

Reviewing the Skilled Migration and 400 Series Visa Programme

Tourism & Hospitality Industry Response

SEPTEMBER 2014



Accommodation
Association
of Australia



Australian Tourism Export Council



National Tourism Alliance



Restaurant
& Catering

RESTAURANT & CATERING AUSTRALIA

Restaurant & Catering Australia (R&CA) is the national association representing the interests of 35,000 restaurants, cafes and catering businesses across Australia. R&CA delivers tangible outcomes to small businesses within the hospitality industry by influencing the policy decisions and regulations that impact the sector's operating environment. This includes advocating the broader social and economic contribution of the sector to industry and government stakeholders, as well as highlighting the value of the restaurant experience to the public.

ACCOMMODATION ASSOCIATION OF AUSTRALIA

The Accommodation Association of Australia (AAoA) is a dedicated specialist organisation working for employers in the accommodation industry. The AAoA represent a cross section of industry members including hotels, resorts, motels, bed and breakfasts, backpackers, caravan parks, timeshares, chains and independent operators in metropolitan and regional Australia. Our aim is to support operators, protect business interests and promote a strong and vibrant accommodation sector throughout Australia.

AUSTRALIAN TOURISM EXPORT COUNCIL

The Australian Tourism Export Council (ATEC) is the peak industry body representing Australia's \$30 billion tourism export sector. ATEC represents more than 800 members across Australia including large national and multinational companies as well as small- and medium-sized enterprises, many of whom are based in regional and remote parts of Australia. Our members include inbound tour operators and online distributors who connect Australian tourism products with vital distribution channels in key overseas markets.

NATIONAL TOURISM ALLIANCE

The National Tourism Alliance (NTA) is a national forum for advocating to the Federal Government on issues of common interest for Australian tourism and hospitality businesses. Membership comprises the major industry associations as well as the State Tourism Industry Councils who together represent the interests of over 90,000 tourism and hospitality businesses across Australia.

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EXECUTIVE SUMMARY

Australia's visitor economy is a \$110 billion industry, employing close to 1 million people and supporting 280,000 businesses across metropolitan and regional Australia. Tourism has been identified as one of Australia's five super growth industries – second only to gas – with the sector expected to grow more than 10% faster than global gross domestic product. Australia's top five super growth industries including tourism have the potential to deliver an additional \$250 billion to the national economy over the next 20 years if these growth projections are realised.

As Australia moves towards a service-based economy as a result of globalisation, and the visitor economy continues to grow, employment in the tourism and hospitality sector will become even more prevalent. Australia requires a robust and efficient temporary migration visa system that addresses current gaps in the labour market, while providing a flexible framework to meet employment needs of the sector in the future.

As a sector of interrelated industries, the tourism labour market is complex, with shortfalls in skilled labour experienced across multiple cohorts of the industry. The sector is currently experiencing a shortfall of 35,800 workers, with this gap expected to increase to 56,600 jobs by 2017. This shortage of skilled and unskilled labour constricts growth and productivity. As a result, the Australian tourism industry is one of the largest users of the 400 series visa system. The availability of skilled labour through Australia's temporary migration system is of critical importance to the productivity of Australia's largest export services sector, and meeting projected growth targets.

As representatives of 280,000 tourism businesses across Australia, the industry associations party to this submission advocate Australia's 400 series visa system needs to be simple, easy to navigate, and revenue neutral to allow tourism businesses, both big and small, ease of access to skilled labour. Many of the recommendations of the *Independent Review of the Integrity into the Integrity in the Subclass 457 Programme* have relevance here, including the abolition of labour market testing, concessions to the Temporary Skills Migration Income Threshold (TSMIT), and treatment of English language requirements on a case-by-case basis. Implementing these reforms will significantly improve the administrative burden and cost to businesses in using the temporary migration system.

Finally, the tourism sector believes the Working Holiday Maker program must be considered in tandem with reforms to the 400 series visa system, given the significant impact this visa class has on the availability of labour and use of the 400 series visa class by the sector.

RECOMMENDATIONS

KEY VISA COMPONENTS

- Implement recommendations of the Independent Review of 457 visas, providing greater flexibility for industries or businesses to seek concessions to the English language requirement for certain occupations on a case-by-case basis.
- Review the Skilled Occupation List (SOL) to better reflect those occupations in greatest demand by the tourism and hospitality industry.
- Implement recommendations of the Independent Review of 457 visas with regards to the TSMIT including:
 - Concessions to the TSMIT be afforded under Labour Agreements, Enterprise Migration Agreements and Designated Area Migration Agreements, as appropriate;
 - That the TSMIT does not undergo any further increases until it is reviewed within two years;
 - That consideration be given to accepting the eligibility threshold as up to 10 per cent lower than the TSMIT; and
 - That the government give further consideration to a regional concession to the TSMIT.

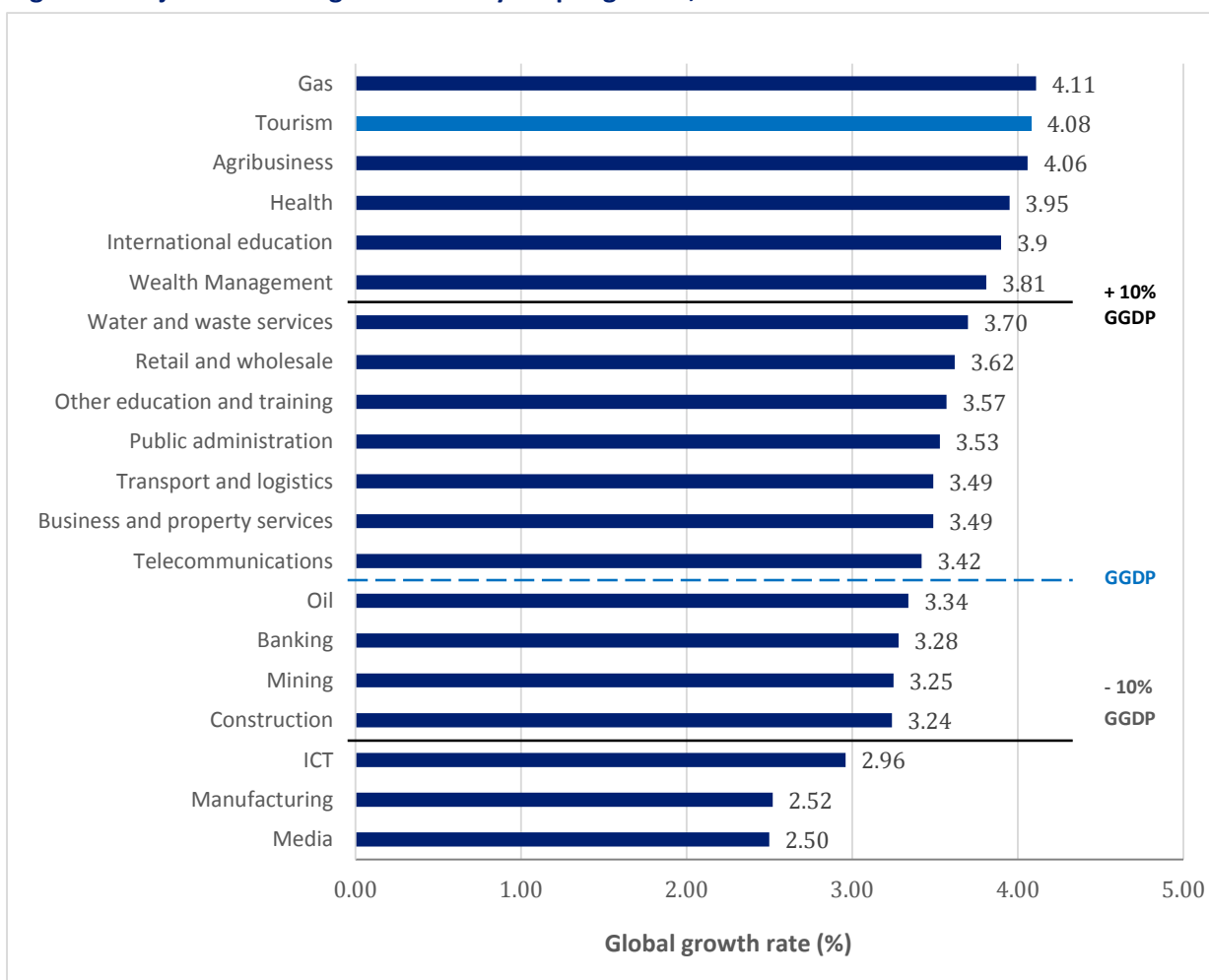
VISA CATEGORIES

- The Working Holiday Visa (Subclass 417) must be considered as part of the review, with key areas of reform including:
 - Freeze any further increases in visa fees and charges associated with this visa class;
 - Granting a second year extension to WHM who spend three months or more working in regional tourism and hospitality businesses;
 - Remove the qualifying age cap to bring in line with other countries or at the very least increase to 35 years of age;
 - Allow multiple visa applications - this could include one between 18-25 years of age and a second from 26 years and older; and
 - Expand the programme to include key international growth markets including China, India, Vietnam and the Philippines and remove need for the program to be reciprocal.
- Reinstatement of the Trade Skills Training Visa (Subclass 471) allowing overseas students to undertake traditional trade apprenticeships.
- Reform the Temporary Graduate Visa (Subclass 485) to allow student graduates at approved private education and VET institutions the ability to work in tourism and hospitality positions not featured on the SOL.

THE VALUE OF AUSTRALIA'S VISITOR ECONOMY

Deloitte's *Positioning for Prosperity? Catching the next wave* report identifies tourism as one of Australia's five super growth industries, with the sector expected to grow more than 10% faster than global gross domestic product (See Figure 1). Australia's top five super growth industries including tourism have the potential to deliver an additional \$250 billion to the national economy over the next 20 years if these growth projections are realised ¹.

Figure 1: Projected annual global industry output growth, 2013-33



Source: Deloitte Access Economics

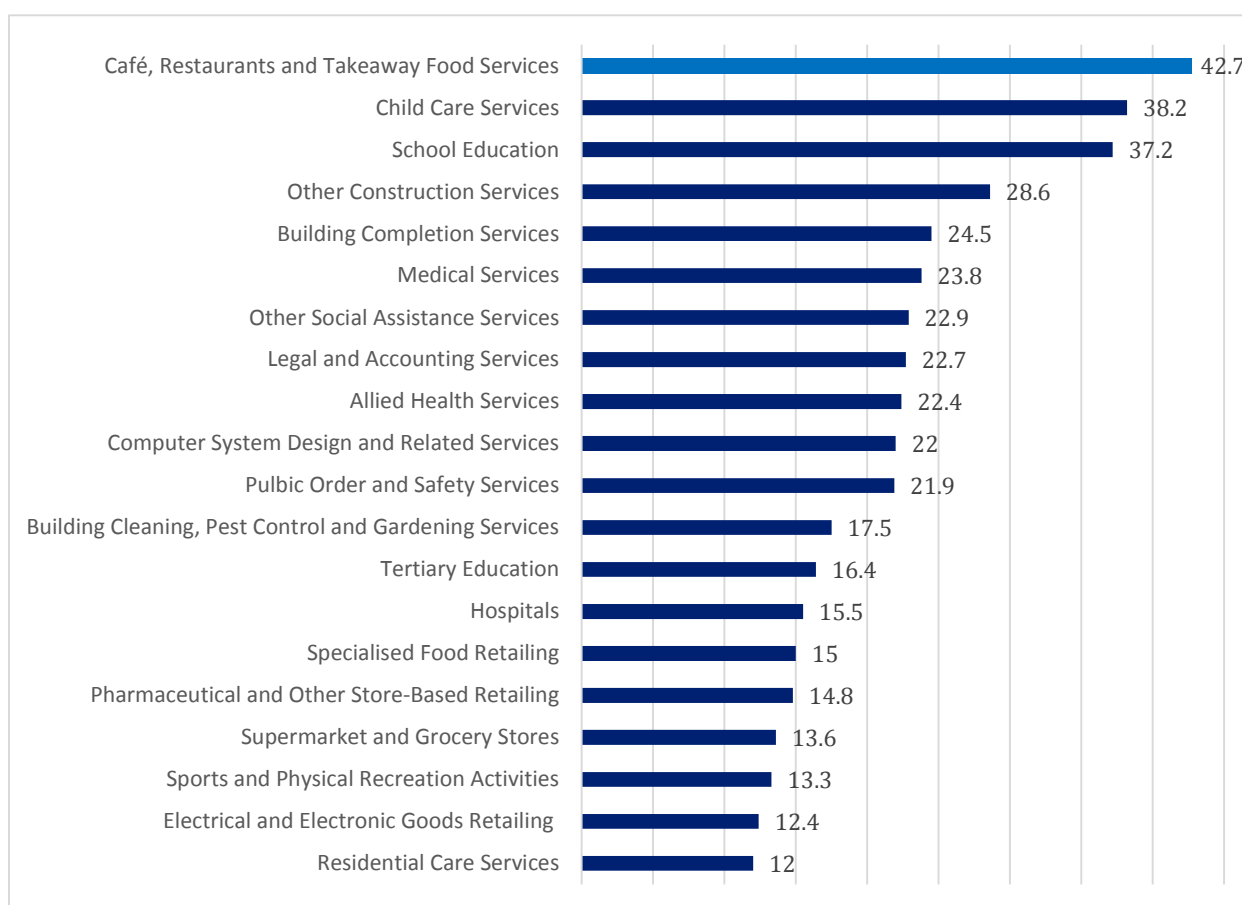
Interestingly, international education is tipped to be Australia's fourth largest growth sector. Recognising the intrinsic link between tourism and international education, the industry has further identified changes to student and graduate visas that could significantly improve the sector's access to semi-skilled labour.

¹ Deloitte (2013) *Positioning for Prosperity? Catching the next wave*

FUTURE TOURISM EMPLOYMENT

The availability of appropriately skilled staff is critical to the growth and productivity of the tourism sector. Service Skills Australia's *Tourism, Travel and Hospitality Environmental Scan 2014* highlights that strong domestic demand and a growing tourism base is expected to lead to phenomenal employment growth in the visitor economy over the next five years, particularly in the café, restaurant and takeaway food sector². Employment growth in this sector will exceed any other in the Australian economy, with expected growth of 42,700 workers, or an increase of 8.1%³ (See Figure 2). These forecasts are further supported by projections released by the Department of Employment that indicate the accommodation and food services sector alone has a projected five-year employment growth rate of 7.1 per cent, requiring an additional 55,200 workers by November 2018⁴.

Figure 2: Top 20 industry sectors ranked by projected growth to November 2017 ('000s)



Source: Department of Employment, 2013, *Employment Outlook to 2017*

² Service Skills Australia (2013) *Tourism, Travel and Hospitality Environmental Scan 2014 – DRAFT*, p.21

³ DEEWR (2012) *Employment Outlook to 2017*, p.3-4

⁴ Department of Employment (2014) *2014 Employment Projections, Industry projections to November 2018*

CURRENT SKILLS SHORTAGES

The Deloitte Access Economics *Australian Tourism Labour Force Report 2011* highlights the sector is currently experiencing severe shortages of skilled labour. The visitor economy has a vacancy rate of approximately 9 per cent, equivalent to 35,800 jobs. The number of vacant jobs in the sector is expected to increase to 56,000 by 2015 if no market intervention occurs. Of the 56,000 shortfall in jobs, it is estimated that 46 per cent of these jobs will be skilled positions (25,760 workers), while the remaining 54 per cent of job shortages (30,748 workers) will be for unskilled labour⁵.

Kitchenhands, Waiters, Café and Restaurant Managers, and Chefs will be the most in-demand occupations within the tourism and hospitality sector by 2015. By 2015, demand for Kitchenhands, Waiters, and Café and Restaurant Managers is expected to account for approximately one-third of all demand for workers within the tourism sector. For each occupation, the total demand (for both skilled and non-skilled labour) is expected to be double the demand for skilled workers alone, with the exception of waiters where the demand is nearly triple, and bar attendants where it is approximately one-and-a half times.

Table 1: Accumulated labour demand by occupation over the 2012-2015 period

Demand for labour 2012-2015 (By Occupation)			
Top 10 Occupations	Accumulated demand for skilled workers	Accumulated demand for workers	% of all demand
Kitchenhands	1,839	7,364	13%
Waiters	2,110	6,280	11%
Café and Restaurant Managers	3,114	6,112	11%
Chefs	3,492	4,855	9%
Cooks	1,658	4,305	8%
Bar Attendants and Baristas	1,360	4,033	7%
Housekeepers	899	2,498	4%
Automobile Drivers	1,226	2,476	4%
Tourism and Travel Advisers	1,531	2,173	4%
Hotel and Motel Managers	1,072	2,170	4%
<i>Subtotal top 10 occupations</i>	18,301	42,268	75%
Total	25,927	56,676	100%

Source: Deloitte Access Economics labour force model

Employment growth projections and current skills shortages identified in this submission will not be met by the local labour force alone. Skilled migration is, and will continue to be, one of the core mechanisms of sourcing labour within the sector now and into the future.

⁵ Deloitte Access Economics (2011) *Australian Tourism Labour Force Report – Labour Force Profile (Part 1)*, p. iv, vii and xi

TOURISM & SHORT-TERM MIGRATION

The tourism and hospitality industry is one of the largest users of the 400 series visa programme, in particular the Subclass 457 Temporary Migrant visa, with many hospitality occupations representing the largest number of primary applications granted over the 2013-14 period⁶. In 2013-2014, Cooks and Restaurant Managers represented the top two primary applications granted nation-wide with 5,840 visas granted. In addition, Cooks, Chefs and Restaurant Managers ranked in the top five occupations for skilled migrants to the Australian Capital Territory, New South Wales, South Australia, Tasmania, Victoria and Western Australia, with Cooks and Restaurant Managers representing the top two occupations most in demand in Queensland⁷.

Table 2: Top 15 occupations by primary applications granted in 2013-2014

Top 15 occupations by primary applications granted in 2013-2014					
Top 15 Occupations		2013-2014 to 30/06/14	2012-2013 to 30/06/13	% Change from 2012-13	2013-14 as % of Total
351411	Cook	2,720	3,040	-10.7%	5.2%
141111	Café or Restaurant Manager	2,070	1,900	8.8%	4.0%
261312	Developer Programmer	1,900	1,790	5.7%	3.7%
225113	Marketing Specialist	1,470	1,600	-8.2%	2.8%
242111	University Lecturer	1,290	1,600	-19.6%	2.5%
253111	General Medical Practitioner	1,270	1,510	-15.7%	2.4%
261111	ICT Business Analyst	1,200	1,310	-8.0%	2.3%
221111	Accountant (General)	1,150	1,320	-12.5%	2.2%
312512	Mechanic Engineering Technician	1,120	1,270	-12.0%	2.2%
149212	Customer Service Manager	1,080	1,250	-13.3%	2.1%
261313	Software Engineer	1,060	1,020	4.0%	2.0%
351311	Chef	1,050	1,090	-3.6%	2.0%
224711	Management Consultant	1,040	1,160	-10.4%	2.0%
131112	Sales and Marketing Manager	1,030	1,030	0.5%	2.0%
253112	Resident Medical Officer	790	920	-13.9%	1.5%
Other Occupations		31,700	46,680	-32.1%	61.0%
Total		51,940	68,480	-24.2%	100.0%

Source: Department of Immigration & Border Protection

⁶ Department of Immigration & Border Protection *Subclass 457 quarterly report quarter ending at 30 June 2014*, p13

⁷ Department of Immigration & Border Protection *Subclass 457 quarterly report quarter ending at 30 June 2014*

NAVIGATING AUSTRALIA'S TEMPORARY MIGRATION SYSTEM

Australia's temporary migration system is a critical component in meeting current labour shortages faced by the Australian tourism industry. However the use of the system by tourism operators is not without its challenges. Use of the Subclass 457 visa is difficult to navigate, time consuming, and expensive. Most tourism businesses seeking skilled workers do not have access to, or can afford, migration agents to complete their application. Furthermore, the cessation of the Department's Outreach Officer program has removed a valuable resource for tourism businesses in navigating and understanding their requirements under the 457 visa programme.

In addition, the structure of the temporary skilled migration programme is such that no distinction is made in visa requirements for different levels of skilled occupations, meaning the system is uncondusive to processing many low-skilled workers required by the tourism sector. English language requirements are too high, labour market testing is burdensome, and the Temporary Skilled Migration Income Threshold (TSMIT) does not accurately reflect minimum wage levels for skilled Australians in the same positions. A one-size-fits-all approach to Australia's temporary skilled migration has left tourism at a disadvantage. The *Independent Review of the Integrity into the Integrity in the Subclass 457 Programme* made many recommendations regarding the above issues. Industry would hope to see these recommendations enacted and reflected in this review.

GUIDING PRINCIPLES

The tourism industry believes Australia's temporary migration system should be:

SIMPLE

The visitor economy requires a temporary skilled migration system that is easy to navigate and simple to use.

RESPONSIVE

The temporary skilled migration system must be responsive to current skill shortages, yet flexible enough to address skill shortages that may emerge in the future.

REVENUE NEUTRAL

The cost of applying for a visa should remain affordable to applicants and sponsor businesses, with fees and charges to cover only the cost of processing the visa, rather than act as a source of revenue for the Government.

VIEWED IN TOTALITY

Visa fees and charges must be viewed in conjunction with all other border processing costs, including the Passenger Movement Charge, so as not to reduce the competitiveness of the visitor economy, nor discourage travel or temporary migration.

TAILORED

A one-size-fits-all migration system is not working, particularly for many low-skilled positions required by the tourism and hospitality sector. Consideration should also be given to a user pays system for those that require their visa fast tracked or for premium processing.

KEY VISA COMPONENTS

ENGLISH LANGUAGE PROFICIENCY

English language testing continues to be one of the biggest issues affecting the use of the 457 program by tourism and hospitality operators. The industry contends that language requirements across different occupations and skill levels are not the same, and should therefore be determined on a case-by-case basis.

The industry believes that the level of language proficiency should reflect the level of skill required by the occupation. This is of particular relevance to many low-skilled positions in the tourism and hospitality industry that require minimal levels of customer service interaction. For example, many Cooks and Chefs only require a basic understanding of English as the language spoken in the kitchen is often the language of the cuisine. While English proficiency is used to determine an applicant's ability to participate in Australian life as well as adhere to OH&S requirements, industry believes this can be demonstrated by means other than English competency.

Furthermore, there is evidence to suggest internationally the same weight is not given to English proficiency. For example, in Canada only a basic level of proficiency is required. Applicants are awarded points based on their ability to listen, speak, read and write. In this case, basic proficiency is defined as 'can communicate' in a very limited way.

In New Zealand, in order to gain residency under the Skilled Migrant Category (albeit not temporary entry such as a 457 visa) a minimum standard of English is required. If the applicant is able to demonstrate they are in current ongoing employment, they are provided with an exemption.

In Australia, IELTS Level 4 is equivalent to 'basic competence' where an applicant's English ability is limited to familiar situations and the applicant may have frequent problems in understanding and expression. The tourism industry believes an IELTS Level 4 would better reflect the level of English proficiency required to do many of the jobs required by the sector.

RECOMMENDATION:

Implement recommendations of the Independent Review of 457 visas, providing greater flexibility for industries or businesses to seek concessions to the English language requirement for certain occupations on a case-by-case basis.

OCCUPATION LIST

Policy settings surrounding the Skilled Occupation List (SOL) have significant impact on the tourism and hospitality industry's access to skilled labour. The tourism and hospitality industry requires a wide range of employees at all skill levels. Yet the current migration system and SOL is calibrated to occupations at a higher skill level (Skill Levels 1-3). This is despite clear evidence to suggest that the same level of employment demand exists at Skill Levels 3 and 4 with fewer local job seekers prepared to work at these levels⁸.

Changes to the SOL significantly influence the use of the 400 series visa system by the tourism and hospitality sector, as evident by the removal of Chefs and Cooks from the SOL in 2010. During this time, the sector saw a significant spike in labour shortages in these occupations, as businesses found the 457 visa process too prohibitive and costly to source labour. The process of reinstating important tourism occupations on the SOL has been slow and archaic, making it a somewhat unresponsive tool to the needs of sector in addressing labour shortages.

While the industry welcomed the addition of Chefs to the SOL in June this year, there is still a need to reinstate other important occupations including Cooks and Restaurant Managers on this list in order to accurately reflect those positions in greatest need by the sector.

RECOMMENDATION:

Review the Skilled Occupation List (SOL) to better reflect those occupations in greatest demand by the tourism and hospitality industry.

⁸ Department of Employment (2014) *Skill Level projections to November 2018*

TEMPORARY SKILLED MIGRATION INCOME THRESHOLD

The Temporary Skilled Migration Income Threshold (TSMIT) is an area of serious contention for many tourism and hospitality operators. The TSMIT is often higher than the minimum wage set out in the Industry Award for Australian workers in the same position. This is particularly true for lower-skilled hospitality positions such as Cooks where the average salary is around \$48,000⁹.

The TSMIT means Australians receive less than a 457 worker who performs the same duties and functions at the same classification level. In some instances, it has resulted in Australian workers attempting to re-negotiate greater rates of pay to match the salary paid to their overseas colleagues under the TSMIT, despite employers meeting their obligations under the Award for that position. The differential also increases the cost to business owners in sponsoring a worker to complete the same work and tasks as an Australian worker.

Furthermore, many tourism operators are unaware they can meet the requirements of the TSMIT through a mix of hours across the operating hours of the business. This could be better communicated to applicants, particularly those who do not engage in the program due to the belief they cannot provide guaranteed earnings.

RECOMMENDATION:

That the government implements recommendations in the Independent Review of 457 visas with regards to the TSMIT including:

- Concessions to the TSMIT be afforded under Labour Agreements, Enterprise Migration Agreements and Designated Area Migration Agreements, as appropriate;
- That the TSMIT does not undergo any further increases until it is reviewed within two years;
- That consideration be given to accepting the eligibility threshold as up to 10 per cent lower than the TSMIT; and
- That the government give further consideration to a regional concession to the TSMIT.

⁹ Payscale, *Cook, Restaurant Salary, Australia* http://www.payscale.com/research/AU/Job=Cook,_Restaurant/Salary

VISA CATEGORIES

WORKING HOLIDAY MAKERS (SUBCLASS 417)

The tourism industry believes an examination of the Working Holiday Maker (WHM) programme should be considered as part of the evaluation of the 400 visa series. The tourism industry has a disproportionate reliance on WHMs as an available source of labour, which account for 7 per cent of tourism employees compared to 1.7 per cent of employees across the rest of the economy. The policy settings surrounding the WHM program impact the demand for other temporary skilled visas under the 400 series, namely the 457 Temporary Work visa.

The tourism industry has long advocated for changes to this programme which would deliver significant benefits to the sector by way of increased labour, particularly in regional Australia. Instead, the sector has incurred the impost of a 50 per cent increase in the cost of WHM visas from \$280 to \$420 over a two year period. Over the past year, the number of first WHM grants fell by 12.8 per cent to 183,428, with significant decreases recorded in applicants from Taiwan, South Korea and Ireland¹⁰.

WHMs can continue to make a valuable contribution to the visitor economy, provided the programme is reformed to provide greater flexibility to tourism operators who use the system. Key areas of reform for this visa class include:

- Freeze any further increases in visa fees and charges associated with this visa class;
- Grant a second year extension to WHM who spend three months or more working in regional tourism and hospitality businesses;
- Remove the 6-month cap on employment allowing WHM to spend a greater amount of time with one employer;
- Remove the qualifying age cap to bring in line with other countries such as South Africa that place no upper age limit on WHM;
- Allow multiple visa applications - this could include one between 18-25 years of age and a second from 26 years and older;
- Expand the programme to include key international growth markets including China, India, Vietnam and the Philippines and remove need for the program to be reciprocal.

¹⁰ Department of Immigration and Border Protection (2014) *Working Holiday Marker visa programme report*, 30 June 2014

The economic benefits of such reforms is significant; delivering an expected economic impact of \$85 million per year or up to \$700 million over 10 years. Specifically, modelling conducted by the Australian Tourism Export Council (ATEC) highlights that by expanding the second year visa qualification to include work in regional tourism businesses, tourism can conservatively contribute an additional \$225 million to the Australian economy over the next 10 years. In addition, by allowing multiple visa applications within the relevant age range, a further \$275 million can be contributed to national GDP, and more than \$2 billion in tourism spending¹¹.

RECOMMENDATION:

The Working Holiday Visa (Subclass 417) must be considered as part of the review, with key areas of reform including:

- Freeze any further increases in visa fees and charges associated with this visa class;
- Granting a second year extension to WHM who spend three months or more working in regional tourism and hospitality businesses;
- Remove the qualifying age cap to bring in line with other countries or at least increase to 35 years of age;
- Allow multiple visa applications - this could include one between 18-25 years of age and a second from 26 years and older; and
- Expand the programme to include key international growth markets including China, India, Vietnam and the Philippines and remove need for the program to be reciprocal.

¹¹ ATEC (2012) *The Importance of the Working Holiday Visa (Subclass 417) Position Paper February 2012*, p.4

TRADE SKILLS TRAINING VISA & TEMPORARY GRADUATE VISAS

Australia's international education sector is a \$15 billion industry, creating significant opportunities for the visitor economy. Australia received over 380,000 short-term international students in the year ending June 2014, accounting for 6 per cent of all international visitors¹². While a relatively small proportion of total international visitation, these visitors typically stay longer and spend more, contributing 23 per cent of all international visitor nights and 30 per cent of associated in-country expenditure¹³.

International students not only contribute to the economy through cultural exchange and tourist expenditure from visiting friends and relatives, but can act as a valuable source of labour for the visitor economy. This is particularly true for many front-of-house hospitality positions where tourism businesses currently lack the language skills to meaningfully engage with our largest source markets.

The industry advocates that the reinstatement of the Trade Skills Training visa (Subclass 471) and reform of the Temporary Graduate visa (Subclass 485) would significantly improve the sectors access to semi-skilled labour.

Trade Skills Training Visa (Subclass 471)

In September 2007 the Trade Skills Training visa (Subclass 471) was repealed. This visa allowed overseas students to undertake traditional trade apprenticeships in regional Australia on a full fee paying basis, and upon completion of their course, the student could apply for migration under one of the regional migration visa categories. The objective of the Trade Skills Training visa was to address critical trade apprenticeship shortages in regional Australia, while ensuring skills were retained in regional areas in the medium to long term¹⁴.

The tourism industry sees value in reinstating Subclass 471, providing an additional avenue to address growing skills shortages in regional Australia. Indeed, there is the potential to benefit from the language and cultural skills of students from Australia's largest visitor source markets by providing these students with flexibility should they wish to work and study in Australia. This is particularly true for Mandarin-speaking tour guides where the re-instatement of the Subclass 471 visa would help address critical shortages, while improve Australia's ability to service the Chinese visitor market.

¹² Australian Bureau of Statistics (2014) *Overseas Arrivals & Departures, June 2014*

¹³ Tourism Research Australia (2014) *International Visitor Survey, June quarter 2014*

¹⁴ Australian Government CommLaw *Regional Impact Statement: Trade Skills Training visa proposal*
<http://www.comlaw.gov.au/Details/F2005L03190/f00357dc-4000-40f4-abb5-c748e89df618>

Temporary Graduate Visa (Subclass 485)

Enabling international student graduates from approved private higher education and Vocational Education and Training (VET) institutions access to temporary graduate visas would assist in addressing labour shortages in the short term across a range of occupations that are currently not featured on the SOL. At present, only university graduates are able to apply for positions of their choosing under this visa class. However non-university students (i.e. graduates from higher education and VET institutions) are restricted to positions featured on the SOL. The discrepancy creates an unnecessary barrier to graduates entering the tourism labour market. The industry advocates that student graduates from approved private education and VET institutions should be able to access the Temporary Graduate Visa (485) for tourism and hospitality positions not featured on the SOL.

RECOMMENDATION:

- Reinstatement of the Trade Skills Training Visa (Subclass 471) allowing overseas students to undertake traditional trade apprenticeships in regional Australia;
- Reform the Temporary Graduate Visa (Subclass 485) to allow student graduates at approved private education and VET institutions the ability to work in tourism and hospitality positions not featured on the SOL.

CONCLUSION

As highlighted in the Discussion Paper to this review, the intention of the review is to establish a visa framework that will support Australia's skilled migration needs for the next 20 years. In order to achieve this, it is imperative this review is considered in the broader context of other reviews currently underway as well current immigration and border protection policy settings. The guiding principles at the outset of this submission urge government to consider temporary skilled migration 'in totality' with other policy settings, as this will ensure our migration system is indeed designed for the long term.

One of the key ambitions of the National Industry Innovation and Competitiveness Agenda is to create a lower cost, business-friendly environment with less regulation, lower taxes and more competitive markets. The Joint Review of Border Fees, Charges & Taxes that runs concurrently to this review aims to identify opportunities to deregulate and minimise, where possible, the administrative burden for industry and government. The Department of Immigration and Border Protection has also indicated its desire to focus efforts on designing a migration system that addresses tomorrow's migration needs not just today's. All these activities signal to industry that temporary skilled migration must be considered in a broader macro policy context, where the main goal is global competitiveness: reducing the unnecessary regulatory costs of doing business in the national and global economy.

Viewing policy and regulatory change in totality enables the sector to align the recommendations of this submission with those being developed in response to the review of border fees and charges, so that Australia's tourism industry continues to grow and be productive. Whilst both reviews focus on particular terms of reference, combined industry submissions to each review will be informed by looking at visa and border processing concurrently, and identifying opportunities to improve the efficiency of both systems. This includes ensuring that visas of any sort are fairly and competitively priced; that they are easy to access and can be applied for in multiple languages; that technology is used to improve access, reduce processing times, and reduce costs; that innovation is applied and differentiated services are offered to meet demand; and that the notion of visa-free travel from approved countries is investigated. Only once these issues have been canvassed and addressed will we truly have a competitive and productive migration system designed to meet the future needs of Australia's global growth sectors.

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