

Work Hard, Play Hard

FAQs for Territory Businesses



What is Work Hard, Play Hard?

Work Hard, Play Hard is a working holiday maker campaign that will target the youth market that is already in Australia as well as working holiday makers based in the UK and Germany.

Partnering with Job Shack NT, Territory hospitality and tourism businesses looking for workers, will be able to advertise their jobs for free on the new Job Shack NT portal.

As an added incentive, working holiday makers that take up a tourism or hospitality job via Job Shack NT, may be eligible to receive a \$500 work perks incentive which they can spend on a tourism experience in the NT.

Job Shack NT can be used by all businesses in the NT for free.



I'm looking to employ seasonal workers, how do I load my job with Job Shack NT?

- List your job vacancy on Job Shack NT jobshacknt.com.au
- Job Shack NT will match suitable candidates with your job and facilitate the connection between employers and jobseekers.
- Your job is filled!



What costs are involved in recruiting staff?

Free. There is no cost for businesses to list their vacancy with Job Shack NT.



What is NT Work Perks?

NT Work Perks is an added incentive for seasonal workers to come to the NT to work in tourism and hospitality businesses helping to alleviate workforce shortages particularly over the peak season.

Eligible participants will receive a \$500 Work Perks code to redeem on bookable services or packaged products via one of the four Visitor Information Centres **Tourism Top End**, **Tourism Central Australia**, **Tennant Creek Visitor Information Centre** or **Katherine Visitor Information Centre**, either in-person or online.



How do eligible workers qualify for NT Work Perks?

To qualify for NT Work Perks eligible participants will need to complete a minimum of 128 hours of work in one or more eligible tourism and hospitality jobs over a period of 8 weeks.

The position must be gained through the jobshacknt.com.au website.

You cannot access the NT Work Perks if you secure a job directly with the company. The job needs to be secured via the Job Shack NT listing.



What qualifies as a tourism and hospitality job?

A tourism and hospitality job for the purpose of the promotion is a position in any of the following businesses; licenced premises such as pubs, clubs, bars and bottle shops, cafes, restaurants, functions and catering businesses, tour companies, accommodation properties including hotels, motels, hostels, caravan parks and wayside inns, event management and tourism attractions. Some transport positions may also be eligible such as coach drivers.



How much does it cost to participate in the NT Work Perks incentive?

There is no cost to participate in NT Work Perks. Eligible jobseekers can access bookable services or packaged products that are available through **Tourism Top End**, **Tourism Central Australia**, **Tennant Creek Visitor Information Centre** or **Katherine Visitor Information Centre** with travel until 31 March 2023.



I am not a member of Hospitality NT, Tourism Top End (TTE) or Tourism Central Australia (TCA), can I still benefit?

Any Territory tourism and hospitality business can list their job vacancies on Job Shack NT.

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The NT Work Perks incentive is redeemable through **Tourism Top End, Tourism Central Australia, Tennant Creek Visitor Information Centre or Katherine Visitor Information Centre.**

The code can be used for touring, accommodation, charters, attractions or car hire.

If you are not an existing member of your local Regional Tourist Association but would like to join, please contact them directly for information on membership options.

**For further information
contact:**

Tourism Top End

Email
membership@tourismtopend.com.au
 or **admin@tourismtopend.com.au**

Phone 1300 138 886

Tourism Central Australia

Email
info@discoverca.com.au or
membership@discoverca.com.au

Phone 1800 645 199

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Can I, or my current staff, register for a NT Work Perks code as an NT resident?

No. The NT Work Perks program is not available to NT residents. A NT resident means a person who resides in the Northern Territory at the commencement of the promotion.

It is only open to international travellers and international students with a valid work visa and Australian citizens who live outside of the Northern Territory at the commencement of the promotion. Entrants must be 18+, have travelled to the NT from overseas or interstate and successfully gained eligible employment through jobshacknt.com.au

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Do NT Work Perks participants need to be vaccinated?

It is mandatory for people travelling to the NT to be vaccinated (double dosed) and show evidence of this on entry. For further details visit coronavirus.nt.gov.au

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Do my staff need to be vaccinated?

It is mandatory for workers in certain settings such as people who work in customer-facing roles, across the NT to get the COVID-19 vaccination and show evidence of this to their employer. For further details visit coronavirus.nt.gov.au

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Do my staff need to check/sight the vaccination certificates?

Participating businesses and staff will need to comply with the directives of the Chief Health Officer at the time. For further details visit coronavirus.nt.gov.au

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Does everyone in the booking need to be vaccinated?

Participating itinerary members will need to comply with the directives of the Chief Health Officer at the time. For further details visit coronavirus.nt.gov.au

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What other support is available for business?

1. Work, Stay, Play – the NT Government has indicated a return of the work, stay, play incentive to support the hospitality and tourism industry, and more information will be available in the coming month.
2. Global worker attraction – The Northern Territory Government will also launch a global worker attraction campaign in the coming month, to attract skilled workers to the NT, across all sectors. This broader campaign will target potential workers, to grow our population. Work is underway to engage with the Territory's peak industry bodies, on the delivery of this program.

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Promoting travel packages

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Can NT Work Perks participants book directly with my tourism business?

No. All codes must be redeemed through the Visitor Information Centres at **Tourism Top End, Tourism Central Australia, Tennant Creek Visitor Information Centre** or **Katherine Visitor Information Centre** – in person, over the phone or online. Codes presented directly at a business will not be honoured. Operators are reminded to refer any direct code redemption enquiries back to the local RTO.

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Can we offer product that has been altered due to COVID-19?

Yes, as long as you upload the exact product details and commissionable price on Bookeasy. Loading bookable product is either direct with the Bookeasy system (with a current login) or linked via your applicable channel management system, which **Tourism Top End** or **Tourism Central Australia** can assist with. Also, don't forget to update your ATDW listing with current information.

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My product sells for much less than the code is worth. Can I still be involved?

To leverage the most from the code, we recommend you chat to the team at Tourism Top End or Tourism Central Australia OR

contact the distribution team at Tourism NT. Some ideas could be;

- Add value to your product such as transfers, late check out etc.
- Consider partnering with a like-minded operator or business that complements your product

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What are the requirements for creating a package for the NT Work Perks Program?

A package is an excursion or holiday which combines a variety of services together to make a single sequential trip.

To be included in a package; the eligible tourism business must be categorised as offering a tourism product:

- tours
- attractions
- accommodation
- hire car.

An eligible tourism business can opt to include a hospitality product in their package; however please note that alcohol or gambling cannot be included in the offering.

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What things should I consider when putting my package together?

Ensure touring aspects, meal credit and entry to attractions are used during the stay and has an expiry date in-line with the package.

Annual passes need to be activated during the specified package dates.

All the components of a package must be available for all guests.

Example 1

Couple Getaway including two nights' accommodation and breakfast.

Note: The hotel must ensure the breakfast is only available during the stay (not at a later date chosen by the customer).

It is also an expectation that the breakfast component is available for the couple, not just one adult.

When including attraction, or touring or meal options in your package, ensure it is available for all guests included in the booking.

Example 2 (package start)

5th November

- 9am – 12am Fishing Fun half day charter
- dinner
- one night's accommodation

6th November

- breakfast
 - annual pass activation at museum
 - hop-on hop-off experience around the town
 - harbour tour
- (package end)

Example 3

Bookable itineraries. Couple book a harbour tour on the 5th November, and a Fishing Fun full day tour on the 9th November.