



Welcome to the fourth edition of the FTH Skills Council Newsletter.

The first quarter of 2007 has been particularly active for FTH with four major workforce development strategies in various stages of development and implementation. Additionally, discussions with Primary Industries and Resources SA and other government and private sector agencies suggest that a workforce development plan for food processing will be developed during the course of 2007.

The Board has continued to develop its Industry Recognition Program with the assistance of the State Training and Skills Commission with the expectation that South Australia will have established an Industry Recognition process for three of our industry sectors.

For 2007 FTH has a new Board and new Chairperson with much appreciation to our former Chair Mr Nick Papazahariakis for his invaluable contribution.

Your distribution of the Newsletter to colleagues within your networks would be most appreciated.

Regards

John Cassebohm
EXECUTIVE OFFICER
April 13 2007



MEMBERSHIP

In accordance with its constitution FTH Skills Council has a Board of 6 Directors, (consisting of 3 Employer Organisations and 3 Employee Organisations) and is made up of 3 nominations from each Standing Committee.

The Board of Directors are:

Nick Papazahariakis	Chloes Restaurant
Robyn Buckler	LHMU
Trevor Evans	AHA
Sylvia Healy	Pernod Ricard Pacific
Paul Marshall	AMIEU
Nick Thredgold	NUW

Congratulations to Paul Marshall the newly elected Chairperson and Nick Papazahariakis Deputy Chairperson.

Do you have colleagues that would be interested in our newsletter? If so, please forward this to them and they are welcome to apply for membership.



WHAT'S BEEN HAPPENING?

TRAINING AND SKILLS COMMISSION – GUIDELINES FOR COMPETENCY BASED TRAINEESHIP AND APPRENTICESHIP COMPLETIONS

Effective from January 2007, competency based completions, as opposed to time-based completions, of traineeships and apprenticeships have been introduced in SA.

For further information please refer to the Guidelines for competency-based traineeship and apprenticeship completions available for download on the Training and Skills Commission website at:

www.training.sa.gov.au/tasc/files/links/Guidelines_for_competency.pdf

SAFETY CAMPAIGN ON LABOUR HIRE IN FOOD MANUFACTURING

Workplace safety authorities have launched a campaign focussing on the safety of labour hire workers in high-risk sectors of the food manufacturing industry. Safework SA inspectors will visit a number of workplaces in the labour hire industry and general food manufacturers across the State during May to verify the level of compliance with legislative obligations.

Further information on the national intervention campaign and an information package can be obtained by contacting Safework SA on 1300365255 or 83030400.

SA WINE INDUSTRY EMPLOYMENT STRATEGY

South Australia's population of labour force age (between 15 to 64 years) is expected to decline within 6 years, much sooner than the population as a whole. Labour supply will simply not be able to meet the demands of the economy. Competition, especially for skilled workers, will be become intense. Failure to address these issues now will result in a wine industry vulnerable to the effect of skills shortages, poaching of workers and wage volatility.

The Food, Tourism and Hospitality Industry Skills Advisory Council (FTH) with funding from the South Australia Works Workforce Development Fund, is undertaking the development of the South Australian Wine Industry Employment Strategy (SAWIES).

The project commenced in April last year, but due to personnel changes at the Winemakers Federation of Australia (WFA) and redefinition of the project through additional funding from PIRSA, the Board of FTH Skills Council (as grantee for the SAWIES), considered it appropriate for the management of the project to move from WFA to FTH.

FTH has recently engaged a consultant, Shirley Brown, to manage the revised project. The project manager will be guided by an industry steering committee. Steering Committee members include:

Sylvia Healy, Pernod Ricard Pacific, WFA
Frank Hulshof, BRL Hardy
Glenda Mather, DFEEST
John Cassebohm, FTH
Robyn Buckler, LHMU
Tim Flaherty, McGuigan Simeon Wines Pty Ltd
Jo Stone, Angoves Pty Ltd
Annabel Mugford, PIRSA
Linda Bowes, SA Wine Industry Association
Nick Slape, The Yalumba Wine Company
Tim James, Wirra Wirra Vineyards

Project aims

SAWIES intends to:

- Build a workforce profile identifying current and future workforce requirements.
- Develop workforce planning and development strategies to attract and retain workers in the Wine industry in South Australia.
- Prepare career pathway advice (for distribution to the wider community) that details pathways across the breadth of the industry
- Document findings and identify recommendations (for industry and government) to address workforce planning and development issues, including external barriers for the wine industry across South Australia to 2010.

Project methodology

The revised project commenced in March and is due to be completed by the end of September 2007. It will build on information previously gathered by WFA. To ensure the data collected is representative and resulting recommendations are useful support from individual wine companies of all sizes and types is critical. During April and May we aim to collect information from both employers and employees in the wine industry, and seek your support to ensure a comprehensive and accurate picture of the SA wine industry workforce can be developed. The project intends to utilise existing regional wine forums, or if required create a regional consultative committee for each wine region to ensure regional differences are accounted for and to validate the information and data collected

Further details about the project are available from:

Project Manager: Shirley Brown, Tel: 0412 840 747 Email: shirleyb@internode.on.net
Steering Committee Chair: Sylvia Healy, Tel: 0417 867 268

ATTRACTION & RETENTION OF LABOUR IN THE SOUTH AUSTRALIAN MEAT INDUSTRY

This project has made some significant advancement through a range of strategies which continue to be directed by the Meat Industry Workforce Development Task Force.

Representatives on this group include:

Paul Sandercock, Executive Officer, AMIC
Graham Smith, Union Secretary, AMIEU
Jack Langberg, Principal Officer Sheep/Beef, PIRSA
Simon Gierke, Principal Officer Pork/Poultry, PIRSA
Sue Wheal, Sheep Producer, Limestone Coast

Given that project strategies have an impact on the Meat Industry in general, many of our initiatives to-date have been developed and continue to be implemented in conjunction with Meat and Livestock Australia (MLA). MLA continue to provide leadership and funding support to ensure the success of this project.

In particular our team has been busy with the following key activities:

- The production of “**Career pathways in the Australian Meat Industry: A practical guide to career progression for new and current employees**”. This book is also accompanied by a Pathways Poster which visually represents many of the non-linear pathways a person can take to progress within the Meat Industry.
- The production of the following series of Fact Sheets designed to assist employers to navigate their role within workforce development:
 - **Community Relations: How to get more ‘bang for your buck’!**
 - **Keeping employees through the first three months!**
 - **Good workers are worth keeping! Ideas that can help**
 - **Career progression for employees – make it work for you too!**
 - **Succession Planning: What makes an effective Supervisor?**
- In reply to the feedback gained previously through the Retention Road Show in the SE, we have now developed a **Workplace Culture Change Program**. This program includes the following range of workshops/programs to support the change required to create a better working culture within the meat industry:
 - **Workforce Planning:** looking how employers can better plan the needs of their workforce to improve on attraction and retention of their employees.
 - **Induction Team Workshop:** designed to lay the foundations of an effective induction process that can also increase retention.
 - **Secrets to Supervisor Success Program:** designed to identify the key role a supervisor plays in providing leadership and fostering learning and development.
 - **Career Development Program:** designed to skill up participants in the essential knowledge and skills required to support further in-house Career Development of their staff.
 - **Cross Cultural Communication for Existing Staff:** designed to provide training for selected staff in how to better communicate with other cultures in the workplace.
 - **Age Management Training:** designed to provide guidance and support to Team Leaders and Experienced Workers on how best to retain experience within and organisation and issues and strategies to bridge generational gaps.
- **As an extension to our State-wide Growth Strategy** we are continuing to negotiate a Skills Ecosystem project in conjunction with Meat and Livestock Australia. This initiative will include strategies that assist/increase Supervisor behaviour and training, overcome poor level of trainee completion rates and potential employees not choosing industry because of perceived lack of job choice. The program includes:
 - **A Supervisor Shadowing Program, and**
 - **A Whole of Meat Industry Traineeship**

For further information on this project please contact our Project Manager Kerryn Smith on 0402895822.

SA TOURISM WORKFORCE DEVELOPMENT STRATEGY

The South Australian Strategic Plan's tourism target is to increase visitor expenditure in SA from \$3.7 billion in 2002 to \$6.3 billion by 2014.

It is estimated that the tourism and hospitality industry currently employs 34,000 FTE staff. An increased focus on high yield visitors with higher expectations of quality service will mean that the people who make up the workforce will become crucial to the industry's growth and prosperity and the achievement of this target.

In 2004 the Minister's Tourism Round Table, which was established to connect government to the industry and its various stakeholders, identified workforce issues as a key industry concern.

It has been estimated that the potential workforce required by 2014 will be in the order of 42,000 persons, ie an additional 8,000 people will need to be attracted to the industry to meet the projected demand while the number currently employed will need to be retained.

Accordingly the Commission in conjunction with industry and in particular the FTH Skills Council has drafted a Workforce Development Strategy aimed at creating an efficient, highly skilled workforce that meets industry needs and supports a globally competitive economy.

The Strategy is almost finalized with the expectation that the final draft will be put forward for the consideration of the Minister's Tourism Round Table at its next meeting.

COMMUNITY INFRASTRUCTURE CLUSTER PROJECT

The Community Infrastructure Cluster (CIC) project is a collaborative arrangement between the Health & Community Services, Food Tourism & Hospitality and Services Industry Skills Boards and the State government to assess the workforce development impacts of mining and defence growth in SA on their industry sectors.

The ultimate aim of the project is to create a workforce development model which can be applied to different South Australian metropolitan and regional areas to help plan for major industrial developments (notably minerals and defence) and at the same time supporting community infrastructure growth. Other measurable outcomes will be the analysis of the indirect impact of these major mineral and defence developments (on the "community infrastructure" industry sectors), and the provision of information and recommendations to aid policy changes and development around the growth.

The CIC has selected the Port Adelaide region as the focus of its impact study as the proposed Air Warfare Destroyer project operated by the Australian Submarine Corporation will be located in the heart of that region. Additionally, the workforce development impact of the Air Warfare Destroyer (AWD) project and the location of the Defence Forces Battalion at Edinburgh Park will have to be considered in conjunction with major workforce development requirements emerging from other significant industry/infrastructure developments including:

- the residential development across the wharf area due to the relocation of shipping to Outer Harbour and general development of the area
- The completion of the Salisbury Highway from the Barossa Valley and in particular the completion of the single span bridge which will deposit heavy transport vehicles away from the Port Wharf area in October 2007
- The development of the area as a significant tourist destination
- The development of the area as a warehousing hub due to the substantial growth in exports from SA (Wine, Meat, etc)
- The indirect infrastructure and construction that will occur around the Air Warfare Destroyer Project

Initial meetings have been held with the Port Adelaide and Enfield Chamber of Commerce who are very keen to be involved as a key linkage partner to facilitate this project. The Chamber of Commerce has indicated that its members are prepared to commit substantial voluntary time to this project.

They have significant interest from local businesses to seek solutions to the labour and skills needs of the developments in the region. Many of them have already indicated difficulties in accessing and retaining skilled staff.

The likely loss of skills from the region to the mining industry will also be assessed during the project.

The Project Manager for the CIC is Mr Mike Elliott who can be contacted on 0419806043.

APPETITE FOR SUCCESS PROGRAM

We are pleased to advise that the successful Young Leaders - Appetite for Success program, a personal and professional development program, is being extended in 2007. The Cooks component of the program is being run for the second year and the program is about to be launched in Front of House, Bakery and Butchery.

Employees, employers and mentors in the above industry sectors are invited to apply.

For further information please refer to website: www.appetiteforsuccess.com.au or contact Lindsey Bridges on 08 8348 2639.



INDUSTRY RECOGNITION

BAKERS RECOGNITION PROGRAM

Applications close April 30 2007 for Bakers Recognition. .

To gain a Certificate of Recognition as a Bread Baker, Pastry Cook or Bread Baker and Pastry Cook an application needs to be submitted to the FTH Skills Council Bakers Recognition Steering Committee to enable the Committee to assess the applicants trade experience and qualifications.

Applicants must satisfy one of the following criteria:

- Minimum of 6 years experience as a Baker with no formal qualifications, or
- Cert III in Food Processing – Retail Baking plus 2 years full time experience at that level, or
- Hold an overseas qualification as a Baker

Once approved the formal *Certificate of Recognition* is issued by the Training and Skills Commission.

For further information please contact us on (08) 8362 6012 or refer to our website for further details.

COOKS RECOGNITION PROGRAM

Applications close September 30 2007 for Cooks Recognition.

To gain a Certificate of Recognition as a Cook an application needs to be submitted to the FTH Skills Council Cooks Recognition Steering Committee to enable the Committee to assess the applicants trade experience and qualifications.

Applicants must satisfy one of the following criteria:

- Minimum of 6 years experience as a Cook with no formal qualifications, or
- Cert III in Hospitality – Commercial Cookery plus 2 years full time experience at that level, or
- Hold an overseas qualification as a Cook

Once approved the formal *Certificate of Recognition* is issued by the Training and Skills Commission.

For further information please contact us on (08) 8362 6012 or refer to our website for further details.

MEAT INDUSTRY RECOGNITION PROGRAM

We are currently investigating the possibility of establishing a Meat Industry Recognition Program.

If the process is agreed to by all industrial parties we will apply to the Training and Skills Commission via DFEST Traineeship and Apprenticeship Management for approval of the program.

We are hopeful the process will be established before the end of 2007.



FUNDING OPPORTUNITIES

AUSINDUSTRY

- Australian Tourism Development Fund
- Building Entrepreneurship in Small Business
- Free Business Planning Workshops

www.ausindustry.gov.au

AUSTRALIAN SKILLS VOUCHERS

www.skillsvouchers.dest.gov.au

WORKPLACE ENGLISH LANGUAGE AND LITERACY (WELL) PROGRAMME 2007

www.dest.gov.au/well

AUSTRALIAN FLEXIBLE LEARNING FRAMEWORK

www.flexiblelearning.net.au



TRAINING

LIQUOR LICENSEE TRAINING

Training dates for 2007 have now been finalised.

- **Customer Relations & Responsible Service of Alcohol - \$85.00 per participant (GST free)**
9.30 am – 12.30 pm *March 26, April 16, May 7, May 28, June 18, July 16, August 13, September 10, October 8, October 29, November 19 and December 10.*
- **Liquor Licensing Laws - \$65.00 per participant (GST free)**
1.30 pm – 3.30 pm *March 26, April 16, May 7, May 28, June 18, July 16, August 13, September 10, October 8, October 29, November 19 and December 10.*

Courses are held in our training rooms at 5-9 Rundle Street, Kent Town. Should you or your staff be interested in attending please [contact us](#) on (08) 8362 6012 or refer to our website for further details.

Should you have any queries in relation to your requirement for training please contact the Office of the Liquor and Gambling Commissioner www.olgc.sa.gov.au



CONTACTS

Our team consists of:

John Cassebohm	Executive Officer
Carol Graham	Office Manager
Kerryn Smith	Project Manager - Meat Industry Project
Shirley Brown	Project Manager - SA Wine Industry Employment Strategy

FTH Skills Council Board is underpinned by the Tourism & Hospitality and Food & Beverage Standing Committees. We would like to take this opportunity to thank these key industry representatives for their valued contribution and commitment.

If we can assist you in any way please do not hesitate to contact us on (08) 83626012.