

IPOE 2023
MELBOURNE 30 OCT - 1 NOV



International Centre
of Excellence in
**Tourism and Hospitality
Education (THE-ICE)**

William
Angliss
Institute

Specialist centre
for foods, tourism,
hospitality & events

Leading Change in Challenging Times – Finding and Framing the Transformative TH&E graduates for the 21st Century

THE-ICE 16th IPoE Forum 2023

Proudly hosted by
William Angliss Institute
Melbourne, Australia

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Day 1

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University of Oxford's Word of the Year 2013–2022

2013: #

2014: Selfie

2015: Laughing emoji (now a skull!)



2016: post-truth

2017: Fake news

2018: Toxic

2019: Climate Emergency

2020: Black Lives Matter; Cancel Culture; You're on mute

2021: Vax

2022: Goblin Mode



Leading Change in Challenging Times – Finding and Framing the Transformative TH&E graduates for the 21st Century

Roundtable World Café Session / Panel 2

The New Workplace: Workplace wellbeing and the working from home phenomenon



Chair:
Associate Professor
Richard Robinson,
University of
Queensland



Ms Julia Truong,
JT Production
Management



Mr Olly Bridge,
Build a Bridge
&
Essentio Health



Ms Felicia Mariani,
Victorian Tourism
Industry Council



Chef Nicholas
Blackmore,
William Angliss
Institute



- Is the degradation of the health and wellbeing of your employees during tenure your organisational duty of care? Why/not?
- How do we tackle or provide balance, maintaining productivity, to work from home requests from staff when hospitality, tourism, events and leisure are primarily customer facing industries?
- What wellbeing practices and strategies might tourism, hospitality and events employers design and implement to enhance careers and the retention of talent?



Is the degradation of the health and wellbeing of your employees during tenure your organisational duty of care? Why/not?



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How do we tackle or provide balance, maintaining productivity, to work from home requests from staff when hospitality, tourism, events and leisure are primarily customer facing industries?

Good communication between employees and managers to negotiate

Reasonable flexibility request is to be balanced equally

WFH is creating a two tier society. Dangerous.

flexibility only when possible

Privilege, not a right

parameters/expectations

relevant

appropriate

4 day working week

Do a lot of extra mile

clear

Job rotation

wfh

Work from anywhere

Make your own schedule

roles

Flexibility

sector

Employee expectations

Limited

Manage flexibility across team

When possible

trust

imperative

Time Management

Work from home is to the detriment of

Job/role rotations

Until the work is well done

Need to have good conversations with manager

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What wellbeing practices and strategies might tourism, hospitality and events employers design and implement to enhance careers and the retention of talent?



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