

Tourism Business Capability Subsidy

**Program Guidelines
February 2026**



**QUEENSLAND
TOURISM INDUSTRY
COUNCIL**

Program Overview

The Queensland Tourism Industry Council (QTIC) is supporting the Queensland Government in delivering *Destination 2045: Delivering Queensland's Tourism Future (D45)*, a bold 20-year vision to position Queensland as a must-visit destination for both domestic and international travellers.

As part of this work, QTIC is delivering the Tourism Business Capability Subsidy (Subsidy), designed to accelerate the growth of Queensland's tourism sector and aligns with Destination 2045 priorities.

Under the *Industry – Backing our Operators* priority area, the initiative aims to empower Queensland tourism businesses to modernise, strengthen their competitiveness, and thrive. The Subsidy directly supports this objective by funding identified accreditation and training programs which build business capabilities.

The Subsidy will support sole traders, micro, small and medium size (fewer than 200 full time equivalent (FTE) employees) tourism and event businesses to undertake targeted tourism training and/or accreditation programs from a select number of pre-identified programs to meet their business needs. These training and/or accreditation programs focus on areas including sustainability and ecotourism, trade distribution, AI, cultural understanding, improving tourism quality, accessible tourism, marinas, zoos and aquariums, and caravan/holiday parks aimed at enhancing the visitor tourism experience and increasing positive visitor sentiment in Queensland.

Increasing the number of accredited Queensland tourism businesses is also supporting Tourism and Events Queensland's Best of Queensland Experiences (BOQE) program.

Eligible tourism and events businesses can apply for a subsidy to support development in one or more of the below priority areas:

- Training for trade/business development
- Accreditation

The Tourism Business Capability Subsidy is funded under the Partnership Agreement with the Queensland Government and Tourism and Events Queensland.

Objectives

The key objectives of the Subsidy are to increase the number of tourism and events businesses with a recognised tourism accreditation and increase the capabilities of tourism and events businesses across targeted areas to improve visitor experiences.

Available Funding

A subsidy of up to \$2,000 (GST exclusive) is available to eligible businesses to undertake training and/or accreditation activities from the list of approved eligible training/accreditation activities.

The Subsidy will be available for activities that start within 30 days of approval and be completed within 6 months from the date of approval.

Eligible applicants do not have to co-contribute to the cost of approved accreditation/training activities however successful applicants will need to cover any additional costs above the approved maximum funding amount.

Eligibility

To be eligible for the subsidy an applicant must, at the time of applying:

- have fewer than 200 full time equivalent employees*; and
- hold an Australian Business Number; and
- be registered for GST**; and
- have an established operating base in Queensland (refer to definition in Appendix 1); and
- operate in the tourism and events industry in Queensland (refer to definition in Appendix 1) or be a Queensland Local Government Authority (LGA); or a Queensland Government agency or associated agency such as statutory bodies or government owned corporation with a tourism-focused business and
- primarily operate for the tourism market; and
- have owners/directors who are not undischarged bankrupt; and be solvent.

In addition, if an applicant is a:

- non-profit organisation, they must be a charity or other not-for-profit entity that is incorporated under a law of the Commonwealth or a State/Territory
- LGA, they must specify the owned tourism-focused business the training/ accreditation activities will be supporting. *

* For LGAs the tourism-focused business must have fewer than 200 full-time equivalent (FTE) employees, not the total LGA.

** Eligible First Nations' tourism and events businesses as verified by one of the following organisations are exempt from requiring GST registration providing the ABN is current.

- Queensland First Nations Tourism Council (QFNTQ)
- Independent Indigenous Tourism Operators of Queensland (IITOQ)
- Our Country Advisory Service

Bodies not eligible for the subsidy:

- Non-Queensland, State, Territory and Australian Government agencies or associated agencies such as statutory bodies or government owned corporations.

Only one application per eligible applicant per round can be approved, based on ABN.

Eligible training/accreditation activities

All eligible training activities are outlined in Table 1 below. Eligible applicants may choose to undertake one or a multiple number of eligible training/accreditation activities and will be subsidised up to a maximum of \$2,000 (GST exclusive) per applicant.

Applicants can apply for training/accreditation activities with a total cost higher than the maximum subsidy amount, however successful applicants will need to cover any additional costs above the approved maximum funding amount of \$2,000 (GST exclusive).

Training/accreditation activities not listed in Table 1 are not eligible for funding.

Table 1 – Eligible training/accreditation activities

PROVIDER	Eligible training/accreditation activities
Australian Tourism Export Council (ATEC)	AI-Powered Tourism: A Digital Edge for Operators Accessible & Inclusive Host China Guide Ready China Host Domestic Ready India Host Indonesia Host LGBTIQ+ Welcome With Pride Muslim Host Thailand Host Tourism Trade Ready (TTR) Vietnam Host
Caravan Industry Association of Australia	National Caravan Holiday Park Accreditation Program Risk Management and Business Operations Plan
EarthCheck	EarthCheck Certified EarthCheck Eco EarthCheck Evaluate Sustainable Event Management Systems
Ecotourism Australia	ECO Certification Strive for Sustainability Scorecard Sustainable Tourism Certification
Marina Industries Association (MIA)	International Clean Marina Accreditation Program International Gold Anchor Accreditation Program
Queensland Tourism Industry Council (QTIC)	Accessible Tourism Program Camps & Adventure Risk Management Program Star Rating Program Sustainable Tourism Program
Savannah Guides	EcoGuide Certification First Nations Cultural Awareness Training Savannah Guides Field School
Tour Guides Australia	Professional Guide Accreditation Tour Guiding Fundamentals
Zoo and Aquarium Association Australiasia (ZAA)	Accreditation Preparation and Five domains animal welfare assessment

Eligible activities

The subsidy will only apply to training/accreditation activities confirmed in writing by Queensland Tourism Industry Council (QTIC), along with a Subsidy Claim Number. The Subsidy Claim Number will be a number provided on the QTIC confirmation letter for successful applicants.

Applicants should research the eligible training/accreditation activities as outlined and detailed on the QTIC Website, to determine which training/accreditation they are interested in undertaking and consider overall costs, time requirements and staff availability prior to applying.

Ineligible activities

Eligible applicants will not be subsidised for:

- any approved training/accreditation activities paid for or commenced prior to the date they receive the subsidy confirmation advice from QTIC.
- any training/accreditation activities not confirmed in writing by QTIC along with a Subsidy Claim Number.
- accreditation renewals are not eligible for the Tourism Business Capability Subsidy.

Eligibility Criteria

- Applicants will need to confirm that they meet all applicant eligibility requirements.
- Applicants must submit their own applications. Application submissions from third parties are ineligible.
- For accreditation programs, a business is eligible for a Subsidy for a specific accreditation program where:
 - ✓ it has not previously held that accreditation with the provider; or
 - ✓ it previously held that accreditation with the provider, but that accreditation ceased at least two years before the date of application.
- For training programs:
 - ✓ an employee is eligible for a specific training course where they have not previously completed the same training course within the past two years and
 - ✓ a business can apply in a single application, for multiple employees to undertake the same training course
- Businesses can apply for the same training courses as they have in previous years, provided the employees undertaking the training have not completed the same training within the last 2 years.
- The same business may apply for multiple eligible training and/or accreditation activities (including with the same provider) in a single application, provided that:
 - ✓ each activity is a different accreditation program or training course; and
 - ✓ that specific accreditation program or training course has not been undertaken by the business (or relevant employee) within the past two years; and
 - ✓ the total Subsidy requested does not exceed \$2,000 (GST exclusive).

Key Dates

Activity	Date
Program Open for applications	12 February 2026 (assessed in order of receipt)
Training/Accreditation must be registered to start	Within 30 days of approval
Training/Accreditation completion date	6 months after approval date* <i>*Exceptions will be made for accreditation programs that require more than 6 months to complete for the following programs; EarthCheck - Certified, Ecotourism Australia – Eco Certification & Sustainable Tourism Certification, Savannah Guides – EcoGuide Certification</i>
Applications close date	30 June 2026 at 5pm (or earlier if the funding allocation is exhausted prior to the closing date)

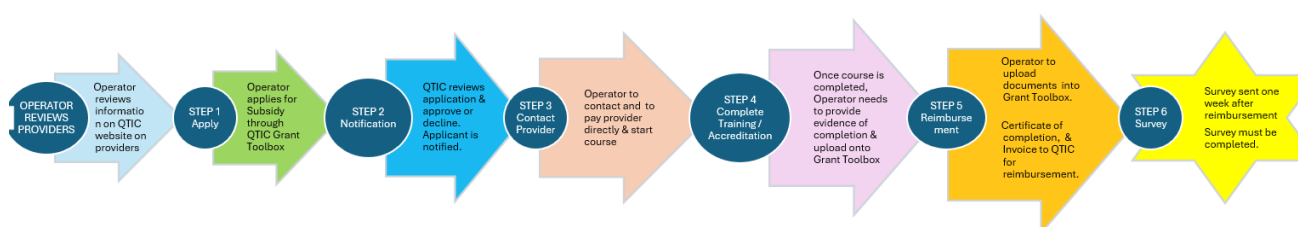
2026 Application, approval and subsidy process

Assessment and decisions

QTIC will review applications to confirm eligibility and completeness and may request additional information if required.

Eligible applications will be assessed in order of receipt against the eligibility criteria and available funding. Meeting the eligibility criteria does not guarantee approval of funding.

Final decisions will be made at the sole discretion of QTIC. All decisions are final and no correspondence will be entered into, except as required under QTIC's Complaints Management Policy.



Step 1: Application and awarding of Subsidy

The Tourism Business Capability Subsidy will be open to new applicants on 12 February 2026.

Applications will be awarded to eligible applicants in order of receipt and until the funding allocation is exhausted.

Incomplete applications will not be assessed until all required information is received.

To apply for this funding, applicants must:

- complete the online application form via the Grant Toolbox Portal.
- confirm they meet all eligibility criteria
- choose the activity/ies that will be completed
- submit the application by the closing date and time (Refer to Key Dates).

Step 2: Notification of outcome

Applicants will be advised of the outcome of their application via the email address submitted with their application. Applicants should ensure their email address is current and correct.

You should also check your email folders including junk or spam to make sure you don't miss any communications from QTIC. Please add donotreply@granttoolbox.com.au to your safe emails list.

Successful applicants will receive a Letter of Approval outlining the training/accreditation activities approved along with a Subsidy Claim Number.

Step 3: Tourism Operator Contacts & Pays Provider Directly for Approved Activities

Tourism Operators must go directly to their approved training/accreditation provider and pay the provider directly for the approved training/accreditation.

Within 30 days of approval, Tourism Operators will need to be registered to start their training/accreditation.

If this date is not met, the offer will lapse and the approved funding amount will be returned to the Subsidy budget.

Approved training/accreditation activities are guaranteed to be subsidised if completed by 6 months from approval date, up to the maximum approved amount.

Step 4: Tourism Operator Completion of Approved Activities

Once registered and paid, businesses can undertake the approved training/accreditation activities.

All training/accreditation activities must be completed within 6 months from approval date.

If the approved training/accreditation activities are not completed by this date, no subsidy will be paid unless prior approval for an extension has been granted in writing by QTIC.

Step 5: Tourism Operator Reimbursement of Approved Activities

Upon completion of the approved training/accreditation activities, Tourism Operators will need to provide evidence of completion (certificate or email confirmation from Provider) to QTIC. This will need to be uploaded to the Grant Toolbox.

Tourism Operators will need to then invoice QTIC for the subsidy amount and this invoice will need to be uploaded to the Grant Toolbox for each training/accreditation module.

Only approved and completed training/accreditation activities will be reimbursed. No subsidy will be paid for incomplete training/accreditation activities or for training/accreditation activities which were not approved to receive the Subsidy.

A maximum of \$2,000 (GST exclusive) will be reimbursed to an approved applicant. If the total of the approved training/accreditation activities are greater than \$2,000 the tourism operator will cover any additional costs.

All Subsidy amounts are expressed as GST exclusive. GST will be added where applicable when the tourism operator invoices QTIC, subject to the operator's GST registration status. Tourism operators remain responsible for any taxation obligations arising from their participation in the Subsidy.

Payment deadline

Tourism Operators are required to submit their reimbursement claim within 30 days of completing the approved training/accreditation activities.

Step 6: Survey

QTIC will issue an online survey to recipients after completion of the Subsidy program which will include questions about how the funded training/accreditation activities have benefited recipients. As a condition of the Subsidy program, recipients must complete and return the survey to QTIC.

This survey must be completed within 30 days of the recipient being reimbursed for the training/accreditation activities.

Provisions for Variations

If an approved business requires a variation to a training/accreditation for which it was originally approved, they must contact QTIC to request confirmation on whether the additional or alternative training/accreditation can be accommodated.

Conditions of funding

Successful applicants must:

- use the Subsidy only for the approved eligible training/accreditation activities
- complete the approved activities within the required timeframe or any approved extension
- keep accurate records of expenditure and participation for audit and acquittal purposes
- notify QTIC promptly of any material changes to their business that may affect eligibility (for example, change of ownership, insolvency, or business closure)
- provide QTIC with any reasonable information requested to verify completion of activities and outcomes.

QTIC and/or the Queensland Government reserve the right to audit funded activities and to require repayment of all or part of the Subsidy if:

- the Subsidy is not used in accordance with these guidelines or the Letter of Approval
- the information provided in the application is found to be false or misleading
- the approved activities are not completed as agreed and no extension has been approved if applicable.

Conflict of interest

Applicants must declare any actual, potential or perceived conflict of interest that could affect their participation in the Subsidy (for example, where an owner/director is also an employee or office holder of an eligible training/accreditation provider). QTIC will manage any declared conflicts in line with its policies and may impose conditions or determine that the application is ineligible.

QTIC staff and any assessment panel members are required to declare and manage conflicts of interest in accordance with QTIC policies and the funding agreement with the Queensland Government.

Privacy

Queensland Tourism Industry Council (QTIC) is committed to protecting your privacy and ensuring the security of your personal information. QTIC handles personal information in accordance with the Privacy Act 1988 (Cth) and other applicable privacy legislation.

Collection and purpose

Through its online application portal (Grant ToolBox), QTIC collects and collates information from the application form and supporting documents to:

- assess eligibility and applications for the Tourism Business Capability Subsidy (Subsidy)
- administer and manage the Subsidy, including contracting, payment, monitoring, reporting and evaluation
- contact applicants about the status and requirements of their application and any approved activities
- issue and analyse post-program surveys to understand outcomes and improve future programmes
- provide required reports to the Queensland Government and Tourism and Events Queensland as the funding partner
- promote funded businesses and the outcomes of the Subsidy.

Providing the requested information is voluntary; however, if you do not provide the information requested, QTIC may be unable to assess your application or administer the Subsidy.

Disclosure

Only authorised QTIC staff will have access to your information for the purposes of assessing applications and administering the Subsidy.

For the purposes outlined above, QTIC may disclose information (including personal information where necessary) to:

- the Queensland Government and Tourism and Events Queensland, as the funding partner for the Subsidy
- third-party providers of eligible training/accreditation courses related to your approved activities
- auditors and evaluators engaged by QTIC and/or the Queensland Government and Tourism and Events Queensland in connection with the Subsidy.

Applicants should note that QTIC will share broad details of successful applications, agreed outcomes, project progress and the level of funding awarded with the Queensland Government and Tourism and Events Queensland. Information, which may include business name, location, sector and a description of the funded activities, may be used to promote funded businesses and the Subsidy.

Personal information will not be disclosed to any other third party without your consent, unless required or authorised by law.

Direct communications and QTIC opportunities

QTIC may use your contact details to communicate with you about the administration and delivery of the Subsidy, including reminders, surveys and information to help you complete your approved training/accreditation activities. These communications form part of the Subsidy and are not optional.

In addition, you will be given the option in the application form to consent to QTIC using your contact details to send you information about other QTIC programmes, events, training and industry opportunities that may be relevant to your business. If you choose to provide this consent, QTIC may add your details to its communications lists for these purposes.

You can withdraw this consent or opt out of receiving such communications at any time by using the unsubscribe facility in the communication or by contacting QTIC.

Choosing not to opt in, or opting out at a later date, will not affect your eligibility for the Subsidy or the administration of your approved activities.

Storage, retention and access

For audit and compliance purposes, QTIC is required to retain applications and other supplied supporting material for a period determined by its contractual and legislative obligations. Information will be stored securely, and reasonable steps will be taken to protect it from misuse, interference, loss, unauthorised access, modification or disclosure.

You may request access to the personal information held about you, or request correction of that information if you believe it is inaccurate, out of date, incomplete or misleading, by contacting QTIC.

Further information

For a copy of QTIC's Privacy Policy, or to make a privacy enquiry, request access or correction, or update your communication preferences, please contact QTIC at info@qtic.com.au.

Complaints

All decisions made in relation to applications are final. Under Queensland Tourism Industry Council's Complaints Management Policy, QTIC has established processes for dealing with complaints and is committed to effectively managing concerns in a fair, transparent and timely manner.

If an applicant has any concerns in relation to the application or assessment process, a formal complaint may be submitted in writing via email to info@qtic.com.au or via post to QTIC, PO Box 13162, George Street, Brisbane City 4000.

Further information

If you require further information or clarification of these guidelines, please email subsidy@qtic.com.au.

Appendix 1 Definitions

Established operating base in Queensland means a business that is trading from premises located in Queensland.

Full time equivalent (FTE) employees

For the purpose of these guidelines, FTE employees are calculated on the basis of a standard full-time working week (e.g. 38 hours). Part-time and casual employees should be converted to FTEs based on their total hours worked.

ANZSIC means the document called ‘Australian and New Zealand Standard Industrial Classification (ANZSIC)’ published by the Australian Bureau of Statistics, as amended from time to time. Note— ANZSIC is available on the Australian Bureau of Statistics’ website.

Tourism and events industry in Queensland means an industry classified under ANZSIC within the following class codes:

- a. accommodation providers (ANZSIC code 4400);
- b. food and beverage services including cafes, restaurants, taverns and clubs (ANZSIC codes 4511, 4513, 4520, 4530);
- c. interurban and rural bus transport – tour bus, scenic and sightseeing operation, shopping tours, long distance (ANZSIC code 4621);
- d. other road transport – hire car service with driver only (ANZSIC code 4623);
- e. water passenger transport - boat charter, lease or rental (without crew), ferry, water taxi, water launch, cruise (ANZSIC code 4820);
- f. road and water transport, including sightseeing (ANZSIC codes 4623, 4820, 5010);
- g. aviation - airport operations and other air transport support services (ANZSIC code 5220);
- h. rental and hiring services (ANZSIC code 6611);
- i. transport rental and hiring – aviation, boats, buses, caravans, houseboats, motorcycles, motorhomes without crew (ANZSIC code 6619);
- j. travel agencies (ANZSIC code 7220);
- k. event management (ANZSIC code 7299);
- l. heritage activities including museums, parks and gardens (ANZSIC codes 8910, 8921, 8922);
- m. performing arts venues (ANZSIC code 9003);
- n. amusement and other recreational services (ANZSIC codes 9131, 9139);
- o. performing arts operation (ANZSIC code 9001);

Queensland Local Government Authority

A Queensland Local Government Authority means local government authority as defined under the *Local Government Act 2009* (Qld).