



Curtin University's Tourism Research Cluster (TRC) and Future of Work Institute (FOWI) are pleased to invite you to the

2022 TRC x FOWI SYMPOSIUM

THE FUTURE OF WORKFORCE IN THE TOURISM, HOSPITALITY AND EVENTS INDUSTRY

Date: 22 July 2022

Time: 8.15 am – 5.00 pm \$85.00

Venue: The Galley, 137 St George's Terrace
Perth CBD

About the Symposium

Curtin University's Tourism Research Cluster (TRC) and Future of Work Institute (FOWI) invite you to our International TRCxFOWI Symposium on 22 July 2022, this year on the topic '**The Future of Workforce in the Tourism, Hospitality, and Events (THE) Industry**'.

The theme of this year's Symposium will reflect the critical challenges the sector is currently facing with respect to workforce management and planning, which includes attracting, retaining, developing, and leading workers in the tourism and hospitality sectors, particularly in the context of the disruption brought about by technology changes and the COVID19 pandemic.

Researchers and industry leaders will share contemporary perspectives into challenges facing operators within the Western Australian THE industry sector, with regional, national, and international insights into how THE organisations can flourish in the future of work context, incorporating:

- Technological solutions,
- Innovations to business models from international and regional case studies,
- Best practice talent attraction, retention, and development approaches,
- Staff housing access and affordability, and
- Workforce diversity

Join our carefully curated group of industry and academic experts to learn more about current issues and research findings in the workforce field as we pave the way for the future of work in Tourism, Hospitality, and Events.

The Future of Workforce in the Tourism, Hospitality, and Events Industry

SYMPOSIUM PROGRAM

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| 7.30 – 8.15 | Arrival / Registration |
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Welcome Address

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| 8.15 – 8.25 | Welcome to Country Walter McGuire, <i>Owner-Operator, Go Cultural Aboriginal Tours & Experiences</i> |
| 8.25 – 8.40 | Welcome Address Prof Vanessa Chang, <i>Pro Vice-Chancellor, Business and Law, Curtin University</i> Angela Beechey, <i>Skills and Workforce Development Manager, Australian Hotels Association, WA</i> |
| 8.40 – 8.45 | Welcome from Symposium Chairs Dr Ben Thomas, <i>Tourism Research Cluster, Curtin University</i> A/Prof Patrick Dunlop, <i>Future of Work Institute, Curtin University</i> |

Session 1: Industry Perspectives and Challenges - What does it look like out there?

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| 8.45 – 9.10 | THRIVE 2030: Key priorities for the recovery and long-term growth of the visitor economy workforce Samantha Palmer, <i>General Manager of Austrade's Visitor Economy and Client Programs Division</i> |
| 9.10 – 9.30 | Addressing the immediate workforce challenges and profiling careers in WA's tourism and hospitality industry Loretta De Stefani, <i>Project Manager Industry Support, Tourism Western Australia</i> |
| 9.30 – 9.50 | Tackling hospitality challenges in WA's regions and metropolitan areas Craig Dobbs, <i>Venue Manager, The Queens (ALH Hotels)</i> |
| 9.50 – 10.10 | Navigating workforce through challenging times: International insights Angela Wong, <i>Director of HR, The Ritz-Carlton, Perth</i> |
| 10.15 – 11.00 | Morning Tea |

Session 2: A Way Forward - Opportunities and approaches for the future of work in tourism, hospitality and events

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| 11.00 – 11.20 | Supporting the volunteer workforce in tourism, hospitality and events Prof Kirsten Holmes, <i>Professor of Tourism, Tourism Research Cluster, Curtin University</i> |
| 11.20- 11.40 | How technology is changing work for the better (& how it can go badly) Dr Zitong Sheng, <i>Research Fellow, Future of Work Institute, Curtin University</i> |
| 11.40 -12.00 | The impact of housing affordability on regional workforce and what the future holds Dr Adam Crowe, <i>Postdoctoral Research Fellow at AHURI, Curtin University</i> |

Keynote Address 1

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| 12.00 - 12.30 | Digital revolution and transformation of labor in the Japanese tourism industry after COVID-19 Prof Hideki Endo, <i>Professor of Tourism Studies, Ritsumeikan University, Japan</i> |
| 12.40 – 13.40 | Lunch |

Session 3: Panel Session - If we want to attract and retain top line talent, what levers need to be pulled?

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| 13.40 – 15.00 | Siobhan Dawson , <i>Director of People and Culture, COMO The Treasury and State Buildings</i> Anneke Brown , <i>Deputy Chair of Women in Tourism and Hospitality WA</i> A/Prof Patrick Dunlop , <i>Future of Work Institute, Curtin University</i> Prof Julia Richardson , <i>Head of School, Management & Marketing, Curtin University</i> Catrin Allsop , <i>Chief Executive Officer of Australia's South West</i> Christine Rumble , <i>Executive Director, People & Culture, Silver Chain Group</i> |
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Keynote Address 2

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| 15.00 – 15.45 | International perspectives about the future of the tourism workforce post-COVID Prof Tom Baum, <i>Professor of Tourism Employment, University of Strathclyde, Glasgow, UK</i> |
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Concluding Speech

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| 15.45 – 15.50 | Closing |
| 15.50 – 17.00 | Networking – wine and nibbles |

Symposium Co-Chairs: **Dr Ben Thomas**
Tourism Research Cluster, Curtin University
Associate Professor Patrick Dunlop
FOWI, Curtin University

About the Tourism Research Cluster

The [Tourism Research Cluster](#) (TRC) is a group of tourism researchers across a diverse range of disciplines who together collaborate with industry to further tourism research both nationally and internationally. The TRC increases Curtin's tourism research capability by providing a framework for the skills, expertise and resources of researchers to be shared, increasing opportunities for collaboration and building on the strengths of Curtin's well-established multidisciplinary approach to tourism research. The TRC offers members the chance to meet and network with tourism experts worldwide, share ideas and explore collaborative opportunities.

We welcome new members to join the TRC's pool of knowledge and expertise from which to source targeted and innovative solutions. For more information, contact trc@curtin.edu.au

About the Future of Work Institute

The [Future of Work Institute](#) (FOWI) is a research institute based at Curtin University in Perth, Western Australia, where organisational psychology researchers and professionals work together to transform work. Established in 2018, FOWI contributes to a healthier and more productive future of work through research partnerships across multiple industry sectors, and conducts projects that create positive change for organisations and for people at work. FOWI's focus is the role of human work in the context of worldwide digital transformation. Key research topics include developing the future workforce, the future of recruitment and selection, redesigning work, motivation at work, human systems integration, leadership and public policy.