



PASSPORT TO YOUR CAREER: TOURISM AND HOSPITALITY EDITION

A toolkit for students, teachers and caregivers on
careers in the tourism and hospitality industry



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HDNWA acknowledges the Traditional Custodians of the land, paying respects to the Aboriginal communities of Western Australia and their Elders, past, present, and emerging. We honour the culture and contributions of First Nations People. We also recognise the rights and dignity of all, including those with disabilities and in the LGBTQIA+ community. HDNWA is committed to inclusivity, respect, and empowerment, celebrating diversity and striving for equal opportunities for all.

Supported by Tourism Western Australia

Front cover image: HDNWA candidate, Tyler standing in front of a basketball court at RAC Arena
Image above: A chef preparing food and a person serving the food
Back cover image: Person paddle boarding in water with red rock in background



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02

Left: HDNWA candidate Alex standing out the front of Optus Stadium
Right: Boat shed on Perth's Swan River

FOREWORD

Welcome to the Hospitality Disability Network WA Inc. (HDNWA) Career Toolkit.

We are excited to introduce this comprehensive guide to help young people living with disabilities navigate potential roles and discover how they can thrive in these industries.

The purpose of this toolkit is to provide school leavers with disabilities the knowledge, resources and guidance needed to explore and succeed in tourism and hospitality roles in Western Australia, ensuring that they are empowered to pursue rewarding careers in these dynamic industries.

Tourism and hospitality in Western Australia is one of the most exciting and inclusive industries, full of endless opportunities for everyone. It's the fifth largest employer in Western Australia and supports more than 120,000 jobs.*

Our vision is a Western Australia tourism and hospitality industry where people of all abilities are fully included, valued and supported. We envision a workforce where individuals with disabilities are not just employed but celebrated for their unique contributions. By fostering an inclusive environment, we aim to create a vibrant, diverse workforce that drives innovation, customer satisfaction and business success.

Inside, you'll find helpful resources on highlighted, in demand roles, career quizzes, training and employment pathways, workplace adaptations, and how to support students make the transition from school to a career in this industry.

HDNWA and Tourism Western Australia are at the forefront of promoting disability employment in Western Australia's tourism and hospitality sectors.

Our mission is clear: to provide school leavers with the support and opportunities they need to build successful careers in tourism and hospitality across Western Australia.

*Tourism.wa.gov.au



03

WHY IS THIS TOOLKIT IMPORTANT?

One in five Australians of working age have a disability, yet only 53% of people with disability participate in the workforce, compared to 84% of people without a disability*.

This statistic highlights a significant gap in employment opportunities.

The tourism and hospitality industry, which are vital to Western Australia's economy, face ongoing labour shortages, particularly in roles that require diverse skills and fresh perspectives.

Despite this, young people with disabilities are often underrepresented in these industries.

By engaging school leavers living with disabilities, employers can tap into an underutilised, highly capable workforce that can help bridge these gaps.

*Australian Bureau of Statistics (ABS)



When people with disability succeed society benefits from:

- Stronger workplaces**
- Greater diversity**
- Connected communities**

FAMILY IMPACT STATEMENT

“The impact for me as a parent is the mental and physical release that comes from my son now being enabled by an informed and well-supported work placement.”

-HDNWA candidate's Mother Aly



**WHERE ADVENTURE AND
OPPORTUNITY MEET!**

Image: First Nations person painting ochre on tourist hands

EARN, LEARN & TRAVEL: WHY TOURISM & HOSPITALITY ROCKS IN WA

Ready for a career that lets you earn, learn and travel?
Working in tourism and hospitality in Western Australia is the ultimate way to grow, explore and make the most of your time!

Earn While You Learn

Gain valuable skills AND get paid at the same time. It's the best of both worlds.

Travel Opportunities

Work in a dynamic industry where you can explore new places, meet new people, and even travel around WA or beyond.

Flexibility Is Key

Need to fit work around your studies or personal needs? Flexible hours and shifts are perfect for your busy lifestyle.

Teamwork Makes The Dream Work

Be part of a team where collaboration and camaraderie lead to success.

Adjustable Workplaces

Whether it's a bustling city café or a relaxed beach resort, you can work in different settings that suit your vibe and needs.

Career Progression

From entry-level to management, the opportunities to climb the career ladder are endless.

Skill Development

Gain essential skills like communication, problem solving and leadership that can boost your resume.

Diverse & Inclusive Teams

Work in an environment that celebrates diversity and gives everyone a voice, no matter where you're from.

Disability Confident Employers

Many employers in the industry embrace diversity and provide accessible, inclusive workplaces for everyone.

Staff Benefits

Enjoy perks like discounts on food, travel and accommodation, plus special offers from employers across WA.



**WORKING IN TOURISM & HOSPITALITY
ISN'T JUST A JOB, IT'S AN EXPERIENCE!**

LET'S EXPLORE OPPORTUNITIES

Whether you're into travel, food, culture or service, there's a place for you. The industry celebrates diversity - bringing together people from all backgrounds and experiences.

Roles in tourism and hospitality are usually either Front of House or Back of House. Here how they compare:

Front of House – The Face of Hospitality

Do you enjoy meeting new people, working in a fast-paced environment and creating memorable experiences? Front of House roles involve direct customer interaction, ensuring guests are welcomed, served and entertained. These positions are ideal for outgoing, energetic and service-focused individuals who thrive in social settings.

Back of House – The Engine Room of Hospitality

Do you prefer working behind the scenes, focusing on organisation, problem-solving and efficiency? Back of House roles involve preparing, maintaining and ensuring smooth operations for guests and Front of House staff. While these positions may not involve direct customer interaction, they are essential to the success of any hospitality operation.

Both are equally important and work together to deliver outstanding experiences for guests. Whether you enjoy working with people or prefer being behind the scenes, let's see if there is a tourism or hospitality career that suits your skills and interests.



**SCAN THE QR TO COMPLETE THE
FULL QUIZ TO DISCOVER WHAT ROLE
YOU'RE BEST SUITED TO**



START YOUR ADVENTURE TODAY



Image: People walking on the mud flats in Broome.

DOES THIS SOUND LIKE YOU?



- ☐ **Get the party started:** Set up tables, decorations and everything for the event.
- ☐ **Bring the vibe to life :** From lighting to sound, make the event space magical.
- ☐ **Work with your team:** Work with the crew to make sure everything is ready.
- ☐ **Test everything :** Make sure all tech works so the event goes smoothly.



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Image: Tyler standing in front of the basketball court at RAC Arena



**EVENT
SET UP**



Watch a
snapshot
video

**SCAN
ME!**

BARISTA



- ☐ **Brew up magic:** Make coffee, tea and iced drinks for happy customers.
- ☐ **Create a cosy vibe:** Greet everyone with a smile and create a friendly atmosphere.
- ☐ **Stay on your toes:** Get busy with orders, cleaning and keeping the café flowing.
- ☐ **Bring the energy:** Chat with customers, keep things lively and stay positive.

Explore

Explore school-based tourism and hospitality courses, traineeships and certificates while you finish High School. Discover the art of crafting the perfect cuppa.

Gain

Gain customer service skills through both training and volunteering. Master coffee-making techniques, customer service and time management in a fast-paced

Apply

Highlight barista training, customer service experience and the ability to work under pressure in job applications.

Hired

Gain employment in cafes, restaurants or specialty coffee shops, serving up great coffee with a smile.



Watch a snapshot video

SCAN ME!

DOES THIS SOUND LIKE YOU?



- ☐ **Meet new people:** Tourists from everywhere, sharing exciting experiences together.
- ☐ **Explore outdoors:** Get out into nature and visit beautiful places all day.
- ☐ **Keeping it fun:** Make the tour engaging and interactive, become the star of the show.
- ☐ **Sharing cool stories:** Tell amazing facts and make the history of Western Australia come alive!

Explore

Gain

Apply

Hired

Explore school-based tourism and hospitality courses, traineeships and certificates while you finish High School. Start learning the history of iconic areas in WA.

Gain experience through training and volunteering, and join local tours to build your skills in storytelling, public speaking and sharing local knowledge.

Emphasise knowledge of local attractions, strong communication skills and outgoing personality for job applications.

Gain employment with tourism companies, cultural sites or adventure tours showcasing Australia's best spots.

**TOUR
GUIDE**



Watch a
snapshot
video

**SCAN
ME!**

BAR ATTENDANT



Watch a snapshot video

SCAN ME!

DOES THIS SOUND LIKE YOU?



- ☐ Enjoy mixing and serving drinks: From cocktails to mocktails, you'll make all the favs.
- ☐ Be the life of the party: Help guests find their way and answer questions.
- ☐ Keep the bar flowing: Stay on top of orders and make sure everything runs smoothly.
- ☐ Work hard while having fun: Stay busy, meet new people and make the bar the coolest spot in town.

Explore

Explore school-based tourism and hospitality courses, traineeships and certificates while you finish High School. Once you're 18, check out the nightlife scene and find your vibe!

Gain

Gain customer service skills through training and volunteering. Obtain your Responsible Service of Alcohol (RSA) certificate and learn basic drink knowledge.



SCAN ME!

Apply

Highlight your knowledge of beverages and customer service, as well as your RSA certificate and your can-do attitude when applying for jobs.

Hired

Gain employment in bars, restaurants or nightclubs providing excellent service and engaging with customers.

DOES THIS SOUND LIKE YOU?



- ☐ **Keep the hotel/resort spotless:** Ensure public areas are always clean and comfortable.
- ☐ **Be the go-to guide:** Share insider tips on resort activities, dining and local attractions.
- ☐ **Make every stay special:** Handle guest requests and create a warm, welcoming experience.
- ☐ **Welcome and assist guests:** Make people's holiday seamless and answer all guest questions with a smile.



WAITPERSON



Watch a
snapshot
video

SCAN
ME!

DOES THIS SOUND LIKE YOU?



Serve up delicious food: Deliver meals and make sure guests are happy.

Meet new people: Chat with customers and make them feel at home.

Keep things moving: Stay quick on your feet, taking orders and keeping everything organised.

Work with your team: Work with the kitchen and other servers to keep things running smoothly.

Explore

Gain

Apply

Hired

Explore school-based tourism and hospitality courses, traineeships and certificates while you finish High School. Refine your skills in customer service.

Gain experience through training or volunteering to help serve food and beverages, clear tables and customer service skills. Gain your Responsible Service of Alcohol (RSA)



SCAN
ME!

Showcase your friendly attitude and hospitality experience along with your ability to handle busy environments when applying for jobs.

Gain employment at restaurants, cafes, bars and events, ensuring excellent service and guest satisfaction.

DOES THIS SOUND LIKE YOU?



Get hands-on in the kitchen: Prep, chop, cook and plate meals from start to finish.

Thrive in a fast-paced kitchen: Work quickly and as a team to perfect every dish.

Are you ready for: A three year apprenticeship and to continue learning your craft.

Learn from professional chefs: Gain cooking secrets from experts and have a culinary mentor, and be ready for a long career path ahead of you.

Explore

Gain

Apply

Hired

Explore school-based traineeships and certificates and refine your culinary skills to create delicious dishes in a fast-paced kitchen environment. Check out HGT for more information.

Complete your apprenticeship in Commercial Cookery and learn essential cooking techniques, kitchen safety and food presentation through hands-on experience.

As a qualified chef, dive into the industry, explore different venues and cuisines, and travel across WA to find your unique culinary vibe.

Find your dream job in the industry, whether it's at a stunning hotel, resort, or iconic location in WA, or by working your way up to become a Head Chef in Australia's thriving culinary scene.



SCAN ME!

CHEF



Watch a snapshot video

SCAN ME!

GUEST SERVICE AGENT



Watch a snapshot video

SCAN ME!

DOES THIS SOUND LIKE YOU?



- ☐ Welcome guests with a smile: Be the first friendly face they see.
- ☐ Manage check-ins, check-outs and reservations: Ensure smooth bookings.
- ☐ Assist guests with their requests: Provide directions, transport and special needs.
- ☐ Solve problems & collaborate with the team: Resolve problems for a great experience.

Explore

Explore school based tourism and hospitality courses, traineeships and certificates while you finish High School. Enhance your communication and organisational skills.

Gain

Learn communication, problem-solving, computer skills and front-desk operations to enhance guest experiences.

Apply

Highlight your communication skills, showing off a sharp eye for detail and excellent personal presentation.

Hired

Gain employment in hotels, resorts, or travel agencies, ensuring smooth and pleasant stays for guests.

WHERE TO FROM HERE?



Image: The giants overlooking the lake in Mandurah

PATHWAYS AND SUPPORTS: LET'S CONNECT!

We want to guide you every step of the way towards your career goals. Whether you're just starting or ready to dive in, let's connect and explore the pathways and supports available to you. Here's how we can help:

SCHOOL

High school equips you with essential skills for success. Now, explore life beyond school. If tourism and hospitality is your path, consult your VET Coordinator to explore school-based tourism and hospitality courses, traineeships and apprenticeships. Also, check out available support services, work experience and volunteer opportunities.

PROVIDERS

An Employment Service Provider is your link to accessing HDNWA's services. Once registered with a provider, they can help support with your transition into employment and becoming job ready. Once job ready, they can connect you to HDNWA, which will then help you explore diverse and inclusive sustainable job opportunities in WA's tourism and hospitality industry.

HDNWA

Your provider will connect you with HDNWA to understand your employment goals. We work with select Employment Service Providers to prepare candidates for jobs and offer tailored post-placement support for long-term success within our membership of inclusive and supportive businesses throughout Western Australia.



INTRODUCING HOSPITALITY DISABILITY NETWORK WA INC.

Hospitality Disability Network WA Inc. (HDNWA) is proud to be the only industry-led initiative for employers in the WA tourism and hospitality industry who are open to disability employment.

A not-for-profit organisation, our volunteer board and committed team are tourism, hospitality and disability employment professionals with a hands-on approach to helping employers understand the benefits to their business that employees with disability can bring to their services.


PURPOSE To support the tourism and hospitality industry in Western Australia to increase sustainable employment opportunities for people with a disability.


VISION To build disability confidence in the tourism and hospitality industry and become the leading sector employing people with disability in Western Australia.

VALUES

 **Impact**
We make a difference through the pursuit of meaningful employment for people living with disability.









 **Integrity**
We are honest and fair. We do what we say we will do.

 **Challenge**
We are courageous. We challenge bias and advocate for positive change.

 **Respect**
Everyone is an individual and should be treated as such. Everyone deserves courtesy and empathy.



WATCH OUR VIDEOS AND BE INSPIRED

	Chef at The Waverley Brewhouse		Guest Service Attendant at Novotel Perth Murray Street
	Barista at Cafe Mojo		Resort Attendant at Joondalup Resort
	Waitperson at City View Cafe		Event Set Up Crew at RAC Arena
	Tour Guide at Optus Stadium		Bar Attendant at Clancy's Fish Bar City Beach

The Hospitality Disability Network WA extends its heartfelt gratitude to all the businesses involved in developing this toolkit.

TOURISM

&

HOSPITALITY

WHERE ADVENTURE & OPPORTUNITY MEET

WESTERN AUSTRALIA

Western Australia's tourism and hospitality industry is full of exciting and inclusive job opportunities.

Whether you're passionate about food, travel, culture or enjoy helping people there's a job role for you!

With flexible and welcoming workplaces, it's a great way to meet people and build new skills - no matter your background or ability.

For more information and to see active job listings visit westernaustralia.jobs



WA Jobs





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