



FACT SHEET

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The Rescue Package for Luxury Hotels

- ABS and Tourism Australia data reveal luxury hotels are big business enjoying record room rates and unprecedented occupancy rates
- There's scope to increase room rates in Australia - domestic rates are consistently lower than comparable international rates
- The industry has Australia's highest proportion of low wage jobs - 85% of workers earn less than \$30,000 pa. The introductory rate is just \$13.74 per hour, the lowest an adult can legally be paid.
- The industry has Australia's highest labour turnover figures - losing 48% of its workers every year.
- These chronic labour shortages have become self-fueling:
 - labour shortages lead to work intensification
 - which leads to significant health and safety problems
 - which create negative experiences of working in the industry
 - which leads to higher turnover and a poor image of the industry
 - which deters would-be job seekers
 - which affects service and quality standards
- Existing and potential workers are rapidly losing confidence in the industry as an employer.
- As a service-based industry, luxury hotels' chronic labour shortage is a real and immediate threat to Australia's reputation as a tourism destination in the highly-competitive global tourism market.
- ABS figures show the industry has Australia's worst injury rates for women. Overall it has the 2nd second worst injury rates - 9.7% of all workers in the industry are injured each year, only just behind the construction industry's 10%.
- There is a black hole of knowledge on issues surrounding training, workloads, job design and career paths.
- Staff training and career paths are mostly operator specific, lacking formal accreditation, transparency and transferability between workplaces.
- A crippling weakness in the industry is the lack of culture of stable, quality, middle management. Middle management plays a key role in shaping the experience of operational employees, from the basics of work allocation and rostering, to the areas of informal staff development and the harder to quantify but critically important issues of dignity and respect.
- The industry's real potential to contribute much more to Australia's economy is hampered by its failure to deal with its labour, training and middle management crisis.

About the LHMU

The LHMU is one of Australia's largest unions with members in a wide range of occupations including hospitality, cleaning, security, health, aged care, children's services and manufacturing. Many of these occupations are undervalued and low paid. The union acts on the values of fairness, compassion and equity, believing in the dignity of workers, their right to fair and just treatment and their right to organise and take action.

The LHMU's *better jobs, better hotels* campaign is one of the biggest union organising campaigns ever seen in any industry in Australia. *better jobs, better hotels* and its Rescue Package for Luxury Hotels is about working with luxury hotels so they tackle their labour crisis head on.

better jobs, better hotels - the 5 solutions

- 1. Fair pay so poverty level wages stop forcing workers out of the industry**
- 2. A national training program and career paths recognised by the whole industry**
- 3. Quality jobs with better safety, realistic workloads, employment stability, dignity, respect and skilled management**
- 4. A strong and effective voice so that together we can raise and resolve problems at work and in the industry**
- 5. Positive promotion of the industry with workers and industry leaders working together for the best interests of the whole industry**

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