



WORKING IN HOSPITALITY AND TOURISM

The Pacific Australia Labour Mobility (PALM) scheme is the overarching identity for the Australian Government's Pacific labour mobility programs.

Through the PALM scheme, job seekers from 9 Pacific island countries and Timor-Leste can work in the Australian hospitality and tourism sector for a period of one to 4 years.

Hospitality and tourism in Australia

The hospitality and tourism sector in Australia employs workers in a range of roles to support accommodation, leisure activities and food and beverage service. Most jobs are in hotels, motels, resorts, cafes, restaurants, take-away shops and bars.

Workplaces could be:

- large scale resort-style facilities with a swimming pool, beach access, one or more restaurants, bars, cafés, room service and play areas for children. Guests typically include families from Australia as well as international guests
- **motel-style accommodation** in large regional areas that may have serviced rooms, apartments and a café or restaurant
- **small-scale cafés and restaurants** in regional areas that require kitchen and waiting staff.



HOSPITALITY & TOURISM

Working in hospitality and tourism is about more than just physical tasks. Customer service professionals need to be friendly, calm, good communicators and willing to solve problems. Working in hospitality and tourism, your priority is to ensure guests are happy and enjoy their experience.

Roles in hospitality and tourism

There are a range of low-skilled and semi-skilled roles available, including:

Cook – commis chefs

Kitchen steward

Food and beverage attendant

Waiter

Front desk receptionist

Maintenance worker, groundskeeper, gardening staff

Housekeeper

Laundry worker

Cleaner

Worker responsibilities

Worker responsibilities may include some or all of the below, depending on the role:

- assist senior chefs with food preparation and organisation
- maintain a clean and orderly kitchen by washing dishes, floors, sanitising surfaces, taking out rubbish, etc.
- prepare beverages and serve food for guests
- clean accommodation rooms, including making beds, cleaning bathrooms, floors, outdoor areas, removing rubbish, and restocking supplies
- ensure public areas are clean and tidy at all times
- ensure all maintenance and safety hazards are reported promptly to supervisors
- respond to guests' needs in a prompt and courteous manner
- work as a team to achieve excellent guest satisfaction and minimise guest complaints.



Personal skills and attributes

- be able and willing to perform physical work
- be adaptable, learn quickly and be able to multitask
- show initiative and skills in problem solving
- have a strong attention to detail and organisational skills
- be prepared to work in hot and cold kitchen environments
- have good communication skills for roles that interact with guests
- working English language skills for most roles, however some positions may require higher levels of both written and spoken English (e.g., front desk, waiters, guest services).



Qualifications

Certificate III in Commercial Cookery – for commis chefs

Certificate II and Certificate III in Hospitality – may be required for some roles

Certificate II in food safety may be required for some roles

Responsible Service of Alcohol (RSA) and RSG Certificates are required for bar staff



CONDITIONS FOR WORKERS

Wages

All PALM scheme workers have the same rights and protections as Australian workers. There are in-built systems to protect the welfare and wellbeing of PALM scheme workers.

Workers are employed under Australian legislation, this may be under a modern award or an enterprise agreement. Both of these outline minimum payments that must be made to all workers. This will be detailed in a worker's offer of employment.

Costs to work in Australia – deductions

The employer will pay most upfront costs for a worker, such as airfares, visa, pre-employment costs (e.g., vaccinations) and cash advances. These costs will need to be repaid to the employer through deductions from a worker's pay over a minimum of 12 weeks.

After these initial costs have been repaid, there will be some ongoing expenses that the employer will deduct from every pay. These may differ across Australia, between employers and perhaps even

among members of the same team, depending on the situation. Examples of ongoing deductions are: accommodation, health insurance, transport and household bills.

Working hours

Some workplaces (such as large hotels and resorts) operate 24 hours a day, 7 days a week.

Workers may be required to work shifts during the day, afternoon, evening or overnight. Work is generally 5 days per week, but may be more during peak tourist season and school holidays.

Workers will work a minimum 30 hours across each working week. For some roles such as kitchen work or food service, split shifts may be required, for example 4 hours in the morning, and then 4 hours in the afternoon or evening.

Leave & entitlements

Paid annual leave

Full-time workers: 4 weeks per year (20 working days).

Part-time workers: 4 weeks per

year (adjusted to part-time hours per week). Casual workers: none.

Paid sick leave

Full-time and part-time workers: 10 days per year. Casual workers: none.

Accommodation

The employer will find suitable accommodation for workers. This may include share housing, on-site accommodation, or suitable housing near the site.

Workers will pay rent for their accommodation as a pay deduction each pay period. Alternatively, workers can find their own rental accommodation.

Locations

Hospitality and tourism sites are located in all parts of Australia. Workers may be placed in regional Australia, far from a major city.

Depending on the location the weather may be very hot or very cold. Some examples of towns where PALM scheme workers are living are shown below.



▲ Broome is a popular tourism destination with a history of pearling, and a population of approximately 15,000 people. It is far from major cities: Perth is 1700km to the south and Darwin 1800km to the north. It has 2 seasons, a hot and humid wet season and a mild dry season.



▲ Alice Springs in central Australia has a population of approximate 27,000 people. It's located 1200km from the nearest sea and 1500km from the nearest city. In the wet season the temperature can reach 40°C, while in dry season it can drop to zero at night.

Where can I find more information?

To find out more about the PALM scheme, please visit the website: www.palmscheme.gov.au.

You can find contact details for each country's labour sending unit at: www.palmscheme.gov.au/how-apply