



Australian Government

Department of Resources,
Energy and Tourism



Tourism Australia

Programs and Resources to aid Indigenous Tourism Development

May 2012

These links to Australian Government programs and resources are available to facilitate Indigenous tourism development and employment.

Department of Education, Employment and Workplace Relations

The *Indigenous Employment Program* aims to increase employment and economic development opportunities for Indigenous Australians, supporting the Government's commitment to halve the gap between Indigenous and non-Indigenous employment outcomes by 2018.

The *Indigenous Employment Program* offers funding for a range of activities focused on training, employment and business support. Program elements that could support tourism activities include:

- *Tailored Assistance*: supports tailored solutions to assist employers to recruit, train and provide sustainable employment for Indigenous Australians. It also supports Indigenous Australians to pursue self-employment and business development opportunities. For further information:
 - visit the Department's website at www.deewr.gov.au/indigenous.
 - phone the Indigenous Employment Line on 1802 102.
- *Indigenous Wage Subsidy*: provides an incentive to employers to employ eligible Indigenous job seekers on an on-going basis. For further information:
 - visit the [Indigenous Wage Subsidy website](#), or
 - phone the Indigenous Employment Line on 1802 102.
- *Indigenous Cadetship Support*: links Indigenous tertiary students with employers in a cadetship arrangement involving full-time study and work placements. For more information:
 - visit the [Indigenous Cadetship Support website](#), or
 - call the Indigenous Employment Line on 1802 102.
- *Indigenous Youth Career Pathways Program*: focuses on the provision of school based traineeships and associated support activities to Indigenous students in Years 11 and 12 and, in some circumstances, year 10. It will provide Indigenous students with personal mentoring and case management to help them manage issues making the move from school to work difficult. It will also be available to inspire and support other Indigenous high school students, including younger students to Year 7, to complete their schooling and then transition into further education and/or a job. For further information:
 - visit the [Pathways Program website](#)

Tourism 2020

Whole of government working with industry to achieve
Australia's tourism potential



Programs and Resources to aid Indigenous Tourism Development

May 2012

- **Indigenous Capital Assistance Scheme:** increases employment opportunities for Indigenous Australians by giving Indigenous businesses access to commercial finance and culturally appropriate professional and mentoring support services through a participating financial institution, Westpac. For further information about:
 - commercial loans visit the [Westpac Website](#), and
 - Indigenous business assistance contact the Indigenous Employment Line 1802 102.
 - **Australian Employment Covenant:** provides opportunities for Indigenous job seekers to secure sustainable jobs and develop long-term careers. Further information:
 - about accessing AEC jobs Speak with your [local Job Services Australia provider](#),
 - look out for AEC identified jobs on [JobSearch](#),
 - visit the [AEC website](#) or
 - phone 1300 346 325.
 - **Job Services Australia (JSA)** is the Australian Government's national employment services system. JSA is highly focused on meeting the individual needs of each job seeker and employer. JSA provides a free employment and recruitment service to job seekers and employers. The service provides opportunities for training, skills development, work experience and tailored assistance to job seekers. To search for a Job Services Australia provider in a specific area:
 - Access the [JobSearch website](#)
 - In the left hand navigation pane select 'find a provider' then 'search a provider'.
 - Select 'Job Services Australia provider' from the drop down menu
 - Search the list of Job Services Australia providers in Australia by selecting the state or by post code.
- For Further information: <http://www.deewr.gov.au/Employment/JSA/Pages/default.aspx>
- **Connecting People with Jobs** is an Australian Government initiative that provides practical assistance to unemployed job seekers who relocate for ongoing work or apprenticeships. Further information:
 - Visit the [Connecting People with Jobs website](#) and the
 - [Connecting People with Jobs Factsheet for Employers](#)
 - **Wage Connect - Wage Subsidies for the Very Long-Term Unemployed (VLTU)** is a new wage subsidy designed to support employment of VLTU job seekers nationwide. Job Services Australia and Disability Employment Services providers will be able to use the wage subsidy as an additional tool to assist highly disadvantaged job seekers into paid employment. Further information:
 - Visit the [Wage Connect website](#)
 - **Disability Employment Services** are a national network of organisations funded by the Australian Government to help employers recruit and retain employees with disability. Disability Employment Services help job seekers with disability, injury or health conditions in more than 1900 sites across Australia. For Further information:
 - Visit the [Disability Employment Services website](#)
 - The [Job Access website](#), or
 - telephone the JobAccess Advisers on 1800 464 800



Australian Government

Department of Resources,
Energy and Tourism



Tourism Australia

Programs and Resources to aid Indigenous Tourism Development

May 2012

Department of Families, Housing, Community Services and Indigenous Affairs

Registrar of Indigenous Corporations: The Registrar is an independent statutory office holder who administers the *Corporations (Aboriginal and Torres Strait Islander) Act 2006* (CATSI Act). This Act guides how Indigenous corporations are run.

The Registrar's office supports and regulates the corporations that are incorporated under the Act. It does this in a variety of ways: by advising them on how to incorporate, by training directors, members and key staff in good corporate governance, by making sure they comply with the law and by intervening when needed.

For further information:

- visit the [Registrar of Indigenous Corporations' website](#), or
- telephone 1800 622 431. or
- email info@oric.gov.au

- *Aboriginals Benefit Account:* established to receive and distribute royalty equivalent monies generated from mining on Aboriginal land in the Northern Territory. Applications for ABA funding may be made under the following categories: major economic projects, small business initiatives, land and sea management, community enhancement, scholarship and sponsorship in education and leadership. Applications for the 2011/12 period have now closed. For further information:
 - Visit the [FaHCSIA website](#) for information regarding the 2012/13 funding rounds, or
 - telephone FaHCSIA on 08 89286141.

- *Indigenous Leadership Program:* aimed at further developing the leadership capacity of individuals. The Program looks at a range of areas including leadership values, leading with integrity, vision and goal setting and walking in two worlds. For further information:
 - visit the [FaHCSIA website](#), or
 - telephone the Leadership Delivery Branch on 1800 249 873.

- *Indigenous Women's Grants:* enhances Indigenous women's leadership, representation, safety, wellbeing and economic status. For further information:
 - visit the [Indigenous Women's Program webpage](#), or
 - contact your local [Indigenous Coordination Centre](#).

- *Business Toolkit for Indigenous Women:* is intended to inform and inspire Indigenous women in their aspirations to be successful business women. Throughout the Toolkit, six Indigenous women share their experiences and tips on how to get started, balance family and community obligations, manage the many demands of business life, and when and where to get help. For further information, or to download a copy of the Toolkit:
 - visit the [Business Toolkit for Indigenous Women webpage](#).

Tourism 2020

Whole of government working with industry to achieve
Australia's tourism potential



Australian Government

Department of Resources,
Energy and Tourism



Tourism Australia

Programs and Resources to aid Indigenous Tourism Development

May 2012

- *Public Awareness Program*: provides funding for projects that have significant value in raising awareness of Aboriginal and Torres Strait Islander people, culture, society and issues. It aims to promote to the wider community an understanding of, and respect for, Indigenous culture, to encourage the development of positive attitudes towards Indigenous Australians and to inform the wider community about contemporary issues that affect Indigenous people and communities. For program guidelines and further information:
 - visit the [Public Awareness Program webpage](#), or
 - contact your local [Indigenous Coordination Centre](#).

Indigenous Land Corporation (ILC)

- Assists Indigenous people to acquire land and manage Indigenous-held land to achieve economic, environmental, social and cultural benefits, including in relation to the tourism industry.
- New projects are developed on the basis of applications submitted by Indigenous organisations or landholders, or by the ILC in collaboration with Indigenous organisations, government agencies and industry. For further information on the ILC's land acquisition and land management programs:
 - visit the [Indigenous Land Corporation website](#), or
 - telephone 1800 818 490.
- The ILC owns and, through its subsidiary Voyages Indigenous Tourism Australia, operates Ayers Rock Resort in Central Australia, Home Valley Station in the Kimberley and the Mossman Gorge Visitor Centre in far north QLD (from mid 2012). The ILC seeks to employ over 700 Indigenous people in these enterprises by the end of 2018. A National Indigenous Training Academy has been established at Ayers Rock Resort to offer accredited training programs to provide Indigenous people with pathways into sustainable employment at the resort and within the wider Australian tourism and hospitality industry. For further information about Indigenous employment opportunities through Voyages:
 - Visit the [Voyages careers webpage](#)

Indigenous Business Australia

- *The Indigenous Tourism Champions Program*: operated by IBA in conjunction with Tourism Australia. This program supports established Indigenous tourism operators to build their business skills and knowledge, and develop and market their product. For further information:
 - [Visit the Tourism Australia website](#)
- *Business Development and Assistance Program*: assists eligible Indigenous Australians to establish, acquire and grow small to medium businesses by providing business support services and business loans. For further information:
 - Visit the [Indigenous Business Australia website](#), or
 - Telephone 1800 107 107

Tourism 2020

Whole of government working with industry to achieve
Australia's tourism potential



Australian Government

Department of Resources,
Energy and Tourism



Tourism Australia

Programs and Resources to aid Indigenous Tourism Development

May 2012

Department of Sustainability, Environment, Water, Population and Communities

- *Indigenous Protected Areas Programme*: supports Indigenous communities to manage Indigenous Protected Areas for conservation as part of Australia's network of protected areas so the plants, animals and cultural sites are protected for the benefit of all Australians (a pilot tourism project will be supported by this program in 2010). For further information:
 - visit the [Indigenous Protected Areas Program webpage](#), or
 - telephone 02 6274 2326
- *Indigenous Heritage Program*: supports the identification, conservation, and promotion (where appropriate) of Indigenous heritage. For further information:
 - visit the [Indigenous Heritage Program webpage](#), or
 - telephone 1800 982 280.
- *Caring for Our Country Program*: is an Australian Government initiative jointly administered by the Australian Government Department of Agriculture, Fisheries and Forestry and the Department of Sustainability, Environment, Water, Population and Communities. It funds projects across the country to achieve national targets - projects that improve biodiversity and sustainable farm practices; supports regional natural resource management groups, local, state and territory governments, Indigenous groups, industry bodies, land managers, farmers, Landcare groups and communities. Indigenous tourism-related deliverables include:
 - Expansion of the Indigenous Protected Area network;
 - Employment of Indigenous rangers;
 - Investment in the use of traditional ecological knowledge to deliver environment and heritage management outcomes.For further information:
 - visit the [Caring for Our Country website](#), or
 - telephone 1800 552 008.
- *Australia's National Landscapes Program* (operated in partnership with Tourism Australia): builds on the link between tourism and conservation to develop and promote Australia's world-class natural and cultural visitor experiences. The program brings together tourism industry and government stakeholders to identify commercial opportunities, environmental management priorities, infrastructure gaps and marketing opportunities. Whilst National Landscapes does not solely highlight Indigenous cultural values, in view of the target market's interest in engagement with Indigenous culture the Steering Committees of each National Landscape are very keen to improve the focus on this element. For further information:
 - visit the [National Landscapes webpage](#), or
 - telephone 02 9360 1111.

Tourism 2020

Whole of government working with industry to achieve
Australia's tourism potential



Australian Government

Department of Resources,
Energy and Tourism



Tourism Australia

Programs and Resources to aid Indigenous Tourism Development

May 2012

Department of Regional Australia, Local Government, Arts and Sport

- *Community Heritage Grants*: aim to preserve and provide access to locally held nationally significant cultural heritage collections across Australia. Managed by the National Library of Australia with support provided by Department of Sustainability, Environment, Water, Population and Communities, the National Archives of Australia, the National Film and Sound Archive and the National Museum of Australia. For further information:
 - visit the [Community Heritage Grants webpage](#), or
 - telephone the Community Heritage Grants Coordinator on 02 6262 1147.

Department of Resources, Energy and Tourism

- *Working in Partnerships Program*: aims to strengthen the relationship between the exploration/mining sector and Indigenous Australians by improving the level of community engagement so that opportunities (including tourism opportunities) for Indigenous communities and individuals for mainstream participation in the mining industry can be realised. For further information:
 - visit the [Working in Partnerships webpage](#), or
 - telephone 02 6276 1000.
- *Strategic Tourism Investment Grants*: is a program offered under the T-QUAL Grants program. The program offers funding of up to \$1 million to eligible nationally significant and innovative tourism projects aimed at developing Indigenous tourism, economic development and/or tourism employment. The program is administered by the Department of Resources, Energy and Tourism. Working with the industry, experts and other government agencies, the Department develops suitable projects and potential matching funding before calling for grant applications for organisations to deliver the projects. For further information:
 - visit the [Strategic Tourism Investment Grants webpage](#)
- *T-QUAL Grants—Tourism Quality Projects*: offer matched funding from \$15,000 up to \$100,000 for smaller scale projects to lift the quality and variety of Australia's tourism experiences. The 2012 Round closed on 19 April 2012. The 2013 Round will open in early 2013. For further information:
 - visit the [T-QUAL Grants- Tourism Quality Projects webpage](#),
- *Tourism Research Australia (TRA)*: is a branch of the Department of Resources, Energy and Tourism (RET) that provides statistics, research and analysis to support industry development, policy development and marketing for the Australian tourism industry, including on Indigenous tourism. For further information:
 - visit the [Snapshot 2011, Indigenous Tourism Visitors in Australia](#)

Tourism Australia

- *Tourism Australia (TA)*: Aims to improve trade and consumer awareness and perceptions of the quality and diversity of Indigenous tourism experiences offered in Australia. The initiatives undertaken are focussed on stimulating greater demand for distinctive Indigenous tourism experiences. This is primarily done through the Indigenous Tourism Champions Program (ITCP), which is a joint initiative with Indigenous Business Australia

Tourism 2020

Whole of government working with industry to achieve
Australia's tourism potential



Australian Government

Department of Resources,
Energy and Tourism



Tourism Australia

Programs and Resources to aid Indigenous Tourism Development

May 2012

(IBA). TA is responsible for marketing the Indigenous Tourism Champions, whilst IBA focuses on product development. The Champions are nominated by their State or Territory Tourism Organisation.

TA also actively participates in a number of working groups set up to further Indigenous tourism industry including; Indigenous Tourism Working Group (ITWG), Indigenous Tourism Industry Advisory Panel (ITIAP), Indigenous Tourism Government Forum (ITGF), and the National Indigenous Tourism Task Force (NITTF). For further information:

- visit the [Tourism Australia website](#), or
- telephone 02 9360 1111.

Torres Strait Regional Authority

- *Economic Program*: aims to develop opportunities for enhancing employment, training, enterprise development and home ownership.
- *Business Funding Scheme*: provides Torres Strait Islander and Aboriginal people living in the region with the opportunity to establish, acquire, develop and own their own business to facilitate their economic independence.
- *Community Economic Initiatives Scheme*: grants are provided to Torres Strait Islander and Aboriginal organisations for the establishment and/or expansion of commercial income generating ventures.

For further information on these programs:

- visit the [Torres Strait Regional Authority website](#), or
- telephone 1800 079 093.
- *Heritage, Culture and Environment Program*: assists the Indigenous people of the Torres Strait region in preserving, protecting and developing their cultural heritage and to promote their involvement in environmental issues.
- *Indigenous Regional Arts Development Fund*: joint initiative between the TSRA and Arts Queensland and was established to build the skills and economic independence of Indigenous artists in the region.

For further information on these programs:

- visit the [Torres Strait Regional Authority website](#), or
- telephone 1800 079 093.

Department of Broadband, Communications and the Digital Economy

- *Indigenous Communications Program*: aims help improve communications services in remote Indigenous communities by providing essential telephone services, basic public internet access facilities and computer training for many remote Indigenous communities. For further information:
 - visit the [Indigenous Communications Program webpage](#), or
 - telephone 1800 355 014.

Tourism 2020

Whole of government working with industry to achieve
Australia's tourism potential



Australian Government

Department of Resources,
Energy and Tourism



Tourism Australia

Programs and Resources to aid Indigenous Tourism Development

May 2012

- *Satellite Phone Subsidy Scheme*: aims to help people living or working outside of terrestrial mobile phone coverage to purchase satellite mobile phones. Eligible consumers include individuals, small businesses, community groups, not-for-profit organisations, Indigenous corporations, emergency service organisations, health organisations and educational institutions. For further information:
 - visit the [Satellite Phone Subsidy Scheme webpage](#), or
 - telephone 1800 674 058.
- *Indigenous Broadcasting*: supports Indigenous community radio broadcasting to address the broadcasting needs of Indigenous people living in remote, regional and urban areas of Australia. For further information:
 - visit the [Indigenous Broadcasting webpage](#), or
 - telephone 1800 006 992.

Department of Prime Minister and Cabinet

- *National Arts and Crafts Industry Support*: provides direct funding to Indigenous art centres and arts support and advocacy organisations to assist them in building a more sustainable Indigenous visual arts industry. For further information:
 - visit the [Indigenous Visual Arts Industry Support](#), or
 - telephone 1800 006 992.
- *Indigenous Culture Support Program*: supports the maintenance and continued development of Indigenous culture at the community level. ICS funds activities that encourage culturally vibrant Indigenous communities and contribute to the cultural wellbeing of Indigenous individuals and communities. For further information:
 - visit the [Indigenous Culture Support webpage](#), or
 - telephone 1800 006 992.

Department of Innovation, Industry, Science and Research and Tertiary Education

- *Enterprise Connect - Remote Enterprise Centre*: designed to boost productivity, improve innovation and increase the competitiveness of Australian small and medium sized enterprises (SMEs) in the Northern Territory and remote areas of Western Australia, South Australia, New South Wales and Queensland. Highly skilled Business Advisers deliver integrated, practical services that help SMEs improve productivity, build internal capacity and capitalise on their growth potential. For further information:
 - visit the [Enterprise Connect website](#), or
 - telephone 131 791.
- *Language, Literacy and Numeracy Program*: seeks to improve eligible job seekers' language, literacy, and/or numeracy enabling them to secure sustainable employment or to participate in further education and training. For further information:
 - visit the [Language, Literacy and Numeracy Program webpage](#).

Tourism 2020

Whole of government working with industry to achieve
Australia's tourism potential



Programs and Resources to aid Indigenous Tourism Development

May 2012

- *Australian Apprenticeships Incentive Program*: to develop a more skilled Australian workforce that delivers long term benefits by encouraging employers to open up genuine opportunities for skills-based-training of their employees through financial incentives. There is also funding available for Australian Apprentices to encourage retention and completion. For further information:
 - visit the [Australian Apprenticeships website](#), or
 - telephone 13 38 73.
- *Australian Apprenticeships Access Program*: provides vulnerable job seekers who experience barriers to entering skilled employment with nationally recognised pre-vocational training, support and assistance. The Program is delivered locally by brokers and providers who work closely with employers to deliver training that meets industry needs. For further information:
 - visit the [Australian Apprenticeships Access Program webpage](#), or
 - telephone 13 38 73.
- *Workplace English Language and Literacy* aims to assist workers, and pre-employment Indigenous Employment Program participants with low literacy levels, to improve their English language, literacy and numeracy skills so they can better participate in employment and training activities. For further information:
 - visit the [Workplace English Language and Literacy webpage](#), or
 - telephone 13 38 73
- Australian Government *Skills Connect* is a new integrated approach towards strengthening services and programs in workforce development. Workforce development is recognised as multifaceted requiring a collaborative approach to ensure enterprises can employ, retain and develop skilled and productive employees in a fast-changing economy. The network will help Australian enterprises and industry to make the right connections and get the right advice. They can refer across networks, Departments and utilise *Australian Government Skills Connect* to enquire about programs to help deliver quality outcomes for enterprises and industry. The Australian Government through *Australian Government Skills Connect* in 2011-12 has consolidated access to:
 - \$50 million through the National Workforce Development Fund;
 - \$29 million through the Accelerated Australian Apprenticeship;
 - \$15 million through the Australian Apprenticeship Mentoring; and
 - \$15 million through the Workplace English Language and Literacy.

Australian Government Skills Connect is also currently facilitating access to funding available under the More Help for Mature Age Workers initiative for existing workers aged 50 and over.

- visit the [Australian Government Skills Connect webpage](#), or
- telephone the Skills Info Line 133 196.

Austrade

- *Export Market Development Grants*: financial assistance program for aspiring and current exporters. The scheme supports a wide range of industry sectors and products, including inbound tourism and the export of intellectual property and know-how outside Australia. For further information:
 - visit the [Export Market Development Grants webpage](#), or
 - telephone 13 28 78.



Australian Government

Department of Resources,
Energy and Tourism



Tourism Australia

Programs and Resources to aid Indigenous Tourism Development

May 2012

Follow these links to State and Territory Government websites for information on programs and resources that are available to facilitate Indigenous tourism development and employment.

Queensland

Business Entry Point / General business support and advice

- Business Development
www.business.qld.gov.au
- Business and Industry
<http://www.qld.gov.au/about/business-and-industry>

Indigenous – specific

- Indigenous Business
<http://www2.business.qld.gov.au/support/215.htm>

Tourism – specific

- Tourism Queensland – Industry Assistance
http://www.tq.com.au/resource-centre/industry-assistance/industry-assistance_home.cfm

New South Wales

Business Entry Point / General business support and advice

- Business NSW
www.business.nsw.gov.au
- Small Business NSW
<http://www.smallbiz.nsw.gov.au>

Indigenous – specific

- Aboriginal Business Development
<http://www.smallbiz.nsw.gov.au/initiatives/aboriginal/bizdevelopment/Pages/default.aspx>

Tourism – specific

- Destination NSW – Business Resources
<http://www.destinationnsw.com.au/tourism/business-development-resources>

Tourism 2020

Whole of government working with industry to achieve
Australia's tourism potential



Australian Government

Department of Resources,
Energy and Tourism



Tourism Australia

Programs and Resources to aid Indigenous Tourism Development

May 2012

Australian Capital Territory

Business Entry Point / General business support and advice

- Canberra Business Point
[Business and Industry Development - Canberra Business Point](#)

Tourism – specific

- Australian Capital Tourism - Industry Services
<http://www.tourism.act.gov.au/index.php/industry-services>

Victoria

Business Entry Point / General business support and advice

- Business Victoria
www.business.vic.gov.au

Indigenous – specific

- VECC/Kinaway Aboriginal Business Advisors Program
<http://kinaway.com.au/kinaway-resources/aboriginal-business-advisor-program/>

Tourism – specific

- Tourism Victoria – Industry Resources
<http://www.tourism.vic.gov.au/industry-resources>

Northern Territory

Business Entry Point / General business support and advice

- Growing the Territory
<http://www.growingnt.nt.gov.au/index.html>
- The Territory Business Centre
www.tbc.nt.gov.au/

Indigenous – specific

- Regional Development – Indigenous Economic Development
http://www.dhlgrs.nt.gov.au/rd/indigenous_economic_development
- Working Futures
<http://www.workingfuture.nt.gov.au/>

Tourism – specific

- Tourism NT - Industry Resources

Tourism 2020

Whole of government working with industry to achieve
Australia's tourism potential



Australian Government

Department of Resources,
Energy and Tourism



Tourism Australia

Programs and Resources to aid Indigenous Tourism Development

May 2012

<http://www.tourismnt.com.au/industry-resources.aspx>

Tasmania

Business Entry Point / General business support and advice

- Business Development
http://www.development.tas.gov.au/business/business_development
- Enterprise Centres Tasmania
<http://www.enterprisecentres.tas.gov.au/>

Tourism – specific

- Tourism Tasmania – Industry Resources
<http://www.tourismtasmania.com.au/industry>

South Australia

Business Entry Point / General business support and advice

- Business, Industry and Trade
<http://www.sa.gov.au/subject/Business%2C+industry+and+trade>

Tourism – specific

- South Australian Tourism Commission – Industry Downloads
<http://www.tourism.sa.gov.au/industryinfo/default.asp>

Western Australia

Business Entry Point / General business support and advice

- Business
<http://wa.gov.au/governmentservices/business>
- Small Business Development Corporation
<http://www.smallbusiness.wa.gov.au>
- Small Business Centres
<http://www.smallbusiness.wa.gov.au/small-business-centres/>

Tourism – specific

- Tourism WA – Aboriginal Tourism Strategy for Western Australia, 2011-2015
http://www.tourism.wa.gov.au/Policies_Plans_Strategies/Pages/Indigenous_Tourism.aspx

Tourism 2020

Whole of government working with industry to achieve
Australia's tourism potential