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24 March 2020

Re: Roma Street Coach Terminal Engagement

The Queensland Tourism Industry Council (QTIC) welcomes the opportunity to respond to the department's exploration of Roma Street Coach Terminal engagement.

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 more than 3,000 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 \$27.3 billion to Queensland's Gross State Product (GSP), representing 7.8% of total GSP¹ and generated \$7.5 billion in exports in the year ending June 2018², making it one of the state's largest export industries. The tourism industry consists of over 55,000 businesses across Queensland; nine out of ten of these businesses are small to medium enterprises.

There were over 7.9million domestic overnight visitors to the Brisbane region year ending June 2019³. A further 1.4million international visitors arrived during the same period. Combined, these visitors spent an estimated \$7.9 billion in the region, this was a 12% growth on the previous year.

Roma Street coach station is a critical transportation interchange for the Brisbane region and for connectivity to the rest of Queensland. Domestic travellers to Queensland engaged in over 210,000 trips by bus or coach in 2019. In Brisbane, over 62,000 bus and coach trips were taken by domestic visitors year ending September 2019⁴. Bus and coach services provide a critical connection point from regional Queensland for those unable to drive including vulnerable groups.

¹ Tourism Research Australia, *State Tourism Satellite Accounts 2017-2018*

² Tourism Research Australia - *State Tourism Satellite Accounts 2017-18*, Queensland Government Office of Economic and Statistical Research - Overseas exports of goods by industry.

³ Brisbane Regional Snapshot. Sept 2017. Tourism and Events Queensland.

⁴ Tourism Research Australia – National Visitor Survey. Year Ending September 2019. www.tra.gov.au

Among international visitors to Queensland, over 367,000 visitors travelled by long distance coach or bus or through charter or tour buses. Within the Brisbane Region, over 57,700 international visitors travelled using long distance coach or bus services. A further 80,300 travelled by charter or tour buses, totalling over 367,400 travellers utilising bus and coach services year ending September 2019⁵. Bus and coach services are critical to the movement of backpackers and visitors from markets who have reservations around driving in a foreign country.

Attention also needs to be given to the link between transportation options and the connectivity between different forms of transport (e.g. bus, ferry and rail connection), ensuring that transition points are appropriate for the sub-tropical climate, including effective shading of walkways. Connectivity also extends beyond the immediate Brisbane urban centre, links to the extended Brisbane catchment and to key neighbouring regions, such as the Gold and Sunshine Coasts should be carefully planned and considered to maximise visitor and resident experience. Travel time, frequency, amenities and safety concerns also influence travel decisions and therefore should be factored into development decisions⁶.

The acknowledgement of accessible travel is an important consideration with over 1.3 million Australians with a disability travelling annually⁷. Queensland has a positive reputation regarding accessible tourism with 59% of Australians with disabilities indicating that they would recommend the destination to other travellers with a disability, based on the attractions and experiences on offer. To improve accessible travel within Queensland it is recommended that information and a specialised planning tools be made available to assist in visitation planning.

Climate change for Brisbane's tourism businesses and community is both a risk and an opportunity too big to ignore. Increasing costs of extreme weather events, changes to natural resources, and the transition towards a decarbonised global economy are all highly relevant to tourism and the community and must be a critical consideration in every step of this redevelopment. The adaptability of infrastructure and development that considers the increasingly harsh conditions in Queensland is critical to ensuring the sustainable future of any redevelopment. Failure to consider these challenges and embed solutions into the plan would be short-sighted.

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



Brett Kapernick

General Manager – Business Strategy & Deputy CEO

⁵ Tourism Research Australia – International Visitor Survey, Year Ending September 2019. www.tra.gov.au

⁶ Klein, N. (2016) More than a bus ride: The role of perceptions in travel behaviour. *Urban Studies*. 54. (11).

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