

ANNUAL REVIEW

2016–2017



Queensland Tourism Industry Council

QTIC is the peak body for tourism in Queensland, representing industry interest across all level of government.

QTIC is a not-for-profit, private sector, membership-based organisation representing the interests of Queensland's tourism and hospitality industry. Working in partnership with government agencies and industry bodies at a local, state and national level, QTIC is strengthening the voice of tourism across policy forums. QTIC's membership comprises of more than 3,000 regional members (individual and corporate) alongside 13 Regional Tourism Organisation (RTOs) and 18 industry sector associations. The team's efforts are aimed squarely at helping the tourism industry drive sustainable business and product development, stimulate business attraction and investment, develop workforce skills and support tourism jobs and business.

This year has been an eventful one for QTIC. We conducted state-wide consultation to discuss proposals for the structures and funding of the industry. From what we were

told across those forums by our members, QTIC has been able to develop a strategic framework for the next financial year with actions to strengthen relationships with local governments, continue the strong advocacy work that sits at the heart of QTIC and conduct a number of key research pieces identified by our consultative committee to strengthen the position of the tourism industry.

As we look back on the year that we have had, I would like to thank the industry for their involvement with QTIC across this project and others throughout the year. I would also like to congratulate our Young Tourism Professionals from our mentoring program, our winners from both the Queensland Tourism Awards and our Prize for Innovation.

In the year ahead, QTIC will continue its efforts to build relationships across all levels of government. We will work

on behalf of industry to stimulate capability and capacity building, to strengthen the industry and help drive quality product throughout our great state. With strong annual growth in visitor numbers and \$14 billion worth of infrastructure investment in the pipeline, now is the time to capitalise on these opportunities, regain lost market-share and position Queensland as the must see destination.



Never before has tourism been more prominent and recognised in our economy than over the past year. Literally no strategic or policy document can afford to ignore the role of tourism, including federal and state budgets.

Growth also brings challenges - the need for Queensland workers across the industry has propelled QTIC to work alongside Jobs Queensland to develop the Tourism Workforce Plan to plan and manage tourism workforce needs. As tourism continues to drive a large part of our economy, particularly across regional Queensland, forecast global growth of tourism offers further opportunities for businesses, employees and communities to build sustainable futures.

Skilling and workforce development remains a core part of QTIC's business with the completion of our first Skilling Queenslanders for Work Program from the Queensland Government - QTIC worked alongside employers and several registered training organisations to provide sets of skills to over 90 Queenslanders, assisting to get them back into the workforce. We are looking at a very busy 2017-18 with over 100 individuals to train.

The QTIC Young Professionals Mentoring Program attracted a record number of participants, while our Salute to Excellence Program for vocational students celebrated its 20th year in style at the Emporium and we celebrated innovation and excellence at the QTIC Prize for Innovation and Queensland Tourism Awards.

Our Indigenous Tourism Champions Network, supported by The Star Entertainment Group continues to go from strength to strength. It is amazing to see so many committed individuals and organisations working towards the goal set by the network for 1,000 new Indigenous faces and 20 new Indigenous businesses in tourism across Queensland by 2020.

Whilst there has been much to celebrate this year, we have also met some challenges. Tropical Cyclone Debbie had a significant impact on the Whitsunday and Mackay Regions and the tourism operators. We commend the operators in these regions for the hard work, strength and resilience shown to ensure a quick recovery for tourism and the community. We look forward to working with our members and associated members to achieve another year of success in 2017-18.

As always, I would like to thank our members for your ongoing support.



The value of
tourism in Queensland

24.1
MILLION
VISITORS TO
QUEENSLAND ANNUALLY



53,100
TOURISM BUSINESSES



\$25 BILLION
ANNUAL
INDUSTRY FOR QUEENSLAND



1 IN 25
VISITORS TRAVEL
FOR EDUCATION



225,300
JOBS



\$14 BILLION
INFRASTRUCTURE
PIPELINE



Policy & Advocacy

QTIC continues to provide a unified and consistent voice for the state's tourism sector in relevant negotiations and policy-making forums.

It is important that tourism remains a strong focus for policy development at all levels of government and QTIC will continue to present a business view at every opportunity. Below is a summary of policy submissions prepared on behalf of QTIC members during 2016-17. More detail is available online via qtic.com.au/policy.

August 2016

- Industry representation and submission prepared to Biosecurity Review

September 2016

- Submission supporting the Draft Advancing Tourism Strategy
- Joint submission with CCIQ on Industrial Relations Bill 2016 (against introducing an additional public holiday for Easter Sunday)

- QTIC helps launch the Queensland Ecotourism Plan 2016-2020 as part of a continued campaign to create new experiences in national parks

October 2016

- Submission to the VET Student Loans Reform

November 2016

- Joint Submission with Ecotourism Australia to GBRMPA regarding proposed tourism licence permission changes

December 2016

- Submission supporting the Draft Hinchinbrook Island National Park Management Plan and Visitor Strategy

February 2017

- Submission to the Draft State Planning Policy to ensure appropriate consideration of tourism needs
- Submission to the Liquor and Other Amendments Bill
- Submission to the Queensland Draft Protected Areas Strategy
- Submission to the Towards An All Abilities Queensland Consultation Paper which was supported by the launch of the Inclusive Tourism practical guide

Great Barrier Reef Report

Queensland Farmers' Federation, QTIC and World Wildlife Fund jointly commissioned international consulting firm Jacobs to produce the *Investing in the Great Barrier Reef as economic infrastructure* report. The report found the Reef should receive at least \$547 million a year for operations and maintenance, or \$830 million a year if a depreciation allowance is included.

March 2017

- Submission to the Inquiry into Opportunities and Methods for Stimulating the Tourism Industry in Northern Australia - QTIC also participated in a Parliamentary Committee meeting
- Submission to the Draft Shaping SEQ Regional Plan
- Submission to the Trading (Allowable Hours) Amendment Bill 2017 which helped influence the positive outcome of more tourism-friendly regulations
- Submission to the Cross River Rail project change proposal

April 2017

- Submission on the Future of VET in Queensland
- Pre-budget Submission to Queensland Government - the state budget supported QTIC's recommendation, committing \$35 million to revitalising national parks

- Submission to the GBRMPA Governance Review

May 2017

- Industry representation and submission prepared for the Best Practice Review of Workplace Health and Safety Queensland
- Submission to Draft Queensland Tourism and Transport Strategy
- QTIC response to Federal Budget; factsheet created highlighting key impacts for all tourism regions

June 2017

- Submission to the Indigenous Business Sector Strategy Consultation Paper supporting better outcomes for Indigenous Tourism
- QTIC response to State Budget; factsheet created highlighting key impacts for all tourism regions
- Supported Jobs Queensland with launch of the Queensland Tourism Workforce Plan

Working Holiday Maker Visa Review

Following extensive research including a member survey and industry representation at Deloitte consultation, QTIC lodged a submission on the Working Holiday Maker Visa Review aka "Backpacker Tax". The report was supported by the Federal Government through their backdown on 32.5% "Backpacker Tax" plan, to 19%.





Industry Transformation

During 2016-17 a significant effort was made examining the structures and funding of the tourism industry and exploring ways for Queensland to regain its competitive advantage.

As a part of the transformation project, ten industry transformation forums were held across the state in early 2017. QTIC would like to thank the 300 forum attendees and all organisations engaged and involved in the process.

The input from the 154 items of correspondence and the 10 industry forums has been applied to:

- direct the approach for transformational change;
- highlight new opportunities for our industry; and
- clarify what changes are supported and needed for the industry to excel.

An industry consultative committee, comprised of 14 representatives from a range of sectors, considered all the feedback from the forums which had been compiled by a facilitator. The committee drafted a set of recommendations which were presented to the QTIC board. We aim for this process to be completed in the second half of 2017.

One of the strong messages that we heard from the majority of our members across the state, is that a visitor levy, raised through accommodation providers, is not acceptable to industry. QTIC made it very clear from the beginning that no change will be advocated for unless it has strong industry support. Given this clear feedback, the visitor levy presented in the KPMG business case will not be taken any further by QTIC.

For an evolving industry like tourism, discussion on future direction is necessary and valuable. The board of QTIC will consider key themes from the outcomes and engage further with members to identify strategic priorities to address identified challenges and opportunities.

Tourism Industry Capability Program

QTIC maintains a focus on ensuring the delivery of high quality experiences through skilled business practices.

Under the 2016-17 Tourism Demand Driver Infrastructure (TDDI) Program, QTIC in conjunction with the Department of Tourism, Major Events, Small Business and the Commonwealth Games supported Queensland Regional Tourism Organisations (RTOs) to build tourism industry capability and enable the industry to drive tourism demand, boosting local attractions and the businesses that depend on them, particularly in regional areas.

Industry Capability projects were delivered by RTOs across Queensland throughout 2016-17, contributing to achieving the Australian Government's Tourism 2020 goals and delivering on the Regions' Destination Tourism Management Plans.

In the 2016-17 financial year this program enabled 1,620 individuals across 41 activities to develop their skills to improve their capacity and ability to increase visitation, expenditure and industry sustainability.

QTIC assisted RTOs in identifying their industry capability needs and relevant programs under four key themes:

- quality service, business capability;
- digital capability, events capability;
- and supported RTOs in the delivery of key industry capability projects.

12
regions
participated in
the TDDI program

1620
individuals
developed
their skills

41
TDDI
activities
delivered

QTIC Young Professionals Mentoring Program

QTIC's popular six-month mentoring program continues to grow. A total of 24 young tourism professionals from across the State were matched with senior industry representatives in 2017 for one-on-one mentoring and professional development - sharing knowledge, skills and boosting career confidence.

Mentees were provided direct access to highly experienced mentors who willingly share knowledge, insight and industry understanding. Two participants were final year students at Queensland university institutions. Participants were from nine tourism regions including Brisbane, Gold Coast, Sunshine Coast, Fraser Coast, Tropical North Queensland, Outback Queensland, Whitsundays, Bundaberg and Capricorn.

We wish these leaders all the best in their careers.



Mentors and mentees from QTIC's 2017 mentoring program.



Kara Pulou speaks at the 2016 QTIC Indigenous Employment Forum

QTIC Indigenous Tourism Programs



The QTIC Tourism Indigenous Champions network supported by The Star Entertainment Group continues to strengthen with 35 members currently championing the growth of Indigenous tourism in Queensland.

The network continues to work toward the goal of 1,000 new faces and 20 new Indigenous businesses by 2020.

Due to the increasing interest in Indigenous tourism, QTIC has been invited to consult broadly with Traditional Owners, Local Government and other key stakeholders around the state in regards to stimulating the development of Indigenous businesses.

In 2016-17, the Visitor Information Centre (VIC) Program was launched. The program integrates Indigenous volunteers into the daily operations of VICs across six locations. The

program brings value to VICs by providing a unique insight and stories for the regions. The program will be extended into 2017-18.

The 6th Annual QTIC Tourism Indigenous Employment Forum in November attracted strong industry representation stimulating conversation around Indigenous recruitment and retention. The forum hosted an impressive and engaging line-up of key note speakers including Tanya Hosch, Preston Campbell, Geoff Hogg, Marty Ermer, Amery Burleigh, Chern'ee Sutton and Willie Enoch-Tramby, among others.



"Having Indigenous people working within the Tourism Industry helps connect our culture to the outside world and broadens the visitor experience."

Kayla Sands, QTIC Indigenous Trainee, Brisbane, QTIC Indigenous Employee Network Member

Industry workforce planning, training and development

QTIC's Workforce Planning team continued to partner with industry, employers, public and private training providers, schools and educators across Queensland to ensure a strong and supported workforce.

QTIC also sits on numerous advisory committees regarding the workforce development needs for the Tourism and Hospitality sector now and into the future.

Skilling Queenslanders for Work

- 94 participants across QLD
- More than 47 participants have since gained employment

Registered Trade Skills Pathway

- 47 participants enrolled
- 2 participants completed to date
- 63 additional places to be delivered across QLD

Tourism Hospitality Careers Council

- Career website Membership
- Promoting QTIC
- Promoting workforce programs
- Portal for Jobs in QLD

VET Industry Engagement

- Hospitality, Tourism and Events
- Completed VET Health Check(s)
- Completed an overview of outcomes of subsidised programs
- Completed a QTIC Statement of Benefit
- Regular communication with the Department of Education and Training

Gateway Schools

- Promotion of Gateway Schools Professional Development Events
- Participate in the Gateway Schools Reference Group

2016 QTIC Salute to Excellence Program

- 34 nominations
- 18 Schools
- 25 finalists participated in the skills day
- 4 runners up
- 3 winners
- 6 Judges from Novotel Brisbane, Emporium Kingfisher Bay Resort, Riverlife, University of Queensland and The Star Entertainment Group
- 18 Sponsors

Launch of the Tourism and Hospitality Career Guide 2016

QTIC acknowledges the commitment by the Queensland Government demonstrated across a number of projects, including funding for the Skilling Queenslanders for Work initiative and the VET Industry Engagement Program.



Cookery students at the 2016 Salute to Excellence Skills Test Day



QTIC events and recognition programs

QTIC offered a diverse events calendar in 2016-17 with stimulating speakers and opportunities to meet and network with senior government representatives and industry leaders.

2016 QTIC Salute to Excellence

The Salute to Excellence aims to celebrate and challenge the next generation of chefs, tourism and hospitality professionals. Students from across the state apply before a group of 25 finalists travel to Brisbane to participate in a Skills Test Day hosted by TAFE Queensland.

- Tourism winner: Caitlin Davis (Albany Creek State High School)
- Tourism runner-up: Emma O'Donnell (Albany Creek State High School)
- Food and Beverage winner: Alexandra Rayner (St Monica's College)
- Food and Beverage runner-up: Cheyne Millington (Kirwan State High School)
- Cookery winner: Mia McLeish (Kirwan State High School)
- Cookery runner-up: Kiarra Turner (Emmaus College)

2016 QTIC Prize for Innovation in Tourism

The program recognises and rewards innovation and growth across the Queensland tourism industry and provides an opportunity for small-medium sized business to showcase their innovative ideas, projects and processes. Courtesy of the Department of Tourism, Major Events, Small Business and Commonwealth Games, the winner receives business support to the value of \$30,000.

- Winner: Newbook eManagement Technology
- Runner-up: Tourism Tribe

2016 QTIC Tourism Indigenous Employment Forum

More than 120 participants from across the state attended the 6th Annual QTIC Indigenous Employment Forum, to discuss important issues and strategies for supporting Indigenous growth and Indigenous employment across the state.

'Taking Tourism to New Heights' exclusive event held on Level 46, 1 William Street

QTIC, The Star Entertainment Group and The Hon. Kate Jones MP hosted 90 guests to network and discuss the game-changing Queen's Wharf Brisbane development and the opportunities for industry to leverage Queensland's strong tourism outlook.

2017 World Environment Day Breakfast

120 guests joined us at the Queensland Museum for networking and to discuss the important role tourism plays in 'Connecting People with Nature'. The Hon. Dr Steven Miles MP was joined by a panel of industry leaders including Al Mucci (Dreamworld), Penny Limbach (Tangalooma EcoMarines), Peter Meyer (Ranger at Kingfisher Bay Resort) and Andy Ridley (CEO Citizens of the Great Barrier Reef).

Queensland Tourism Awards

The 2016 Queensland Tourism Awards, held on 11 November recognised 72 outstanding businesses and individuals across 28 categories - 13 businesses went on to win Gold, Silver and Bronze at the Qantas Australian Tourism Awards held in Darwin in February 2017.

Major Tourist Attractions

Gold: Australian Age of Dinosaurs
Silver: Australia Zoo
Bronze: Mossman Gorge Centre

Tourist Attractions

Gold: Cobbold Gorge Tours
Silver: Capricorn Caves
Bronze: Sarina Sugar Shed

Major Festivals and Events

Gold: Toowoomba Carnival of Flowers*
Silver: Blues on Broadbeach Music Festival
Bronze: World Science Festival Brisbane 2016

Festivals and Events

Gold: Mount Isa Mines Rotary Rodeo*
Silver: Broadbeach Country Music Festival
Bronze: Noosa Food & Wine Festival

The Steve Irwin Award for Ecotourism

Gold: Fun Over Fifty*
Silver: Tall Ship Adventures

Bronze: Ocean Safari

Cultural Tourism
Gold: Kinnon & Co
Silver: Mossman Gorge Centre

Qantas Award for Aboriginal & Torres Strait Islander Tourism

Gold: Mossman Gorge Centre*

Specialised Tourism Services

Gold: Tourism Lounge at Harbour Town

Outlet Shopping Centre, Gold Coast
Silver: Fun Over Fifty
Bronze: Small World Journeys

Visitor Information Services

Gold: Hervey Bay Visitor Information Centre*
Silver: Warrari Visitors Centre, Birdsville
Bronze: Kuranda Visitor Information Centre

Business Event Venues

Silver: Gold Coast Convention Centre

Major Tour and Transport Operators

Gold: Ocean Rafting*
Silver: Cruise Whitsundays
Bronze: Reef Magic Cruises

Tour and Transport Operators

Gold: Fun Over Fifty*
Silver: Whitsunday Jetski Tours
Bronze: Outback Aussie Tours

Adventure Tourism

Gold: Tangatours*
Silver: Reef Magic Cruises
Bronze: Whitsunday Jetski Tours

The Richard Power Award for Destination Marketing

Gold: Moreton Bay Region Industry and Tourism
Silver: Tourism Noosa
Bronze: Southern Great Barrier Reef

Tourism Restaurants and Catering Services

Gold: Ochre Restaurant & Catering
Bronze: O'Reilly's Canungra Valley Vineyards

Tourism Wineries, Distilleries and Breweries

Gold: Sarina Sugar Shed*
Silver: O'Reilly's Canungra Valley Vineyards

Caravan and Holiday Parks

Gold: BIG4 Adventure Whitsunday Resort*
Silver: NRMA Treasure Island Holiday Park
Bronze: Killarney View Cabins & Caravan Park

Hosted Accommodation

Gold: Cobbold Village*
Silver: Narrows Escape Rainforest Retreat
Bronze: Adels Grove Camping Park

Unique Accommodation

Gold: Cruise Whitsundays - Reefsleeper
Silver: Whitsunday Escape Bareboat Holidays
Bronze: Cumberland Charter Yachts

Self Contained Accommodation

Gold: Pinnacles Resort
Silver: O'Reilly's Rainforest Retreat

Standard Accommodation

Gold: Ibis Mackay*
Silver: Grand Hotel and Apartments Townsville
Bronze: Cape Trib Beach House

Deluxe Accommodation

Gold: NEXT Hotel Brisbane
Silver: Empire Apartment Hotel Rockhampton
Bronze: Mirage Whitsundays

Luxury Accommodation

Gold: RACV Royal Pines Resort
Silver: Spicers Peak Lodge
Bronze: Pullman Palm Cove Sea Temple Resort & Spa

New Tourism Business

Silver: iFLY Gold Coast
Bronze: Ibis Styles Brisbane Elizabeth Street

Excellence in Food Tourism

Gold: Sarina Sugar Shed

Outstanding Contribution by a Volunteer or Volunteer Group

Gold: Moreton Bay Region - Tourism & Events Volunteers
Silver: Brisbane Greeters
Bronze: Townsville Enterprise Welcome Program Volunteers

Young Achievers Award

Winner: Nikki Dudley

The Marie Watson-Blake Award for Outstanding Contribution by an Individual Winner: The Oatley Family

* Winner of gold, silver or bronze at the 2016 Qantas Australian Tourism Awards.



#QTA16 by numbers

- 28 Categories
- 159 Entries
- 19 Judges
- 72 Awards
- 24 Gold
- 23 Silver
- 20 Bronze
- 5 Individual
- 900 guests
- 720 media items
- 4.5 million media reach
- \$1.5 million media value

QTIC would like to thank the following sponsors for their generous support.

PLATINUM SPONSOR



AWARDS PARTNER



SUPPORTING PARTNER



ENTERTAINMENT SPONSOR



GOLD SPONSORS



SILVER SPONSORS



BRONZE SPONSORS



BEVERAGE SPONSOR



EVENT PRODUCER



Accreditation

QTIC is committed to driving improvement and professionalism in the Queensland Tourism Industry through the Australian Tourism Accreditation Program (ATAP).

ATAP covers various aspects of business management including required licences and permits, insurance requirements, marketing and business plans, human resource management, risk management, economic sustainability, social and cultural sustainability and customer service.

Since partnering in March 2016, the team at Visit Queensland have helped to deliver, audit and provide support for the program throughout Queensland. ATAP was introduced as one of the recognised accreditation programs for entrants to be eligible to enter the 2016 Queensland Tourism Awards, along with a variety of other approved programs.

As of 30 June 2017, there were 53 ATAP accredited businesses and 24 registered businesses currently going through the accreditation process across the state.

To become ATAP accredited contact atap@qtic.com.au or visit:

qtic.com.au/accreditation



"At Fun Over Fifty we strongly believe in the ATAP Accreditation. From a business perspective, it simply makes us a better business- the annual review process is invaluable, as it keeps us accountable. Taking the time to review our strategic Business and Marketing Plan and conducting a fresh SWOT each year, allows us to identify opportunities for continued improvement and innovation. From a guest perspective, the ATAP logo provides a sense of security and reassurance that they are dealing with a credible and professional organisation. From an industry perspective, it provides a benchmark, raising standards. ATAP Accreditation contributes to the awareness and viability of the industry as a whole." Toni Brennan, CEO/Owner, Fun Over Fifty - pictured above with General Manager, Fun Over Fifty, Rob Archibald.

QTIC Business Support

The QTIC team has a wealth of industry knowledge to provide ongoing guidance and direction to members and industry insight for new tourism businesses.

The **QTIC Grants Gateway** provides members with free and easy access to a curated list of available funding programs across Australia relevant to Queensland tourism operators. By providing quick access to key grant program information such as program outcomes, eligibility, and closing dates, members and subscribers are able to quickly review which grants may be suitable. More than 460 grants were listed on the QTIC Grants Gateway in June 2017.

QTIC also provides **letters of support** to members for various grants, schemes and initiatives. Close to 30 letters of support have been prepared by QTIC for members since 30 June 2016 for projects and grant applications.

A number of business support **toolkits and resources** are updated on a regular basis and available on QTIC's website including: Visitor Safety Guide, Water Safety Handbook, Staff Management Toolkit, QTIC Tourism & Hospitality Best Practice Guide and QTIC's Careers in Tourism and Hospitality Guide.



"As a small, regional tourism organisation, the support we receive from QTIC is integral to the continued growth and sustainable development of the tourism economy in the Mackay Region. Through QTIC's business support, capacity building and business development programs, such as accreditation and the Queensland Tourism Awards, we are seeing an increase in quality and consistency of product delivery throughout the region. As a transitioning economy, the support from organisations such as QTIC goes a long way. We appreciate the time spent in region by QTIC, it highlights not just to us, but also to our members, the value that QTIC places in regional tourism and the importance of all regions in the bigger picture of Queensland's tourism industry." Tas Webber, General Manager/Mackay Tourism - pictured above with Mackay winners from the 2016 Queensland Tourism Awards.

QTIC committees and working groups

Throughout 2016-17, QTIC continued to play a key role in more than 30 industry working groups and committees ensuring tourism has a strong voice across all relevant forums.

Regional Tourism Organisations Committee QTIC Associations Council Committee QTIC Drive Alliance

- Australian Tourism Industry Council
- Australian Tourism Awards Owners Group
- ACCI General Council
- ACCI Tourism Committee
- ACCI Education, Employment and Training Committee
- Inspiring Australia – Queensland Reference Group
- Tourism Research Australia
- GBRMPA – Tourism Recreation Reef Advisory Committee
- Approved Destination Status Scheme Advisory Panel
- Tourism Hospitality Careers Council
- World Tourism Forum
- Jobs Queensland Board

- Queensland Plan Ambassadors Council
- Alliance for Sustainable Tourism
- NESP Tourism Water Quality Steering Committee
- QLD Ecotourism Plan 2016-20 Steering Committee
- Cyclone Debbie Economic Recovery Committee
- DestinationQ Working Group
- Griffith Institute for Tourism Advisory Board
- Bond University HTM Industry Advisory Board
- Tourism and Commonwealth Games Cabinet Committee
- Valuation Reform Reference Group
- Queensland Climate Adaptation Strategy (Q-CAS) Partner
- Accessible Tourism Working Group
- Reef and Rainforest Research Centre Board
- Jobs Queensland Tourism Industry Advisory Group
- QICA Executive Committee
- Brisbane River Tourism Opportunities Advisory Committee

QTIC staff were invited to speak at a number of events and conferences, delivered to a variety of audiences in 2016-17 including:

- Local Government and RTO meetings
- Indigenous Economic Development Forum
- Australian Property Institute Conference
- Sustainable Development Goals Conference
- Central Highlands Forum
- AFTA Industry Leaders and Educators Engagement Symposium
- Oceania Ecosystem Services Global Forum
- TEQ's Conversations with Industry
- IAQ Breakfast
- QFI Breakfast Tourism Panel
- UQ Executive Discussion Panel
- Griffith Institute for Tourism
- UQ Graduation

We appreciate the support of our members including all 13 Regional Tourism Organisations - Brisbane Marketing, Bundaberg and North Burnett Tourism, Capricorn Enterprise, Fraser Coast Tourism and Events, Gladstone Area Promotion & Development Ltd, Gold Coast Tourism, Mackay Tourism Ltd, Outback Queensland Tourism Association, Southern Queensland Country Tourism, Visit Sunshine Coast, Townsville Enterprise, Tourism Tropical North Queensland and Tourism Whitsundays, as well as our 2016-17 financial members:

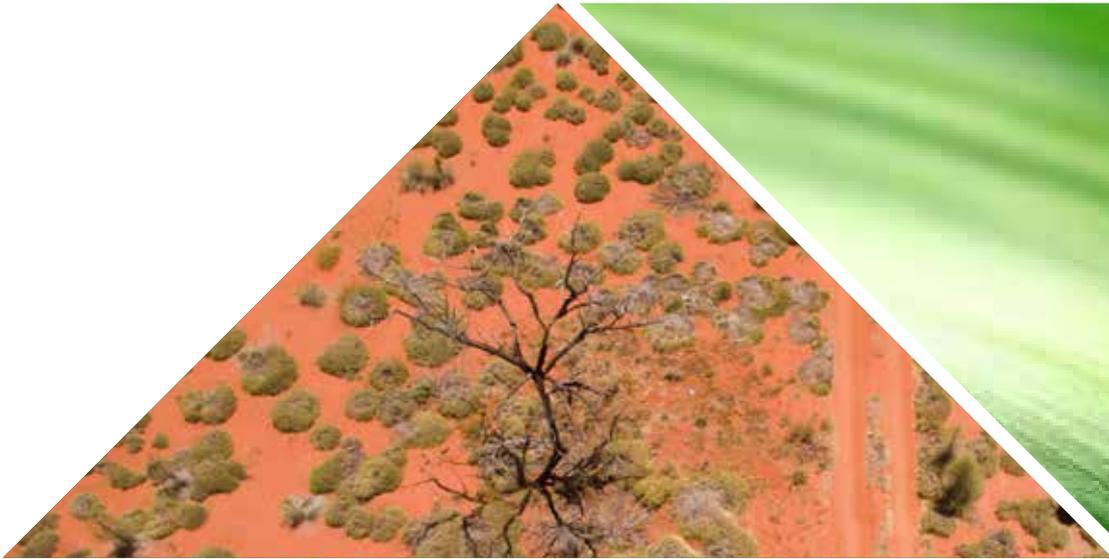
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|--|--|--|---|
| 1770 LARC! Tours | Big Cat Green Island Reef Cruises | Central Queensland University | Emporium Hotel |
| Accommodation Association of Australia | Big Planet Media Pty Ltd | Charleville Cosmos and Visitor Information Centre | Entourage Tours |
| Accor Hospitality | BIG4 Adventure Whitsunday Resort | Charter Yachts Australia | Equathon |
| ACTE | BIG4 Atherton Woodlands Tourist Park | Charters Towers Regional Council | Ernst and Young |
| Adel's Grove | Billy Tea Bush Safaris | Childers Eco-lodge | Eumundi Markets |
| Adrenalin Dive | Birdsville Race Club | City of Gold Coast | Explore Hamilton Island |
| Agnes Water Beach Club | Bli Bli House Luxury Bed and Breakfast | Clandulla Cottages | Extra-Mile Tourism and Leisure Management |
| AIB Australia | Blue Dolphin Marine Tours | Classic Holidays | Fantasea Cruising Magnetic |
| Airlie Beach YHA | Bond University | Cloncurry Shire Council | Flight Centre Ltd |
| Airtrain | Bookeasy Pty Ltd | Clovely Estate Wines | Focal Holdings Pty Ltd |
| Anita Clark Tourism Services | Braeside Bed and Breakfast | Clubs Queensland | Food Trail Tours |
| ARAMA Queensland Inc. | Brand By Design | Cobb & Co Museum | Foundation Education |
| Araucaria Ecotours | Brisbane Airport Corporation | Cobbold Gorge Tours | Frankland Island Cruises |
| Arthur J. Gallagher | Brisbane City YHA | Connecting Southern Gold Coast | Fraser Coast Regional Council |
| Ashmore Palms Holiday Village | Brisbane Convention and Exhibition Centre | Con-x-ion Airport Transfers | Fraser Magic 4WD Hire |
| Aspire Training Academy | Brisbane Holiday Village | Cosmos Centre and Observatory | Frontier Leadership Pty Ltd |
| Association of Marine Park Tourism Operators | Brisbane Star Cruises | Country Pathfinder Motor Inn | Fun Over Fifty Pty Ltd |
| at Hotel Group | Broadbeach Alliance | Creative Regions Ltd | Gab Titui Cultural Centre |
| Aurora Training Institute | Brockhurst Cabins Farmstay- Retreat | Cross Country Tours | GET Education Australia |
| Aussie World | BSI Learning Institute | Cruise Whitsundays | Get Wet Surf School |
| Australia Zoo | Bundaberg Rum | Currumbin Wildlife Sanctuary | Gladstone Airport Corporation |
| Australian Age of Dinosaurs Limited | Caboolture Historical Village | Daintree Discovery Centre | Gladstone Mercure |
| Australian College for Further Education | Cairns Airport Pty Ltd | Daryl Beattie Adventures | Glass on Glasshouse |
| Australian Federation of Travel Agents | Cairns Central YHA | Deloitte | Global Blue Australia |
| Australian Global Institute | Cairns Coconut Holiday Resort | Department of National Parks, Recreation, Sport and Racing | Go2GayCairns Pty Ltd |
| Australian Group Training | Cairns Convention Centre | Destination Cairns Marketing | Gold Coast Airport Pty Limited |
| Australian Outback Spectacular | Cairns Harbour Lights | Destination Gympie Region | Gold Coast Convention and Exhibition Centre |
| Australian Skills Management Institute | Cairns Turtle Rehabilitation Centre | Di Bella Coffee | Gold Coast Skydive |
| Australian Sunset Safaris | Calypso Reef Charters | Diamantina Shire Council | Grand Mercure Apartments Twin Waters |
| Australian Timeshare and Ownership Holiday Council | Camden Park Station | Dickson Wohlsen Pty Ltd | Great Keppel Island Hideaway |
| Backpacker Deals Pty Ltd | Cape York Camping Punsand Bay | Digital Coaching International | Griffith University |
| Barrington College | Cape York Sustainable Futures | Discover Stradbroke | H.I.S. Australia Pty Ltd |
| Base Queensland | Capricorn Caves | Diversity Education Training | Hamilton Island Limited |
| BBS Communications Group | Caravan Industry Association of Australia | Down Under Tours | Harbour Town Outlet Shopping Centre |
| Beetswalkin Consulting | Caravan Trade and Industries Association of Queensland | Dracula's Pty Ltd | Hartley's Crocodile Adventures |
| Bendles Cottages & Country Villas | Careers Australia Group Limited | Dreamworld and White Water World | Hidden Valley Cabins and Tours |
| Bethany Cottages | Cassowary Coast Regional Council | EarthCheck | Hinchinbrook Harbour |
| | | Ebike Hire Brisbane | Hospitality Staff Solutions |
| | | Ecotourism Australia | |
| | | Ella Bay Pty Ltd | |

2016-17 QTIC Members continued

HOSTPLUS	Longreach School of Distance Education	Norton Rose Fulbright Australia	Pinnacle Tourism Marketing
Hotel Noorla	Mackay Tourism	Novotel Brisbane	Pitstop Cafe
Ibis Brisbane	Magnums Backpackers	Novotel Cairns Oasis Resort	Port of Brisbane
Ibis Budget Brisbane Airport	Maleny Cheese Cafe	Novotel Twin Waters Resort	Prestige Day Tours
Ibis Styles Mt Isa Verona	Mareeba District Rodeo Association Inc.	NRMA Treasure Island Holiday Park	Prestige Service Training
Ibis Townsville	Maroochy River Resort	Boat Hire	Pro Dive Cairns
Icon Training Academy Pty Ltd	Marsden State High School	OAKS 212 on Margaret	PRO Management
Ignite Education	Martin College Pty Ltd	OAKS Aspire	Pterodactyl Helicopters
iimagine Pty Ltd	MAS Country	OAKS Aurora	Pullman Brisbane King George Square
Inflight Publishing Pty Ltd	Mayfair College	OAKS Calypso Plaza	Pullman Cairns International
Institute of Culinary Excellence	Mercure Brisbane	OAKS Casino Towers	Pullman Palm Cove Sea Temple Resort and Spa
interNATIONAL PARKtours	Mercure Cairns Harbourside	OAKS Charlotte Towers	Pullman Port Douglas Sea Temple Resort and Spa
Ipswich City Council	Mercure Capricorn Resort Yeppoon	OAKS Felix	Pullman Reef Hotel Casino
James Cook University	Mercure Gold Coast Resort	OAKS Gateway on Palmer	Qantas Airways Limited
Jet Boat Extreme Pty LTD	Metro Hotel Tower Mill	Oaks Hotels and Resorts	Qantas Founders Outback Museum
Jimbour House	Miners Heritage Walk-In Mine	OAKS iStay River City	QantasLink
JJ Strategic Consulting	Mirimar Cruises	OAKS Lagoons	Quality Training and Hospitality College
JNKIE Pty Ltd T/A Flyboard Cairns	Mission Beach Business and Tourism	OAKS Lexicon Apartments	Quandamooka Yoolooburrabee Aboriginal Corporation
JUCY Rentals	Moreton Bay Region Industry and Tourism (MBRIT)	Oaks M on Palmer	Quay West Suites Brisbane
Jungle Surfing Canopy Tours	Moreton Bay Regional Council	OAKS Mon Komo	Queensland Airports Limited
Jupiters Hotel and Casino	Mossman Gorge Centre	OAKS Oasis	Queensland Art Gallery and Gallery of Modern Art
Kellys Beach Resort	Mount Isa Airport Pty Limited	OAKS Seaforth Resort	Queensland Bus Industry Council
Kenmore State High School	Mount Isa Entertainment and Tourism Venues	Ocean Rafting	Queensland College of Wine Tourism
Keppnock State High School	Mount Isa Rotary Rodeo	Ocean Safari	Queensland Folk Federation
Killarney View Cabins and Caravan Park	Mountain Wine Tours	Ocean View Estates	Queensland Hotels Association
Koala Transfers	Mt Barney Lodge Country Retreat	Oceans Mooloolaba	Queensland Information Centres Association
Concept Konnect	Mt Cotton Retreat	Off Road Adventure Safaris	Queensland Museum Network
Koorana Crocodile Farm	Murdering Point Winery	O'Reilly's Rainforest Guesthouse	Queensland Rail Limited
KPMG	Museum of Tropical Queensland	Outback Aussie Tours	Queensland Wine Industry Association
Krista Hauritz Tourism Marketing + Development	Nambour Christian College	Outback Gondwana Foundation Ltd	Queensland Yacht Charters
Kupro Marketing	Narrows Escape Rainforest Retreat	Outback Pioneers	Quicksilver Group
Kwik Kopy Printing Geebung	National Trust Australia (Queensland)	Oz Tours Safaris	RACQ
Lady Elliot Island Eco Resort	NewBook eManagement Technology	Paradise Country	Rapid Boarders PTY LTD
Leadership Management Australia -SM Group	Noosa Festival of Surfing	Paradise Resort Gold Coast	REACH for Training
Live It Tours	North Burnett Regional Council	Parkwood Bed & Breakfast	
Lockyer Valley Regional Council	North Lakes State College	Paronella Park	
Logan City Council	North West Tours	Passions of Paradise	
Longreach Regional Council		Pethers Rainforest Retreat	
		Pimlico State High School	

2016-17 QTIC Members continued

Redcliffe State High School	Sofitel Brisbane Central	The Feathered Nest- Luxury Wildlife Retreat	Village Roadshow Theme Parks
Redland Art Gallery	Sofitel Gold Coast Broadbeach	The Henderson: Gallery, Cafe, Events, Education	Visit Oz
Redland City Council	Sofitel Noosa Resort and Spa	The Mouses House Rainforest Retreat	Visit Queensland
Redlands Kayak Tours	South Bank Corporation	The Plaza Cafe	Waltzing Matilda Centre and Dinosaur Stampede
Reef House Boutique Resort and Spa	Southern Cross University School of Tourism and Hospitality Management	The Point Brisbane	Warner Bros Movie World
Reef Magic Cruises	Southern Downs Regional Council	The Sebel Maroochydore	Warwick Information Centre
Renegade Fishing Charters	SpaceFlight Academy Gold Coast	The Sebel Resort Noosa	Warwick Show and Rodeo Society
RIS Designs	Spicers College	The Star Entertainment Group	Wattle Gully Retreat
River City Cruises	Spicers Balfour Hotel	The Tourism Smith	Wet 'n' Wild
Riverlife Pty Ltd	Spicers Clovelly Estate	The University of Queensland	White Horse Australia
RNA and Industrial Association of Queensland	Spicers Group (Spicers Retreats, Hotels & Lodges Pty Ltd)	The Workshops Rail Museum	Whitsunday Charter Boat Industry Association
Royal on the Park	Spicers Hidden Vale	Tilma Group Pty Ltd	Whitsunday Escape
R-Training Pty Ltd	Spicers Peak Lodge	Tjapukai	Whitsunday Jetski Tours
Rubyvale Gem Gallery	Spicers Tamarind Retreat	Tony Charters and Associates	Whitsunday Segway Tours
Rumba Beach Resort	Spirit House Restaurant and Cooking School	Toowoomba Regional Council	William Angliss Institute of TAFE
Rumbalara Bed and Breakfast	St Margaret's Anglican Girls School	Tour Townsville	Witches Falls Cottages
Russo Recruitment	Stanthorpe Information Centre	Tourism Confucius Institute	Wittacork Dairy Cottages
Sapiens Institute	Stanthorpe Tours	Tourism eSchool	Wonderment Pty Ltd
Sarina Russo Apprenticeship Services	Straddie Camping	Tourism Gems Pty Ltd	Woof Media
Sarina Russo Job Access	Sunshine Castle	Tourism Noosa	Worklinks Inc
Sarina Russo Schools Australia	Sunshine Coast Council	Tourism Port Douglas & Daintree	WorldMark South Pacific Club by Wyndham Cairns
Sarina Sugar Shed	Surf Life Saving Queensland	Townsville Airport Pty Limited	WorldMark South Pacific Club by Wyndham Golden Beach
Savannah Guides	Surfers Paradise Alliance	Training Direct Australia	Wyndham Vacation Resorts Asia Pacific
Scenic Rim Escapes Inc	Surfers Paradise YHA at Main Beach	Transit Systems (Big Red Cat, Stradbroke Ferries & Stradbroke Island Holidays)	Wyndham Vacation Resorts Asia Pacific at Ramada Port Douglas
Scenic Rim Regional Council	Tactical Training Group	Travel Training Australia	Wyndham Vacation Resorts Asia Pacific Kirra Beach
Sea World	TAFE Queensland	TreeTop Challenge	Wyndham Vacation Resorts Asia Pacific Surfers Paradise
Sea World Resort and Water Park	TAFE Queensland Brisbane	Tropic Wings Pty Ltd	Wyndham Vacation Resorts Asia Pacific at Ramada Marcoola Beach
SeaLink QLD	TAFE Queensland East Coast	Tropical Coast Tourism	XXXX Brewery Tour and Ale House YHA Ltd
Seastar Cruises	TAFE Queensland Gold Coast	True Blue Sailing	ZHONG TONG BUS HOLDING PTY LTD
Seawalker@Green Island Pty Ltd	TAFE Queensland North	Tyto Wetlands Information Centre	
SERO Learning Pty Ltd	TAFE Queensland South West	Umi Arts Limited	
Siena Catholic College	Talk Social Media	Undara Experience	
Sirromet Wine	Tamborine Mountain Distillery	University of Southern Queensland	
Skills Institute Australia	Tangalooma Island Resort	UQ Business School	
Skypoint	Tangatours Pty Ltd	Vibe College	
Skyrail Rainforest Cableway	Tasman Venture		
Small World Journeys	The Cassidy Group		
Smart Travel International Pty Ltd			
Smartskill Pty Ltd			



QUEENSLAND
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COUNCIL

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