

# Stakeholder Consultation

## **SOUTH WEST**

June 2013





**Consultation Project  
SOUTH WEST**

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## Regional Stakeholder Consultation Project SOUTH WEST Regional Stakeholder

### Project Objectives

The Retail and Personal Services Training Council (RAPS) will be conducting visits to the South West region to talk with employers and key stakeholders to gather information for the Workforce Development Plan and to establish the priority issues for this region.

#### To promote:

- the benefits of training in the workplace
- VETiS programs within the RAPS industry scope
- the benefits of training within small business

The primary aim of the Retail and Personal Services Training Council was to:

- establish contacts and to form a working network with Small Business, Training Institutes and Agencies, Training Providers, Business Councils, Schools and Government Departments
- identify workforce needs and requirements of employers
- identify any areas of need and opportunities within the South West region

## Introduction

The South West region of Western Australia comprises an area of approximately 24,000 square kilometres. In 2011 the region had an estimated resident population of approximately 159,000 in twelve local government areas and the median age was 39.

The South West continues to be the State's fastest-growing region, increasing by 2.1% between 2001 and 2011. The local government areas of Capel (7.7%), Busselton (3.1%), Dardanup (3.5%) and Harvey (2.5%) had growth rates above the state average.

The South West has featured in the top five growing regions nationally every year since 2004-05 and is expected to grow to over 230,000 people by 2026. Most of this growth is forecast to occur along the coastal strip between Australind and Margaret River in particular areas like Dardanup, Capel and Busselton.<sup>1</sup>

*Population of the South West by local government area, actual and forecast<sup>2</sup>*

Local Government Area	Census 2001	Census 2006	Census 2011	WAPC 2026 <sup>^</sup>	LGA's % of total Regional Population			
					2001	2006	2011	2026 <sup>^</sup>
Bunbury	28 682	29 434	31 277	39 100	23.5%	22.2%	20.5%	17.0%
Donnybrook-Balingup	4305	4484	5192	6300	3.5%	3.4%	3.4%	2.7%
Harvey	17 272	18 926	22 556	34 400	14.1%	14.3%	14.8%	15.0%
Capel	6533	9878	14 131	25 900	5.3%	7.4%	9.2%	11.3%
Collie	8400	8369	9882	9300	6.9%	6.3%	6.5%	4.0%
Dardanup	8350	10 040	11 962	23 000	6.8%	7.6%	7.8%	10.0%
Augusta - Margaret River	9851	10 674	11 849	17 200	8.1%	8.0%	7.7%	7.5%
Busselton	22 060	25 068	29 831	55 300	18.1%	18.9%	19.5%	24.0%
Boyu Brook	1558	1422	1515	1900	1.3%	1.1%	1.0%	0.8%
Bridgetown-Greenbushes	3935	3867	4278	5600	3.2%	2.9%	2.8%	2.4%
Manjimup	10 030	9386	9155	10 900	8.2%	7.1%	6.0%	4.7%
Nannup	1183	1197	1284	1100	1.0%	0.9%	0.8%	0.5%
<b>Total – South West</b>	<b>122 159</b>	<b>132 745</b>	<b>152 912</b>	<b>230 000</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

While supporting a vibrant tourism industry, the South West also supports a diverse agricultural sector including meat, dairy, fruit, vegetables, timber and viticulture. The mineral sand mining industry also contributes significantly to the regional economy. The regional economy comes mainly from mining, construction, manufacturing, agriculture, wine and tourism.

The South West supplies almost a quarter of the world's alumina supply, most of the world's lithium and the entire national supply of silicon.

<sup>1</sup> Shire of Augusta - Margaret River. (2013). Local Profile.

<sup>2</sup> Department of Training and Workforce Development. (2013). South West Workforce Development Plan 2013 – 2016.

Urban development is being driven by natural growth, migration and fly in-fly out workers who are now choosing to live in the region.<sup>3</sup>

## **Bunbury**

The port city of Bunbury is one of the largest cities in Western Australia after the capital Perth. It is situated 175 kilometers south of Perth's central business district.

Due to its prominence as a port city, Bunbury has traditionally been recognised and reinforced as the capital of the South West region, and the focal point for commercial and industrial land development within the South West region.

The City itself is home to approximately 33,237 people.<sup>4</sup>

### **Population and labour Market figures for the City of Bunbury**

<b>Population</b>	
Estimated resident population, 2012	33,237
Annual growth rate	2.0%
<b>Labour market</b>	
Labour force employed	20,410
Unemployed	1,344
Unemployment rate	6.6%

The population of the Greater Bunbury area, which includes the adjacent urban centres of Australind, Leschenault, Eaton, Gelorup, Dalyellup and Stratham, is an estimated 67,090 people.<sup>5</sup>

### **Meetings in Bunbury were held with:**

- South West Institute of Technology (SWIT)
- JSW Training & Community Services
- South West Region Education
- Bunbury Catholic College
- Bunbury Senior High School
- Small Business Council, Bunbury-Wellington
- Bunbury Chamber of Commerce and Industry
- Margaret River Senior High School
- Margaret River Business Centre
- Busselton District High School
- Small Business Centre – South West.
- Small to medium employers
- Property and leasing agents

### **South West Institute of Technology**

The purpose of the visit to the South West Institute of Technology (SWIT) was to meet with the Managing Director, Mr Duncan Anderson and outline the responsibilities of Retail and Personal Services Training Council (RAPS) and how RAPS is currently working with several of the SWIT

<sup>3</sup> Regional Development Australia South-West WA: South-West Regional Plan 2012-13.

<sup>4</sup> City of Bunbury. Strategic Community Plan: Bunbury 2030.

<sup>5</sup> South West Development Commission. City of Bunbury.

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departments. Discussion also took place regarding Vocational Education and Training in Schools (VETiS) programs their participation, current program direction and regional opportunities.

SWIT has a clear vision of the pathway in future direction that it wants to take. Their intention is to establish close working relationships with Training Councils and industry and to have a greater focus on employment based programs where outcomes are measurable.

### **Funeral Services**

SWIT has been working closely with the RAPS and the Australian Funeral Directors Association-Western Australia Division (AFDA WA) with a view to becoming the only training organisation delivering for the funeral sector in WA. SWIT are currently in the process of applying for registration to deliver:

- Certificate I in Funeral Services
- Certificate II in Funeral Services
- Certificate III in Funeral Operations
- Certificate IV in Funeral Services

### **Hairdressing**

A meeting was held with the staff of the hairdressing department to discuss the regional Worldskills competition to be held at SWIT in August and the pilot pre-apprenticeship program due to commence in January 2014.

### **Beauty**

RAPS also visited the beauty therapy department for a discussion on their activities and the regional Worldskills competition to be held at SWIT.

## **Jobs South West (JSW) Training & Community Services**

The purpose of the meeting was to establish contact with the aim of forming a relationship within the Job Services Australia (JSA) network in the South West region. Although the exchange of information was minimal, the following common issues were identified:

- long-term unemployed
- mature aged unemployed
- VET in Schools Activity

To further address these issues it was agreed that a focused co-operation between JSW and RAPS would occur commencing with a forum with all of the operational staff of JSW in attendance. A date for this to would be set for later in the year or early 2014. JSW Training and Community Services will coordinate the forum.

## **Southwest Education Regional Office**

A meeting was held with the Regional Director of the Southwest Education Regional Office to discuss VETiS programs within the region.

The Education region has a total of 96 schools within its area, 26 of these are High Schools. These are located from Harvey in the north to Albany in the south, Collie in the east to Kojonup and across to Jerramungup.

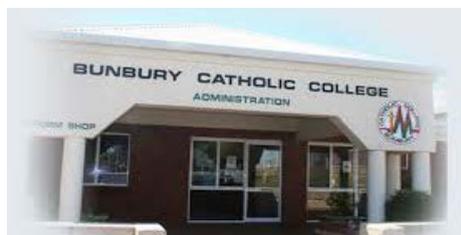
Currently the curriculum is directed with a 38% university pathway, of these only 22-25% of students actually gains entry.

Commencing 2014, all schools must meet a specific attainment level and VETiS will have a greater focus placed in most of the High Schools throughout the region. Programs delivered will be reviewed to include a greater gender balance of vocation options offered.

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## Bunbury Senior High School & Bunbury Catholic College

A joint meeting with the VETiS and Careers Coordinators from Bunbury Senior High School & Bunbury Catholic College was held at Bunbury Catholic College where discussion took place regarding the overall approach to programs delivered and the traineeship options available to students within their schools. In both schools the general focus is weighted towards a tertiary pathway with VETiS programs being mainly directed towards the Certificate II in General Construction and the mining industries.



Other career opportunities were discussed with a particular focus on female employment. Both of the schools showed an interest in the Certificate II in Hairdressing - Pre-apprenticeship program. This information was well received and considered that it was well overdue.

Retail programs were also discussed and both coordinators identified issues relating to delivery and assessment using an external training organisation.

### **Issues Identified**

Common issues experienced by both schools relate to administering the VETiS program. These include:

- there is no explanation or direction to employers from the training organisation on the student's needs during the on the job training component.
- the retail program is aimed at a low level and appears to be supermarket/fast food based. There needs to be greater task flexibility and work placement.
- students are only given menial tasks at the workplace and there are no clearly defined skills or workplace tasks. Both schools use the same Training Organisation who is not involved in the delivery or administration of the training program. Everything is left to the schools and the employer with minimal or no assistance from the Training Organisation.

### **Small Business Centre, Bunbury-Wellington**

The Manager of the Small Business Centre (SBC) outlined several concerns regarding small business in Bunbury. Most small to medium businesses are experiencing difficulties but this is particularly evident in the retail sector with:

- reduced turnover
- reduced profit
- increased costs; and
- attracting the right staff

Additional to the general difficulties of trading in the current economic environment, other factors have been introduced that has created specific problems and issues within the commercial hub of Victoria and Stuart Streets. These factors include:

- installed ticketed parking in late 2013 that has made parking difficult and has had a significant impact on retail and restaurant businesses that rely on street-side parking
- the consumer is being directed out of the CBD towards the shopping centres and surrounding areas
- increased commercial lease/rental cost

- high commercial property vacancies in Victoria Street with several businesses considering end of lease closure



The SBC has seen a significant rise in queries of small business intenders seeking advice. Some of these are the result of a recent down turn in construction and the mining industry and a feeling of increased confidence following the election. These factors have encouraged some retrenched workers to explore going into business for themselves, especially in a trade or retail related area.

The business community in Bunbury recently participated in a research study entitled '*Bunbury Business Unleashed*' which has been now been released and is available at the following website <http://businessunleashed.com.au/survey.php>

Several concerns and issues were clearly evident from the study which has impacted across all business types. The research revealed that there were three major issues of business operating in Bunbury:

- attracting the right staff
- national brands and franchises opening in the town
- parking availability in the CBD

The SBC considers that there may be continued decline of business turnover and increased commercial cost.

Given the current trading conditions, the Small Business Council believes that for too long many of the businesses have continued to operate in the same manner as they always had and have failed to meet the changing market head-on.

Technology has changed the whole concept of retailing in today's market which presents an opportunity to tap into a larger market space. This could be a catalyst for increased business confidence.

Consumer confidence doesn't appear to have necessarily returned and the onset of several new business ventures stems from individuals starting to realise that job security no longer exists in a globalised and cost competitive environment.

### **Bunbury Chamber of Commerce and Industry**

The meeting with the Bunbury Chamber of Commerce and Industry reinforced many of the comments that had been previously raised regarding business issues and the commercial climate that exists within the city. These included:

- staff attraction and retention
- town parking difficulties
- competition
- penalty rates
- lease/rental increases

The days of consumers visiting multiple stores to investigate product suitability and establishing a price has reduced significantly. Today many consumers access technology to gather information prior to the shop-front visit. In many cases they have extensively researched the products, pricing and services, visiting the site that best suits them and their needs. Retraining or training assistance for proprietors and management of small business would help them to be able to address the considerable changes that have occurred. This presented the opportunity to introduce and discuss a program recently developed by the Department of Training Workforce and Development focusing

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on Workplace Essentials for Better Business. Information relating to this program can be found at: <http://www.workplace-essentials.dtwd.wa.gov.au/>

### **Business Overview - Bunbury**

RAPS consultation revealed that generally retailers within the CBD were experiencing declines of business of up to 50% down-turn over the last 3-4 years. To enable them to compete, profit has eroded to between 18-24%. Although there was a slight recovery mid-2012, retailers claim that this was quickly reversed when the main-street parking policy changed to ticketed parking.

In the 6 months, January to June 2013, there have been rapid retail business closures in the Central Bunbury District. It is a common belief of several business owners and agencies that this trend will continue through to at least the end of 2013 or the middle of 2014.

Some of the reasons outlined were:

- average commercial property rental in the CBD being increased between 15 and 18% over the last 2 years. Lease renewals are showing increases as high as 25% on the previous rate
- current prices are around \$350/380 per square meter plus outgoings per annum
- a recently leased property at the bottom end of Victoria Street was long-term leased for \$420.00 per m<sup>2</sup> p.a. plus outgoings. This property had previously been vacant for nearly 4 years. This outcome has generated concerns regarding future rental levels amongst many retailers

Although business outside of the CBD has not been as seriously affected, the consequence of these issues has resulted in low levels of business confidence. This is having a significant impact on business growth, future investment and employment opportunities across all retail sectors.

Some retail ventures are embracing technology and are beginning to see the benefits of both a retail store and an add-on business concept that they can generate by creating an experience on line that enhances their market geographically. This retail sector is no longer providing products and services to just the South West region but is starting to reach further throughout Australia and overseas. The reluctance to use technology in retail is somewhat diminishing with a small number of businesses starting to embrace this concept and understand the opportunities that are open to them by adjusting their business model from the traditional retail model.

### **Margaret River**

Margaret River is approximately 100 kilometres south of Bunbury and 270 kilometres south of Perth and was originally developed as a rural service centre for farming in the area, especially dairying.

The estimated resident population of the Shire was 12,587 in 2012 according to the Australian Bureau of Statistics.

Margaret River is the commercial and administrative centre of the Shire of Augusta-Margaret River and had a population of around 6,180 in 2012.

The Shire of Augusta-Margaret River is a popular tourist destination because of its rural landscapes, scenic forests, national parks, caves, restaurants, galleries, coastal scenery, beaches, world class surf, and for its vineyards and wines. The beaches and surfing are important attractions.

The local wine industry has experienced strong growth and the region is recognised as a producer of premium wines. As with any area catering to many tourists each year, the Shire has a significant accommodation and hospitality sector. There is also substantial farming activity, primarily beef and dairy farming, along with sheep farming, horticulture, viticulture and agro-forestry.



Value adding of produce is significant, with locally made dairy products and boutique gourmet ranges widely available.

Significant residential development has occurred within the Shire over the past ten years and this will drive population growth for many years. This will influence the demographic and cultural profile of the Shire's population.

Margaret River has a large range of specialty shops and boutiques. Choices range from art galleries, gourmet cuisine, fashion, jewellery, surf shops and book shops to supermarkets and general retail.<sup>6</sup>

### Margaret River Senior High School

The RAPS meeting at Margaret River Senior High School was with the Careers Councillor and VETiS Coordinator where career opportunities for students in the region were discussed. VETiS programs available at the school were mainly mining and construction based. Very few programs were for female focused employment and this led to a discussion of the Certificate II in Hairdressing - Pre-apprenticeship program to be introduced in early 2014. There was considerable interest in this program.

In recent months student interest in vocational training has increased across a range of industry sectors. The school stressed the importance of VETiS students gaining industry experience during their training and they believe that greater industry involvement with better planned mentoring during the on the job component would complement the course outcomes. This would also help the students with greater confidence and understanding of what the business/industry is all about.

The school regularly runs information forums involving agencies and local business. Support information, literature and the RAPS **My Job ... Gotta Love It!** careers book and industry brochures were offered and were considered to be very useful and would assist them in their programming.

The Margaret River Senior High School is a part of the initiative *The Margaret River Education Campus* which opened in 2004 and is located in the centre of Margaret River. The campus is a collaborative between the South West Institute of Technology (formally South West Regional College of TAFE), Curtin University of Technology, Edith Cowan University, and the Department of Education and Training. The campus provides a range of learning opportunities and education pathways which enable students to cross seamlessly between secondary, vocational and tertiary learning.

### Margaret River Business Centre



Dr Barbara Maidment provided very valuable insight and gave an informative overview of the business in the Margaret River and Augusta region.

Until recently the Margaret River Business Centre was a funded agency to operate and advise small business interests in the Margaret River and Port Augusta region. Although Dr Maidment is still heavily involved in regional business concerns, much of the previous work undertaken by the centre as a part of the advisory role is now provided on a fee for service basis.

<sup>6</sup> Shire of Augusta – Margaret River. (2013). Local Profile.

## Business Overview

There were several current concerns/problems that were commonly mentioned or raised during discussions which have had an impact on the overall outlook of the central business area these include:

- declining tourism
- reduced business turnover across most industries
- low level availability of jobs in the retail sector
- increased commercial costs of rental properties
- business closures
- vacant commercial properties in the CBD
- CBD traffic noise

Over the last 3 years Margaret River has experienced a general decline in tourism business turnover which is continuing to fall. It is felt that this fall has occurred across the spectrum of tourism; intrastate, interstate and internationally.

The variation in currency exchange rate and fuel cost has had an effect and believed to be a contributor to the decline in visitor numbers. This has had a roll-on effect that is particularly evident in business levels throughout the retail sector which has resulted in reduced full-time job vacancies and employment opportunities.

Combining these factors with the reduced tourist and visitor numbers the problems have somewhat influenced the general attitude of the future outlook by small business operators within the town.



Dr Maidment advised the last 3 years has seen a significant increase in commercial leasing costs in the central business area along and adjoining the Bussell Highway. The majority of Commercial Leasing (approximately 70%) in the area is through two leasing agents and the average cost for:

- property lease in **2010** was **\$220.00 per m<sup>2</sup> p.a.** plus outgoings
- property lease in **2013** had rose to **\$330.00 per m<sup>2</sup> p.a.** plus outgoings

Along with the reduced visitor numbers, high rental/lease increases has been a contributor towards many of the business closures that has occurred in the region. In July 2013, 26 shops were vacant in Margaret River, 15 of which are in the CBD along Bussell Highway. Given the size and length of the commercial centre, the number of vacancies does not assist small businesses to present or deliver the expected vibrancy within the town that visitors may expect.

For many years there have been serious concerns regarding the increase in heavy traffic and road-trains constantly travelling through the main shopping precinct street (Bussell Highway). Many businesses consider the constant noise interrupts normal business and tourist comfort whilst trying to have a coffee or meal and even crossing the street to go shopping. This is not only a public safety issue, but a major distraction of the town's tranquility and attraction as an ideal tourist destination.

## Outlook:

Margaret River plans to boost its appeal to visitors and residents by investing in projects which will heighten its reputation as a tourist drawcard and an attractive place to live.

In 2012/13, detailed designs for the first stage of the Margaret River town centre redevelopment, between the river and high school, were completed. The project is expected to improve connectivity in the town centre and enhance the town's northern entry.

Rerouting the trucks away from the main street is a key part of the design and the State Government committed \$13million towards the first stage of construction of the perimeter road, which will divert

heavy haulage vehicles away from the town centre.<sup>7</sup>

The reduced population growth pattern in Margaret River which has historically been around 5-6% is currently sitting around 2%, has had an impact on small business.

It is projected that the average future population growth in the region until 2031 will be around 2.75% per annum.<sup>8</sup>

Estimated Resident Population Shire of AMR 1991-2012	1991	1996	2001	2006	2011 pr	2012 p	
	6,218	8,106	10,187	11,143	12,219	12,587	
Change	-	1,888	2,081	956	1,076	368	
Inter-census average annual growth rate	-	5.4%	4.7%	1.8%	1.9%	3%	
Average annual growth rate 1991-2011	3.4%					-	
Estimated Resident Population of Margaret River				2006	2011	2012	2013
				5,250	5,925	6,180	6,430

## Busselton

The City of Busselton is approximately 230 kilometers south of Perth. The City covers an area of 1,455 square kilometers and has an estimated population of 31,767. It contains two large towns, Busselton and Dunsborough, and a number of smaller towns.<sup>9</sup>

Resident Population of Busselton	2001	2006	2011	WAPC 2026
	22,060	25,0685	29,831	55,300

Key annual events in the region include:

- Ironman Triathlon Western Australia
- Southbound Concert
- Busselton Jetty Swim
- Festival of Busselton & Beach Festival
- Festival of Triathlon
- Forest Rally
- Busselton Agricultural Show
- State Surfing & Volleyball Events
- Geographe Bay Race Week

The Shire of Augusta - Margaret River and the City of Busselton have developed a Capes Region Economic Development Strategy. The aim of the Strategy is to secure the prosperity of the Capes Region by enhancing economic opportunities and ensuring that council planning policies and

<sup>7</sup> South West Development Commission. (2013). Royalties for Regions – Supertowns.

<sup>8</sup> Shire of Augusta - Margaret River. (2013). Local Profile.

<sup>9</sup> The Australian Business Journal. (February 2014). City of Busselton.

development strategies support sustainable development.

The two municipalities are experiencing high rates of population and economic growth. This represents both an opportunity and a challenge, as they value lifestyle in the Cape to Cape region and want to protect the things that make the region unique.

In order to secure the future prosperity there is a need to identify economic opportunities, and what the Councils need to do in respect of planning policies and development strategies to help drive them. The Strategy was developed through an industry cluster approach to regional development.

Clusters are groups of companies and related organisations that collaborate to grow their business. Utilising clusters allows a collaborative and team to develop quality, innovation, greater speed and critical mass which assists in resolving practical issues like training, infrastructure and procurement.<sup>10</sup>

### Busselton Senior High School



A meeting was held with the School Principal and the VETiS Coordinator where we discussed the range of programs that have been introduced to the students. Busselton Senior High School has developed a best practice model of delivering VETiS programs to all levels within the school and the community. The school is particularly interested in looking at the future inclusion of:

- Certificate II in Hairdressing (Salon Assistant)
- Certificate II in Funeral Operations

### Small Business Centre – South West

The main purpose of the meeting was to establish contact with the aim to open a network exchange of information from the region.

The last two to three years have proved very difficult for small to medium businesses and this has had a significant impact on the local economy, particularly the retail sector. Many businesses have closed down, some have relocated and others have down sized to offset increased costs of commercial leasing, utility services and penalty rates. Currently there are 24 vacant retail properties in Busselton; many of these are in the Queen Street precinct.

As identified in most areas, both metropolitan and regional, commercial rates have increased as much as a 35% upon the renewal of their lease.

### Business Overview

Busselton has undergone a huge development and services expansion over the last 10 years and this has had a strong influence on the social structure and community needs. Although many small and medium business owners are concerned about the sustainability of their business future, clear indicators are evident that there are positive factors of an early revival. These include:

- the area is rapidly developing, it is directly linked to excellent road networks linking the South West region to Perth and its international airport
- the City of Busselton has established guidelines to support the changes needed to meet the changing community and their needs and promoting itself as a place to visit and do business
- Busselton and the surrounding towns of Dunsborough and Yallingup are vibrant with significant population growth and a variety of attractions

<sup>10</sup> Capes Regional Economic Development Strategy. (2009). Shire of Augusta – Margaret River, Shire of Busselton.

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The region hosts numerous event attractions, that need to be supported with hospitality and service based businesses. However, it is important that small businesses maximise the opportunities associated with events and seasonal visits. During the recent Queens Birthday weekend most of the small businesses in Busselton were closed. This included restaurants, cafes and retail stores.

Despite the downturn in business over recent years and the increases in commercial costs, the business outlook for Busselton has many positive growth indicators.

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## **Observations**

Most regions in the South West are dependent on tourism to sustain their economy.

The visitor experience is complimented by the many wineries throughout the region, award winning restaurants, variety of tours, attractions and services.

There are over 80 wineries in the Margaret River Wine Region providing tastings and sales from the cellar door. Most are within a one hour radius of Dunsborough. Other attractions with visitor appeal are international standard events that include:

- Western Australia Ironman
- Busselton Beach Festival
- Festival of Busselton
- Busselton Jetty Swim
- Leeuwin Estate Concert
- Forest Rally
- Festival of Triathlon
- Margaret River Wine Region Festival

Contrary to several business reports of industry growth in the retail sector, small and medium operators have identified that they are still in decline and continue to experience skills shortages.

## **Bunbury**

### **VET in Schools programs**

- There are no explanations or directions to employers from the training organisation on the student's needs during the on the job training component of the traineeship.
- The retail program is aimed at a low level and appears to be supermarket/fast food based. There needs to be greater task flexibility within the traineeship.
- Students are only given menial tasks at the workplace and there are no clearly defined skills or workplace tasks. Both schools use the same RTO who is not involve in the delivery or administration of the training program. Everything is left to the schools and the employer with minimal or no assistance from the RTO.

### **Jobs South West Issues**

- long-term unemployed
- mature aged unemployed
- VET in Schools activity

### **Small to medium business issues**

- reduced turnover
- reduced profit
- attracting the right staff
- competition from national brands and franchises opening in the town
- parking availability in the CBD
- staff attraction and retention
- penalty rates
- lease/rental increases

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## Margaret River

- VETiS programs did not have a female focus
- the importance of VETiS students gaining industry experience
- reduced Tourism
- reduced business turnover across most industries.
- low level availability of jobs in the retail sector
- increased commercial costs of rental properties
- business closures
- vacant commercial properties in the CBD
- CBD traffic noise

## Busselton

Currently there are 24 vacant retail properties in Busselton; many of these are in the main Queen Street precinct.

- business is down over the last 2-3 years
- significant impact on the local economy, particularly the retail sector
- many businesses have closed down
- increased costs of commercial leasing
- utility services increased
- penalty rates

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## **Acknowledgements:**

### **South West Institute of Technology**

Duncan Anderson, Managing Director  
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Ruth Phillips, Manager Portfolio of Health & Community Services  
Margaret Leatherbarrow, Project Leader SWIT Funeral Services Project Group  
Anita Host, Senior Lecturer Hairdressing  
Claire Pierre, Lecturer Beauty

### **JSW Training & Community Services**

Angela Ansell, Community Services Manager

### **South West Region Education**

Neil Milligan, Director, Regional Education - South West

### **Bunbury Catholic College**

Michael Downes, VETiS and Careers Co-coordinator

### **Bunbury Senior High School**

Gary Walker – Senior School Manager

### **Small Business Centre – Bunbury – Wellington**

Fiona Fitzgerald – Centre Manager.

### **Bunbury Chamber of Commerce and Industry**

Ray Philp, Chief Executive Officer

### **Margaret River Senior High School**

Michelle Miller, VETiS Careers Councillor

### **Margaret River Business Centre**

Dr. Barbara Maidment, Director.

### **Busselton District High School**

Raelene Harris, Principal.  
Connie Watson, VETiS Coordinator

### **Small Business Centre – South West**

Kyla Clark, Centre Manager  
Sharon Lawrence, Office Manager

### **Small to Medium Retail Employers**

### **Property and Leasing Agents**