



QUEENSLAND
TOURISM INDUSTRY
COUNCIL

The Voice of Tourism

ANNUAL REVIEW 2021/2022

The Queensland Tourism Industry Council acknowledges the Traditional Custodians of the lands on which we work and live across Queensland, and recognises their continuing connection to the land, waters and culture. We also pay our respects to all First Nations people, past, present and emerging.



Unless otherwise stated, data for 2021/22 is correct at time of printing.

Image credit: Tourism and Events Queensland, Tourism Australia, Destination Gold Coast.

Cover image: Castle Hill, Townsville.

Facebook Queensland Tourism Industry Council
LinkedIn Queensland Tourism Industry Council
Twitter @TheQTIC
Instagram @theqtic
YouTube youtube.com/@QTIC

QTIC.COM.AU

Queensland Tourism Industry Council
Level 5
189 Grey Street
South Brisbane
QLD 4101

P 07 3236 1445
E info@qtic.com.au

ABN 75 095 706 095



Myall Beach
| Cape Tribulation



CONTENTS

ABOUT US

Overview	7
Industry insights	9

2021/2022 OVERVIEW

Board of Directors	11
Executive reports	12
Membership	16

POLICY AND ADVOCACY

Policy and advocacy overview	19
Committees and Working Groups	21

WORKFORCE AND INDUSTRY DEVELOPMENT

Workforce and industry development	23
Tourism Industry Business Capability Development Program	24
Workforce programs, training and development	26
Young Professionals Mentoring Program	28
Regional Tourism Careers Roadshow	29
Quality Tourism Framework	30

INDIGENOUS TOURISM

Indigenous tourism	32
Indigenous tourism programs	34
Indigenous tourism events	35

EVENTS AND RECOGNITION PROGRAMS

Events and recognition programs	37
Salute to Excellence Awards	38
Queensland Tourism Awards	40
Queensland Top Tourism Town Awards	42
Recognition programs	43

OUR MEMBERS

Members	46
---------	----

OUR PARTNERS

Indigenous Champions Network	52
Corporate Partners	53

ABOUT US



Paperbark Forest Walk
| Agnes Water

OVERVIEW

Our vision

Our vision is to be the voice of tourism for Queensland.

Our mission

Our mission is to work in partnership with government agencies and industry bodies at a local, state and national level, to influence and shape the business environment of tourism in Queensland. To collaborate with industry to proactively support the various needs of the sector to build a sustainable tourism industry.

Our strategic purpose

Our strategic purpose is to be recognised by industry, government and the community as the most relevant, credible and influential state-wide tourism sector body.

Working as a voice to government, we ensure that Queensland remains a go-to destination and that operators have the resources to meet evolving consumer demands.

Our objectives and functions

The Queensland Tourism Industry Council (QTIC) is Queensland's peak tourism industry body and the leading advocate for Queensland's tourism and hospitality sector. We represent the interests of the state's more than 60,000 tourism businesses.

As a not-for-profit, membership-based organisation, we provide members with a voice to government, networking opportunities, industry updates and access to unique business programs.

Our short-term objectives for 2021/22 were to support the recovery of the Queensland tourism industry following the challenges linked to several natural disasters and the continuing financial and personal impacts of the global spread of COVID-19.

Our long-term objectives are to ensure that all Queensland tourism operators and businesses have the support they need to drive the economic contributions of tourism to the state.

Both our short and long-term objectives involve the recovery and revitalisation of Queensland's tourism sector.

Through the delivery of workforce and skilling programs, advocating for key tourism infrastructure and development projects, and working with the private sector to develop innovative solutions to tourism priorities, QTIC continues to serve its members and wider tourism sector.

Working as a voice to government, we help ensure that Queensland remains a go-to destination and that operators have the resources to meet evolving consumer demands in a competitive global visitor economy.



INDUSTRY INSIGHTS



**\$46.5 million
per day**

in overnight visitor expenditure



\$17.8 billion

in total overnight visitor expenditure -
this figure makes Queensland the top
tourism destination nation-wide

20.8 million

annual visitors to Queensland -
up 22.1% from the previous year



\$23 billion

the value of the tourism and
hospitality industry in Queensland



61,099

tourism and hospitality
businesses in Queensland



an extra 84 cents

is spent elsewhere in the
economy when a dollar is spent in
Queensland's tourism industry

2021/2022 OVERVIEW



Carnarvon Gorge
| Carnarvon National
Park

BOARD OF DIRECTORS



Shane O'Reilly
Managing Director,
O'Reilly's Rainforest Retreat
(ceased role 16 August 2021)



Elsa Dalessio
Chief Executive Officer,
Aviation and Tourism Strategy
(appointed role 19 October 2021)



Cameron Costello
Director,
Costello Consultancy



Nick Ellis
Head of Revenue and Innovation,
E Hospo Solutions, Spicers Group
(appointed role 19 October 2021)



Mark Evans
Owner,
Paronella Park



Stuart MacKenzie
Chair,
Outback Gondwana Foundation



Mark Olsen
Chief Executive Officer,
Tourism Tropical North
Queensland
(appointed role 21 June 2022)



Katherine Reid
Chief Executive Officer,
Bundaberg Tourism
(ceased role 27 April 2022)



Peter Woodward
Director,
Capta Group



Martin Simons
General Manager,
Fraser Coast Tourism
(ceased role 27 April 2021)



Michelle Weston
Chief Executive Officer,
Caravan Parks Association
of Queensland
(appointed role 14 December 2021)



John Sharpe
Managing Director,
Riverlife
(ceased role 19 October 2021)



Laura Younger
General Manager,
Australian Timeshare and
Holiday Ownership Council
(ceased role 19 October 2021)

EXECUTIVE REPORTS

Chair's report

The events of the past year have demonstrated that, despite the tumult caused by restrictions and closed borders, the appetite for travel has remained strong and our industry is rebounding as a result. The unwavering enthusiasm for exploration and new experiences was felt by our tourism sector this year, with Queensland profiting from record domestic visitor numbers and spending.

Australians embraced the opportunity to see more of their country and many of them chose to take their road trips and weekend getaways in Queensland. Our sunshine state topped domestic visitor spending nation-wide and, in some regions, visitor expenditure topped pre-pandemic figures. An achievement that has played a significant role in kick-starting the revival of our tourism industry.

While not a substitute for the stalled international market, the ramp up in domestic travel has shown us the light at the end of the tunnel and the tremendous positives ahead for our industry. But we also acknowledge that there is much work to be done and that our advocacy presence is more important than ever. With several industries still feeling the lingering sting of a pandemic, it is critical that we make our needs heard and that we secure the support tourism warrants.

With unprecedented workforce challenges and a global travel market that has rarely been so competitive, the need for a strong industry voice to government has never been so crucial.

This year saw the tangible effects of our advocacy come to the fore as all levels of government invested more in destination marketing, the preservation of natural assets, tourism education and training, and critical infrastructure projects. It is encouraging to see the advocacy efforts of QTIC reflected in the decision making of government.

Now is the time to continue to stand up and be counted. QTIC remains ready and willing to work with government and industry to take on the ongoing challenges our industry will face.

While our industry has undergone significant adjustment over the past year, so too has our peak industry body. Most notably with a change in leadership. After more than two decades at the helm of QTIC, Daniel Gschwind passed the baton of leadership to Brett Fraser. Daniel has left an indelible mark on both QTIC and the nation's tourism landscape. His expertise and unparalleled dedication to industry saw Queensland tourism grow in strength and reputation. We thank Daniel for the valuable guidance and friendship he gave freely to all of us during his time as Chief Executive.

We also acknowledge the tremendous commitments of Shane O'Reilly, who served as the Chair of QTIC for the past decade. Shane brought his intimate knowledge of the tourism arena and the operational challenges faced by operators to our organisation, and QTIC was made richer for it.



It is a testament to the leadership of both Shane and Daniel, as well as the remarkable team at QTIC, that such a significant organisational change this past year was seamless. Standing on the shoulders of industry giants and under the thoughtful and pragmatic leadership of Brett Fraser, QTIC has an ambitious future ahead.

While it is important to acknowledge those at the helm of our organisation, it is equally essential that we pay tribute to the tireless and outstanding efforts of every member of the QTIC team. From policy and membership advisors to project officers and event managers, they are the hands and minds behind each business development project, event, and awards program that bolsters the capabilities of our industry. Every day they listen to the concerns of our industry and act accordingly. I applaud their devotion to Queensland's tourism sector.

Finally, I would like to take this opportunity to extend my deepest gratitude to our industry partners and to every member of QTIC. By supporting our state's peak industry body, you help to safeguard Queensland tourism's voice to government, and you ensure that the issues most affecting our sector are heard.

I would also like to commend the inspiring dedication and commitment of our industry over the past year. I am honoured to work within such a wonderful industry and to serve the interests of you and your business by being a

Champion of Change and advocating for the Voice of Tourism. I look forward to being part of the successes that our tourism sector achieves over the coming year as we lead into the ten-year runway until the Olympics and Paralympics 2032.



Elsa Dalessio

Elsa Dalessio

Chief Executive Officer's report

It is tempting, for our industry to feel overwhelmed by the exceptional challenges we have faced over the past years. Challenges that have left many of us emotionally and financially exhausted. Yet, while tourism is still coming to terms with the residual effects of a global pandemic, the past year has seen remarkable rejuvenation and a resurgence of growth and opportunity within our industry.

Most notably, our regions broke domestic visitor spending records and set new benchmarks of success. While we welcomed the reopening of Queensland's international borders this year, we were cognisant that the return of the overseas market would be gradual. Bracing ourselves for a slow industry revival, few anticipated the tremendous surge in the domestic market.

We saw Australians take to the roads and skies as they were spurred on by a desire to get out and explore. The reticent take-up of international travel meant that intra and interstate visitors opened their wallets in Queensland restaurants and cafes. Weekend travellers and holidaymakers stayed on our state's coasts and explored our cities and vistas. For the first time in Queensland's history, domestic overnight visitor expenditure reached a staggering \$17.8 billion, with record visitation numbers achieved by many of our state's regions. This billion-dollar figure made Queensland the top tourism destination nationwide this past year. An achievement that our industry can be exceptionally proud of.

While the extraordinary numbers have established new standards of tourism success, this achievement has been hard won. Many of our operators have been burning the candle at both ends. The challenge in filling staff rosters, keeping doors open and kitchens running has been immense. The dramatic loss of skilled staff when the virus first hit our shores has left our industry struggling to fill critical workforce gaps. By the end of the 2022 financial year, 5,620 tourism and hospitality jobs were needing to be filled.

These workforce challenges saw QTIC shift its advocacy and operational focus this past year. As your voice to government, we advocated for measures to reduce barriers to work, ease pressures on the visa system, and better incentivise working holidaymakers and skilled migrants to choose Queensland. We further developed our micro-credentialing program to help operators upskill and onboard their staff with tourism-specific skills. The online courses have already helped hundreds of businesses and their employees.

In efforts to secure the long-term success of our industry, QTIC connected with more communities and secondary students through our Regional Tourism Careers Roadshow. The program has showcased the varied and rewarding careers available in tourism to hundreds of school-leavers.

Looking forward, QTIC will continue working hard to address our sector's workforce challenges. While we expect that domestic visitor numbers will ease over the coming years, we are buoyed by the imminent return of the international market. The reopening of borders not only signals a resurgence of global visitors, but also a return of international workers.

As we consider the future of our industry there is much to be optimistic about. While we acknowledge that the rejuvenation of our sector will take time, QTIC will continue to focus all its efforts on representing the interests of our industry. Through advocacy and industry development programs, we will help ensure that Queensland operators are best placed to meet the demands of an evolving and resurgent global market.



Brett Fraser



MEMBERSHIP

For more than two decades, QTIC has served as the unified voice of the tourism sector, calling attention to the concerns and needs of all those connected to the visitor economy. The events and challenges of the past few years have reminded us of the importance in having a strong industry advocacy presence.

During the height of the global pandemic, QTIC played a critical role in delivering reliable information to industry and members. Our organisation informed government of the immediate challenges faced by operators, and the measures needed to ensure business survival. QTIC was often the first point-of-contact for Ministers, government departments and media on a broad range of important issues that affected our members and industry.

While our sector emerges from the immediate consequences of COVID-19, our industry now faces new challenges. The departure of thousands of tourism colleagues during the pandemic has resulted in a critical skills and workforce shortage.

As we welcome back interstate visitors and see the gradual return of international guests, our members grapple with servicing a rejuvenated consumer appetite for travel. Due to workforce shortages, many businesses have been forced to reduce operating hours, close rooms, and balance strict staffing rosters.

In 2021-22, QTIC was swift to respond to these challenges. On behalf of our members, we successfully advocated all levels of government for increased funding in tourism education and training, increased visa processing, and we saw the introduction of measures aimed at reducing barriers to employment.

Both the federal and state governments also consulted with QTIC to produce the seminal tourism revitalisation strategy plans, *THRIVE 2030* and *Action Plan for Tourism Recovery*. As the state's peak industry body, we welcomed the opportunity to share the imperative concerns and needs of our members.

It's critical for our industry to have a strong voice to government. QTIC has always advocated for our business and for the interests of the wider visitor economy.

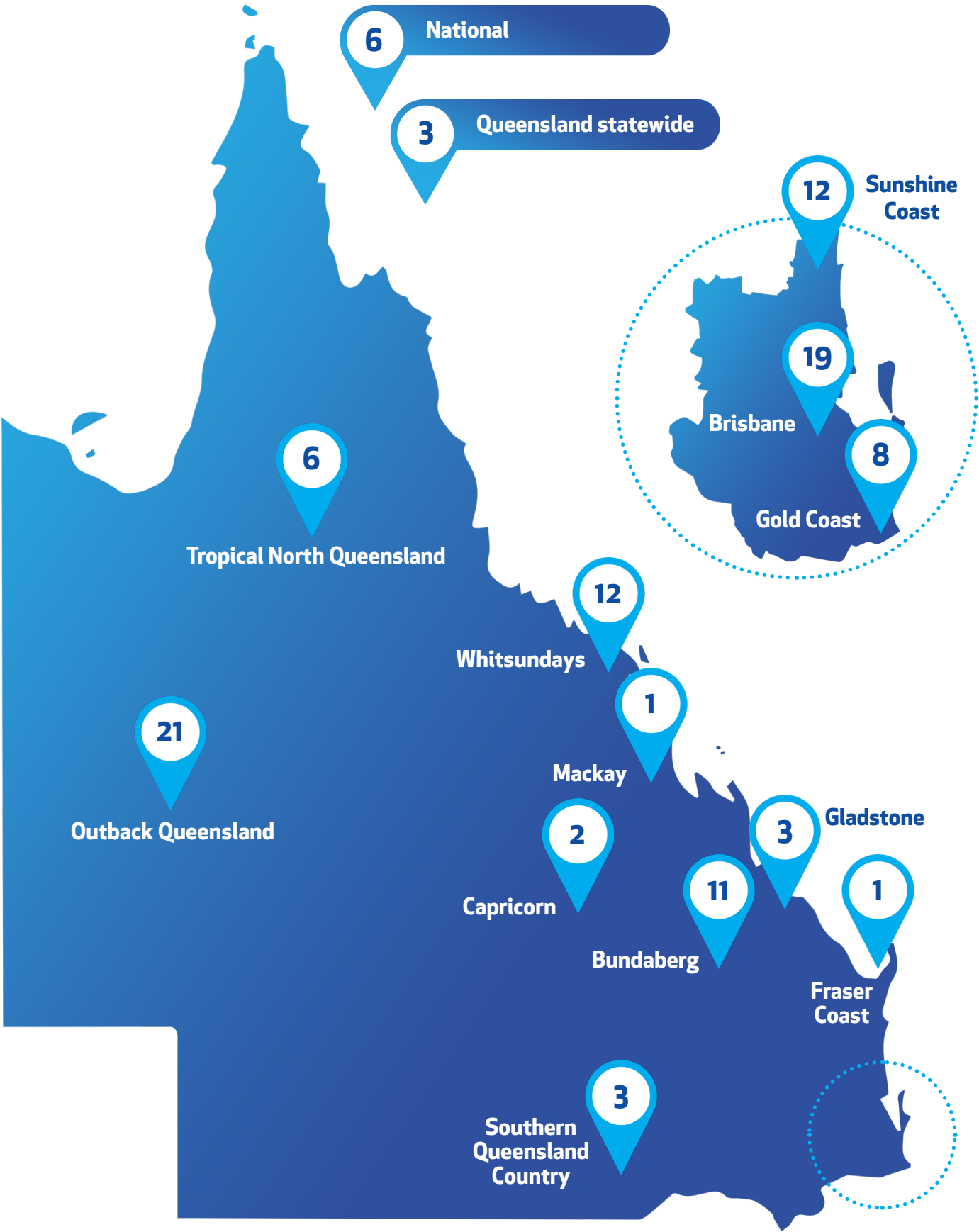
Cassidy Hospitality Group

In addition to supporting our members through targeted advocacy efforts, QTIC membership also unlocked a variety of benefits for our 2021-22 members, including:

- ✓ Access to the QTIC Grants Gateway: a curated list of available cash grants for businesses
- ✓ Invitations to exclusive industry opportunities and events
- ✓ Discounts and access to a range of professional development programs and services
- ✓ Access to free resources, educational sessions and templates from business partners

QTIC is proud to acknowledge the support of our valued members. Membership not only unlocks unique benefits, but the contributions of members ensures that Queensland's tourism sector has a strong advocacy presence. Through the financial commitment of members, QTIC is able to give back to operators, businesses and the wider tourism industry.

NEW MEMBERS BY REGION





POLICY AND ADVOCACY

POLICY AND ADVOCACY OVERVIEW

As the leading advocate and peak body for Queensland's tourism industry, QTIC provides members with a strong voice to government. QTIC advocates on behalf of members through various channels, from policy submissions to government, commissioning reports, engaging in collaborative research opportunities, and representing the tourism industry in all appropriate forums. By doing so, QTIC ensures that all aspects of the visitor economy feature both prominently and powerfully in policy and public discussion.

Policy submissions

Meaningful policy change can only be achieved through meaningful collaboration across the diverse tourism industry. QTIC regularly calls on members to share crucial insights, case studies, and lived experiences to inform submissions to government on key issues affecting operators and stakeholders. Consultation ensures QTIC can provide a robust, nuanced and consolidated voice on behalf of industry, and advocate for tangible and practical benefits. QTIC also commits to reporting back to members on policy outcomes that will support tourism businesses throughout the state.

Environment and sustainability submissions

- Submission to the Queensland Government Department of Environment and Science *Noosa Area Draft Management Plan* inquiry.
- Final feedback to the Wet Tropics Management Authority re: the *Wet Tropics Sustainable Tourism Plan 2021 – 2031*.
- Feedback to the Queensland Government Department of Environment and Science Multisector Reference Group regarding reforms to the *Queensland Environmental Offsets Framework*.
- Response to the Federal Government Department of Agriculture, Water and the Environment (Sea Dumping Section) *Proposed changes to regulation of plastics in artificial reefs* inquiry.

Crisis management submission

- Submission to the National Recovery and Resilience Agency for the *Second National Action Plan for Disaster Risk Reduction*.

Workforce and skills submissions

- Consultation feedback to the Australian Government Department of the Senate *Select Committee on Job Security*.
- Feedback on the Australian Chamber of Commerce & Industry draft submission to the *Migration Amendment (Protecting Migrant Workers) Bill 2021* review.
- Submission to the Trade and Investment Queensland consultation on a *Queensland International Education and Training Strategy 2022-2027*.

Economic development submission

- Submission to the Queensland Government Transport and Resources Committee Inquiry into the economic and regulatory frameworks for Queensland's island resorts.

Budget and election campaigns

- 2022 Federal Election priorities snapshot (developed with ATIC), priorities for the Queensland tourism industry report, and pre-election commitments summary.
- 2022-23 Federal Pre-Budget submission and summary.
- 2022-23 State Budget pre-budget advocacy and summary.

Research

QTIC regularly initiates and engages in strategic collaborative research opportunities to provide bold and forward-facing thought leadership. Whether research is produced by QTIC or with researchers at partner universities, it is only possible by drawing on the wealth of knowledge and lived experience of members. Productive linkages with academia and industry assist in producing publicly accessible research that QTIC members and the broader tourism and hospitality industry can benefit from.

- *Queensland Tourism Workforce Crisis Resilience & Recovery* project (in partnership with Associate Professor Richard Robinson, University of Queensland) outcomes, including a Regional Consultation Workshops report (September), National Survey report (November), webinar to industry on project results to date (November).
- *Accessible tourism: Planning recommendations for businesses*, a University of Queensland Work-integrated Learning student project facilitated by QTIC, with support from select tourism businesses who completed the Quality Tourism Framework Accessibility Self-Assessment Module.



COMMITTEES AND WORKING GROUPS

QTIC serves on over 30 different boards, committees, and roundtables, acting as an active contributor and mediator between government and industry. In this capacity, we also represent the interests of our members and the broader tourism sector in numerous policy submissions at all levels of government. Throughout 2021-22, QTIC continued to play a key role in more than 20 industry Working Groups and committees ensuring tourism has a strong voice across all relevant forums.

- ACCI Education, Employment and Training Committee
- ACCI Tourism Committee
- Agritourism Reference Panel
- Alliance for Sustainable Tourism
- Approved Destination Status Scheme Advisory Panel
- Australian Event Awards
- Australian Tourism Awards Owners Groups
- Australian Tourism Industry Council
- Bond University HTM Industry Advisory Board
- Culinary Reference Group
- DestinationQ Steering Committee
- Gateway Schools Reference Group
- Gateway Schools Steering Committee
- GBRMPA - Tourism Reef Advisory Committee
- Griffith Institute for Tourism Advisory Board
- Hospitality and Accommodation Reference Group
- Industry Skills Advisor Working Group
- Inspiring Australia - Queensland Reference Group
- Jobs Queensland Board
- National Careers Institute - Careers in Everyday Industries Project Reference Group
- National Indigenous Tourism Advisory Group
- NESP Tourism Water Quality Steering Committee
- Noosa Workforce Shortage Working Group
- Pacific Education, Skills and Labour Mobility Working Group
- QTIC Associations Council
- Queensland Climate Adaption Strategy (Q-CAS) Partner
- Queensland Government DAF Agribusiness Diversification Reference Panel
- Queensland Government DES Environmental Offsets Multisector Reference Group
- Queensland Indigenous Tourism Government and Industry Reference Group
- Queensland Museum Aboriginal and Torres Strait Islander Consultative Committee
- Queensland Rail Travel's First Nations Steering Group
- Queensland Regional Tourism Network
- Reef and Rainforest Research Centre Board
- Regional DESBT and ISA Committee
- Thrive 2030 Workforce and Skills Technical Working Committee
- Tourism and Conservation Alliance
- Tourism and Events Economic Recovery Group: COVID-19
- Tourism and Transport Committee
- Tourism Industry Business Capability Development Reference Group
- Tourism Noosa Board
- Tourism, Travel and Events Reference Group
- Tourism Vision 2035 - Drafting Group
- Tourism Whitsundays Board
- Tourism Workforce Steering Committee
- Valuation Reform Reference Group





The Charming Squire, participants in QTIC's
Registered Trade Skills Pathway Program
| Brisbane



WORKFORCE AND INDUSTRY DEVELOPMENT

Having a skilled workforce is essential to the success of any industry. More than 170,000 individuals make up Queensland's tourism and hospitality sector, and their dedication to their careers and visitor excellence forms the backbone of the state's visitor economy.

QTIC plays an important role in driving and facilitating workforce development within Queensland's tourism sector. With the support of the state government, we deliver several programs aimed at attracting, training, and retaining a skilled tourism workforce.

From initiatives that support students and young professionals on their early tourism career pathways, to providing businesses with fully-funded staff upskilling courses, QTIC is helping to deliver the skilled workforce Queensland tourism depends on.

TOURISM INDUSTRY BUSINESS CAPABILITY DEVELOPMENT PROGRAM

To better equip Queensland tourism businesses with practical skills and business fundamentals, the state government allocated \$3 million in funding for the Tourism Industry Business Capability Development Program.

Delivered by QTIC from 2018-2021, the program provided industry operators with the tools needed to grow more resilient, adaptive, and competitive businesses.

Participating businesses were given access to resources, live webinars and in-person workshops with tourism industry specialists. To further support businesses and to build on the information shared in webinars, operators were provided with tailored one-on-one professional coaching. The customised coaching allowed businesses to receive support in areas that were of greatest priority to operators.

The advice received has been invaluable ... [the program] has helped us gain access to professionals we couldn't afford.

Boobook Eco Tours

Keeping up-to-date as a small business is something we always struggle with ... knowing someone cared about what we are trying to achieve and the coach having belief in us made a hell of a difference.

Myella Farm Stay

When the global pandemic forced Queensland businesses to reevaluate their operations and priorities, the program was redesigned to provide operators with the tools needed to survive changing operational climates.

Industry experts delivered live webinars on a range of topics, including: *COVID Reopening Preparation, Pivoting Product and Innovation, Domestic Trade and Distribution, and Domestic Marketing.*

The Tourism Industry Business Capability Development Program has helped hundreds of Queensland tourism businesses achieve greater success and resilience. By delivering specialised support and tailored mentoring, more than a thousand operators have been able to access professional development that would otherwise have been unavailable to them.

By promoting business development, the program has also ensured that visitors in Queensland continue to enjoy a consistently high standard of experience throughout the state.

**From July 2021 to
November 2021:**



1,068

online coaching sessions were
delivered to more than

150

tourism and hospitality
businesses

.....



more than 121

attendees from

113

businesses participated in

9 face-to-face

workshops and mentoring
sessions held across
Queensland



Red Cat Adventures, participants in QTIC's
Tourism Industry Business Capability
Development Program
| **Airlie Beach**

WORKFORCE PROGRAMS, TRAINING AND DEVELOPMENT

In 2021 and 2022, QTIC continued to partner with industry, employers, training providers, and schools and educators across Queensland to develop a strong and supported workforce.

QTIC also participates on numerous advisory committees regarding the short and long-term workforce development needs of the tourism and hospitality sector.

Registered Trade Skills Pathway Program

To ease the skills shortage many hospitality operators are experiencing, QTIC supported casual cooks in becoming certified chefs through flexible qualification pathways.

Through our *Registered Training Skills Pathway Program*, which is proudly supported by the Queensland Government, QTIC provided alternative pathways to trade qualifications. The skills program provides flexibility for working cooks, financial incentives, and removes many of the barriers associated with traditional culinary qualifications.

The Registered Trade Skills Pathway Program is helping Queensland employers gain the skilled workforce they depend on.



48
students participated in training



51
students completed the Certificate III in Commercial Cookery trade qualification

2020 QTIC Salute to Excellence Awards

The annual QTIC Salute to Excellence Awards program recognises exceptional secondary students, employers, and teachers and trainers for their contribution to skill development in Queensland's tourism and hospitality industry.

Participants are connected with industry leaders and employers, and are frequently provided with career advancement and skill development opportunities.



30
nominations for the Salute to Excellence Awards



24
schools and training organisations took part



8
industry judges

Industry Skills Advisory

QTIC developed three industry reference groups to engage with employers, small business and industry stakeholders to secure industry intelligence.

We also provided high quality, evidence-based industry advice and intelligence related to:

- Current and emerging industry direction
- Regional skills needs and training solutions
- Jobs growth and employment opportunities

Micro-credentialing Program

With a skills shortage hampering the growth of the state's tourism industry, the Queensland Government and QTIC launched a micro-credentialing program in 2020.

The program provides industry businesses and their staff with access to hundreds of fully-funded tourism and hospitality-related online courses.

The bite-sized and flexible courses provide operators with the support needed to improve productivity, retain staff, and upskill and onboard new and current employees.



464
businesses engaged



1,668
employees engaged



21,194
lessons completed



1,885
courses completed



The CaPTA Group, participants in QTIC's Micro-Credentialing Program
| Port Douglas

YOUNG PROFESSIONALS MENTORING PROGRAM

The QTIC Young Professionals Mentoring Program provides an opportunity for the next generation of tourism professionals to grow personally and professionally with the guidance of industry leaders. The program connects participants who willingly share knowledge, insight and industry understanding, to develop new skills and expand their networks. Whether someone is a mentee or a mentor, there is always something to learn.

Over ten years ago, when the program was first offered, only four mentees and four mentors took part. At the start of 2022, 58 young tourism professionals were matched with experienced mentors. Every tourism region and almost all industry sectors in Queensland were represented in the largest cohort of program participants to date.

Over six months, young tourism professionals and senior industry representatives engaged in one-on-one mentoring. Mentees and mentors caught up monthly for structured discussions and professional development activities. Topics ranged from initial self-reflection and goal setting, fine-tuning resumes and positioning statements, and networking. Although the program is loosely structured, mentors and mentees are always encouraged to maximise program benefits, embrace flexibility, and grow communication skills by developing a collaborative plan to suit their needs.

There are plenty of success stories from mentees this year, thanks to mentors supporting their industry aspirations – including job offers, shadowing mentors at major events, and coming up with clear career development pathways to strengthen leadership experience.



Participants in QTIC's Young Professionals Mentoring Program
| Brisbane

REGIONAL TOURISM CAREERS ROADSHOW

Designed to showcase the tourism and hospitality industry to secondary students and jobseekers, the QTIC Regional Tourism Careers Roadshow has been connecting with communities and demonstrating the exciting nature of a career in tourism.

From Rockhampton and Toowoomba to Cairns and Mackay, the Roadshow visited eight regional communities this year. Through hands-on activities, tour guides of local tourism businesses and discussions with industry leaders, the Roadshow allowed secondary students and jobseekers to experience the vibrancy of a tourism career.

Working in close collaboration with QTIC members, school leavers and jobseekers were given access to high-profile employers who shared the various career pathways and professions that are available in tourism. Several attendees have secured employment through the Roadshows, with many more pursuing tourism training pathways.

Continuing the success of the in-person Roadshow, QTIC facilitated seven Virtual Career Expos this year. Replicating the format of the Roadshow online allowed us to reach a greater and more dispersed audience. Through virtual career booths, real time discussion boards and live presentations by industry specialists, jobseekers were given direct access to industry employers.

With the tourism sector facing unparalleled workforce challenges, the Regional Tourism Careers Roadshow forms an integral part of QTIC's long-term strategy to develop a skilled workforce.



280
jobseekers attended the
Virtual Career Expos



442
participants attended
Regional Tourism Careers
Roadshows



QUALITY TOURISM FRAMEWORK

During 2021 and 2022, QTIC continued to support business development and quality management practices through delivery of the Quality Tourism Framework (QTF). The QTF is a national business development program that is suitable for tourism businesses of all shapes and sizes. It provides businesses with the necessary tools and resources to ensure best practice management, customer confidence and ongoing sustainability.

The Framework consists of Australia's most recognised and well-respected tourism industry programs and tools:

- ✓ The Quality Tourism Accredited Business program (QTAB)
- ✓ Camps and Adventure accreditation
- ✓ Star Ratings accreditation
- ✓ The COVID Clean Practicing Business module
- ✓ The Accessibility self-assessment module

The QTF's quality standards have been upheld as demonstrated through the representation of accredited businesses in the Queensland Tourism Awards, Australian Tourism Awards, and Tourism and Events Queensland's *Best of Queensland Experiences Program*.



75%
of winners in eligible categories in the 2021 Queensland Tourism Awards held accreditation through the QTF



23%
of all businesses assessed in the 2022 *Best of Queensland Experiences Program* held a recognized accreditation. Nearly 14% of these were accredited through programs under the QTF



12
accredited businesses proceeded through to nationals in 15 categories for the 2021 Australian Tourism Awards



16
Queensland accommodation providers made it into the 2021 Gold List; a list of Australian accommodation providers known to consistently deliver excellent customer experiences

QTIC have also supported the improvement of inclusivity and accessibility in the tourism industry with the release of a new tool to assist businesses in evaluating the accessibility of their products or facilities.

In 2018, people living with an accessibility challenge or disability contributed a staggering \$10.8 billion tourism spend to the Australian economy, highlighting significant opportunity for our tourism sector.

Introduction of the Quality Tourism Framework's Accessibility Self-assessment Module in September 2021 generated a surge of positive interest from government, industry associations and tourism businesses alike. However, uptake in the module by tourism businesses has been slow, highlighting the need for greater disability awareness and promotion of resources relating to accessibility needs.

With the Accessibility Self-assessment Module, we aim to provide tourism operators with the information they need to improve their experiences for people of all abilities, and to engage with industry partners and government to advocate for a more inclusive tourism industry for the future.

The accessibility module provided a great opportunity to reflect on the Museum's overall accessibility ... the team has already begun to strategise new ways to improve access across the Museum, from staff training workshops to introducing autism-friendly visitor kits.

Australian Age of Dinosaurs
| Winton



INDIGENOUS TOURISM

With cultural tourism growing in popularity and Indigenous visitor experiences accounting for two million visitors to Queensland annually*, it is important that First Nations tourism be given the prominence it merits.

While the importance of meeting consumer demand cannot be understated, it is equally important to recognise that First Nations tourism is uniquely placed to deepen cultural understanding through story-telling and to advance representation within the wider community.

Through advocacy and targeted programs, QTIC continues to support the development of Queensland's Indigenous tourism sector. This past year, we worked closely with First Nations operators, Traditional Owners, and government bodies to improve support available to Indigenous-owned tourism businesses and operators. We also promoted the protection of First Nations creative expression and traditional knowledge, and we advocated for the bolstering of the state's Indigenous Land and Sea Ranger Program.

*Pre-COVID data





Spirits of the Red Sand, members of QTIC's
Indigenous Champions Network
| **Beenleigh**

INDIGENOUS TOURISM PROGRAMS

Queensland First Nations Tourism Council

To facilitate the development of Indigenous tourism in Queensland, QTIC's First Nations Tourism Working Group established the Queensland First Nations Tourism Council (QFNTC).

After extensive consultations between QTIC, government bodies and First Nations communities, the independent peak body officially launched in June 2022, and serves as a collective voice and advocate for First Nations tourism in Queensland.

The concept of forming a dedicated peak industry body for Indigenous tourism was first raised in 2017 at QTIC's Destination IQ conference, where event participants called for the development of an Indigenous tourism strategy. From this discussion, the strategic Queensland First Nations Tourism Plan 2020-2025 was produced, with the establishment of an independent peak body for Indigenous tourism forming an integral pillar of the Plan.

While the establishment of the QFNTC has been facilitated by QTIC, the not-for-profit association exists as an independent and separate entity to QTIC. The QFNTC serves its members, stakeholders, and First Nations tourism as a wholly independent industry body.

The formation of Queensland's very own First Nations Tourism Council is an integral step in the advancement of Indigenous tourism within the state. To meet growing consumer demand for cultural experiences and facilitate the expansion of our First Nations visitor economy, it is critical that Indigenous tourism have its own voice through which to advocate and strategise.

Indigenous Champions Network

A decade after formation, the QTIC Tourism Indigenous Employment Champions Network, supported by the Star Entertainment Group, now encompasses 37 exceptional individuals from industry businesses across the state.

Committed to increasing the employment and representation of First Nations people within Queensland's tourism sector, the Champions Network worked collaboratively and steadfastly the past year to foster inclusive workplace culture, and to increase the recruitment and participation of Indigenous people in tourism.

QTIC would like to acknowledge these individuals and businesses, for their commitment this year to supporting First Nations voices and representation in Queensland tourism.



12%
of all international
visitors participated in an
Indigenous experience



Indigenous tourism
experiences account for
2 million
visitors to Queensland
each year



1 in 6
employed Indigenous people
work in tourism

*Pre-COVID data

INDIGENOUS TOURISM EVENTS

Destination IQ 2021

In its 12th iteration, Queensland's premier First Nations tourism event, Destination IQ, brought together Indigenous operators, government representatives and the wider tourism industry to discuss the future of First Nations tourism.

Through industry-renowned presenters and panelists, the event delved into topics of conservation and land management, the preservation of language, and treaty and truth telling.

A plenary session also saw delegates engaging with practical measures to promote the integration of First Nations identities, ideas, and product at the 2032 Olympic and Paralympic Games.

To commemorate the end of the Year of Indigenous Tourism, a celebratory dinner was held following Destination IQ. The evening showcased First Nations product and talent through a curated Indigenous menu by Quandamooka chef, Kieron Anderson, and live entertainment from singer Nix Gross and acclaimed comedian, Sean Choolburra.

NAIDOC Corporate Breakfast 2022

The 2022 NAIDOC Corporate Breakfast saw hundreds of industry stakeholders, and organisations from both the public and private sectors unite together in celebration of National NAIDOC Week.

Centred around the national NAIDOC theme, *Get Up! Stand Up! Show Up!*, the event treated delegates to an inspiring lineup of guest speakers. Among them was the Minister for Indigenous Australians, the Hon Linda Burney MP. As one of the nation's leading authoritative voices on Indigenous concerns, Minister Burney spoke on the significance of the Uluru Statement from the Heart declaration.

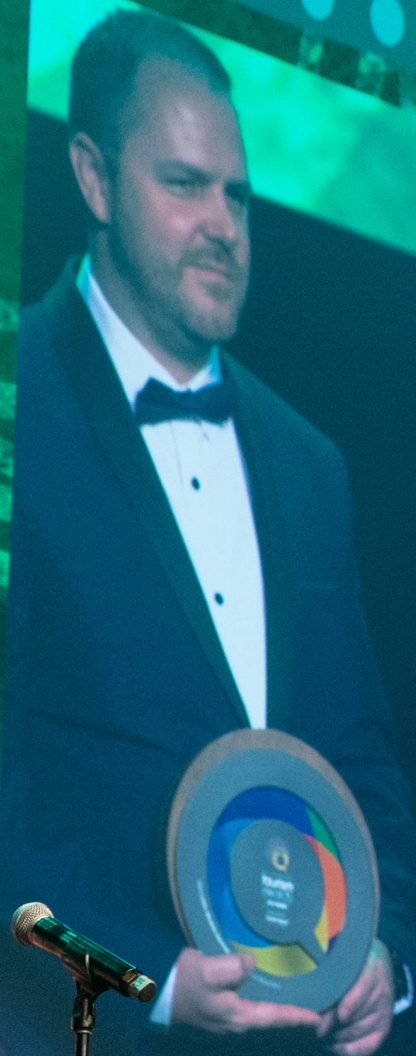
Attendees also heard from General Manager of the *Koori Mail*, Naomi Moran, who discussed the power of putting words into action, and of the critical importance of representation.



Hon Linda Burney MP
| NAIDOC Corporate Breakfast



Currumbin Wildlife Sanctuary
Major Tourist Attractions Gold winner
| Queensland Tourism Awards





EVENTS AND RECOGNITION PROGRAMS

While advocacy and the delivery of business development programs remains at the core of QTIC's responsibilities to industry, we are also committed to celebrating tourism and bringing industry together through various events and programs.

As Queensland's tourism industry emerged from the lockdowns and social restrictions of the past few years, QTIC was able to deliver a range of face-to-face events in 2021 and 2022. From networking functions and informative webinars, to major awards and recognition programs, QTIC served as a conduit between industry and community.

SALUTE TO EXCELLENCE AWARDS

For more than two decades, the Salute to Excellence Awards have recognised exceptional secondary students, employers, schools and registered training organisations for their contribution to tourism and hospitality education and training.

The Awards program is one of QTIC's most inspiring events, where we recognise the talented students who have set their sights on a career in tourism. The Awards acknowledge the employers and teachers who have dedicated themselves to supporting these celebrated students.

The event provides not only acknowledgment of our industry's most skilled and dedicated, but it also bridges the gap between employers and talent, connecting students with industry. The Awards program also drives industry recognition by spotlighting the brands and employers who are leaders in supporting the future of tourism.

In 2021, finalists from across Queensland competed in five award categories. The finalists and winners of the 24th Salute to Excellence Awards were celebrated in Brisbane at the Hilton Hotel with a dinner ceremony attended by industry and government representatives.

The Salute to Excellence Awards are proudly supported by the Queensland Government.

I had no idea that the Awards would lead me to where I am today. It was there that I met the people who have formed the foundations for my future.

Jimmy Barker
2017 Salute to Excellence finalist



2021 SALUTE TO EXCELLENCE AWARDS WINNERS AND RUNNERS UP

Secondary Student of the Year Award - Cookery

- **Winner:** Abbey Kuhnell, *Mount Saint Patrick College*
- **Runner Up:** Erik Brown, *Rosedale State High School*

Secondary Student of the Year Award - Food and Beverage

- **Winner:** Paris Foody, *Riverside Christian College*
- **Runner Up:** Jay Lyblac, *Brisbane State High School*

Secondary Student of the Year Award - Tourism

- **Winner:** Linh Nguyen, *Albany Creek State High School*
- **Runner Up:** Georgia Newell, *Albany Creek State High School*

Teacher/Trainer of the Year Award

- **Winner:** Leah Cremen, *Calamvale Community College*
- **Runner Up:** Donna Jenkin, *James Nash State High School*

Employer of the Year Award

- **Winner:** The Star Entertainment Group



Abbey Kuhnell
Secondary Student of the Year - Cookery
| Salute to Excellence Awards

QUEENSLAND TOURISM AWARDS

Operated by QTIC, the annual Queensland Tourism Awards are the state's highest industry accolades, recognising the outstanding achievements of individuals, businesses and events across a range of award categories.

Presented at the Brisbane Convention and Exhibition Centre, more than 1,100 operators and guests gathered to celebrate their efforts and resilience over the past two challenging years at the 2021 Queensland Tourism Awards.

After the global pandemic saw the postponement of the Awards in 2020, the 36th Queensland Tourism Awards allowed industry to once again champion the high calibre of visitor offerings, with Gold, Silver and Bronze presented across 31 award categories.

Having achieved a golden hat trick, Rockhampton's Empire Apartment Hotel, Bundaberg Rum Distillery Visitor Experience, and Red Cat Adventures were all inducted into the Queensland Tourism Awards Hall of Fame in 2021. Winning Gold for three consecutive years, these icons of tourism secured their positions as champions of visitor excellence.

Select category winners at the state level gained automatic entry into the Australian Tourism Awards, held at the Sunshine Coast Convention Centre in early 2022.

Overall, Queensland tourism celebrated a remarkable night on the national stage, accepting 15 accolades at this year's national Awards with 6 Gold, 5 Silver, and 4 Bronze being awarded to exceptional Queensland operators.

MAJOR TOURIST ATTRACTIONS

Gold	Currumbin Wildlife Sanctuary
Silver	Australian Age of Dinosaurs
Bronze	Qantas Founders Museum

TOURIST ATTRACTIONS

Gold	Bundaberg Rum Distillery Visitor Experience
Silver	Mary Valley Rattler
Bronze	Hinkler Hall of Aviation

MAJOR FESTIVALS AND EVENTS

Gold	Beef 2021
Silver	Toowoomba Carnival of Flowers
Bronze	Blues on Broadbeach

FESTIVALS AND EVENTS

Gold	St Lawrence Wetlands Weekend
Silver	Rare Spares Rockynats Car Festival
Bronze	Birdsville Big Red Bash

THE STEVE IRWIN AWARD FOR ECOTOURISM

Gold	Lady Elliot Island Eco Resort
Silver	Small World Journeys
Bronze	Sailaway

CULTURAL TOURISM

Gold	Fun Over Fifty Holidays
Silver	Paronella Park
Bronze	Qantas Founders Museum

AWARD FOR ABORIGINAL AND TORRES STRAIT ISLANDER TOURISM

Gold	Spirits of the Red Sand
Silver	Rainforestation Nature Park
Bronze	Cape York Peninsula Lodge

TOURISM RETAIL AND HIRE SERVICES

Gold	Pelican Boat Hire
Silver	Whitsunday Coast Airport

VISITOR INFORMATION SERVICES

Gold	Longreach Visitor Information Centre
Silver	Balonne Shire Visitor Information Centre
Bronze	Mackay Region Visitor Information Centre

BUSINESS EVENT VENUES

Gold	Empire Apartment Hotel Conference Centre
Silver	Gold Coast Convention and Exhibition Centre

MAJOR TOUR AND/OR TRANSPORT OPERATORS

Gold	Red Cat Adventures
Silver	Ocean Rafting
Bronze	Sea World Cruises

TOUR AND/OR TRANSPORT OPERATORS

Gold	Sailaway
Silver	Lady Musgrave Experience
Bronze	1770 LARC! Tours

ADVENTURE TOURISM

Gold	Red Cat Adventures
Silver	See Moreton
Bronze	Skypark Cairns

THE RICHARD POWER AWARD FOR TOURISM MARKETING AND CAMPAIGNS

Gold	Scenic Rim Regional Council
Silver	Tourism Tropical North Queensland
Bronze	Tourism Whitsundays

TOURISM RESTAURANTS AND CATERING SERVICES

Gold	The Windmill Café Bargara
Silver	Dracula's Cabaret Gold Coast
Bronze	JW Marriott Gold Coast Resort and Spa

TOURISM WINERIES, DISTILLERIES AND BREWERIES

Gold	Bundaberg Rum Distillery Visitor Experience
Silver	O'Reilly's Canungra Valley Vineyards
Bronze	Sarina Sugar Shed

CARAVAN AND HOLIDAY PARKS

Gold	Julia Creek Caravan Park
Silver	BIG4 Adventure Whitsunday Resort
Bronze	Ingenia Holidays Cairns Coconut

HOSTED ACCOMMODATION

Gold	Narrows Escape Rainforest Retreat
Silver	Bli Bli House Riverside Retreat
Bronze	The Country House at Hunchy

UNIQUE ACCOMMODATION

Gold	Paradise Resort Gold Coast
Silver	Cruise Whitsundays
Bronze	Whitsunday Escape

SELF-CONTAINED ACCOMMODATION

Gold	Pinnacles Resort
Silver	RACV Noosa Resort
Bronze	Bella Casa Noosa

3-3.5 STAR ACCOMMODATION

Gold	Oaks Toowoomba Hotel
Silver	ibis Styles Mount Isa

4-4.5 STAR ACCOMMODATION

Gold	Empire Apartment Hotel
Silver	Novotel Cairns Oasis Resort
Bronze	Novotel Brisbane Southbank

5 STAR ACCOMMODATION

Gold	InterContinental Hayman Island Resort
Silver	The Reef House Boutique Hotel and Spa
Bronze	Emporium Hotel South Bank

NEW TOURISM BUSINESS

Gold	Mitchell Grass Retreat
Silver	Hopo Gold Coast Ferry
Bronze	O'Reilly's Campground

EXCELLENCE IN FOOD TOURISM

Gold	Beef 2021
Silver	The Ginger Factory
Bronze	Sarina Sugar Shed

OUTSTANDING CONTRIBUTION BY A VOLUNTEER OR VOLUNTEER GROUP

Gold	Mary Valley Rattler
Silver	Australia Zoo
Bronze	Goondiwindi Region – Rebecca Cover

YOUNG ACHIEVERS AWARD

Winner	Simon Thornalley
---------------	------------------

THE MARIE WATSON-BLAKE AWARD FOR OUTSTANDING CONTRIBUTION BY AN INDIVIDUAL

Winner	Bindi Irwin
Winner	John Courtney (posthumous award)

RACQ PEOPLE'S CHOICE AWARD - EXPERIENCE AND SERVICE

Winner	Paronella Park
---------------	----------------

RACQ PEOPLE'S CHOICE AWARD - ACCOMMODATION

Winner	RACV Noosa Resort
---------------	-------------------

JUDGES AWARD FOR INNOVATION AND RESILIENCE

Winner	Fun Over Fifty Holidays
---------------	-------------------------

QUEENSLAND TOP TOURISM TOWN AWARDS

Shining the spotlight on Queensland's regional destinations, the QTIC Queensland Top Tourism Town Awards honour communities that demonstrate a commitment to visitor excellence.

In 2022, 23 outstanding sunshine state destinations competed for top honours across three award categories based on population size.

After an exhaustive judging process by an expert panel, the public were invited to cast their vote on who they thought should be crowned the top visitor destinations in Queensland. Opening the vote to the public demonstrated the wide range of regional gems available to holidaymakers in the state.

Award winners on the state level went on to represent Queensland at Australian Top Tourism Town Awards held in September 2022.

Winton finished on the podium on the national stage, taking out Silver for Top Tiny Tourism Town and solidifying its position as one of the best visitor destinations in Australia.

2022 QUEENSLAND TOP TOURISM TOWNS

Winton

Top Tiny Tourism Town
Population under 1,500

Airlie Beach

Top Small Tourism Town
Population between 1,500 and 5,000

Tamborine Mountain

Top Tourism Town
Population over 5,000



RECOGNITION PROGRAMS

Throughout 2021 and 2022, QTIC provided a range of networking events, industry functions and online information sessions to better support tourism businesses and to connect operators with their wider industry.

World Tourism Day Networking Event September 2021

As one of QTIC's largest annual networking events, World Tourism Day saw industry gathering together in recognition of tourism at Brisbane's Flight Centre headquarters.

Centred on the theme, *Tourism for Inclusive Growth*, the event included a facilitated discussion, led by prominent industry voices, who ignited conversation on building a more resilient industry in a post-COVID world by incorporating inclusive business practices.

The event also marked the official conclusion of the 2021 QTIC Young Professionals Mentoring Program, with mentors and mentees connecting together with industry.

Queensland Tourism Awards Sponsor Thank You Function February 2022

Following border closures and unprecedented operating restrictions, the 2021 Queensland Tourism Awards reflected the endurance of tourism operators when a record number of entries for the awards program was received.

Delighted with the success of the Awards, QTIC thanked the generous sponsors of the 36th Queensland Tourism Awards for their steadfast support by hosting a Thank You Function overlooking the Brisbane River at Kangaroo Point's Riverlife.

Industry Networking Breakfast March 2022

The first QTIC networking event of the new year saw almost 250 industry guests connect over breakfast at The Calile Hotel in Brisbane.

Guests were treated to a panel of renowned industry voices who discussed practical measures that can be taken to leverage off the journey towards the 2032 Olympic and Paralympic Games.

The breakfast event was followed by the 2022 QTIC Young Professionals Mentoring Program induction, which accepted a record cohort of more than 100 participants.

Special Farewell Celebration for Daniel Gschwind April 2022

More than 300 guests celebrated the exemplary achievements and dedication of QTIC Chief Executive, Daniel Gschwind, as he stood down from his position at the helm of the peak industry body after more than two decades of service.

Held at the Emporium Hotel South Bank, the cocktail celebration provided industry with the opportunity to come together and pay homage to a leader who has helped define Australia's tourism landscape.

QTIC Industry Webinar

Queensland Health Directives: Update for the tourism industry

To ease industry confusion surrounding Queensland Health Directives and better equip businesses for the new operational directives, QTIC facilitated a panel discussion of experts.

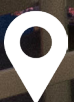
Attended by senior members of the Queensland Police Service, Fair Work Ombudsman and FCB Workplace Law, QTIC provided more than 330 industry attendees with guiding information.

QTIC Industry Webinar

Preparing your tourism business for the easing of social restrictions

Presented in conjunction with the Department of Tourism, Innovation and Sport, QTIC hosted a webinar in preparation of the easing of restrictions for fully-vaccinated people from December 2021 in Queensland.

To help support businesses for the revised operational practices, the webinar included a panel of specialists who provided information and addressed questions raised by operators.



World Tourism Day Networking Event
| Brisbane

QTIC Industry Webinar Crisis Resilience and Recovery Plan

QTIC and The University of Queensland partnered to develop a *Queensland Tourism Workforce Crisis Resilience and Recovery Plan*.

Led by industry and regional community consultation, the plan sought to use industry insights to facilitate the recovery of the sector following the pandemic.

In November 2021, QTIC hosted a webinar to summarise the findings and recommended actions that had been developed from industry consultations to date.

QTIC Industry Webinar Managing your workforce during lockdown

Given strict lockdown conditions in Queensland in 2021, QTIC presented an informative webinar for the tourism sector to assist businesses in navigating employment legislation during onerous operating environments.

Senior Associates from FCB Workplace Law discussed the options available to businesses in managing their workforce, including unpaid stand-downs and directions to take leave.

QTIC Industry Webinar Queensland lockdown: Tourism support

Following the announcement of an extended lockdown in 2021, QTIC hosted a webinar for the industry to outline support available to operators. Senior government officials expanded upon business support packages.



OUR MEMBERS



Peak Range National Park
| Clermont

1770 LARC! Tours
1770 Reef
1770 Sandcastles Resort Pty Ltd
1EIGHT

A

A Stanthorpe Getaway
Abajaz Motor Inn
Aboriginal Art Co.
Above & Below Gallery
Accom Whitsunday
Accommodation Association of Australia
Accor Hospitality
Active Tropics Explorer
Adel's Grove
Adrenalin Dive
Adventium Technology Pty Ltd
Adventour (Riverlife)
Adventure Day Trips
Adventure Queensland
Adventure Rafting
Adventure Shack
Agnes Water Beach Club
Airguides
Airlie Apartments
Airlie Beach Skydivers (1300 Skydive)
Airlie Beach YHA
Airlie Court Holiday Units
Airtrain
Alamanda Palm Cove by Lancemore
Alani Whitsundays
Aldesta Hotel Australia Pty Ltd
Alexandria Apartments
Alowishus Delicious Bundaberg
Amamoor Lodge
Amaroo at Trinity
Anchor Bar Airlie Beach
Andreuzzi Pty Ltd
Anita Clark Tourism Services
Apollo Motorhome Holidays
AppOriginee
Aquascene Charters
Aquavue Cafe Watersports
ARAMA National Ltd
Araucaria Ecotours

Arcadium Adventures
Archer Park Motel
Aria Cruises
Ashmore Palms Holiday Village
Association of Marine Park Tourism Operators
at Hotel Group
Atoll Close Port Douglas Holiday House
atWork Australia
Aurora Training Institute
Aussie World
Aust. Amusement Leisure & Recreation Assn (AALARA)
Australia Zoo
Australian Adventure Tourism Group (AATG)
Australian Age of Dinosaurs Limited
Australian Armour & Artillery Museum
Australian Hospitality Skills Recognition Pty Ltd.
Australian Hotel Winton
Australian International Student Tours
Australian Stockman's Hall of Fame
Australian Timeshare and Holiday Ownership Council
Australian Working Adventures / Visitoz
Aviation and Tourism Strategy
AVIS Australia
Awards Absolute

B

Back Country Bliss Adventures
Backpackers by the Bay
Bad Fishy
Bali Hai Apartments Noosa
Ballistic Bargara
Ballistic Beer Co
Balonne Shire Council
Bamaga Productions PTY LTD
Banana Shire Council
Barcaldine Regional Council
Barcoo Shire Council
Barney Creek Vineyard Cottages
BARRA World
Bay Islands Art & Scenic Tours

Bay Village Tropical Retreat
bbs Communications Group
BDO Australia
Beach House Seaside Resort
Beachcomber International Resort
Beachtree Distilling Co.
Bedarra Island Resort
BelgraviaPRO
Bella Casa Noosa
Bellevue
Bellingham Maze
Bellthorpe Stays
Best Friends Travel
Best Western Ascot Lodge Motor Inn
Bestbrook Mountain Resort
Bethany Cottages
Better in Blackall Inc
Big Fury
Big Mama Sailing
Big Planet Media Pty Ltd
BIG4 Adventure Whitsunday Resort
BIG4 Conway Beach Tourist Park
BIG4 Gold Coast Holiday Park
BIG4 Whitsundays Tropical Eco Resort
Bike and Hike Whitsunday
Billabong Sanctuary
Billy Tea Bush Safaris
Binna Burra Lodge
Binnacle Training
Birrunnga Gallery and Dining
BK Agency PTY LTD
Black Diamond Transfers
Blackall-Tambo Regional Council
Bli Bli House Luxury Bed and Breakfast
Blue Bus Tours
Blue Corp Trading Pty Ltd t/a Holiday Holiday
Blue Dolphin Marine Tours
Boggo Road Gaol
Bond University
Boobook Eco Tours
Bookeasy Pty Ltd
Booringa Action Group Inc.
Boulia Camel Races
Boulia Shire Council

Boundless Marine
Bowen Holiday Park
Breeze Management Group
Brett's Outback Tasting Adventures
Brisbane Airport Corporation
Brisbane City Cruises
Brisbane Convention and Exhibition Centre
Brisbane Economic Devt Agency
Brisbane Holiday Village
Brisbane Street Games
Brisbane Whale Watching
BSI Learning Institute
BTL Gems (Business Tourism Life) t/a Tourism Gems Pty Ltd
Buderim Foods Pty Ltd trading as The Ginger Factory
Buffs Club
Bundaberg Brewed Drinks - Barrel
Bundaberg Multiplex Sports & Conference (BRC)
Bundaberg Rum BONDSTORE
Bundaberg Tourism
Burdekin Shire Council
Busy at Work
By The Sea Port Douglas

C

Caboolture Historical Village
Cairns Aquarium
Cairns Convention Centre
Cairns Discovery Tours
Cairns Kuranda Steam
Cairns Plaza Hotel
Cairns Queens Court
Cairns Queenslander Hotel & Apartments
Cairns Reef Fishing Australia
Cairns Sheridan Hotel
Caloundra Jet Ski
Camp Island Lodge
Campbells Cove Beachfront Apartments
Campervan and Motorhome Club of Australia
Cape Gloucester Beach Resort
Cape Trib Beach House
Cape York Motorcycle Adventures
Capricorn Caves

Capricorn Enterprise
 CaPTA Group
 Caravan Parks Association of Queensland
 Caravan Trade and Industries Association of Queensland
 Carpentaria Shire Council
 Casa Bella Holdings
 Cassowary Coast Regional Council
 Castaways Resort & Spa
 Cayman Villas Port Douglas
 Cedar Lake Country Resort
 Central Highlands Development Corporation
 Central Queensland University
 Centre Point
 Charlotte Plains Pastoral Co
 Charter Yachts Australia
 Charters Towers Regional Council
 Chern'ee Sutton Artist
 Christian Community Ministries Ltd
 City of Gold Coast
 City Parklands Services
 City Terraces
 City Winery Brisbane
 Classic Holidays
 Clear to Work
 Cloncurry Caravan Park Oasis
 Cloncurry Shire Council
 Clouds Retreats Pty Ltd
 Club Wyndham Airlie Beach
 Whitsundays
 Cobbold Gorge Tours
 Cockatours
 Colonial Palms
 Comfort Resort Blue Pacific
 Commercial Hotel Barcaldine
 Complete Business Solutions (QLD)
 Connect Tourism
 Con-x-ion Airport Transfers
 Cook Shire Council
 Cooktown Holiday Park
 Cooktown Orchid Travellers Park
 Coolum Coaches/Stradbroke Buses
 Coral Cove Apartments
 Coral Expeditions Pty Ltd
 Coral Sea Marina Resort
 Corinda State High School
 Costello Consultancy

Country Mile Escape
 Creative Tours and Events
 Cross Country Tours
 Cruise Whitsundays
 Crystal Caves
 Crystal Pacific Palm Beach
 Crystalbrook Collection - Bailey Hotel
 Crystalbrook Collection - Flynn
 Crystalbrook Collection - Riley Hotel
 Crystalbrook Collection - Vincent
 Culgoa Point Beach Resort
 Cumberland Charter Yachts
 Curlew Escape

D

Daintree Air Services
 Daintree Discovery Centre
 Daintree Discovery Tours
 Daintree Rainforest Pty Ltd t/a Cooper Creek Wilderness
 Daintree Secrets Rainforest Sanctuary
 Daryl Beattie Adventures
 Daydream Island Resort
 Destination Cairns Marketing
 Destination Gold Coast
 Destination Gympie Region
 Destination Scenic Rim
 Devon Pixies
 Diamantina Shire Council
 Didge-ralia
 Digital Coaching International
 DigitalRez Australia
 Dineen Tourism Pty Ltd
 Discover Stradbroke
 Discovery Parks Airlie Beach
 DIVTEC Training and Further Education
 Dixon Travel & Tour Pty Ltd
 Dolphin Wild Island Cruises
 Don Pancho Beach Resort
 Dorchester on the Beach
 Down Under Cruise and Dive
 Down Under Tours
 DR Tourism Pty Ltd
 Dracula's Pty Ltd
 Dream Yacht Charter Australia
 Dreamtime Cultural Centre Pty Ltd

Dreamtime Kullilla-Art
 Dreamweavers
 Dundee's Restaurant on the Waterfront

E

E Hospo Solutions
 EarthCheck
 East Coast Angling
 Eat Street Northshore
 ecoTekk Sunshine Coast
 Ecotourism Australia
 Education and Migration Services Australia (EMSA)
 Elite Helicopters
 Ellis Beach Oceanfront Bungalows & Caravan Pk
 Elysian Retreat
 Emerald Maraboon Motor Inn
 Emeraldene Inn & Eco-Lodge
 Emporium Hotel
 Enoggera Manors
 Ernst and Young
 Eromanga Natural History Museum
 Esk Caravan Park & BVRT Motel
 essbee marketing + communications
 Eungella Cabins
 Events Management Queensland
 Exemplar Coaches & Limousines
 Experience Co
 Explore Group
 Explore Whitsundays

F

Far North Queensland Tour Operator Association
 Fat Frog Beach Café
 FCB Group
 Federation Academy
 Festival Services
 Fitzroy Island
 Flames of the Forest
 Flight Centre Travel Group Ltd
 Flinders Shire Council
 Floating Images Hot Air Balloon Flights
 Food Agent Australia
 Fox Helicopter Services
 Fraser Coast Tourism and Events

Fraser Dingo 4wd Hire
 Freedom Shores
 Freestyle Resort Port Douglas
 Frontier Education
 Fun Over Fifty Holidays Pty Ltd

G

Gallagher
 Gallivanting Oz
 Gallo Dairyland
 GC Journeys
 Geoff Aquino
 Get Wet Surf School
 Getaway Trekking & Adventures
 Gilberton Outback Retreat
 Girraween Country Inn
 Girraween Environmental Lodge
 Gladstone Area Promotion and Development Limited
 Gladstone Region Tours
 Gladstone Regional Council
 Glass on Glasshouse
 Glasshouse Country Tours
 Go Fish Australia
 Go Vertical SUP
 Gold Coast Convention and Exhibition Centre
 Goondiwindi Region
 Grand Mercure C Bargara Resort
 Grand View Hotel
 Granite Belt Wines Pty Ltd
 Great Keppel Island Hideaway
 Griffith University
 Guided Fishing Down Under

H

Habitat Noosa
 Hamilton Island Air
 Hamilton Island Enterprises Limited
 Harbour Lights Caravan Park
 Harbour Town Outlet Shopping Centre
 Hartley's Crocodile Adventures
 HeadBox Solutions Pty Ltd
 Health Institute Australasia
 Healthy Land and Water
 Heart of Reef Shuttles
 Helireef Whitsundays

Hemingway's Brewery

Henderson Park Farm Retreat

Heritage 4WD Tours & Kamp Out Safaris

Herrmann House

Hertz Whitsundays

Hickey Lawyers

Hidden Valley Cabins and Tours

Hides Hotel Cairns

Highfields Motel

Highlander Motor Inn & Apartments

Hilton Brisbane

Hilton Cairns

Hinkler Hall of Aviation

Historic Village Herberton

HLB Mann Judd

Holiday Inn Cairns

Hook-A-Barra

Horizons at Peregrine Holiday Apartments

Hospitality & Business Solutions

Hot Air Balloon Cairns & Gold Coast

Hotel Grand Chancellor Townsville

Hotel X Fortitude Valley

Humble on Duke

I

Ignite Education

Ikatan Spa

Imperium Tourism Holdings Pty Ltd

Independent Aviation

Ingenia Holidays Cairns Coconut

Ingenia Holidays Noosa

Insight Training College

Inspired by Marketing

Inspiring Cities Pty Ltd

Institute of Culinary Excellence

Interactivink

InterContinental Hayman Island Resort

interNATIONAL PARKtours

Ipswich City Council

Ironman

Isaac Regional Council

ISail Whitsundays

Island Gateway Holiday Park

Island Transfers

J

Jabalbina Aboriginal Corporation

James Cook University

Jamworks Gourmet Foods

Janbal Gallery

Jarramali Rock Art Tours

Jellurgal Aboriginal Cultural Centre

Jester Hill Wines

Jimbour House

JJ Strategic Consulting

Joel's Journeys

John Atkin Consulting

JUCY Rentals

Julia Creek Dirt N Dust Festival

Just Tuk'n Around

JW Marriott Gold Coast Resort & Spa

K

Kanu Kapers Australia

KEKOA Sports Fishing & Personalised Charters

Kellys Beach Resort

Keppel Bay Marina

Kernow Charters Towers

Kewarra Beach Resort & Spa

K'gari Fraser Island Adventures

Kiff & Culture

Kilcowera Station

Kindred Tourism

Kipara Tropical Rainforest Retreat

Koala Blue Tours

Koncept Konnect

Koola Beach Apartments Bargara

Koorana Crocodile Farm

Krista Hauritz Tourism Marketing + Development

Kronosaurus Korner

Kuku Yalanji Cultural Habitat Tours P/L

Kupro Marketing

Kuranda Rainforest Journeys

Kuranda Riverboat Cruises

KUR-Cow Barnwell P/L

Kwik Kopy Printing Geebung

L

Lady Elliot Island Eco Resort

Lady Enid Sailing

Lady Musgrave Experience

Lanai Riverside Apartments

Lion Australia

Lizard Island (Delaware North)

Local Government Associations Queensland (LGAQ)

Local Tickets Pty Ltd

Lockyer Valley Regional Council

Logan City Council

Lone Pine Koala Sanctuary

Longreach Regional Council

Longreach School of Distance Education

Longreach Tourist Park

Lucerne on Fernberg

Luggage Direct

Luminair Pty Ltd

Lyell Deer Sanctuary

M

Macadamias Australia

Mackay Entertainment and Convention Centre

Mackay Tourism

Magic Whitsundays Pty LTD

Magnums Hotel Airlie Beach

Maiala Park Lodge

Major Events Gold Coast

Maleny Botanic Gardens & Bird World

Maleny Cheese Cafe

Managing Australian Destinations

Mandalay Luxury Beachfront Apartments

Mango House Resort

Manly Marina Cove Motel

Mantra Boathouse Apartments

Mantra Club Croc

Maranoa Regional Council

Mareeba District Rodeo Association Inc.

Mareeba Shire Council

Mariner Shores Resort

Marsden State High School

Martinique Whitsunday Resort

Mary Valley Rattler

MatchWorks

McKinlay Shire Council

Media Mortar

Mercure Sunshine Coast Lake Kawana Hotel

Meridian Port Douglas

Meriton Suites

Mermaid Waters Hotel by Nightcap

Mike Ball Dive Expeditions

Mini Car Rentals

Minjerribah Camping

Mirage Whitsundays

Miramar Cruises

Mission Beach Resort

Mitchell Grass Retreat

MJM Consultancy Solutions

MLKA Hospitality Recruitment

Montville Misty View Cottages

Moreton Bay Region Industry and Tourism (MBRIT)

Moreton Bay Regional Council

Moreton Island Adventures

Mornington Island Art

Mossman Gorge Centre

Mount Isa City Council

Mount Isa Rent A Car P/L t/a Hertz Mount Isa

Mount Isa Rotary Rodeo

Mountain Wine Tours

Mountview Alpaca Farm

Mt Barney Lodge Country Retreat

Mt Cotton Rainforest Gardens

Mt Isa Irish Association

Mt Larcom Tourist Park

Mt Quincan Crater Retreat

Mulga Bicycle Tours

Murdering Point Winery

Murweh Shire Council

MyGui

Mystic Mountain Tours

N

Nambour Christian College

Narrows Escape Rainforest Retreat

National Trust Australia (Queensland)

Nautilus Aviation

Nestler Pty Ltd t/a Beyondbnb.io

Next Level - High Ropes Adventure Park

No Limit Adventures Pty Ltd

Nomad Productions and Events PTY LTD

NOOSA alive!

Noosa Blue Resort

Noosa Boathouse
 Noosa Community Training Centre Inc
 Noosa Ferry & Cruise Company
 Noosa Sound Resort
 North Burnett Regional Council
 North Queensland Tours
 North West Tours
 Novotel Cairns Oasis Resort
 NRMA Bowen Beachfront Holiday Park
 Nyanda Cultural Tours

O

Ocean Breeze Resort
 Ocean Dynamics
 Ocean Free & Ocean Freedom
 Ocean Rafting
 Ocean View Estates
 OceanFit
 Oceans Mooloolaba
 Ochre Restaurant and Catering
 Orchid Beach Trading Post and Driftwood Bar
 O'Reilly's Rainforest Retreat
 Original Eumundi Markets LTD
 OSEA Alliance Group
 Outback at Isa
 Outback Aussie Tours
 Outback Festival
 Outback Pioneers
 Outback Queensland Tourism Association Inc.
 Outback Tour Services Pty Ltd
 Overlander Homestead
 Ovolo Inchcolm Brisbane
 Oz Paragliding and Hang Gliding

P

Pacific Whale Foundation Eco Adventures Australia
 Palm Bay Resort
 Palm Court Noosa
 Palmer's Coaches
 Pandanus Palms Holiday Resort
 Paperbark Arts & Exclusive Cultural Tours
 Paradise Jet Boating
 Paradise Links Resort
 Paradise on the Beach Resort

Paradise Resort Gold Coast
 Parkside Motel Ayr
 Paronella Park
 Paroo Shire Council
 Passions of Paradise
 Peach and Pear Catering
 Pelican Boat Hire
 Peninsula Airlie Beach
 Phoenix One
 Pi-CaTS Pty Ltd
 Picnic Point Toowoomba
 Pico Play
 Pilgrim Sailing
 Pineapple Tours
 Pinnacle Tourism Marketing
 Pinnacles Resort
 Pioneer Adventures
 Pippies Beachhouse
 Pitstop Cafe
 PK Farinelli Pty Ltd
 Planet Marketing
 Port Curtis Coral Coast Trust Ltd
 Port Douglas Connections
 Port Douglas Peninsula Boutique Hotel
 Port of Brisbane
 Portland Roads
 Ports North
 Prestige Day Tours
 Prestige Employment Solutions
 Prestige Residential t/a Tingirana Noosa
 Prestige Service Training
 Prosail Queensland Pty Ltd
 Providence Sailing
 Pullman Cairns International
 Pullman Palm Cove Sea Temple Resort and Spa
 Pullman Reef Hotel Casino
 Pumpkin Island
 Pursers Coaches Pty Ltd

Q

Qantas Founders Outback Museum
 Qld Garden Expo
 Quandamooka Yoolooburabee Aboriginal Corporation
 Queens Beach Tourist Village

Queensland Airports Limited
 Queensland Art Gallery and Gallery of Modern Art
 Queensland Bus Industry Council
 Queensland College of Wine Tourism
 Queensland Hotels Association
 Queensland Information Centres Association
 Queensland Performing Arts Centre
 Queensland Rail Limited
 Quest Robina
 Quicksilver Group
 Quilpie Motor Inn
 Quilpie Shire Council

R

RACQ
 RACV Royal Pines Resort
 Rangelands Outback Camp
 Ravensbourne Escape
 RavenTours
 Ray White North Stradbroke Island
 REACH for Training
 Red Cat Adventures
 Red Dirt Tours
 Red Lock Escape Rooms
 Redland City Council
 Reef and Rainforest Research Centre Limited
 Reef Gateway Hotel
 Reef House Boutique Resort and Spa Palm Cove
 Reef Runner Charters
 Regal Port Douglas
 Resly Solutions
 Richmond Shire Council
 Ride2Go.com.au
 Ridgemill Estate
 River City Cruises
 Rivergums Caravan park
 Rivet Investments Pty Ltd
 Rockhampton Palms Motor Inn
 Rockhampton Regional Council
 Roma Central Motel
 Roma Explorers Inn
 Rose Bay Resort - Bowen
 Rose Gums Wilderness Retreat
 Rubyvale Gem Gallery

Rumba Beach Resort

S

Sail Inn
 Sailaway Port Douglas
 Sailing Whitsundays
 Saks on Hastings
 Salt House
 Saltbush Retreat
 Saltwater Club
 Salty Dog Sea Kayaking
 Sandy Point Beach Resort
 Santo Didgeridoo
 Santorini Twin Waters
 Sarina Sugar Shed
 Savannah Guides
 Scandi at Maleny
 Scenic Rim Regional Council
 Seabreeze Tourist Park
 SeaLink Travel Group
 Seastar Cruises
 Servir group Pty Ltd
 Shantara Resort Port Douglas
 Sharlynn by the River
 Sheena Walshaw
 Shingley Beach Resort
 Shiralee Clydesdales & Farm Stay
 Sirromet Wines
 Skedaddle Cairns
 SkillCentred
 Skydive Airlie Beach
 Skypark Cairns by AJ Hackett
 Skyrail Rainforest Cableway
 SkyView Units
 Small World Journeys
 Sofitel Noosa Resort and Spa
 Solesearcher Adventures
 Somerset Regional Council
 Somewhere To Stay
 Sonia Jones Travel
 Sound Australia (QLD) Pty Ltd
 Southern Cross Atrium Apartments
 Southern Cross University
 Southern Downs Regional Council
 Southern Queensland Country Tourism
 Spaceships Australia

Spectacular Events Pty Ltd

Spencer College

Spicers Group

Spirits of the Red Sand

Splitters Farm

St James College

St. Crispins Café

Stan's Chicken & Beer

Stephanies Luxury Spas

Stephen Gregg Consulting

Straddie Kingfisher Tours

Student Horizons

Student One Pty Ltd

Success Matrix

Sugar Country Motor Inn

Summer Land Camels

Suncorp

Sundowner Cruises

Sunlit Waters

Sunshine Castle

Sunshine Coast Airport

Sunshine Coast Regional Council

Sunshine Tower Hotel

Surat Aboriginal Corporation

Surf Connect Watersport Centre

Surf Lakes Holdings Ltd

Surf Life Saving Queensland

Surfers Chalet

T

Tactical Training Group (Allara)

TAFE Queensland

Talaroo Hot Springs

Tambo Teddies

Tania Kernaghan Productions

Tasman Venture

Tassels Catering

The Australian Workers Heritage Centre

The Calile Hotel

The Cassidy Group

The Country House at Hunchy

The Emerald Surfers Paradise

The Funtastic Tour Company

The Global Work & Travel Co. Pty Ltd

The Hotel School Brisbane

The Kooralbyn Valley

The Learning Collaborative

The Manor Apartment Hotel

The Mouses House Rainforest Retreat

The Pink Flamingo Spiegelclub Gold Coast

The Retreat Beach Houses

The Shakespeare Group

The Star Entertainment Group

The Tour Collective

The Tourism Group

The Ville Resort-Casino

The Vino Bus

The Windmill Cafe

Thunderbird Park

Tilma Group Pty Ltd

Tony Charters and Associates

Toowoomba Regional Council

Top Shelf International

Toscana Village Resort

Tourism and Hospitality Services AustralAsia

Tourism Atherton Tablelands

Tourism Confucius Institute

Tourism Leisure Corporation

Tourism Noosa

Tourism Partners

Tourism Port Douglas & Daintree

Tourism Services Pty Ltd

Tourism Tap

Tourism Tropical North Queensland

Tourism Whitsundays Limited

Townsville Enterprise Limited

Trackers Tours

Training Direct Australia

Tranquil Park Maleny

Travel West

Travellers Rest 1770

Travello

TreeTop Challenge

Trek West Hiking

Trinity Islands Holiday Park

TripTick Tourism Consulting

Tropic Towers Apartments

Tropical Coast Tourism

True Blue Sailing

Tusa Dive

U

Umi Arts Limited

Undara Experience

Uni Central

University of Queensland

University of the Sunshine Coast

V

Valdal Property Group Pty Ltd

VeloRoo - Live, Laugh, Ride

Vertigo Property Group

Villa Botanica

Villa Mirasol Motor Inn

Villa San Michele

Village Roadshow Theme Parks

Viscount on the Beach

Vision Splendid Outback Film Festival

Visit Sunshine Coast

Vue Apartments - Trinity Beach

W

Wake House Australia

Walk Brisbane

Walkabout Cultural Adventures

Wallaby Ridge Retreat

Wallaroo Outback Retreat

Wander

Warwick Show and Rodeo Society

Water Wings t/a Cruise Maroochy

Watermark Resort Caloundra

Western Downs Regional Council

Western Star Hotel Windorah

Westpac

Wet Tropics Management Authority (WTMA)

Whalesong Cruises

Whispering Valley Cottage Retreat

White Ridge Farm

White Shells Luxury Apartments

Whitehaven Xpress

Whitsunday Apartments Hamilton Island

Whitsunday Charter Boat Industry Association

Whitsunday Crocodile Safari

Whitsunday Escape

Whitsunday Fishing Charters

Whitsunday Holiday Rentals

Whitsunday Hot Rod Tours

Whitsunday Island Camping Connection

Whitsunday Jetski Tours

Whitsunday Paradise Explorer

Whitsunday Reef Explorer

Whitsunday Rent a Yacht

Whitsunday Sands Resort

Whitsunday Segway Tours

Whitsunday Terraces

Whitsunday Transit

Whitsunday Vacations

Whitsundays Rainforest Retreat

Whitsundays Sailing Adventures

Wicked Event Management

William Angliss Institute of TAFE

Wings Sailing Charters Whitsundays

Winton Movies Inc.

Winton Shire Council

Winton Truck and Machinery Museum

Wisdom Cafe

Wolngarin Holiday Resort

Wonderment Pty Ltd

Woodfordia Inc.

Woodgate Beach First National Real Estate

Woof Media

Woolshed Chaggrill & Saloon

Worklinks Inc

WW Souvenirs Gifts and Homewares

Wyndham Destinations Asia Pacific Pty Ltd

Y

Yagurli Tours

Yalabin Dining

Yangaro Retreat

YHA Ltd

Yonda Holiday Group

Yura Tours

Z

Zenith Hospitality Staffing Solutions

Zest Institute

Zigzag Whitsundays

OUR PARTNERS

INDIGENOUS CHAMPIONS NETWORK

- Adam Jones, Experience Co
- Alan Smith, Outback Aussie Tours
- Anthony Corrie, Brisbane Lions
- Birrunnga Wiradyuri, Birrunnga Gallery and Dining
- Brian Hennessy, Sunlover Reef Cruises
- Cameron Costello, Costello Consultancy
- Chern'ee Sutton, Contemporary Artist
- Cheryl Thompson, Barcy Base Camp
- Craig Quartermaine, National Indigenous Culinary Institute
- David Hudson, Didgeralia
- David Williams, GILIMBAA
- Eddie Ruska, Spirits of the Red Sand
- Emily Tanna, Compass Group Australia
- Greg Yong, Dreamworld
- Jacob Cassidy, Mungalla Station
- Joe Sproats, Platypus Wealth Institute
- Johnny Murison, Jarramali Enterprises
- Josh Hanley, Accor Hotels
- Kerry Collins, Spirits of the Red Sand
- Lauren Horner, The Tour Collective Group
- Leanne Ruska, Spirits of the Red Sand
- Lloyd Mills, Australian Stockman's Hall of Fame
- Mark Greaves, Visit Queensland
- Matt Adams, The Star Entertainment Group
- Michelle Thomson, Spirits of the Red Sand
- Mundanara Bayles, The BlackCard
- Olivia Evans, Sandstone Park
- Paul Morton, Novotel Surfers Paradise
- Paul Victory, Sealink QLD & NT
- Peter Lenoy, UMI Arts Ltd, Cairns
- Petina Tieman, Complete Business Solutions
- Preston Campbell, Preston Campbell Foundation
- Russell Boswell, Savannah Guides
- Shannon Ruska, Tribal Experiences
- Tarragh Cunningham, Queensland Art Gallery
- Tracy Kearney, Prestige Services
- Violet Singh, Sarina Russo Job Access



Lizard Island
| Great Barrier Reef

CORPORATE PARTNERS





QUEENSLAND
TOURISM INDUSTRY
COUNCIL

The Voice of Tourism



Surfers Paradise Beach
| Gold Coast





QUEENSLAND
TOURISM INDUSTRY
COUNCIL

The Voice of Tourism