of Business

56. Small Business Support
Free access to a specialist legal or accounting practitioner for two hours to increase business understanding in these areas.

Agency: Department of Business

57. Territory Business Growth Program
Territory Business Growth is a suite of innovative enterprise improvement programs providing Northern Territory businesses with funding assistance to engage qualified business improvement consultants. Assistance is available for business diagnostics and business planning including specific targeted planning as identified by the needs of the business for example Work Force Planning, Intergrated Management Systems (Quality Assurance, OH &S, Environment Management Plans), Marketing, Financial and Succession planning.

58. Tourism Business Development Client Management Program
This program assists tourism businesses enhance their products and services, increase their competitiveness by improving their knowledge, identifying potential partnerships and coordinating educational tools.
The officers work with tourism businesses to identify their needs and provide appropriate advice and assistance to access various business development programs.

59. Your Workforce – a guide for employers toolkit
Your Workforce: a guide for employers is designed to provide employers with a “how to” guide in workforce planning and development to effectively attract, recruit, develop and retain its workforce. The toolkit is broken up into six sections that contains useful information and hands-on resources such as templates, checklists and factsheets.
Employers will find practical tips and simple guidelines to follow on how to;
Plan your workforce aligned to your business needs
Forecast your future workforce needs - skills and number of employees
Attract new employees and recruit and select the right employees
Become a better leader and implement workplace practices to help you achieve your business goals.

Agency: Department of Business
60. Enterprise Connect Business Review program
The Business Review is a top to bottom analysis of a business, carried out on-site by highly skilled and experienced Business Advisers at no charge to the business. Applications for a Business Review can be made individually, or as a group of companies. Eligible tourism businesses are matched with an experienced Business Adviser who will work with people throughout various operational levels of the business to develop a thorough view of:
• Strengths and weaknesses of the business
• Strategic business issues
• Potential areas for improvement and
• Potential areas for growth
Businesses that receive a Business Review will be eligible to apply for the Tailored Advisory Service. Enterprise Connect will reimburse half the cost, up to a maximum of $20,000 excluding GST, of engaging a consultant to implement recommended business improvements. More detailed information regarding Enterprise Connect services, how to apply, eligibility criteria can be found at:
http://www.enterpriseconnect.gov.au
Agency: Enterprise Connect Remote Enterprise Centre

62. Tourism e-kit
The Tourism e-kit is a comprehensive online marketing program, specifically designed to enable tourism operators to immediately apply online marketing concepts to their business.
Agency: Tourism NT

61. Workforce Futures
The Tourism and Hospitality Industry are collaborating on a new initiative designed to improve the capacity and capability of the workforce. With funding from the Australian Government, the Program will be rolled out across Australia and will address key workforce development priorities for tourism and hospitality businesses. Through a national network of over 100 industry Skills Advisors, 2500 tourism and hospitality businesses will undertake a comprehensive business analysis leading to a Workforce Development Plan. This plan is the direct result of collaboration between the business and the industry Skills Advisor and it strategically responds to identified workforce issues impacting upon the business’s performance
Agency: Service Skills Australia