

RETAIL AND PERSONAL SERVICES TRAINING COUNCIL

COVID-19 UPDATE – MAY 2020

Industry training councils provide a direct link between Western Australian industry and the State Training Board. This infographic summarises industry feedback to the training council in March to May 2020.

JOBs LOST/IDLED*

Retail

Beauty

Hairdressing



JOBs IN DEMAND*

Pharmacy

*Between March - May 2020 there were redundancies, suspensions, terminations or reduced hours.
*Between March - May 2020 there was increased demand for workers or increased hours for existing workers.

IMPACT OF COVID-19 MEASURES



RENTAL ASSISTANCE

- The Commonwealth government's rental assistance measures are anticipated to help some small business owners maintain their premises.
- However in WA, some landlords are not prepared to negotiate rents. The WA adaptation of the *National Cabinet Mandatory Code of Conduct – SME Commercial Leasing Principles during COVID-19* will be released on 28 May 2020 and may mandate rent negotiations.



SOCIAL DISTANCING

- Retailers have difficulty complying with health and safety requirements.
- Enforcing and managing social distancing requirements places pressure on staff.
- The beauty industry has shut down and stringent guidelines will need to be followed prior to re-opening.
- The beauty industry in WA is working with the Department of Health to develop special sterilisation procedures for a safe return to work. This is essential as most sections of the industry involve skin penetration procedures. Industry has identified current practices that need to be strengthened.
- Many hairdressers and barbers have closed due to difficulty maintaining social distancing or a downturn in business.



JOBKEEPER

- JobKeeper is paid as a reimbursement. Some small to medium hair salons don't have sufficient cash flows to cover salaries up front.
- Some casuals are ineligible for the payment and there are problems with part time staff receiving the same amount as full time staff.

PHARMACIES



PHARMACISTS IN THE FRONT LINE

- Higher demand for flu vaccines has increased demand for suitably qualified pharmacists.
- Pharmacy staff are leaving the industry due to fear of infection.
- Pharmacy vacancies are difficult to fill due to a lack of skilled applicants and the high-risk area.



PPE

- Industry believes that the Government should subsidise personal protective equipment for pharmacists as they are front-line workers.



TRAINING REQUIREMENTS

- The Pharmacy Guild of Australia is promoting the Commonwealth's free online COVID-19 infection control training module.
- More pharmacists need to be qualified to administer the flu vaccine, but there is a shortage of this training.
- There is a shortage of skilled pharmacy assistants to Certificate III level.

RETAIL



STORE CLOSURES

- Many sole proprietors are unlikely to reopen after restrictions are lifted. This will have flow-on effects for property investors, shopping centres and supply chains.



ONLINE SHOPPING

- There has been a large-scale shift to online retail.
- Competition with online retail is exacerbating the downturn for bricks and mortar retailers.
- This may have a lasting impact on the sector.
- More skills and training in the form of skill sets in e-commerce may be necessary for the retail sector.



HEALTH AND SAFETY

- Ensuring the mental and physical health and safety of staff is a key issue for businesses that remain open.
- Businesses are required to put a COVID Safety Plan in place before they re-open to protect staff and customers.