

**GENERAL PURPOSE STANDING COMMITTEE NO. 3
INQUIRY INTO TOURISM IN LOCAL COMMUNITIES**

**Supplementary questions: Mr Rob Pollock,
Chairman, Regional Development Australia - Far South Coast**

*Answers are to be returned to the Committee secretariat by **Monday 14 October 2013.***

1. Can you expand on the industrial relations issues facing tourism?

- Penalty Rates – are prohibitive due to the extreme nature of the penalty (double/triple time for Public Holiday) which in many cases prices you out of the game. Public Holidays are generally valued rate wise higher than a Saturday and Sunday. Why is this so? Many small businesses simply do not open on Public Holidays as they cannot afford the Penalty Rate and this impacts on tourism dollar – nowhere open, nowhere to spend your money.
- Lack of sufficient training – Sufficient training is not available in regional areas.

2. Can you propose an IR framework for the tourism industry?

- Simplified Award System offering greater flexibility and a sensible outcome.
- Holistic approach recognising the hours that the business is open and operating.
- Wages recognise skills and experience not simply the time of day.
- Modify penalty rates so that there is an incentive for businesses to remain open to cater for demand.
- Reduce Penalty Rates - Penalty rates must be appropriate and should recognise over-time situations. Note that double time and a half is prohibitive.
- Any overtime should only apply after a 6 to 8 hour working period.
- Double time and a half is a barrier to employing young people – if you are paying that much you are seeking experience.

3. Can you forecast the potential benefit to the tourism industry and your region if there was an appropriate industrial relations framework?

- Greater Investment in Tourism
- Higher Employment
- More Venues Open at Peak/Holiday Periods
- Ability to Employ More Staff
- Improved Customer Service
- Greater Visitation
- Increased Revenue