

Department of Justice and Attorney General
GPO Box 3111
Brisbane QLD 4000

23 January 2019

Re: Review of regulations under the *Tourism Services Act, 2003*

The Queensland Tourism Industry Council (QTIC) welcomes the opportunity to respond to the Department of Justice and Attorney General on the regulations made under the Tourism Services Act.

QTIC is the state's peak body for tourism in Queensland and represents the interests of the tourism industry. QTIC is an independent membership-based organisation with in excess of 2,000 members, operating in all sectors of the tourism industry, including business operators, Regional Tourism Organisations (RTOs), sector associations and education providers.

The tourism industry in Queensland contributed \$25.0 billion to Queensland's Gross State Product (GSP), representing 7.9% of total GSP¹ and generated \$7.1 billion in exports in the year ending June 2016², making it one of the state's largest export industries accounting for 14.8% of total Queensland exports. The tourism industry consists of over 53,000 businesses across Queensland; nine out of ten of these businesses are small to medium enterprises.

QTIC supports the current regulations made under the *Tourism Services Act 2003*. The regulations are deemed fit for purpose and support the provision of quality experiences in tourism and match the current scope of the *Tourism Services Act 2003*. The keeping of records and other documents are in-line with Australian Securities and Investment Commission and Fair Work Ombudsman requirements, indicating that no undue burden is put on operators due to this regulation. Changes in circumstances of which notice must be given also align with other departmental requirements.

There is always the opportunity to create more efficiencies in reporting for businesses. In particular, when circumstances for a business change, a streamlined approach whereby businesses can update details once to notify all relevant departments would benefit small businesses that are time-poor.

¹ Tourism Research Australia, *State Tourism Satellite Accounts 2015-2016*

² Tourism Research Australia - *State Tourism Satellite Accounts 2015-16*, Queensland Government Office of Economic and Statistical Research - Overseas exports of goods by industry.

Proudly supported by:

In relations to the broader discussion surrounding *The Act* itself, with a shift in business models and the emergence of the 'share-economy', it is timely to prepare for a review of *The Act*. This process should ensure that the provisions of a revised Act encompass *all* forms of in-bound tour operators and other intermediaries, not just those defined by traditional business models.

For all enquiries regarding the points raised in this letter, please contact me or the QTIC Policy Team on (07) 3236 1445 or email policy@qtic.com.au.

Kind regards



Daniel Gschwind

Chief Executive