

VISITOR ECONOMY Jobs + Skills Connector

The information provided below is designed to provide assistance for the tourism and hospitality industry, to make it easier for employers to access support to fill jobs and access skills for current and new staff.

Tips to Help with Retaining and Attracting Staff

- Use the range of recruitment specialists available to support you
- Utilise the additional wage incentives so you can employ more staff in the busy periods
- Ensure you are supporting your new staff member with a thorough induction
- Allocate a mentor or buddy to help your new staff member in their first few weeks
- Pay the award wages and offer good conditions so you have a reputation as an employer of choice
- Utilise the funding available for skills training and apprenticeships to offer career options

Staff Recruitment Specialists

There are employment services across the Illawarra and South Coast who are available to help you, these services have a large number of people looking for work who have current skills and experience in the hospitality and tourism industry. There are a range of initiatives in place to support employers including wage subsidies and post placement support and mentoring. The organisations below are available to assist, and local contacts are as follows:

[MBC Employment](#)

Samantha Dale
P: 02 4260 0708
E: samantha.dale@mbcemployment.com.au

[APM](#)

Brett Burcham
M: 0487 231 587
E: brett.burcham@apm.net.au

[Campbell Page](#)

P: 1300 139 920

[Apprentice Careers Australia](#)

Jenny Hirst
M: 0409 427 601
E: jenny.hirst@apprenticeshipcareers.com.au

[Max Solutions](#)

P: 1800 603 503
E: employerservices@maxsolutions.com.au

[Eurobodalla Job Shop](#)

Rhonnie South
P: 02 4474 1296
M: 0436 635 834
E: rhonnie.south@esc.nsw.gov.au

Youth Employment Specialists

[Illawarra Yes](#)

Daniel Bennett
M: 0408 937 070
E: daniel.bennett@businessillawarra.com

[Mission Australia Transition to Work](#)

Brooke Gould
M: 0472 810 429
E: gouldb@missionsaustralia.com.au

[ACSO - Transition to Work](#)

P: 02 4286 5600
E: asco@acso.org.au

Indigenous Employment Specialists

There are three organisations available to help with recruitment and support for Indigenous staff with tailored mentoring provided.

[Connexions](#)

Nicole Smith
M: 0423 957 935
E: nicole@connexions.net.au

[Yilabara Solutions](#)

Ainsley Aldridge
M: 0438 304 518
E: ainsley.aldridge@yilabara.org.au

[IAC - Warrigal Employment](#)

P: 02 4276 1878
E: warrigal@iac.org.au



VISITOR ECONOMY Jobs + Skills Connector

Training + Skills Development Specialists

Training Specialists

[Training Services NSW](#) Skills

Brokers are available to support employers who would like to access Government subsidised accredited training and link to training organisations who can provide nationally recognised training for your staff through the Smart and Skilled Program.

Illawarra, Shoalhaven and Southern Highlands region

Michelle Klohs

M: 0411 511 908

E: michelle.klohs2@det.nsw.edu.au

Far South Coast and Capital region

Deb Everson White

M: 0467 956 830

E: deborah.everson.white@det.nsw.edu.au

Summer Skills

Fee-free short courses for those aged 16-24, to get job-ready in a variety of in-demand industries.

education.nsw.gov.au/summer-skills

Traineeship and Apprenticeships Specialists

There are a number of specialist apprenticeship organisations who can support employers with information about wage incentives, contracts, qualifications, how to employ a trainee or apprentice and tailored mentoring for the trainee or apprentice.

[Apprenticeship Support Australia](#)

P: 1300 363 831

E: info@apprenticeshipsupportaustralia.com.au

[MEGT](#)

P: 1300 561 162

E: apprenticementoring@megt.com.au

[VERTO](#)

P: 1300 483 786

E: info@verto.org.au

[Sarina Russo](#)

P: 13 15 59

E: webquery@sarinarusso.com.au

TAFE NSW

[TAFE NSW](#) have many students completing their hospitality courses who are looking for work, contact the TAFE Student Services Managers who can assist:

Shoalhaven/Far South Coast

Kaye Morris

M: 0428 985 674

E: kaye.morris@tafensw.edu.au

Wollongong

Stuart Wilkinson

M: 0447 470 959

E: stuart.wilkinson7@tafensw.edu.au

School Leaver Specialists

Lodge job vacancies to link with school leavers who are upgrading their skills to work in the hospitality and tourism industry.

app.explorewithtree.com/find-a-job

Programs Supporting Skills Development + Careers Pathways

Local Jobs Program

The Local Jobs Program for Illawarra and South Coast funded by the Australian Government brings together expertise, resources and access to funding at the local level to support job seekers, employers and their communities. The program has a focus on reskilling, upskilling and employment pathways and is part of supporting Australia's economic recovery from the COVID-19 pandemic. For further information contact:

Andrew Wales - Employment Facilitator

P: 0497 832 330

E: andrew.wales@illawarrasouthcoastemployment.com.au

Sandra Gray - Support Officer Relationships

P: 0455 053 240

E: sandra.gray@illawarrasouthcoastemployment.com.au

South Coast Centre of Excellence

The Centre of Excellence is an industry-led project for the South Coast of NSW (covering the LGAs of Shoalhaven, Eurobodalla and Bega Valley) to create a pipeline of skilled workers for businesses and provide career pathways for local staff. By addressing workforce skills shortages in the hospitality and tourism sector, and focusing on improving high-value service offerings, the project aim is to encourage visitors to stay longer and spend more.

[Destination Sydney Surrounds South](#) (DSSS) have secured funding through the Bushfire Local Economic Recovery Fund of \$995,023 to deliver the project over two years. For further information contact:

Shannan Perry-Hall - DSSS General Manager

P: 0418 776 640

E: shannan@dnsss.com.au



Simply click on the [links](#) to go directly to the resources you need!