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About Workforce Insights

This Workforce Insight was developed prior to the outbreak of COVID-19 and the resultant economic and sector specific repercussions. The Food, Wine, Tourism and Hospitality ISC has already seen significant impact and will continue to monitor the impact of COVID-19 on skills needs in consultation with industry stakeholders.

A survey is being developed to inform the Food, Wine, Tourism and Hospitality ISC to respond to changing industry needs as a result of COVID-19. Workforce Insights will continue to evolve with further stakeholder consultation and as updated data and information becomes available.

At the beginning of 2019, the South Australian government established eight Industry Skills Councils (ISCs) to strengthen industry’s voice in skills and workforce development, and to ensure that funding for skills and training is directly aligned to industry priorities.

Workforce Insights brings together advice from ISCs and their networks, labour market and training data and industry research to explore the latest trends in skills and workforce development. In developing these reports, the Training and Skills Commission has adopted an industry centred approach, so you can be sure the insights have been endorsed by industry leaders.

Workforce Insights has been developed to inform government skills planning and to support employers and individuals to make informed workforce and skill development decisions. Workforce Insights will continue to evolve and be updated as additional research is undertaken and new information becomes available.

Thank you to all those who supported the development of these industry-led, sector-driven documents. Individually and collectively your contribution to the skilling and development of South Australia’s current and future workforce has been immense.

For further information, visit tasc.sa.gov.au/workforce-insights

Accommodation and food services

The accommodation and food services industry, also known as the hospitality industry, comprises several sub-sectors, including cafes, restaurants, takeaway food, pubs and clubs. Together, the industry employed around 59,000 people in South Australia in 2019, with most employed in the food and beverage services sub-sector. Most accommodation and food services businesses have fewer than 20 employees.

Key findings

- Skill sets are an attractive option for the sector, offering relevant, fast and inexpensive solutions to training needs.
- Employers often don’t see the value in their employees gaining full qualifications.
Industry outlook
The Accommodation and Food Services industry includes several sub-sectors, including cafes, restaurants, takeaway food, pubs and clubs. Together, the industry employed around 59 000 people in South Australia in 2019, with most employed in the food and beverage services sub-sector.

The impact of the Coronavirus has been particularly severe for the accommodation and food services industry, due to the forced closure of many businesses and restrictions on travel. A survey conducted by the ABS between 13-22 May 2020 showed 93 per cent of accommodation and food services businesses expect to experience trading restrictions as a result of government restrictions.\(^1\) Eighty-four percent expect to be impacted by social distancing and 60 per cent due to travel restrictions.

While restrictions are slowly being eased, and the scale of the impact has been reduced due to the JobKeeper Payment Scheme, it will likely be some time before business activity returns to pre-COVID levels.

Business count
At the end of the 2018-19 financial year, there were 2 353 cafes and restaurants operating in South Australia,\(^2\) an increase of 1.3 per cent on the previous year. There were also 278 catering businesses, representing 8.6 per cent growth over the previous year.

Of the 2 631 cafes, restaurants and catering businesses in the state, 70 per cent were small businesses employing less than 19 people.

Employment contribution
Accommodation and food services is a vital part of the tourism industry, accounting for 44 per cent of all tourism employment in South Australia (2018-19).\(^3\) Food and beverage services alone accounted for 33 per cent of tourism employment—the largest of any category. Tourism has been brought to a halt in response to the coronavirus and travel restrictions are likely to persist for some time, which is having, and will continue to have, a significant impact on the accommodation and food services industry.

Skill shortages
Skill shortages includes occupations or skills that have been identified by Industry Skills Councils, pre COVID-19, as currently experiencing a skills shortage.

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Region</th>
<th>Industry</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chef</td>
<td>South Australia</td>
<td>Hospitality</td>
<td>Occupation</td>
</tr>
<tr>
<td>Cook</td>
<td>South Australia</td>
<td>Hospitality</td>
<td>Occupation</td>
</tr>
<tr>
<td>Guest Services</td>
<td>South Australia</td>
<td>Accommodation</td>
<td>Occupation</td>
</tr>
<tr>
<td>Housekeeping Services</td>
<td>South Australia</td>
<td>Accommodation</td>
<td>Occupation</td>
</tr>
<tr>
<td>Café and Restaurant Managers</td>
<td>South Australia</td>
<td>Hospitality</td>
<td>Occupation</td>
</tr>
</tbody>
</table>

\(^1\) Australian Bureau of Statistics 2020, *Business Indicators, Business Impacts of COVID-19, May 2020*, cat. no. 5676.0.55.003
\(^3\) Tourism Research Australia 2020, *State Tourism Satellite Accounts 2018-19*.  

Accommodation and Food Services
Critical occupations
Critical occupations include occupations or skills that have been identified by Industry Skills Councils, pre COVID-19 and include occupations that are deemed critical to achieving industry growth potential.

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Industry</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Café and Restaurant Managers</td>
<td>Hospitality</td>
<td>Occupation</td>
</tr>
<tr>
<td>Chef</td>
<td>Hospitality</td>
<td>Occupation</td>
</tr>
<tr>
<td>Cook</td>
<td>Hospitality</td>
<td>Occupation</td>
</tr>
</tbody>
</table>

Future skill shortages
Future skill shortages include occupations or skills that have been identified by ISCs, pre COVID-19, as being at risk of experiencing a skills shortage over the next five years.

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Industry</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barista</td>
<td>Hospitality</td>
<td>Occupation</td>
</tr>
<tr>
<td>Café and Restaurant Managers</td>
<td>Hospitality</td>
<td>Occupation</td>
</tr>
<tr>
<td>Café worker</td>
<td>Hospitality</td>
<td>Occupation</td>
</tr>
<tr>
<td>Chef</td>
<td>Hospitality</td>
<td>Occupation</td>
</tr>
<tr>
<td>Cook</td>
<td>Hospitality</td>
<td>Occupation</td>
</tr>
<tr>
<td>Kitchenhand</td>
<td>Hospitality</td>
<td>Occupation</td>
</tr>
<tr>
<td>Waiter</td>
<td>Hospitality</td>
<td>Occupation</td>
</tr>
</tbody>
</table>

ISC member comments (pre COVID-19)
- Skill sets would be a beneficial addition to training in this sector for both existing and entry level staff. Skill cluster training is seen as economical and time efficient and would be regarded more favourably with licensees and management.
- Full qualifications are often not desirable in the industry as there are only key units of training that the industry requires for some roles, including:
  - barista
  - gaming
  - responsible service of alcohol
  - first aid
  - hygiene/safety
  - table service
  - customer service (non-accredited).

South Australian employers nominated finding workers with appropriate skills, as the primary reason it was difficult to recruit employees. Key points include:
- the most significant shortages are for chefs, cooks and restaurant managers
the need to develop career pathways to attract and retain staff
chemfs, cooks, cleaners and front-of-house staff are always hard to find, and they have different but quality skill sets so need to be trained
the supply of skilled labour does not meet demand as the growth rate of industry outstrips the labour market
community expectations that young people should enter higher education has made VET a second choice for some families. This has resulted in inadequate demand for apprenticeships or for a career in the industry. Food and hospitality apprentice and trainee completions in South Australia have fallen by 64.7 per cent between 2014 and 2018, meaning there is a reduction in domestic graduates in these trades.4
cooks experience unsocial hours, seven days a week, no structured career paths, casualisation and limited job security.

Plans and major projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Status</th>
<th>Industry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meeting the Skills Needs for South Australian Chefs</td>
<td>In progress</td>
<td>Accommodation and Food Services</td>
</tr>
<tr>
<td>and Chefs*</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tourism Industry Training for SME's*</td>
<td>In progress</td>
<td>Accommodation and Food Services</td>
</tr>
<tr>
<td>Apprentice today Chef for Life (Repeat)*</td>
<td>In progress</td>
<td>Accommodation and Food Services</td>
</tr>
<tr>
<td>Upskilling and Retaining SA People within SA</td>
<td>In progress</td>
<td>Accommodation and Food Services</td>
</tr>
<tr>
<td>Tourism and Hospitality*</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Skilling South Australia project.

ISC priorities (agreed pre COVID-19)

<table>
<thead>
<tr>
<th>ISC priority</th>
<th>Status</th>
<th>Responsibility</th>
<th>Industry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schools to see Hospitality, Tourism, Food and Wine as viable career pathways</td>
<td>In progress</td>
<td>Department for Education</td>
<td>Accommodation and Food Services</td>
</tr>
<tr>
<td>and skills development opportunities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Better IT and Digital skills/Business Capability</td>
<td>In progress</td>
<td>Department for Education, TAFE SA,</td>
<td>Accommodation and Food Services</td>
</tr>
<tr>
<td></td>
<td></td>
<td>RTOs</td>
<td></td>
</tr>
<tr>
<td>Global Best Practice City Campus for Hospitality Training at Lot 14</td>
<td>In progress</td>
<td>DPC, TAFE SA, ICHM, LCB</td>
<td>Accommodation and Food Services</td>
</tr>
<tr>
<td>Attract and train more Chefs, Cooks and Restaurant Managers</td>
<td>In progress</td>
<td>Department for Education, Industry</td>
<td>Accommodation and Food Services</td>
</tr>
<tr>
<td>Better advice to employers on process to sign up apprentices and trainees</td>
<td>In progress</td>
<td>DIS, Industry Associations, Apprenticeship Brokers</td>
<td>Accommodation and Food Services</td>
</tr>
<tr>
<td>Consider projects and micro-credentials to increase social media marketing</td>
<td>Planning</td>
<td>DIS/ISC, Industry Associations, RTOs</td>
<td>Accommodation and Food Services</td>
</tr>
<tr>
<td>skills, particularly as they relate to key overseas markets.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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4 National Centre for Vocational Education Research, Vocstats (2019), Apprentices and Trainees, Completions, South Australia.
Schools to see Hospitality, Tourism, Food and Wine as viable career paths
Work with school guidance counsellors, VET coordinators and schools (with students, teachers and parents) to affirm the career paths, skills development opportunities and positive job outcomes for workers in these industries. Focus on the entrepreneurship that is evident in the sector and the pathways to self-employment.

Better IT and Digital Skills
The demand for digital literacy and IT capability continues to grow across all industry sectors. These foundation skills must be fostered at each level of education and training to ensure career progression.

Global best-practice city campus for hospitality Training at Lot 14
The establishment of a best-practice campus delivering world class hospitality training will attract interest locally and globally to grow graduate numbers and quality outcomes.

Attract and train more Chefs, Cooks and Restaurant Managers
As the industry continues to grow and morph into non-traditional sectors, the demand for cooks, chefs and restaurant managers continues to be unmet. Aside from the growing demand from cafes, restaurants and hotels, these skills are equally in demand from wineries, function centres, events, hospitals and aged care, caterers specifically for home deliveries, food manufacturing and production sectors.

Better advice to employers on process to sign up apprentices and trainees
A lack of knowledge and understanding by industry on the processes involved in employing apprentices and trainees inhibits uptake. Better information is required to support industry to engage in the process and understand the benefits, time frame and obligations.

Improve social media skills
Given the challenges involved in finding employees with marketing skills in regional areas and the importance of understanding the different platforms used in different markets, consider project and micro-credentials to increase the social media skills of SMEs, particularly as they relate to key overseas markets.