CONTENTS

DIRECTOR’S REPORT 2
SUMMARY OF ACHIEVEMENTS 2019 4
RESEARCH THEMES 6
EMPLOYABILITY, HIGHER EDUCATION & LEARNING 7
JUST WORK 13
SUSTAINABLE GOVERNANCE 18
SUPPORTING HIGHER DEGREE RESEARCH 22
PROGRAM PARTNERS AND COLLABORATORS 26
DIRECTOR’S REPORT

This 2019 annual activity report outlines the research and engagement activities, projects, publications and impact of the Work/Industry Futures Research Program. Bridging academic and organisational contexts and supported by funding from organisational partners and external grants, members of the Program have sustained activities throughout the year which contribute to the advancement of social justice.

"THE PROGRAM’S THREE AREAS OF INTER-DISCIPLINARY FOCUS – SUSTAINABLE GOVERNANCE; EMPLOYABILITY AND LEARNING; AND JUST WORK – ACKNOWLEDGE THE PROFOUND IMPLICATIONS ARISING FROM A GLOBALISED, COLLABORATIVE ECONOMY WHICH IS CHARACTERISED BY RAPID AND EXTENSIVE TECHNOLOGICAL CHANGE."

Program members have a shared commitment to the principle of engaged scholarship, combining scholarly quality and impact to maximise the benefits of their research to stakeholders. Demonstrating the value of its research to society, the Program continues to achieve significant impact beyond the academic sphere, informing public policy, organisational policy and public awareness across its three areas of focus.
Throughout 2019, we have worked with Australian and international partners in the public, private and non-profit sectors to solve complex problems at the intersection of business and society through theoretically informed and well-designed empirical research.

The findings directly inform effective policy responses. Some examples of the scope of research include:

- Education to work transitions for youth and graduates
- Equity in postgraduate higher education
- Teaching impact and professional recognition
- Digital platform work and care work
- The changing social and economic world of work
- Workplace sexual harassment
- Workplace inclusivity
- Vulnerabilities in transnational labour migration
- Shifting social contract and corporate social responsibility

As detailed in the following report, new partnerships with organisations have been established and existing relationships have been solidified. Program members have also delivered public lectures and keynote addresses and facilitated trans-disciplinary research symposiums. Throughout the year we have also written several extensive research-based submissions to government inquiries in our areas of expertise. This includes submissions to the National Youth Commission into Youth Employment and Transitions, and to the Australia Research Council’s discussion paper, ‘Increasing the diversity of Australia’s research workforce.’

We welcomed a number of eminent academics as part of our visitor program including Professor Gill Kirton, Queen Mary University London, and Associate Editor, Human Resource Management Journal and Gender, Work and Organization. Prof. Kirton presented a publishing strategies workshop for HDR and Early Career researchers, and research seminar ‘Explaining the intractable gender gap in IT education and employment.’

Our members also had many personal achievements. Bree Hurst as a result of her expertise in ethics and corporate social responsibility was invited to be a part of the Governance Institute of Australia’s Corporate Governance Subject Advisory Committee. Jannine Williams and Katherine Moore hosted a highly successful QUT Business School Alumni event, Inclusion and Work: Disability Perspectives.

Finally, the Program congratulated 2 PhD and 1 Masters of Research students for completing their degrees. Work/Industry Futures HDR students presented works at the QUT Gallery of Management Research (GOMR), and PhD student Bernadette Devi received the inaugural GOMR prize. Maria Khan received a Best Student Paper award at the 2019 Australian and New Zealand Academy of Management (ANZAM) Conference. We also welcomed new higher degree research students who are studying topics across all of our three key themes including the impact of Artificial Intelligence on learning and equity; the labour geographies of Chinese investment in Australia; and predictors of responsible environmental behavior of recreational fishers.

I would like to take this opportunity to thank all our partners and affiliate members with whom we have worked throughout 2019. Their generous contributions to the Program and its members have been crucial to our work and we will continue to value these relationships into the future.
### SUMMARY OF ACHIEVEMENTS 2019

#### ENGAGEMENT

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
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<tbody>
<tr>
<td>Keynotes</td>
<td>2</td>
</tr>
<tr>
<td>Invited Seminars &amp; Presentations</td>
<td>22</td>
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<tr>
<td>Conference Presentations</td>
<td>15</td>
</tr>
<tr>
<td>Authored Media Articles</td>
<td>9</td>
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<tr>
<td>Visiting Scholars</td>
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#### PUBLICATIONS

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Journal Articles</td>
<td>18</td>
</tr>
<tr>
<td>Book Chapters &amp; Edited Books</td>
<td>13</td>
</tr>
<tr>
<td>End-User, Industry Reports &amp; Other Publications</td>
<td>7</td>
</tr>
</tbody>
</table>

#### Proportion of Publications in Australian Business Deans Council Journals List A/A* or Scimago Q1: 61%

#### AWARDS & ACCOLADES


#### POLICY IMPACT & PUBLIC SUBMISSIONS

LAUNDON M & A CATHCART (2019) SUBMISSION TO AUSTRALIAN RESEARCH COUNCIL ON THE DISCUSSION PAPER ON INCREASING THE DIVERSITY OF AUSTRALIA’S RESEARCH WORKFORCE: A PATHWAY TO GENDER EQUALITY IN ARC GRANT FUNDING PROCESSES.

GRANT-SMITH D, P MCDONALD, K MOORE, P WILLIAMS & B IRMER (2019) SUBMISSION TO THE NATIONAL YOUTH COMMISSION INTO YOUTH EMPLOYMENT AND TRANSITIONS. NATIONAL YOUTH COMMISSION INTO YOUTH EMPLOYMENT & TRANSITIONS, COLLINGWOOD.
## RESEARCH & CONSULTANCY INCOME

Through internal and external partnerships in 2019, program members have shared in more than $1.08 million in research income from a range of internal and external sources.

<table>
<thead>
<tr>
<th>Date</th>
<th>Funding organisation</th>
<th>Project title</th>
<th>Recipients</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018–2020</td>
<td>Australian Research Council Discovery Scheme</td>
<td>Working the gig economy: Investigating the organisation and experience of digital platform work</td>
<td>P McDonald, R Mayes, D Oliver (UTS), A Stewart (University of Adelaide)</td>
<td>$256,941</td>
</tr>
<tr>
<td>2018–2020</td>
<td>Ecstra Foundation (formerly Financial Literacy Australia)</td>
<td>Informed choice in decisions to engage in multi-level marketing businesses</td>
<td>L de Zwann (Griffith), D Grant-Smith</td>
<td>$50,588</td>
</tr>
<tr>
<td>2019</td>
<td>Victorian Government Department of Premier and Cabinet</td>
<td>Australians and the gig economy survey</td>
<td>P McDonald, P Williams, R Mayes, D Oliver (UTS), A Stewart (University of Adelaide)</td>
<td>$130,570</td>
</tr>
<tr>
<td>2019</td>
<td>United Nations World Food Program</td>
<td>Addressing harassment, sexual harassment, abuse of power and discrimination in WFP</td>
<td>P McDonald</td>
<td>$5,000</td>
</tr>
<tr>
<td>2018–2019</td>
<td>Curtin University</td>
<td>Professional recognition for university educators, consultancy and training workshops</td>
<td>A Cathcart</td>
<td>$45,000</td>
</tr>
<tr>
<td>2018–2019</td>
<td>Macquarie University, University of Wollongong, Central Queensland University, Curtin University, Chinese University of Hong Kong, Hong Kong Baptist University, Utah Valley University, Suranee University of Technology (Thailand), Jilin University (China), National Chiao Tung University (Taiwan)</td>
<td>Building capacity and recognition in learning and teaching</td>
<td>A Cathcart</td>
<td>$175,000</td>
</tr>
<tr>
<td>2017–2019</td>
<td>SYC Commercial Research</td>
<td>Evaluation of a job coaching model for at-risk young job-seekers in Cairns, Logan and Townsville</td>
<td>P McDonald, K Moore</td>
<td>$70,323</td>
</tr>
<tr>
<td>2018–2019</td>
<td>Suranaree University of Technology, Thailand</td>
<td>Professional recognition for university educators, consultancy and development</td>
<td>A Cathcart, I Davis</td>
<td>$34,000</td>
</tr>
<tr>
<td>2019</td>
<td>Chinese University of Hong Kong</td>
<td>Developing effective practice in University teaching, consultancy and development</td>
<td>A Cathcart</td>
<td>$11,000</td>
</tr>
<tr>
<td>2019</td>
<td>National Chiau Tung University, Taiwan</td>
<td>Developing teaching quality using the Professional Standards Framework</td>
<td>A Cathcart</td>
<td>$42,000</td>
</tr>
<tr>
<td>2019</td>
<td>Advance HE</td>
<td>HE in Australia &amp; New Zealand: Australasian engagement with professional recognition</td>
<td>A Cathcart</td>
<td>$18,000</td>
</tr>
<tr>
<td>2019–2021</td>
<td>Optimising Resource Extraction (ORE) CRC</td>
<td>Understanding the social and political stakeholder environment of contemporary and future mining: Delivering tools for navigating multiple perspectives</td>
<td>R Mayes, B Hurst</td>
<td>$237,500</td>
</tr>
<tr>
<td>2019–2020</td>
<td>QUT Women In Research Grant Scheme</td>
<td>Disability inclusive entrepreneurship</td>
<td>J Williams</td>
<td>$8,739</td>
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<tr>
<td>2018–2022</td>
<td>Department of State Development Manufacturing, Infrastructure and Planning</td>
<td>Centre for METS Business Innovation</td>
<td>B Irmer</td>
<td>$310,000</td>
</tr>
<tr>
<td>2019–2020</td>
<td>Puuya Foundation</td>
<td>Research into the Puuya Approach and the outcomes of Puuya Foundation initiatives</td>
<td>T Senserrick, R Blackman, R Mayes, A Drummond, P Westoby</td>
<td>$75,000</td>
</tr>
</tbody>
</table>
RESEARCH THEMES

THE WORK/INDUSTRY FUTURES RESEARCH PROGRAM SUPPORTS THREE THEMES

EMPLOYABILITY, HIGHER EDUCATION & LEARNING

JUST WORK

SUSTAINABLE GOVERNANCE
Employability is emerging as a dominant theme in employment and education discourses. Employability can be understood as the package of skills, personal attributes, knowledges and experiences that provide an individual access to employment. The concept is generally considered a useful one for understanding the extent to which individuals are adequately prepared to participate in the labour market. However, researchers working in this theme challenge the uncritical adoption of the construct of employability and have contributed to debates on precarious and unpaid work and education, training and skill development. Our focus on learning and the Australian and international higher education landscape includes emerging pedagogies that privilege digital capability and preparation for work. The research is shaped by the growing emphasis on the impact of teaching in higher education and the importance of recognition for individual academics. Researchers expose the inherent tensions and competing pressures faced by staff and students within the sector. Research in the employability and learning theme has featured in public symposia, the media, high quality peer reviewed journals, and consultancy reports.
EMPLOYABILITY & LEARNING ENGAGEMENT ACTIVITIES

Abby Cathcart presented a keynote ‘What the Global Higher Education sector can learn from the John Lewis Partnership’ at the Nottingham Ningbo University, International Learning and Teaching Conference in Ningbo, China. She also presented an invited showcase on Asia-Pacific engagement with the Professional Standards Framework at the American Association of Universities and Colleges Annual Meeting, Atlanta Georgia.

Paula McDonald, at the invitation of the Australian Department of Foreign Affairs and Trade, participated in the Women’s Leadership Initiative Mentoring Program, mentoring a medical doctor in Fiji.

In May, the QUT Academy of Learning and Teaching hosted a Work/Industry Futures Research Program symposium titled Work Integrated Learning, Internships & Equity attended by more than 80 guests from across academia.

Robyn Mayes, Deanna Grant-Smith and Paula McDonald presented papers.

INVITED SEMINARS AND PRESENTATIONS

Invited presentations and seminars delivered by members included:

- **Mayes R & D Grant-Smith** (2019) Widening participation or widening the gap in postgraduate access by equity groups. Work Industry Futures Research Program Seminar Series, Brisbane, May.
- **McDonald P** (2019) Writing and revising for publication: The science and the art. PhD and ECR workshop, Queen Mary University, London, June.

STUDENT ENGAGEMENT

In March, under the supervision and coaching of Katherine Moore, a team of 3 post-graduate students competed in The Negotiation Challenge in Kyoto Japan. It was the first time an Australian university was represented in this international competition, and the team placed 3rd overall.

Katherine Moore has also introduced the extra-curricular activity – ‘Negotiating for Success’ community of practice – where undergraduate and postgraduate students, and alumni meet to develop and practice their negotiation skills and increase their social networks to improve their employability after graduation and beyond.

IN THE MEDIA

22.05.19 Grant-Smith D quoted in ‘Placement hours are vital to practice but are also financially unviable’. The Australian.

14.10.2019 Delporte M & B Hurst authored ‘Asylum seekers have a right to higher education and academics can be powerful advocates’. The Conversation.
EMPLOYABILITY & LEARNING
PUBLICATIONS


Brömdal A & I Davis (2019, in press) The Pedagogical Possibilities of Critically Examining Gender and Sexuality in Initial Teacher Education through the Lens of Intersex. In H. van Rensburg & S. O’Neill (Eds.), Inclusive Theory and Practice in Special Education. IGI Global

Grant-Smith D & L de Zwaan (2019) Don’t spend, eat less, save more: Responses to the financial stress experienced by nursing students during unpaid clinical placements. Nurse Education in Practice 35(1), 1-6

Grant-Smith D, T Donnet, J Macaulay & R Chapman (2019) Principles and practices for enhanced visual design in virtual learning environments: Do looks matter? In M Boboc & S Koc (Eds) Student-Centered Virtual Learning Environments in Higher Education. IGI global.103-133


REPORTS


Grant-Smith D, P McDonald, K Moore, P Williams & B Irmer (2019) Submission to the National Youth Commission into Youth Employment and Transitions. National Youth Commission into Youth Employment & Transitions, Collingwood.


CONFERENCE PRESENTATIONS


Mayes R & D Grant-Smith (2019) Aboriginal and Torres Strait Islander equity in postgraduate education in Australia. Australian Institute of Aboriginal & Torres Strait Islander Studies National Indigenous Research Conference, 1-3 July, Brisbane
The widespread adoption of Work Integrated Learning (WIL) is an increasingly visible component of the tertiary education landscape. However, successes in increasing the participation of diverse student groups challenge assumptions regarding their capacity to participate in WIL, particularly when it is unpaid. This work builds on a previous project which found that WIL participants experienced considerable levels of financial stress due to the intensive unpaid nature of WIL placements; the additional costs incurred; relational stressors; and the financial impacts of lost wages. The financial hardship and stress created or magnified as a consequence of participation can negatively impact practicum performance. Financial hardship and stress can be exacerbated by poor levels of financial literacy and result in increased levels of stress, anxiety, and attrition among student cohorts. This research explores the relationship between financial literacy, financial stress, and practicum performance and will investigate the role that financial literacy education may play in assisting students to manage and mitigate the financial stress associated with unpaid practicum.

Project members: Deanna Grant-Smith, Laura de Zwaan (Griffith University), Bernd Irmer

International Perspectives on the Impact of Engaging in Professional Recognition of University Teaching

Higher Education is big business, with a global growth in engagement in tertiary studies and increasing competition from providers internationally to recruit and retain students. Teaching quality has become more important than ever, shaped by widening participation, and demands to demonstrate impact and value for money. In Australia 41% of 19 year olds, and in the UK 28% of 18 year olds are enrolled in HE institutions (National Statistics, 2018; Norton, Cherastidtham, & Mackey, 2018). As the market has expanded there has been a renewed focus on teaching metrics as demonstrated by the new THE University Ranking scales, the Teaching Excellence Framework in the UK and the Quality Indicators of Learning and Teaching in Australia (Department of Education, 2019; Office for students, 2019; Times Higher Education, 2019). Within this context our research examined the impact of the standards based HEA Fellowship scheme, a measure of quality adopted by a growing number of Universities worldwide. This paper reports on staff perceptions on the impact of fellowship by analysing data from more than 300 respondents from six different HE institutions.

Project members: Abby Cathcart, Rosalind Duhs (University College London), Fiona Smart (Edinburgh Napier University), Rachael Carkett (University of Bath), Jason Davies (University College London)
Providing Emotional and Institutional Support to the Academic Supervisors of Practicum Placements

This research, funded by a seed grant provided by the QUT Faculty of Education, explores the complexities of professional practice from the perspective of the academic placement supervisors. As the first point of contact between schools, pre-service teachers (i.e., students), and the university, academic staff involved in the administration and supervision of practicum placements have significant insight into the experiences of students. While anecdotally, there has been recognition of the issues impacting student experiences, there has not been a targeted approach to understanding ways that the university, students and host schools can work together more effectively to support student wellbeing prior to, during, and after the placement. It also identifies the emotional and institutional support required by these academics in order to maintain their own wellbeing while assisting students. The findings have significant implications for future innovations in the way other placements are supported, and the emotional and institutional support required by these academics in order to maintain their own wellbeing while assisting students. The findings have significant implications for future innovations in the way other placements are supported.

Project members: Deanna Grant-Smith, Jenna Gillett-Swan (QUT Education)

Teaching Philosophy Statements: What Do Educators Believe They Should Do to Help Students to Learn?

This research explores how staff members who teach or support learning conceptualise their beliefs about teaching and learning. It examines how these beliefs relate to the scholarly literature and broader indicators of teaching quality at institutional, national and international levels (including the UK Professional Standards Framework). Over 200 teaching philosophy statements from a diverse range of academics and professional staff have been analysed as part of the project.

Project members: Abby Cathcart, Melinda Laundon, Erin O’Connor (QUT Health), Richard Evans (QUT SEF)

The Impact of Professional Standards on University Teaching

This scholarship of learning and teaching project explores the growing use of the UK Professional Standards Framework to underpin academic development for University educators. Policy level drivers combined with increased competition for student numbers internationally means that institutions are increasingly focused on teaching quality and benchmarking practice as a way of evidencing the impact of investments in learning and teaching. There are now more than 100,000 HEA Fellows worldwide and there has been a rapid expansion of the scheme outside of the UK. Drawing on case studies in China, Thailand, the UK and Australia, the project examines the impact on students and institutions as well as individual staff members. Funding from Advance HE (previously the Higher Education Academy) and Suranaree University of Technology in Thailand is supporting this work.

Project members: Abby Cathcart, Bree Hurst, Ian Davis, Dominque Greer (QUT, Business), Larry Neale (QUT, Business), Christy Collis (QUT, Creative Industries)

The Marginalisation of Vulnerable Youth Through Job Advertisements

Youth unemployment has most commonly been investigated from a deficit model perspective, identifying the structural and personal barriers experienced by youth when entering the workforce. Yet limited research has investigated the availability of suitable jobs for young Australians with limited or no work experience, education, or qualifications. This project investigated the availability of suitable jobs for inexperienced young people, and the extent to which employer expectations for prior experience, qualifications, and well-developed hard and soft skills for entry level jobs, further marginalise youth who do not possess these attributes. The project contributes to ongoing concerns about the causes and impacts of youth unemployment.

Project member: Katherine Moore

Unpaid Work and Open-Market Internships

Internships and other forms of unpaid work experience are becoming increasingly common in Australia. Well-designed work experience programs can play an important role in the transition from education to work. At the same time, however, numerous studies have highlighted a range of risks associated with the growth in such arrangements. This program of research builds on a published, systematic review of the international unpaid work literature and the first national prevalence study of unpaid work and internships in Australia which was supported by the Commonwealth Department of Employment. The current focus is on the business models of internship ‘brokers’ or intermediaries which charge fees to place students in unpaid work. The research highlights the complexities of unpaid work practices for individual students and job-seekers and the implications for employers, universities, VET providers, parents and governments.

Project members: Paula McDonald, Deanna Grant-Smith, Damian Oliver (University of Technology Sydney), Andrew Stewart (University of Adelaide), Anne Hewitt (University of Adelaide)
WIDENING PARTICIPATION OR WIDENING THE GAP? EQUITY IN POSTGRADUATE EDUCATION

Funded by the National Centre for Student Equity in Higher Education, this research explores equity trends in participation in domestic postgraduate study. Analysis of these trends is focussed on students from four key equity groups: Aboriginal and/or Torres Strait Islanders; low socio-economic status; regional/remote; disability; and non-English speaking background. It compares enrolment, completion and employment data for this cohort across universities by university type. It also identifies the key initiatives and discourses within the sector relating to widening participation in postgraduate study. This research makes a timely and empirical contribution to understanding the state of play in the Australian Widening Participation agenda.

Project members: Deanna Grant-Smith, Robyn Mayes, Bernd Irmer

WHAT MAKES GOOD WIL?

This research, undertaken in collaboration with the UQ Student Employability Centre, explores the work-integrated learning practices (WIL), perceptions and profiles of higher education staff involved in planning and delivering WIL activities. It is interested in the extent to which WIL is integrated into teaching practices across disciplines, the motivations for adopting WIL and the factors that facilitate or inhibit the successful integration of WIL into other teaching activities. The role of institutional support and expectations, personal self-efficacy and knowledge, prior industry experience and personal teaching preferences will be explored to support the development of WIL teaching policy and resources. The findings have significant implications for future WIL policy and practices within higher education and provide guidance on how staff may be better supported to deliver WIL.

Project members: Deanna Grant-Smith, Bernd Irmer, Cate Clifford (UQ), Anna Richards (UQ)
JUST WORK

Just work is concerned with redressing the social, economic and cultural inequalities of work and working as they play out across national and global scales. Researchers engaged in this theme examine shifts in the organisation of work, the economic and socio-cultural motivations and experiences of workers, and how companies, technologies and managerial strategies shape the nature of work itself. The theme contributes to knowledge of workforce transitions, shifting geographies of work and home, and transnational labour (im)mobilities. This work has featured in public symposia, the media, high quality peer reviewed journals, and consultancy reports and has been acknowledged as having broad organisational and policy impact. The results directly inform effective organisational, industry and government policy responses with respect to labour law, superannuation regulation, organisational policy and social welfare regimes. Research within the just work theme has made significant contributions to public understandings, organisational policy and public policy.

JUST WORK ENGAGEMENT ACTIVITIES

Paula McDonald gave the keynote ‘Looking back at #MeToo: How far have we come?’ at the NSW Industrial Relations Society in May.

Jannine Williams was a panelist on ‘The Changing World of Work: Economic and Social Issues’ at the Opportunities and Challenges for Equity, Inclusive Growth, and Sustainability Conference, Women’s Economic Imperative and Women’s Enterprise Scotland, Edinburgh, UK in November.

Jannine Williams and Katherine Moore hosted a QUT Business School Alumni event, Inclusion and Work: Disability Perspectives in February. They were joined by Sinead Hourigan, Qld Director for Robert Walters, Mary Darke, Associate Director for Robert Walters, and Bill Garnack, CEO EPIC Assist, a disability employment services provider. The presenters shared their knowledge, experiences and research findings around creating and sustaining disability inclusive workplace practices in organisations.
In August, Robyn Mayes, Penny Williams and Paula McDonald each presented invited papers at the Symposium on the Power of Digital Platforms hosted by QUT’s Digital Media Research Center.

INVITED SEMINARS AND PRESENTATIONS
Invited presentations and seminars delivered by members included:


IN THE MEDIA
McDonald P, P Williams, R Mayes. Snappers wary of digital platforms. Research, Workplace Express. February 7

McDonald P & D Grant-Smith quoted in ‘Placement hours are vital to practice but are also financially unviable’. The Australian. May 22

McDonald P #MeToo constrained by “rich white elite” focus. Workplace Express, May 24

McDonald P. Research for Victorian Government finds more than 7% of Australians have used a digital platform in the past twelve months to get work with workers satisfied with flexibility of gig work but less satisfied with income they receive. Fairfax Media, Australian, This is money, UK Daily Mail Online, June 18

McDonald P. One in 10 workers criticise their employer on social media. HR Daily. August 23

Williams P, P McDonald & R Mayes Why some workers are saying no to the gig economy. Futures of Work, January 25

Williams P. The gig economy and migrant workers. ABC News, October 15
JUST WORK
PUBLICATIONS


REPORTS


CONFERENCE PRESENTATIONS


INFORMED CHOICE IN DECISIONS TO ENGAGE IN MULTI-LEVEL MARKETING BUSINESSES: EXPLORING WOMEN’S FINANCIAL LITERACY & WORK–LIFE BALANCE ASPIRATIONS

Multi-level marketing (MLM), also known as direct selling, is focussed on selling a product through personal networks and recruiting other salespeople into the business. The majority focus on female customers and consultants selling a diverse range of products including craft supplies, cooking appliances, and beauty and lifestyle products. Billed as entrepreneurial self-employment, MLMs promise financial independence and work-life balance. There are, however, mixed reports as to their effectiveness and some MLMs have been criticised for unethical practices. The majority of women involved in MLMs have little or no experience running a micro-business, and it has been estimated that fewer than 1% of MLM consultants make any profit. This project, funded by Financial Literacy Australia, seeks to understand the level of financial literacy and knowledge that consultants possess in relation to running a MLM business and to develop resources to improve their financial literacy, and also assist potential consultants to make an informed decision about entering into an MLM scheme.

Project members: Deanna Grant-Smith, Laura de Zwaan (Griffith), Bernd Irmer

PREVALENCE OF DIGITAL PLATFORM WORK IN AUSTRALIA

Digital platforms such as Airtasker, Uber or Freelancer can connect workers with individuals or businesses looking to obtain services of various kinds on demand. There has been much debate about ‘gig work’ of this kind, but little data on its prevalence in Australia. A report presents preliminary findings from a national survey that was commissioned by the Victorian Government to address that gap. The survey, which elicited more than 14,000 responses, explored the prevalence and characteristics of digital platform work in Australia to gain insight into the characteristics and experiences of those participating in such work, and to understand the extent to which they combine digital platform work with other forms of paid work.

Project members: Paula McDonald, Penny Williams, Robyn Mayes, Andrew Stewart (University of Adelaide), Damian Oliver (UTS)
AU PAIRS IN AUSTRALIA
In Australia, as in many other countries around the world, international au pairs are increasingly in demand as a preferred non-parental childcare option supporting largely middle-class women with children to undertake paid work. Au pairs, who enter Australia on Working Holiday visas and offer cheap and flexible live-in childcare, constitute a vulnerable workforce. This research examines the intersecting issues of vulnerability, classed dimensions of care work, and shifting understandings of the role of mothers and social reproduction from the perspectives of au pairs and host mothers.

Project members: Robyn Mayes

SOCIAL MEDIA IN THE CREATIVE SECTOR: ‘BELOW THE LINE’ SCREEN INDUSTRIES EMPLOYEES
Social media has become a pervasive yet highly contested feature of work, altering public/private boundaries and amplifying tensions between workers, managers and employers. This project examines, in the distinctive employment relations of the commercial creative industries, how personal/professional boundaries are negotiated, subverted and codified. The creative industries are at the forefront of shifts to contingent employment and have widely embraced social media as a professional tool in and beyond the workplace. The project will deliver results with profound implications for privacy, professionalism and autonomy, as well as informing policy debates and employment regulation.

Project members: Paula McDonald, Robyn Mayes, Penny Williams, Melinda Laundon

THE IMPACT OF TECHNOLOGICAL DISRUPTION ON PHOTOGRAPHERS AND THE PHOTOGRAPHIC INDUSTRY
An increasing number of Australian workers are thought to be deriving at least part of their income from work accessed through online digital platforms. Platforms operate on different scales but in general, they all connect individual workers, through intermediaries, with end-users who seek specific services. While a growing body of grey literature speculates about work trends in the gig economy, there is surprisingly little empirical evidence to support such conjecture. This project explores the extent, nature and impact of digital platforms in the photographic industry in Australia. In an industry that has experienced significant technological disruption, this study reveals how the contours of the gig economy are impacting employment opportunities, the experience of work, income security and the professional identity of creative workers.

Project members: Paula McDonald, Robyn Mayes, Penny Williams

WORKPLACE SEXUAL HARASSMENT AND THE #ME TOO MOVEMENT
This ongoing program of research adopts a critical, multi-level examination of the nature of sexual harassment, including the factors that shape how individuals and organisations perceive and respond to the problem as a workplace anti-discrimination issue. New insights and contributions generated through the research include evidence of harasser tactics; a critique of the effectiveness of conciliation as an individualised form of alternative dispute resolution; the nature and causes of ‘atypical’ sexual harassment; and deficiencies in how organisations typically manage complaints. The research has substantially informed public debate and shaped organisational and policy responses. Recently, this research has extended to asking whether #MeToo will finally, galvanise substantial, authentic, long-standing change for working women and some men, or if it will it be another passing phase?

Project member: Paula McDonald

ENABLING INCLUSIVITY: WORK AFTER A DIAGNOSIS OF DEMENTIA
There is a small but developing field of research focusing on dementia in the workplace. This project builds on previous research to develop and evaluate an internationally relevant, practice-based toolkit for (and co-designed with) employees who are and who are not living with dementia, ex-employees living with dementia, carers of those living with dementia, human resources and occupational health practitioners, line managers, occupational therapists and clinicians whose patients live – and work – with dementia.

Project members: Jannine Williams and Sue Richardson (University of Huddersfield, UK)

DISABILITY INCLUSIVE ENTREPRENEURSHIP
People with disabilities are over-represented in entrepreneurial contexts. In the Australian context, women with disabilities are twice as likely to establish a business than women without disabilities. Yet whilst gender entrepreneurship research recognises women differ in their approaches to, and experiences of, entrepreneurship, and the disability entrepreneurship literature argues entrepreneurs with disabilities face a range of distinctive barriers to participation, women with disabilities’ experiences of entrepreneurship remain poorly understood. At the same time, there is a perception that enterprise support agencies may not have the capacity to be disability inclusive or adaptable to disability related requirements. This project aims to work collaboratively with researchers in Belgium and the UK to generate insights into women with disabilities’ experiences of entrepreneurial contexts, and to identify the barriers and enablers to participation which can inform the development of strategies which would enable policy-makers and enterprise support agencies to develop gender sensitive disability inclusive provision.

Project members: Jannine Williams, Eline Jammaers (UCLouvain Belgium), Nicola Patterson (Newcastle University, UK)
Sustainable governance represents one of the major challenges of our times. Researchers working in this theme have contributed to global debates on ‘wicked problems’ such as food waste, Indigenous disadvantage, sustainable livelihoods, and gendered mobility. Working from the disciplinary perspectives of cultural studies, geography and planning, sociology and public relations, researchers in this theme have collaborated with local and international scholars, civil society and industry groups to offer robust, scholarly and empirically grounded insights regarding positive social change. This work has featured in public symposia, the media, and high quality peer reviewed journals, offering commentary and insights that are valuable to a range of end users. Research from the sustainable governance theme has achieved impact in a range of ways, influencing policy documents, public understanding of issues, and achieving environmental and social impact.

SUSTAINABLE GOVERNANCE ENGAGEMENT ACTIVITIES

Deanna Grant-Smith and Katherine Moore hosted John Monico, Queensland Department of Employment, Small Business & Training, for six months as an Industry Fellow under the Queensland Government Leader Connect Program. John, Katherine and Deanna developed a project on the role that public policy can have in connecting employability and transport disadvantage.

Bree Hurst was invited to be one of four academic speakers to engage in a knowledge exchange with industry at Corporate Citizenship’s 2019 London Benchmarking Group Conference in Melbourne in November. She was also invited to present a seminar of social license to operate to the Queensland Social Responsibility Network.
SUSTAINABLE GOVERNANCE PUBLICATIONS


GENDERED INFRASTRUCTURE
AND TRANSPORT REGIMES

This ongoing research examines the impact of infrastructure and transport accessibility on women’s access to employment and other opportunities. It identifies barriers and challenges to women’s mobility, particularly those associated with active and public transport, and infrastructure more generally and the impact that these can have on gender equality. It also identifies transport and non-transport initiatives which can reduce barriers to workforce participation and contribute to improved workplace equity through improved accessibility, safety and mobility. This knowledge can inform the development of gender-sensitive infrastructure and transport regimes which positively impact women’s mobility and access to economic development opportunities.

Project members: Deanna Grant-Smith, Linda Carroli (QUT), Natalie Osborne (Griffith)

UNDERSTANDING THE SOCIAL AND POLITICAL STAKEHOLDER ENVIRONMENT OF CONTEMPORARY AND FUTURE MINING

Funded by the CRC ORE (Optimising Resource Extraction), this research examines the dynamic social license to operate stakeholder environment within which the mining industry operates and within which diverse actors seek to shape mining activity. Multiple stakeholder groups—e.g. financiers, environmental activists, local and Indigenous communities, regulators, peak bodies and mining companies—populate and shape this often-volatile environment. This research aims to identify and map the complex drivers and interactions of these diverse stakeholders operating in the Australian mining sector’s social and political environment. It will achieve this through two contemporary case studies and in-depth stakeholder interviews. As a means to better understand and negotiate perspectives and behaviours of diverse stakeholders, this research will help to shape ‘good mining’ through development of a multi-perspectival approach and tools linked to improving the ability of mining stakeholders to adapt in complex environments and achieve mining innovation along with social and community development objectives.

Project members: Robyn Mayes, Bree Hurst, Amelia Hine (QUT)
REGULATING THE UNSPEAKABLE

This research is concerned with the management of a specific class of wicked problem – unspeakable problems. Unspeakable problems are difficult for policy makers to engage with stakeholders around due to the high levels of psychosocial sensitivity and verbal proscription which characterise them. Unspeakable problems currently resisting resolution in public policy include those related to sanitation (such as the rejection of recycled water proposals), deathscapes (such as controversies surrounding eco-burials and other forms of non-traditional interment) and Indigenous disadvantage. The successful management of such policy issues has potentially significant sustainability, social justice and economic impacts. This research agenda advances policy understandings of wicked problems in general, unspeakable problems more specifically, and associated stakeholder engagement approaches.

Project members: Deanna Grant-Smith

SHIFTING SOCIAL CONTRACTS AND WHAT IT MEANS FOR CORPORATE RESPONSIBILITY

This body of research considers the shifting social contracts that exist between government and business, business and society, and government and society. The implications of the research challenge the roles each of these actors has ‘traditionally’ played, and suggests we are at a tipping point with the existing social contracts. The research highlights the increasing expectations society has on business to not only engage in ‘business’, but also to step into what have traditionally been government roles. As we highlight, this can have serious consequences.

Project members: Bree Hurst, Juliet Roper (Waikato University)

THE RESPONSIBILISATION OF ENVIRONMENTAL MANAGEMENT REGIMES

This ongoing research examines attempts to engage recreational boaters and fishers in voluntary habitat restoration and other environmental management regimes. It identifies which sources of information are trusted by recreationalists; what engagement strategies are best used to reach them; how all those with a stake in fishing and riparian management can work together to better manage the environment around waterways; and the extent to which these attempts can be considered responsibilisation of recreationalists. This knowledge can inform effective campaigns and engagement to further conservation efforts by waterways users and managers.

Project members: Deanna Grant-Smith

TRANSNATIONAL GLOBAL CARE MOBILITIES AND LABOUR MIGRATION

This research explores migrant women’s encounters with formal and informal education in new immigration rural destinations in Australia and Northern Ireland. Of interest are the ways in which these encounters shape migrant experiences and aspirations and inform education migration flows. The project foregrounds transnational, temporary migration flows both from and into rural areas, contributing critical insights into the gendered intersections and disconnections of labour and education migration patterns. Importantly, the project situates these flows and experiences in the context of rural communities as crucial and evolving contexts. Published work to date demonstrates the role and politics of access to informal education programs in migrant mobilities.

Project members: Robyn Mayes, Ruth McAreavey (Newcastle University)

TERMINAL INDUSTRIES

This body of research introduces the notion of ‘terminal industries’ – industries that by their very nature will cease to exist in the future should they not respond to changing societal expectations. This research maps out what differentiates a terminal industry from, for example, taboo or wicked industries, and teases out the factors which will ultimately result in the industry’s demise.

Project members: Bree Hurst, Juliet Roper (Waikato University)
Program members are committed to excellence in teaching and learning, actively mentoring HDR students, engaging in professional development and benchmarking their contribution to learning and teaching against international standards. The majority of members of the Work/Industry Futures Research Program have been recognised as Fellows of the Higher Education Academy and contribute to the culture of teaching and learning excellence at QUT through membership of the QUT Academy of Learning and Teaching.

Robyn Mayes, as part of an ongoing series of critical reading and thinking seminars and online resources, published an article in Thesis Whisperer Blog (May 1, 2019) Beware the couch! Reflections on Academic Reading (https://thesiswhisperer.com/2019/05/01/beware-the-couch-reflections-on-academic-reading/).

Our members are currently supervising 16 HDR students and celebrated 3 completions of higher research degrees in 2019.
HIGHER DEGREE RESEARCH STUDENT COMPLETIONS 2019

<table>
<thead>
<tr>
<th>Student</th>
<th>Research Topic</th>
<th>Level</th>
<th>Supervisors</th>
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<tbody>
<tr>
<td>Ellen Nielsen</td>
<td>Employability strategies used by Creative Industries graduate</td>
<td>PhD</td>
<td>P McDonald A Cathcart</td>
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<tr>
<td>Paul Woods</td>
<td>The role of technology-enabled work portability in work-life balance</td>
<td>MBus(Res)</td>
<td>P McDonald G Murphy (GBS)</td>
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<td>Merrilyn Delporti</td>
<td>Making sense of human advocacy narratives: Stakeholder identification, emotion and the case of people seeking asylum in Australia</td>
<td>PhD</td>
<td>B Hurst J Bartlett C Hatcher</td>
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</tbody>
</table>

PhD student **Bernadetta Devi** (supervisors: R Mayes & D Grant-Smith) was awarded the inaugural GOMR prize for her artwork *Exploring the Visibility of the Invisible* which explores the marginalised position of artisanal, and small-scale mining operations in the context of mining governance in Indonesia. The selected photos featured in the video installation were taken during Bernadetta’s field-research in 2018 when she visited several villages in Gorontalo and North Sulawesi Provinces where artisanal, and small-scale mining activities intersect with industrial mining operations.

PhD student **Irena Bukhshtaber** (supervisors: P McDonald & P Williams) authored an article titled ‘Big Brother is watching’ which was featured on the QUT Business School website, Insights page, 23 September. [https://www.qut.edu.au/business/insights/big-brother-is-watching](https://www.qut.edu.au/business/insights/big-brother-is-watching)

PhD Student **Paolo Marinelli** (supervisors D Grant-Smith & R Mayes) presented at the 2019 Australian Political Science Associate Conference in September in Adelaide.

MPhil student **Alicia Feldman** (supervisors: D Grant-Smith & B Irmer) presented at the IAABR International Conference on Business, Economics, Finance & Accounting in March in Orlando, USA.

Masters student **Maria Khan** (supervisors: J Williams & P Williams) was awarded the Best Student Paper Award and Best Paper award in the Gender, Diversity and Indigeneity stream at the 2019 Australian and New Zealand Academy of Management (ANZAM) Conference in December in Cairns.

HDR STUDENT ACHIEVEMENTS

**Deanna Grant-Smith** was academic advisor and co-organiser of the inaugural QUT Gallery of Management Research (GOMR) event in October. A number of our HDR students and members presented their research as works of art at GOMR.

- Irena Bukhshtaber, *The Black Box of Little Data* [Interactive piece]
- Bernadetta Devi, *Exploring The Visibility of The Invisible* [video installation]
- Deanna Grant-Smith, *The Future of Work is Not Free* [haiku triptic]
- Annisa Hansen, *Walking Stick 3.0 & Screen Time* [sculpture]
- John Monico, *Finding the One – The Perfect Small Business Advisor* [poster]
- Gayani Samarakoon, *Shop floor Worker Voice* [cartoon poster]
## HDR Students Supervised by Members

<table>
<thead>
<tr>
<th>Student</th>
<th>Research Topic</th>
<th>Level</th>
<th>Supervisors</th>
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<tbody>
<tr>
<td>Natalia Adan</td>
<td>Food waste governance in the hospitality sector</td>
<td>PhD</td>
<td>C Richards, R Mayes</td>
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<tr>
<td>Irena Bukhshtaber</td>
<td>Investigating the social implications of artificial intelligence in the recruitment process</td>
<td>PhD</td>
<td>P McDonald, P Williams</td>
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<tr>
<td>Linda Carroli</td>
<td>Sustainable socio-technical transitions in infrastructure systems in regional planning</td>
<td>PhD</td>
<td>S Mayere (SEF), D Grant-Smith</td>
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<td>Renee Chapman</td>
<td>The influence of organisational leadership and culture on participation in new religious movements</td>
<td>PhD</td>
<td>D Grant-Smith, B Irmer</td>
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<tr>
<td>Ligerui (Gary) Chen</td>
<td>Spatial fix, labour movement and Chinese outward investment in Australia</td>
<td>PhD</td>
<td>D Grant-Smith, Xiaowen Hu (SOM), R Mayes</td>
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<tr>
<td>Bernadetta Devi</td>
<td>Rural transitions and extractive industry: Global production networks (GPN), resilience and adaptive governance</td>
<td>PhD</td>
<td>R Mayes, D Grant-Smith</td>
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<tr>
<td>Alicia Feldman</td>
<td>Environmental equifinality: Exploring predictors of responsible environmental behaviour of recreational fishers</td>
<td>MPhil</td>
<td>D Grant-Smith, B Irmer</td>
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<tr>
<td>Denise Gibran-Nogueira</td>
<td>Food security and the sharing economy</td>
<td>MPhil</td>
<td>C Richards, R Mayes</td>
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<td>Annissa Hansen</td>
<td>Information and communication technology in aged care: How is it shaping the workplace environment?</td>
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<td>P Williams, P McDonald</td>
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<td>Risini Ilangasinge</td>
<td>A critical analysis of masseuses’ identity politics and spatial practices in the</td>
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<td>spas of Sri Lanka</td>
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<td>Gabrielle Jess</td>
<td>A multiple capitals perspective exploring Australian small business survival of</td>
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<td>D Grant-Smith, A Mehta (AMPR)</td>
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<td>natural hazards</td>
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<td>Choity Jones</td>
<td>The dark side of fast fashion: The ways organisations use CSR to respond to</td>
<td>MBus(Res)</td>
<td>B Hurst, A Mehta (AMPR), A</td>
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<td>institutional pressures from a spill over crisis</td>
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<td>Beatson (AMPR)</td>
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<td>Maria Khan</td>
<td>Deconstructing the construction of women leaders: Analysing the</td>
<td>MPhil</td>
<td>J Williams, P Williams, E French</td>
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<td>representations of women in the media</td>
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<td>Paolo Marinelli</td>
<td>Governance and power in Australian Federalism: The case of independent</td>
<td>PhD</td>
<td>D Grant-Smith, R Mayes</td>
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<td>Gayani Mudianselege</td>
<td>Shop floor worker voice in the strategic CSR agenda of the Sri Lankan apparel</td>
<td>PhD</td>
<td>R Mayes, D Grant-Smith</td>
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<td>Samarakoon</td>
<td>industry</td>
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<td>Amos Tay</td>
<td>Examining the impact of Artificial Intelligence on learning and equity</td>
<td>PhD</td>
<td>A Cathcart, H Huijser</td>
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WORK/INDUSTRY FUTURES RESEARCH PROGRAM ANNUAL REPORT 2019 | 25
PROGRAM PARTNERS AND COLLABORATORS

THE WORK/INDUSTRY FUTURES RESEARCH PROGRAM WOULD LIKE TO RECOGNISE AND THANK ALL OF THEIR INDUSTRY, COMMUNITY AND ACADEMIC COLLABORATORS IN 2019.

VISITING SCHOLARS 2019
PROFESSOR GILL KIRTON, QUEEN MARY UNIVERSITY LONDON (FEBRUARY)
PROFESSOR GERARDO PATRIOTTA, WARWICK UNIVERSITY, UK (APRIL)
JOHN MONICO, QUEENSLAND DEPARTMENT OF EMPLOYMENT, SMALL BUSINESS & TRAINING (JULY – DECEMBER)
DR ELINE JAMMAERS, UCLouvain, BELGIUM, (SEPTEMBER)
PROFESSOR JENNIFER LEIGH, NAZARETH COLLEGE, USA (DECEMBER)

ACADEMIC COLLABORATORS – INTERNATIONAL
BATH UNIVERSITY, UK
PROFESSOR NANCY HARDING
EAST CAROLINA UNIVERSITY, USA
DR MARK MOORE
EDINBURGH NAPIER UNIVERSITY, UK
FIONA SMART
EXETER UNIVERSITY, UK
PROFESSOR JO LITTLE
HASSELT UNIVERSITY, BELGIUM
DR KOON VAN LAER
HUDDERSFIELD UNIVERSITY, UK
DR SUE RICHARDSON
LANCASTER UNIVERSITY, UK
PROFESSOR VALERIE STEAD
MANAAKI WHENUA LANDCARE RESEARCH, NZ
DR PETER EDWARDS
NEWCASTLE UNIVERSITY, UK
DR RUTH MCCAREAVEY
MR BARRY HODGSON
PROFESSOR SHARON MAVIN
DR NICOLA PATTERSON
OREGON STATE UNIVERSITY, USA
DR DAVID BALDRIDGE
QUEEN MARY UNIVERSITY OF LONDON, UK
PROFESSOR GILL KIRTON
FOR MORE INFORMATION CONTACT:
WORK/INDUSTRY FUTURES RESEARCH PROGRAM
HTTPS://RESEARCH.QUT.EDU.AU/WORK-INDUSTRY-FUTURES-RESEARCH-PROGRAM/
OR EMAIL: WORKINDUSTRY@QUT.EDU.AU
TWITTER: @WORK_INDUSTRY