

## The perfect location for shared services

With a track record of over 20 years and an estimated 5 500 staff, Tasmania's Shared Service Centre (SSC) industry offers an operating environment full of opportunity that sees Tasmanian SSCs outperforming expectations. The sector's skilled workforce supports a diverse range of industries including banking and finance, insurance, superannuation, health, telecommunications, travel, accommodation, government, information technology, software as a service and not-for-profit.

Tasmania has a number of distinct advantages for SSC operators which is evidenced through third-party competitive location assessments. Drawn by these advantages, Tasmanian SSC operators have endorsed and reaffirmed their investment decision by maintaining and expanding their Tasmanian centres.

Tasmania offers an ideal mix of low operating and labour costs, a highly skilled and loyal work force, advanced telecommunications, an approachable and supportive state government, and access to abundant renewable energy.

The state's superb liveability factor is a bonus for employees who can enjoy small, safer cities with all the services of larger cities, spectacular scenery, and the shortest commute times in Australia.



## Tasmania's financial attractiveness

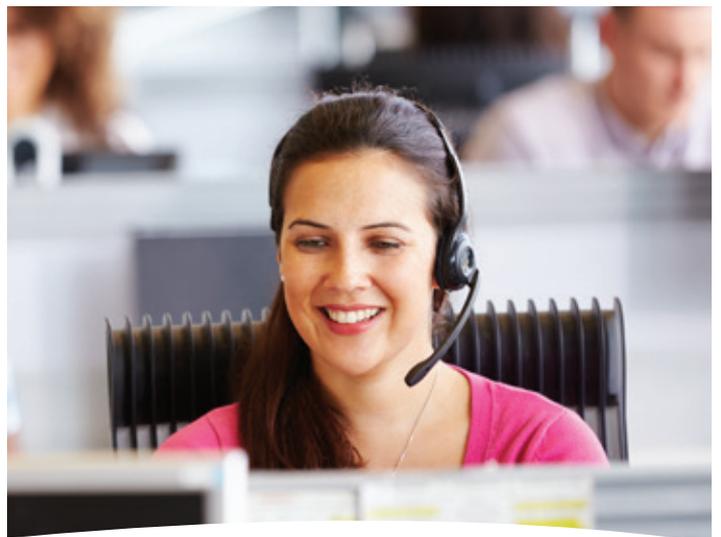
### Low cost of labour

SSC operators will benefit from the lowest labour costs in the nation. Hays FY2021/22 Salary Guide lists the two major cities Hobart and Launceston as having the lowest salary costs across SSC occupations. Companies paying national salaries find that they can attract more qualified and higher quality staff on these salary levels in Tasmania due to the lifestyle benefits and the fact that living costs, in comparison to mainland cities, are lower.

### Low shared service centre costs

Tasmania has low establishment and operating costs. Hobart and Launceston offer premium and A-grade properties for purchase or lease at competitive or lower costs than other cities in Australia. Land is also well priced across Tasmania, with an easily navigable and affordable development approval process in place.

The Tasmanian Government is committed to achieving the lowest regulated electricity prices in Australia for residential and small business customers.





## Tasmania's business environment attractiveness

### High-quality telecommunications infrastructure

The state's SSC sector benefits from Tasmania's high-quality range of telecommunication infrastructure which provides the required flexibility and speed for the sector to deliver outstanding results to clients. Internet users experience lower volumes of traffic and less network congestion.

Tasmania was the first location in Australia to receive the National Broadband Network (NBN). This network provides reliable, high-speed broadband access across Australia through the use of three technologies; optic fibre, fixed wireless and next-generation satellite. Tasmania was the first in the Nation to offer gigabit connection speeds and this continues to offer an advantage to businesses looking to establish in the state.

### World leader in clean energy generation

Tasmania is a world-leader in renewable energy and offers a compelling location for forward-thinking investors who wish to achieve real sustainability targets through reliable renewable energy use.

Tasmania is 100 per cent self-sufficient in renewable energy and has a plan to double the supply of renewable energy by 2040. This is already providing benefits to forward thinking investors looking to make sustainability claims for digital services such as cloud storage infrastructure.

Tasmania has been a forerunner in the development of renewable energy generation with over 100 years of continued investment in renewable energy infrastructure and technology.

Years of experience have helped Tasmania to develop an unmatched level of renewable energy skill and expertise among our engineers and technicians.

Additionally, Tasmania has the lowest per capita greenhouse gas emissions of any Australian state or territory and has ambitious plans for further improvement.

Our natural assets and resources, combined with incentives for innovative businesses to invest in clean energy, clean technologies and services, is helping Tasmania achieve economic prosperity while ensuring quality outcomes for the environment.

### Government support

The Tasmanian Government offers confidential personalised support to businesses across all industries and sizes.

The Tasmanian Government provides access to a range of services and programs to help businesses succeed at any stage of a business' life cycle, The Tasmanian Government also offers a range of programs aimed at assisting employers and industry with training and workforce development. Numerous business and skilled migration programs are in place to help target key areas of skills needed.

## Tasmania's outstanding workforce

Tasmania can deliver a loyal, highly skilled and cost-effective workforce to support the operations and development of additional SSCs in the state.

### Staff attrition

Tasmania prides itself on employee loyalty. When compared to other Australian states and territories, Tasmania has more stable labour market conditions for SSC employers.

Across all industries, Tasmania has the highest job tenure rates of any Australian state with an average tenure of a private sector employee being 6.08 years as opposed to the Australian average of 4.85 years. As a result, SSC operators can benefit from a more consistent employee base who possess greater job specific knowledge.

Feedback received from a number of Tasmanian based SSCs is that increased staff loyalty in Tasmania (with many large companies anecdotally reporting staff turnover rates as low as one or four per cent) resulted in reduced staff training costs, increased customer satisfaction, improved customer outcomes and improved workplace culture, leading to recognition.



### **Leading education facilities**

Tasmania has a number of outstanding educational institutions that offer leading edge qualifications in collaboration with industry to deliver work-ready graduates to the SSC sector. TasTAFE is the largest vocational education and training provider in Tasmania. With 12 campuses, including four in Launceston, it operates throughout the state and offers more than 370 courses and qualifications.

TasTAFE's ability to adapt and meet sector demand is demonstrated in its partnership with global IT services and solutions leader, DXC Technology through development of three IT related Certificate IV programs.

Program graduates are trained to a standard that a global IT outsourcing company would require, with translatable skills and direct work experience that can be utilised anywhere in the world.

The Tasmanian Government also has a partnership agreement with University of Tasmania (UTAS) to align higher education with current and future workforce needs while delivering research projects that build innovation capacity for new industries.

UTAS is ranked in the top 2 per cent of all universities worldwide and continues to offer a number of courses and qualifications that prepare students for work in the information and communications technology including the Bachelor of Information and Communications Technologies, Master of Information Technology and Systems as well as a pioneering Associate Degree.

The associate degree is a two-year, full-time qualification that has been developed and is taught in conjunction with industry, providing real world experience and latest knowledge to provide a steady inflow of work-ready graduates to industry stakeholders such as SSC operators.

### **Supporting technological change**

There are a broad range of occupations within Tasmania that can support and positively contribute towards technological changes that are proving to be popular in the SSC industry, such as big data, mobility and cloud computing.

The Tasmanian information and communication technology (ICT) sector provides access to a number of complementary occupations that possess transferable skills which are suited to the SSC environment. The ICT industry employs over 9 400 people and is projected to grow to more than 12 000 by 2026.

Tasmania has extensive expertise in the areas of software and application programming, cyber security, internet of things (IoT), cloud migration, technology and data architects, ICT technical support and sales, information management, and data base and system administration.

### **Tasmania's quality of life benefits**

Lifestyle and cost of living advantages in Tasmania are seeing a growing trend of young professionals and families moving to Tasmania. This is supporting significant growth in SSCs as they seek to attract and employ both skilled and unskilled workers.

The state boasts shorter commute times, lower cost of living, highest percentage of individuals who walk or bicycle to work, and astonishing growth in the local arts culture when compared to other Australia states and territories. Tasmania's three cities – Hobart, Launceston and Burnie – are ranked in Australia's top six safest cities, with Hobart being ranked the safest of Australia's capital cities.

Tasmania has spectacular natural attributes with 48 per cent of its land mass protected in World Heritage Areas, national parks and reserves, and has the most pristine air in the world. Cape Grim in Tasmania was analysed and assessed internationally by the Australian Government's Scientific and Research Organisation as having the cleanest air on Earth.

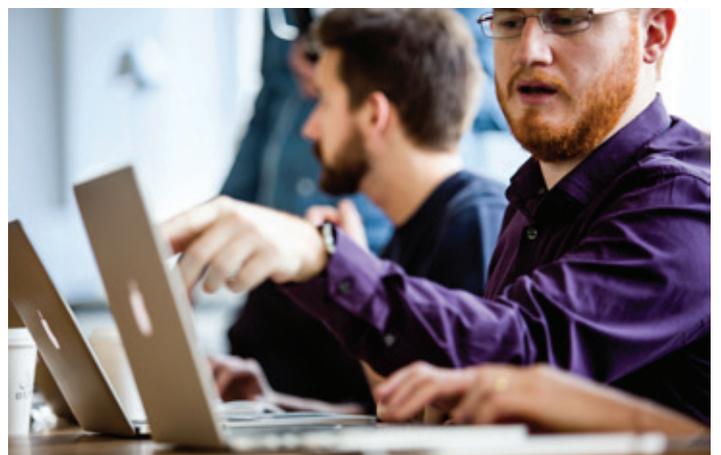
Liveability and employee satisfaction are highly correlated which is evidenced through research indicating that satisfied employees are more effective and efficient in their work, another benefit to doing business in Tasmania.



## Considering Tasmania?

The Office of the Coordinator-General is Tasmania's principal entity to attract and support investment in the state. It provides free confidential services, support and professional advice to investors, including:

- » acting as the single point of contact for project proponents and investors to government
- » case managing major projects across, or on behalf of, government
- » providing information on Tasmania's industry capabilities and strengths, specific business opportunities, investment regulations and government assistance
- » assisting investors to identify and select the best site for their business
- » helping facilitate visits to Tasmania and arranging appropriate meetings and itineraries
- » providing introductions to local industry, government departments and potential partners
- » assisting with access to export markets.



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