



Queensland Tourism Industry Council  
**ANNUAL REVIEW**

2008/09



Stephen Gregg  
Chairman

CHAIRMAN’S LETTER

In the time since our last Annual Review, the resilience of the tourism industry has again been tested. Severe flooding, Cyclone Hamish and an oil spill in Moreton Bay have all affected the competitiveness of the industry and these events have been made worse by the global business conditions.

Supporting businesses in their struggle has been the focus for QTIC. We have been working hard on the policy and political front, both at state and federal level, encouraging governments to do all that can be done to create a policy and regulatory environment that allows tourism businesses to remain viable.

QTIC’s efforts to raise governments’ awareness to the plight of the industry have been rewarded with the State Government allocating a further \$36 million for tourism marketing over the next three years. This was in line with QTIC’s election submission and will substantially enhance Tourism Queensland’s capacity to respond to marketing opportunities. Never has this additional funding been more important than now and, as Treasury’s coffers have tightened significantly, this was a major coup for the industry.

QTIC is now even better positioned to represent the interests of the industry to government. We look forward to the formation of a Ministerial Forum, one of a range of further commitments made before the election. This forum will be chaired by the Premier and will bring together key Ministers from those portfolios relevant to tourism. These considerations are a significant step towards placing tourism more firmly in the Government’s policy making and will ensure that our voice is heard on a number of important policy issues. We will continue to highlight major industry issues to government and we value your ongoing engagement in this important work.

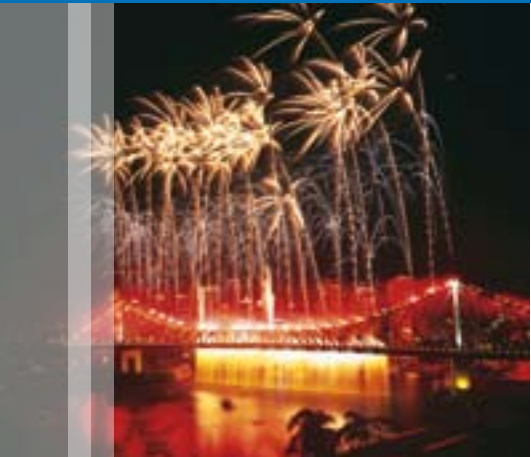
A significant long term risk of the current business conditions is the potential loss of experience and skills through staff reductions. While skills and labour issues have been taken off some agendas in light of other pressing industry priorities, this is still a major issue for the industry and will become especially prevalent when the economy rebounds and business conditions improve. QTIC continues to allocate significant resources to ensure that the competitiveness of the industry is not undermined by these supply issues.

Our Chief Executive is an active member of the Premier’s ‘Employment Taskforce’ and meets regularly with other high profile industry and government representatives to discuss staff retention strategies. This has provided QTIC with a significant opportunity to work with government to review current business regulations and to ensure that government policy promotes the growth of our industry.

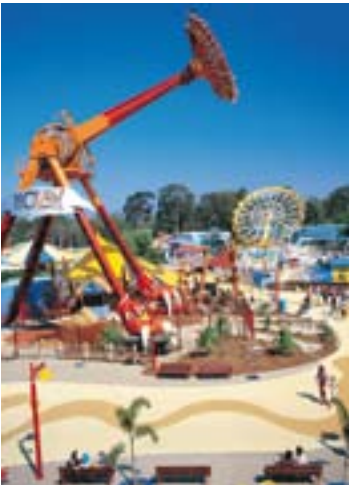
QTIC has also secured funding for business operators to deliver over 600 tourism and hospitality training opportunities through the Productivity Places Program. These places are directed at currently employed workers and will provide a major skills boost for tourism.

Despite the challenges faced this year, our industry has a very positive future and we look forward with some optimism to having a prosperous year ahead. QTIC is proud to continue supporting the industry and, with a clear vision, a very committed board of directors and a dedicated staff, QTIC will continue to build on its successes and provide a voice for tourism.

We acknowledge that none of QTIC’s achievements would have been possible without the support of our members – thank you to all.



|  |           |
|--|-----------|
| <b>QTIC</b>                                    | <b>2</b>  |
| QTIC’S VISION                                  | 2         |
| QTIC BOARD                                     | 2         |
| QTIC ORGANISATIONAL STRUCTURE                  | 2         |
| THE TEAM                                       | 3         |
| <b>VOICE</b>                                   | <b>4</b>  |
| ADVOCACY                                       | 4         |
| STRONG RESULTS                                 | 4         |
| SUBMISSIONS                                    | 5         |
| <b>MEDIA</b>                                   | <b>6</b>  |
| <b>REPRESENTATION</b>                          | <b>8</b>  |
| COMMITTEES / LIST OF COMMITTEES                | 8         |
| <b>PARTNERSHIPS</b>                            | <b>9</b>  |
| NETWORK PARTNERSHIPS                           | 9         |
| ASSOCIATIONS COUNCIL MEMBERS                   | 9         |
| <b>SUPPORT</b>                                 | <b>10</b> |
| AUSSIEHOST                                     | 10        |
| TOURISM IMMIGRATION OUTREACH OFFICER           | 11        |
| QTIC-Y   | 12        |
| INDIGENOUS CHAMPIONS NETWORK                   | 12        |
| BEST PRACTICE GUIDELINES FOR TOURISM OPERATORS | 13        |
| TOURISM PIPELINE                               | 13        |
| <b>SKILLS</b>                                  | <b>14</b> |
| QTIC SALUTE TO EXCELLENCE AWARDS               | 14        |
| TOURISM STUDY TOUR                             | 14        |
| CELEBRITIES FEATURE IN CAREER DAY              | 15        |
| STRIVING FOR EXCELLENCE                        | 16        |
| <b>AWARDS</b>                                  | <b>17</b> |
| GET INVOLVED AND AWARD YOURSELF!               | 17        |
| <b>EVENTS</b>                                  | <b>18</b> |
| <b>MEMBERSHIP LISTING</b>                      | <b>20</b> |







## QTIC'S VISION

- To improve the tourism business environment.
- To be responsive to and representative of industry's positions and needs.
- To advocate for the benefit of our members.

## QTIC BOARD

**Stephen Gregg** Chief Executive Officer, Cairns & Mackay Airports (Chairman)

**Wayne Clift** Managing Director, Beetswalkin Consulting (Deputy Chairman)

**Greg Holmes** Manager Strategic Planning, HOSTPLUS

**David Phillips** General Manager, Mackay Tourism

**Neil Scanlan** Regional General Manager – QLD, Accor Hospitality

**Gary Smith** Managing Director, Tourism Leisure Corporation

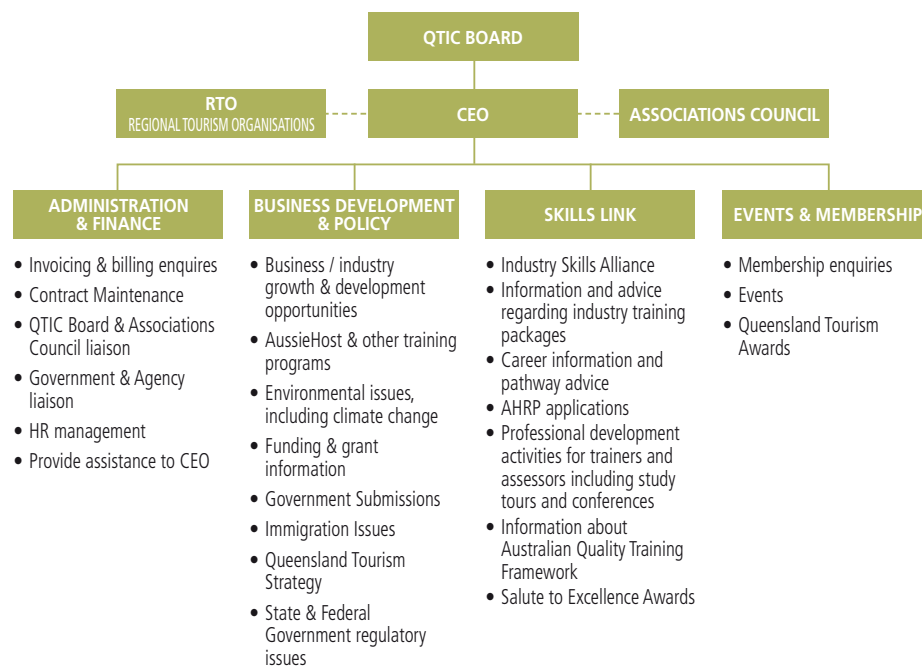
**James Visser** Chief Executive Officer, Restaurant and Catering Queensland

**John Atkin** Proprietor, The Falls

**Suzette Pelt** Director, Queensland Yacht Charters

**Kim Henshaw** Chief Operating Officer, Southern Downs & Granite Belt Regional Tourism

## QTIC ORGANISATIONAL STRUCTURE



### CONRAD JUPITERS

CORPORATE PARTNER – PLATINUM

Located in the heart of the stunning Gold Coast, Conrad Jupiters combines the luxury of a five-star international resort with the excitement of 7 award-winning restaurants, 8 lively bars, a live stage show spectacular and non-stop casino action.

In the last three years, Conrad Jupiters has spent over \$70 million to bring guests the hottest entertainment and luxury accommodation venue on the Glitter Strip.

The hotel is set amongst seven acres of landscaped gardens and parklands, and is just a monorail ride away from pristine beaches and some of the finest shopping on the Gold Coast. Recreational facilities include swimming pools, spas, a gymnasium, massage services and tennis courts giving you plenty to do without even leaving the island.

For more information please visit [www.jupiterscasino.com.au](http://www.jupiterscasino.com.au)



## BRISBANE CONVENTION & EXHIBITION CENTRE

CORPORATE PARTNER – SILVER

Brisbane Convention & Exhibition Centre is Australia's most awarded venue. Internationally it is ranked among the leading three convention centres world-wide by the International Association of Congress Centres.

The Centre is uniquely located in a riverside convention precinct at South Bank, home to Brisbane's vibrant arts and cultural community and Australia's newest and most celebrated Gallery of Modern Art, together with more than 30 cafes, bars and restaurants and stylish shops.

The Centre caters for events of all sizes from eight to 8,000 and all to the same high standard of excellence. A fully integrated range of in-house services from award winning catering to world-class event production and presentation technology is delivered by a team of experienced professionals.

With the opening of five new levels of boutique meetings and event space, Brisbane Convention & Exhibition Centre will become Australia's most flexible meetings and events venue with a total of 42 meeting rooms and three stand alone Plenary Halls.

Visit [www.bcec.com.au](http://www.bcec.com.au) for further information.



## THE TEAM

**Daniel Gschwind** Chief Executive

**Kim Harrington** Business Development & Policy Manager

**David Liddell** Policy Officer & RTO Executive Officer

**Gayle Hughes** AussieHost Administration Officer

**Isabel Beckermann** Project Officer (to December 2008)

**Jennifer Tasker** Indigenous Champions Project Officer

**Jodie Brezzi** Tourism Employment Growth Project Officer

**Kym Stephenson** Membership & Events Manager

**Alyce Holding** Membership & Events Coordinator

**Robyn Keenan** Skills Link Manager

**Sharon Galloway** Skills Link Project Officer

**Jodie Munteanu** Skills Link Project Officer (to June 2009)

**Ciranti Saluwadana** Administration & Finance Manager / EA to the CEO

**Jodie Behrend** Administration Officer & BBQ Secretary

**Tatiana Wickham** Receptionist



“QTIC continues to have a strong and effective working relationship with the Federal Government via its membership of the National Tourism Alliance. I appreciate QTIC's input ensuring that the voice of Queensland's tourism operators is heard on issues of national importance such as labour and skills, investment, infrastructure, marketing, deregulation, accreditation and research.”

**The Hon. Martin Ferguson AM MP**  
(Minister for Tourism, Resources and Energy)





*QTIC prepared and presented over 25 submissions to government in 08/09.*



## DEACONS AUSTRALIA

CORPORATE PARTNER – SILVER

Deacons is a leading Australian commercial law firm and one of the few firms to offer a national team of experts dedicated to understanding and serving the dynamic tourism and hospitality industry.

Their lawyers have been trusted advisors to many of the major players in the QLD tourism and hospitality industry for many years and know what it takes to assist industry participants through every stage of their business lifecycle. Whether it be starting at the design and construction phase, obtaining the appropriate approvals, liquor and gaming licences, building, environmental and health certificates and then consulting on operational and managerial issues or restructuring by acquisition or disposal, Deacons can assist.

Deacons Australia will join Norton Rose Group on 01.01.10. For more information, please visit [www.deacons.com.au](http://www.deacons.com.au) or [www.nortonrose.com/australia](http://www.nortonrose.com/australia)



## ADVOCACY

As the 'voice of tourism', QTIC has continued to ensure that the industry speaks up for its collective interests in the political arena. In close consultation with its members and industry partners, QTIC prepared and presented over 25 submissions in 08/09. These submissions covered a broad range of issues such as skills development, award modernisation and environmental issues (including marine biodiversity, water management and climate change).

QTIC has continued to meet regularly with the State and Federal Tourism Ministers to bring tourism issues to the centre of governments' decision making. These meetings have been highly beneficial and have ensured that strong communication between the industry and governments is maintained.

QTIC will continue to generate attention for the industry and ensure that Queensland's tourism industry continues to maintain a strong, unified voice to government.

## STRONG RESULTS

In the lead up to this year's State Election, QTIC called on the major parties to boost their support for the tourism sector. In its election submission, QTIC presented its key state-wide issues and expectations including greater government investment in tourism marketing and regional capacity, the removal of government regulations that negatively impact on tourism operators, further enhancement of Queensland's natural tourism assets and further investments in training for tourism and hospitality staff.

This call for government to enhance its focus on tourism and to allocate greater resources to the industry was heard. In a major boost for the industry, the incoming Government agreed to:

- Provide an additional \$36 million to Tourism Queensland over three years for new regionally-focused tourism marketing and product development campaigns. \$6 million of this money will be used in partnership with Queensland Events to market major business, sporting and cultural events.
- Allocate \$1.8 million over three years to deliver roadside infrastructure to support the drive tourism market in Queensland.

As part of its response to QTIC's election submission, the State Government has also agreed to hold regular Ministerial Forums to discuss state-wide tourism issues of significance. These meetings will be attended by Ministers from each of the key tourism related portfolios and will be chaired by the Premier.

QTIC recognises the importance of this forum to ensure that tourism issues are considered across ministerial portfolios.

QTIC will be calling on the experience and expertise of the industry to ensure that the most significant industry issues are addressed at these forums.



## ERNST & YOUNG

CORPORATE PARTNER – GOLD

Ernst & Young is a global leader in assurance, advisory, tax, transaction support and advisory services. Ernst & Young provides specialty audit services to Queensland's tourism and leisure sector.

Worldwide, their 130,000 people are united by their shared values and an unwavering commitment to quality.

Ernst & Young make a difference by helping their people, their clients and the wider community achieve their potential.

For more information, please visit [www.ey.com.au](http://www.ey.com.au)



## SUBMISSIONS

- Apprentice Trainee, Retention and Skilling Strategies Discussion Paper
- Australian Apprentices Taskforce Discussion Paper
- Passenger Transportation Award 2010 Submission
- Issues and options paper on quality of assessment practices
- Training Ombudsman – School based apprentices and trainees
- Apprentice and Trainee Retention and Skilling Strategies
- Removal of the Queensland Fuel Subsidy
- Off-Shore Island Resorts Award 2010 submission
- Marine Tourism and Charter Vessels Award 2010 submission
- Hospitality Industry (General) Award Submission
- Water Efficiency Management Plan Draft Guidelines
- Draft South East Queensland Regional Plan 2009-2031
- Draft Disability (Access to Premises – Buildings) Standards Guidelines
- VHF Radio Licence Exemption Request
- National Carbon Offset Standard Discussion Paper
- State Election Submission 2009
- Changes to the 2008-09 Skilled Migration Program Consultations
- NARP Research Plan Marine Biodiversity Consultation Draft
- Policy for the Management of the Coral Fishery Discussion Paper
- Draft Rural Futures Strategy for South East Queensland
- Visa Subclass 457 Integrity Review – Integrity and Exploitation Discussion Paper
- Future Governance of the National VET System Discussion Paper
- Review of the Queensland Government Climate Change Strategy
- Review of Queensland's Fuel Subsidy Scheme
- North Bank Enquiry by Design Summary and Consultation Document
- Carbon Pollution Reduction Scheme Green Paper
- Visa Subclass 457 Integrity Review – Minimum Language Requirements and OHS Discussion Paper
- Visa Subclass 457 Integrity Review – Minimum Salary and Labour Agreements Discussion Paper

*“Through its strong representation of the industry, QTIC ensures that the views of tourism operators are considered at all levels of government and across a wide range of government departments and agencies. I am very pleased that QTIC continues to be a strong focal point for the industry and continues to provide an important bridge between operators and government.”*

The Hon. Peter Lawlor MP  
(Minister for Tourism & Fair Trading)





## SPEAKING UP AND BEING HEARD

QTIC has continued to speak up for the industry and has delivered strong tourism messages through radio, television and print media over the last 12 months.

With numerous appearances on ABC Stateline, the 7.30 Report, A Current Affair and the ABC National Radio, QTIC has ensured that industry issues are not overlooked by decision makers and by the wider community. As an example, QTIC raised its concerns through the media about the proposed abolition of Tourism Queensland as a statutory authority and sought to ensure that the industry and wider community were aware of the implications of this proposal.

Media is not only about speaking up, it is also about presenting good news stories like the Productivity Places Program and the Queensland Tourism Awards.

QTIC has also been quoted hundreds of times in local, state and national newspapers and, on all of these occasions, has taken the opportunity to raise the political profile of the industry. By preparing regular columns for trade publications, such as the Resort News, QTIC's Chief Executive has also ensured that important information is disseminated down to the industry.

Through presentations at regional, state and national forums, QTIC staff have also continued to clearly articulate the views of operators to business leaders and government. In forums such as these, the significance of speaking up and being heard cannot be overstated.

QTIC will continue to present consistent commentary on tourism issues through the media to promote positive policy decisions and to clearly articulate the views of the industry to decision makers and the community – throughout both Queensland and Australia.

### HAMILTON ISLAND

CORPORATE PARTNER – SILVER

Hamilton Island is situated in the middle of Queensland's Whitsunday Islands and at the edge of the Great Barrier Reef. Here you'll experience everything that is great about Australia – beautiful natural surrounds, calm waters, warm weather, fascinating coral reefs and diverse flora and fauna.

On Hamilton Island you'll find a wide range of accommodation, from free-standing bungalows to the amazing views of the Reef View Hotel or the absolute luxury of qualia. Or if self-catering is more your style, choose a hotel-style holiday apartment or an exquisite private property.

There are also enough activities on Hamilton Island to keep you entertained for weeks on end, from snorkelling the reef, to sea kayaking and scenic helicopter flights.

When it comes to food and wine, Hamilton Island does fine dining just as well as it does fish and chips, with almost as many eating options as you'd expect to find on the mainland.

Whether you're looking for plenty to do or nothing at all, Hamilton Island is the ultimate Great Barrier Reef getaway.

Visit [www.hamiltonisland.com.au](http://www.hamiltonisland.com.au)



HAMILTON ISLAND  
Great Barrier Reef Australia



### HOSTPLUS

CORPORATE PARTNER – GOLD

HOSTPLUS is an industry super fund formed in 1987 and now boasts over 920,000 members and 54,000 employers, making it one of Australia's largest super funds. For the past three years HOSTPLUS has been awarded Money Magazine's Best Super Fund Manager and SuperRatings Fund of the Year and has recently announced a fee freeze on the \$1.50 per week member fee for its core and personal products until 31 December 2010. HOSTPLUS services the hospitality, tourism, recreation and sport industries.

To find out more about joining this growing industry super fund contact 1300 HOSTPLUS (1300 467875) or visit [hostplus.com.au](http://hostplus.com.au)



HOSTPLUS  
the benefits add up

## Groups lobby for tour body

Greg Punshon

[punshong@tcpnewsld.com.au](mailto:punshong@tcpnewsld.com.au)

**CREATIVITY** and flexibility will be lost if Tourism Queensland loses its statutory authority status, industry organisations say.

Tourism Queensland, the state's umbrella marketing body, is one of a raft of statutory government bodies targeted for abolition and to be put directly under departmental control by Premier Anna Bligh.

Tourism Tropical North Queensland chief executive Rob Glason said he had hoped to be able to push the case for TQ to stay as a separate organisation with new Tourism Minister Peter Lawlor on Tuesday but now believes the recommendations will go to Cabinet on Monday.

Mr Glason believes TQ would lose its creativity and flexibility to react quickly to changing circumstances under direct departmental control.

"TQ needs to be entrepreneurial and different in its thinking," he said. "It is different from policy and planning."

"The Government has a right to bring any of these authorities under departmental control but there are good, sound principles for TQ to remain a statutory body."

"If there have been issues of non-performance identified, there are other ways to address that."

In their report to the Government, the independent reviewers – Simone Webb and Prof Patrick Weiler – said they challenged TQ's case to remain independent and said the number of reviews it had been through raised questions about its efficiency, effectiveness and relevance.

While Mr Glason fears Mr Lawlor will not hear the case for TQ to remain a statutory organisation, Queensland Tourism Industry Council chief executive Daniel Gschwind said the Premier and Mr Lawlor would hear their views before Monday.

And Mr Gschwind believes time will be given for greater consultation before any decision is made on TQ.

"This is a recommendation from academics and I hope it remains just that – a recommendation," Mr Gschwind said.

"TQ has an important role in acting on behalf of the industry in a fast and competitive environment."

"A statutory authority at arm's length from the necessary government department offers far greater capacity to deal with changing situations."

Mr Glason believes TQ would lose its creativity and flexibility to react quickly to changing circumstances under direct departmental control.

"TQ needs to be entrepreneurial and different in its thinking," he said. "It is different from policy and planning."

"The Government has a right to bring any of these authorities under departmental control but there are good, sound principles for TQ to remain a statutory body."

"If there have been issues of non-performance identified, there are other ways to address that."

In their report to the Government, the independent reviewers – Simone Webb and Prof Patrick Weiler – said they challenged TQ's case to remain independent and said the number of reviews it had been through raised questions about its efficiency, effectiveness and relevance.

While Mr Glason fears Mr Lawlor will not hear the case for TQ to remain a statutory organisation, Queensland Tourism Industry Council chief executive Daniel Gschwind said the Premier and Mr Lawlor would hear their views before Monday.

And Mr Gschwind believes time will be given for greater consultation before any decision is made on TQ.

"This is a recommendation from academics and I hope it remains just that – a recommendation," Mr Gschwind said.

"TQ has an important role in acting on behalf of the industry in a fast and competitive environment."

"A statutory authority at arm's length from the necessary government department offers far greater capacity to deal with changing situations."

Mr Glason believes TQ would lose its creativity and flexibility to react quickly to changing circumstances under direct departmental control.

"TQ needs to be entrepreneurial and different in its thinking," he said. "It is different from policy and planning."

"The Government has a right to bring any of these authorities under departmental control but there are good, sound principles for TQ to remain a statutory body."

"If there have been issues of non-performance identified, there are other ways to address that."

In their report to the Government, the independent reviewers – Simone Webb and Prof Patrick Weiler – said they challenged TQ's case to remain independent and said the number of reviews it had been through raised questions about its efficiency, effectiveness and relevance.

While Mr Glason fears Mr Lawlor will not hear the case for TQ to remain a statutory organisation, Queensland Tourism Industry Council chief executive Daniel Gschwind said the Premier and Mr Lawlor would hear their views before Monday.

And Mr Gschwind believes time will be given for greater consultation before any decision is made on TQ.

"This is a recommendation from academics and I hope it remains just that – a recommendation," Mr Gschwind said.

"TQ has an important role in acting on behalf of the industry in a fast and competitive environment."

"A statutory authority at arm's length from the necessary government department offers far greater capacity to deal with changing situations."

Mr Glason believes TQ would lose its creativity and flexibility to react quickly to changing circumstances under direct departmental control.

"TQ needs to be entrepreneurial and different in its thinking," he said. "It is different from policy and planning."

"The Government has a right to bring any of these authorities under departmental control but there are good, sound principles for TQ to remain a statutory body."

"If there have been issues of non-performance identified, there are other ways to address that."

In their report to the Government, the independent reviewers – Simone Webb and Prof Patrick Weiler – said they challenged TQ's case to remain independent and said the number of reviews it had been through raised questions about its efficiency, effectiveness and relevance.

While Mr Glason fears Mr Lawlor will not hear the case for TQ to remain a statutory organisation, Queensland Tourism Industry Council chief executive Daniel Gschwind said the Premier and Mr Lawlor would hear their views before Monday.

And Mr Gschwind believes time will be given for greater consultation before any decision is made on TQ.

"This is a recommendation from academics and I hope it remains just that – a recommendation," Mr Gschwind said.

"TQ has an important role in acting on behalf of the industry in a fast and competitive environment."

"A statutory authority at arm's length from the necessary government department offers far greater capacity to deal with changing situations."

Mr Glason believes TQ would lose its creativity and flexibility to react quickly to changing circumstances under direct departmental control.

"TQ needs to be entrepreneurial and different in its thinking," he said. "It is different from policy and planning."

"The Government has a right to bring any of these authorities under departmental control but there are good, sound principles for TQ to remain a statutory body."

"If there have been issues of non-performance identified, there are other ways to address that."

In their report to the Government, the independent reviewers – Simone Webb and Prof Patrick Weiler – said they challenged TQ's case to remain independent and said the number of reviews it had been through raised questions about its efficiency, effectiveness and relevance.

While Mr Glason fears Mr Lawlor will not hear the case for TQ to remain a statutory organisation, Queensland Tourism Industry Council chief executive Daniel Gschwind said the Premier and Mr Lawlor would hear their views before Monday.

And Mr Gschwind believes time will be given for greater consultation before any decision is made on TQ.

"This is a recommendation from academics and I hope it remains just that – a recommendation," Mr Gschwind said.

"TQ has an important role in acting on behalf of the industry in a fast and competitive environment."

"A statutory authority at arm's length from the necessary government department offers far greater capacity to deal with changing situations."

Mr Glason believes TQ would lose its creativity and flexibility to react quickly to changing circumstances under direct departmental control.

"TQ needs to be entrepreneurial and different in its thinking," he said. "It is different from policy and planning."

"The Government has a right to bring any of these authorities under departmental control but there are good, sound principles for TQ to remain a statutory body."

"If there have been issues of non-performance identified, there are other ways to address that."

In their report to the Government, the independent reviewers – Simone Webb and Prof Patrick Weiler – said they challenged TQ's case to remain independent and said the number of reviews it had been through raised questions about its efficiency, effectiveness and relevance.

While Mr Glason fears Mr Lawlor will not hear the case for TQ to remain a statutory organisation, Queensland Tourism Industry Council chief executive Daniel Gschwind said the Premier and Mr Lawlor would hear their views before Monday.

And Mr Gschwind believes time will be given for greater consultation before any decision is made on TQ.

"This is a recommendation from academics and I hope it remains just that – a recommendation," Mr Gschwind said.

"TQ has an important role in acting on behalf of the industry in a fast and competitive environment."

"A statutory authority at arm's length from the necessary government department offers far greater capacity to deal with changing situations."

Mr Glason believes TQ would lose its creativity and flexibility to react quickly to changing circumstances under direct departmental control.

"TQ needs to be entrepreneurial and different in its thinking," he said. "It is different from policy and planning."

"The Government has a right to bring any of these authorities under departmental control but there are good, sound principles for TQ to remain a statutory body."

"If there have been issues of non-performance identified, there are other ways to address that."

In their report to the Government, the independent reviewers – Simone Webb and Prof Patrick Weiler – said they challenged TQ's case to remain independent and said the number of reviews it had been through raised questions about its efficiency, effectiveness and relevance.

While Mr Glason fears Mr Lawlor will not hear the case for TQ to remain a statutory organisation, Queensland Tourism Industry Council chief executive Daniel Gschwind said the Premier and Mr Lawlor would hear their views before Monday.

And Mr Gschwind believes time will be given for greater consultation before any decision is made on TQ.

"This is a recommendation from academics and I hope it remains just that – a recommendation," Mr Gschwind said.

"TQ has an important role in acting on behalf of the industry in a fast and competitive environment."

"A statutory authority at arm's length from the necessary government department offers far greater capacity to deal with changing situations."

Mr Glason believes TQ would lose its creativity and flexibility to react quickly to changing circumstances under direct departmental control.

"TQ needs to be entrepreneurial and different in its thinking," he said. "It is different from policy and planning."

"The Government has a right to bring any of these authorities under departmental control but there are good, sound principles for TQ to remain a statutory body."

"If there have been issues of non-performance identified, there are other ways to address that."

In their report to the Government, the independent reviewers – Simone Webb and Prof Patrick Weiler – said they challenged TQ's case to remain independent and said the number of reviews it had been through raised questions about its efficiency, effectiveness and relevance.

While Mr Glason fears Mr Lawlor will not hear the case for TQ to remain a statutory organisation, Queensland Tourism Industry Council chief executive Daniel Gschwind said the Premier and Mr Lawlor would hear their views before Monday.

And Mr Gschwind believes time will be given for greater consultation before any decision is made on TQ.

"This is a recommendation from academics and I hope it remains just that – a recommendation," Mr Gschwind said.

"TQ has an important role in acting on behalf of the industry in a fast and competitive environment."

"A statutory authority at arm's length from the necessary government department offers far greater capacity to deal with changing situations."

Mr Glason believes TQ would lose its creativity and flexibility to react quickly to changing circumstances under direct departmental control.

"TQ needs to be entrepreneurial and different in its thinking," he said. "It is different from policy and planning."

"The Government has a right to bring any of these authorities under departmental control but there are good, sound principles for TQ to remain a statutory body."

"If there have been issues of non-performance identified, there are other ways to address that."

In their report to the Government, the independent reviewers – Simone Webb and Prof Patrick Weiler – said they challenged TQ's case to remain independent and said the number of reviews it had been through raised questions about its efficiency, effectiveness and relevance.

While Mr Glason fears Mr Lawlor will not hear the case for TQ to remain a statutory organisation, Queensland Tourism Industry Council chief executive Daniel Gschwind said the Premier and Mr Lawlor would hear their views before Monday.

And Mr Gschwind believes time will be given for greater consultation before any decision is made on TQ.

"This is a recommendation from academics and I hope it remains just that – a recommendation," Mr Gschwind said.

"TQ has an important role in acting on behalf of the industry in a fast and competitive environment."

"A statutory authority at arm's length from the necessary government department offers far greater capacity to deal with changing situations."

Mr Glason believes TQ would lose its creativity and flexibility to react quickly to changing circumstances under direct departmental control.

"TQ needs to be entrepreneurial and different in its thinking," he said. "It is different from policy and planning."

"The Government has a right to bring any of these authorities under departmental control but there are good, sound principles for TQ to remain a statutory body."

"If there have been issues of non-performance identified, there are other ways to address that."

In their report to the Government, the independent reviewers – Simone Webb and Prof Patrick Weiler – said they challenged TQ's case to remain independent and said the number of reviews it had been through raised questions about its efficiency, effectiveness and relevance.

While Mr Glason fears Mr Lawlor will not hear the case for TQ to remain a statutory organisation, Queensland Tourism Industry Council chief executive Daniel Gschwind said the Premier and Mr Lawlor would hear their views before Monday.

And Mr Gschwind believes time will be given for greater consultation before any decision is made on TQ.

"This is a recommendation from academics and I hope it remains just that – a recommendation," Mr Gschwind said.

"TQ has an important role in acting on behalf of the industry in a fast and competitive environment."

"A statutory authority at arm's length from the necessary government department offers far greater capacity to deal with changing situations."

Mr Glason believes TQ would lose its creativity and flexibility to react quickly to changing circumstances under direct departmental control.

"TQ needs to be entrepreneurial and different in its thinking," he said. "It is different from policy and planning."

"The Government has a right to bring any of these authorities under departmental control but there are good, sound principles for TQ to remain a statutory body."

"If there have been issues of non-performance identified, there are other ways to address that."

In their report to the Government, the independent reviewers – Simone Webb and Prof Patrick Weiler – said they challenged TQ's case to remain independent and said the number of reviews it had been through raised questions about its efficiency, effectiveness and relevance.

While Mr Glason fears Mr Lawlor will not hear the case for TQ to remain a statutory organisation, Queensland Tourism Industry Council chief executive Daniel Gschwind said the Premier and Mr Lawlor would hear their views before Monday.

And Mr Gschwind believes time will be given for greater consultation before any decision is made on TQ.

"This is a recommendation from academics and I hope it remains just that – a recommendation," Mr Gschwind said.

"TQ has an important role in acting on behalf of the industry in a fast and competitive environment."

"A statutory authority at arm's length from the necessary government department offers far greater capacity to deal with changing situations."

Mr Glason believes TQ would lose its creativity and flexibility to react quickly to changing circumstances under direct departmental control.

"TQ needs to be entrepreneurial and different in its thinking," he said. "It is different from policy and planning."

"The Government has a right to bring any of these authorities under departmental control but there are good, sound principles for TQ to remain a statutory body."

"If there have been issues of non-performance identified, there are other ways to address that."

In their report to the Government, the independent reviewers – Simone Webb and Prof Patrick Weiler – said they challenged TQ's case to remain independent and said the number of reviews it had been through raised questions about its efficiency, effectiveness and relevance.

While Mr Glason fears Mr Lawlor will not hear the case for TQ to remain a statutory organisation, Queensland Tourism Industry Council chief executive Daniel Gschwind said the Premier and Mr Lawlor would hear their views before Monday.

And Mr Gschwind believes time will be given for greater consultation before any decision is made on TQ.

"This is a recommendation from academics and I hope it remains just that – a recommendation," Mr Gschwind said.

"TQ has an important role in acting on behalf of the industry in a fast and competitive environment."

"A statutory authority at arm's length from the necessary government department offers far greater capacity to deal with changing situations."

Mr Glason believes TQ would lose its creativity and flexibility to react quickly to changing circumstances under direct departmental control.

"TQ needs to be entrepreneurial and different in its thinking," he said. "It is different from policy and planning."

"The Government has a right to bring any of these authorities under departmental control but there are good, sound principles for TQ to remain a statutory body."

"If there have been issues of non-performance identified, there are other ways to address that."

In their report to the Government, the independent reviewers – Simone Webb and Prof Patrick Weiler – said they challenged TQ's case to remain independent and said the number of reviews it had been through raised questions about its efficiency, effectiveness and relevance.

While Mr Glason fears Mr Lawlor will not hear the case for TQ to remain a statutory organisation, Queensland Tourism Industry Council chief executive Daniel Gschwind said the Premier and Mr Lawlor would hear their views before Monday.

And Mr Gschwind believes time will be given for greater consultation before any decision is made on TQ.

"This is a recommendation from academics and I hope it remains just that – a recommendation," Mr Gschwind said.

"TQ has an important role in acting on behalf of the industry in a fast and competitive environment."

"A statutory authority at arm's length from the necessary government department offers far greater capacity to deal with changing situations."

Mr Glason believes TQ would lose its creativity and flexibility to react quickly to changing circumstances under direct departmental control.

"TQ needs to be entrepreneurial and different in its thinking," he said. "It is different from policy and planning."

"The Government has a right to bring any of these authorities under departmental control but there are good, sound principles for TQ to remain a statutory body."

"If there have been issues of non-performance identified, there are other ways to address that."

In their report to the Government, the independent reviewers – Simone Webb and Prof Patrick Weiler – said they challenged TQ's case to remain independent and said the number of reviews it had been through raised questions about its efficiency, effectiveness and relevance.

While Mr Glason fears Mr Lawlor will not hear the case for TQ to remain a statutory organisation, Queensland Tourism Industry Council chief executive Daniel Gschwind said the Premier and Mr Lawlor would hear their views before Monday.

And Mr Gschwind believes time will be given for greater consultation before any decision is made on TQ.

"This is a recommendation from academics and I hope it remains just that – a recommendation," Mr Gschwind said.

"TQ has an important role in acting on behalf of the industry in a fast and competitive environment."

"A statutory authority at arm's length from the necessary government department offers far greater capacity to deal with changing situations."

Mr Glason believes TQ would lose its creativity and flexibility to react quickly to changing circumstances under direct departmental control.

"TQ needs to be entrepreneurial and different in its thinking," he said. "It is different from policy and planning."

"The Government has a right to bring any of these authorities under departmental control but there are good, sound principles for TQ to remain a statutory body."

"If there have been issues of non-performance identified, there are other ways to address that."

In their report to the Government, the independent reviewers – Simone Webb and Prof Patrick Weiler – said they challenged TQ's case to remain independent and said the number of reviews it had been through raised questions about its efficiency, effectiveness and relevance.

While Mr Glason fears Mr Lawlor will not hear the case for TQ to remain a statutory organisation, Queensland Tourism Industry Council chief executive Daniel Gschwind said the Premier and Mr Lawlor would hear their views before Monday.

And Mr Gschwind believes time will be given for greater consultation before any decision is made on TQ.

"This is a recommendation from academics and I hope it remains just that – a recommendation," Mr Gschwind said.

"TQ has an important role in acting on behalf of the industry in a fast and competitive environment."

"A statutory authority at arm's length from the necessary government department offers far greater capacity to deal with changing situations."

Mr Glason believes TQ would lose its creativity and flexibility to react quickly to changing circumstances under direct departmental control.

"TQ needs to be entrepreneurial and different in its thinking," he said. "It is different from policy and planning."

"The Government has a right to bring any of these authorities under departmental control but there are good, sound principles for TQ to remain a statutory body."

"If there have been issues of non-performance identified, there are other ways to address that."

In their report to the Government, the independent reviewers



# REPRESENTATION



## COMMITTEES

QTIC has continued to represent the interests of the tourism industry through its participation on over 30 state and nationwide committees and taskforces. This involvement has ranged from representation on supply issues (including being on the Board of Tourism Accreditation Australia) to inclusion in regionally focused environmental issues (such as the Wet Tropics Management Authority).

Through its representation on the Premier's 'Job Squad', QTIC has committed to taking all steps possible to protect tourism and hospitality jobs during the global financial crisis. This high level group is chaired by the Premier and includes the Treasurer and the Minister for Trade, Employment and Industrial Relations. CEOs from banks, mining, welfare groups, unions and some industry bodies are also represented on the taskforce. QTIC has used this forum as a means to address restrictions to tourism business growth (such as land and payroll tax) – which also act as inhibitors to staff retention.



## LIST OF COMMITTEES

- Advisory committees of the University of Queensland and James Cook
- Approved Destination Status (ADS – China) Advisory Panel
- Alliance for Sustainable Tourism
- Department of Immigration and Multicultural Affairs (DIMIA) Stakeholder Forum
- Executive Committee – National Tourism Alliance (NTA)
- Great Barrier Reef Marine Park Authority – Tourism Reef and Recreation Advisory Committee
- Industry-Government Working Group on the Tourism and Hospitality Industry Labour Market
- Queensland Parks & Wildlife Service Northern Forum
- Queensland Tourism Strategy Implementation Working Group
- Queensland Government's Regional Arrangements Advisory Group (RAAG)
- Queensland Network Review Working Group
- Queensland Online Working Group
- Queensland Visitor Centre Accreditation Panel
- Queensland Visitor Safety Working Group
- Regional Landscape and Open Space Advisory Committee
- Skills Alliance Committee
- State Lease Rate Review Stakeholder Panel
- The Australian Tourism Awards Working Group
- The Board of the Reef and Rainforest Research Centre
- The Tourism Shopping Reform Group
- The State Environment Ministers' State Wide Tourism Forum
- The State Tourism Minister's Steering Committee for the Queensland Tourism Strategy (QTS)
- Tourism Australia's Tourism Forecasting Committee (TFC)
- Tourism Australia's Industry Advisory Panel for Research
- Tourism Business Regulation Review Committee
- Tourism Oriented Policing (TOP) Working Group
- Tourism Queensland's Food and Wine Tourism Working Group
- Wet Tropics Management Authority – Tourism Industry Liaison Group
- Working group for Tourism in Protected Areas (TIPA)
- Premier's Employment Task Force
- Queensland Institute of Business and Technology
- Tourism Skills Group (Sunshine Coast)
- Worldskills Australia Brisbane Region Committee
- Commerce Queensland – Employment, Education and Training Policy Committee
- Worklinks North Brisbane
- Skilling Bayside South – Building Tomorrow's Workforce
- Australian Technical College Brisbane North Advisory Committee
- Australian Standing Committee on Tourism Working Group
- Caterers Gold Licence Accreditation Board

# PARTNERSHIPS



## ASSOCIATIONS COUNCIL MEMBERS

- Association of Marine Park Operators
- Australian Federation of Travel Agents
- Australian Timeshare & Holiday Ownership Council Ltd
- Backpacking Queensland
- Bed & Breakfast and Farmstay Qld Inc.
- Caravan Parks Association of Queensland
- Caravan Trade & Industries Association of Qld
- Clubs Queensland
- Ecotourism Australia
- Far North Queensland Tour Operator Association
- Hotel Motel & Accommodation Association
- ARAMA Queensland
- Queensland Bus Industry Council Inc.
- Queensland Hotels Association
- Queensland Information Centres Association
- Queensland Wine Industry Association
- Restaurant and Catering Queensland
- Surf Life Saving Queensland
- Taxi Council of Queensland

## NETWORK PARTNERSHIPS

The importance of maintaining strong links and communication between QTIC and its network partners has been well recognised. Given the diversity between tourism regions and sectors in Queensland, these connections enable the industry to reach a collective understanding on tourism issues and to provide unified and coordinated responses to governments.

The continued partnership between the Regional Tourism Organisations of Queensland (RTO) and QTIC is integral to ensuring that the whole of the state is represented when formulating policy positions. Through its quarterly meetings with the RTO Managers, QTIC is involved in discussions about the direction of marketing, product development and tourism resourcing in Queensland.

Aside from its representation at these meetings, QTIC also provides the secretariat function for the RTOs. The RTO secretariat organises the RTO Managers' meetings, provides a central point of contact for the Network and liaises with the RTO Chair, Kim Henshaw, to identify areas where a collective and coordinated RTO response is required.

QTIC also pursues every opportunity to collect and represent the interests of Queensland's tourism industry operators through its Associations Council. QTIC hosts bimonthly meetings of the Associations Council and provides secretariat services to the group.

Associations Council meetings are chaired by James Visser (CEO Restaurant and Catering Queensland) and, with all of the diverse sectors of the industry represented, this forum draws on significant tourism expertise and ensures that the policy positions taken by QTIC are representative of all sectors of the industry.

Secretariat support is also provided for the Bed & Breakfast and Farmstay Queensland Association (BBFQ). By facilitating this secretariat role, QTIC organises monthly teleconferences and annual general meetings, coordinates marketing campaigns and ensures the membership network is kept informed of industry news and initiatives. This year a considerable number of BBFQ members have participated in the customer service training course, AussieHost. These participants wish to strengthen consumer awareness of BBFQ (and the hosted accommodation sector) as a quality experience.

“The inclusion of the Associations Council in the structure of QTIC ensures that all tourism sector associations have the opportunity to lobby and promote the interests of the industry in a united and coordinated way. This collective voice is what our industry needs and we look forward to continuing our strong support of QTIC in its crucial leadership role.”

James Visser  
(CEO Restaurant and Catering Queensland and Chairman of the Associations Council)







## QUEENSLAND PARKS & WILDLIFE SERVICE

CORPORATE PARTNER – SILVER

The Queensland Parks and Wildlife Service (QPWS), an entity of the Department of Environment and Resource Management (DERM), is charged with the conservation and management of the protected area estate, building resilience in natural systems and providing safe, substantial and sustainable benefits to the Queensland community.

Queensland is one of the most naturally diverse places on earth, containing five out of the sixteen Australian world heritage properties (the wet tropics, Fraser Island, the Great Barrier Reef, the Riversleigh fossil site and the Gondwana rainforest). Along with these world heritage properties, QPWS currently manages around 12.5 million hectares of parks and forests comprising nearly 7% of Queensland. In addition, QPWS manages around 72,000 square kilometres of State Marine Parks and jointly manages a further 345,000 square kilometres of Great Barrier Reef Marine Park with the Commonwealth.

Please visit [www.epa.qld.gov.au](http://www.epa.qld.gov.au) for further information.



## AUSSIEHOST

QTIC is proud to be the driving force behind customer service reform in Queensland. During 2008/2009, 1,149 participants successfully completed the AussieHost Customer Service program by attending one of 98 workshops across Queensland. This participation rate represents an increase of nearly 265% from the previous financial year. Business commitment to customer service is also reflected in the increasing number of AussieHost Accredited Businesses – which more than tripled in 2008/09 to over 30 businesses.

QTIC has partnered with the Australian Institute of Management to develop an AussieHost pathway for Registered Training Organisations. This project will enable the AussieHost program to be 'mapped' to a unit of competency. The project will bridge the current gap by developing an e-learning tool to provide an additional learning resource and assessment. This is due to be released in the second half of 2009.

As of 1 June 2009, KiwiHost has taken over national management of AussieHost which will be run as its own entity with a revitalised management team. This partnership with KiwiHost will bring its experience, resources and energy to the AussieHost brand. Under the new licensing system for AussieHost, QTIC is very proud to now be the AussieHost Master Provider for Queensland across all industry sectors. This new agreement creates opportunities for QTIC to focus on growing the AussieHost business during 2009/10 and beyond.

*“It was great! I had fun and learned a lot.”*

Sam, Mitchell

*“Well presented & interesting. Gave us a different perspective of how to approach our job and people.”*

Norma, Maryborough



*“We are appreciative of the work that QTIC has undertaken to ensure the views of operators in regional Queensland are not overlooked in state and national debates. We are reassured in the knowledge that QTIC continues to campaign on our behalf and be heard at the highest levels of government.”*

*From a regional perspective, QTIC's Tourism Pipeline has provided operators in Central Queensland an opportunity to link with dedicated tools and resources. The success of this project is testament to QTIC's strong regional focus and dedication to working collaboratively with its network partners.”*

Alan Chamberlain  
(CEO at Capricorn Tourism)

## TOURISM IMMIGRATION OUTREACH OFFICER

Despite the current economic downturn, the tourism industry will continue to face considerable challenges from skills and labour shortages. QTIC continues to view strong migration initiatives as a means of addressing these issues and the impacts they have on the business sustainability and economic viability of tourism operations – especially those in regional areas.

Through an assigned Tourism Immigration Outreach Officer, Natalie Catlin, QTIC has continued to assist tourism operators to address the adverse business impacts of skills and labour shortages.

While this program provides operators with an opportunity to seek advice from an immigration expert, QTIC also uses these connections to maintain a state and national profile in immigration debates.



## SUSTAINABLE TOURISM COOPERATIVE RESEARCH CENTRE

CORPORATE PARTNER – SILVER

Sustainable Tourism Cooperative Research Centre (STCRC) was established under the Australian Government's Cooperative Research Centres program in 1997, and has grown to be the largest dedicated tourism research organisation in the world.

STCRC was formed to underpin the development of a dynamic, internationally competitive and sustainable Australian tourism industry. In consultation with a broad cross section of stakeholders, STCRC undertakes research into the strategic challenges facing Australian tourism and produces reports, information, tools and products to improve business practices and inform policy development. Please visit [www.crctourism.com.au](http://www.crctourism.com.au) for more information.







## QANTASLINK

### CORPORATE PARTNER – SILVER

QantasLink is Australia's largest regional airline and is proud to be a Diamond partner with the National Breast Cancer Foundation (NBCF) raising over \$500,000 for breast cancer research in 2008.

QantasLink operates 2,000 flights each week to 50 destinations across Australia and employs 1,000 people in Tamworth, Newcastle, Cairns, Mildura, Brisbane, Canberra, Sydney and Melbourne.

QantasLink operates two aircraft types – Boeing 717 jets, and DeHavilland Dash 8 turboprop aircraft – with 49 aircraft in the fleet. In October 2007, QantasLink announced the purchase of an additional 12 new Bombardier Dash 8-Q400 aircraft.

Combined with the current 9 Q400 aircraft, these additions boost the Q400 fleet to 21 aircraft. Flying at 360 knots, the Q400 operates at jet-like speed giving QantasLink the ability to increase capacity and reduce flight times. The aircraft operate on Queensland, New South Wales and Canberra services. This \$400 million investment in new aircraft (following the \$200 million investment in 2006) is a reflection of the Qantas Group's commitment to regional Australia.

Please visit [www.qantas.com.au](http://www.qantas.com.au) for further information.



## QTIC-Y

With Generation Y now representing over 26% of the workforce, it is becoming more important that the three working generations embrace their differing perspectives on work, life and professional engagement. QTIC-Y brings together tourism students, employees, employers, entrepreneurs and other stakeholders in an effort to close generation gaps.

This year the QTIC-Y network held various events for Gen-Y members to engage with the industry and improve their professional development. One such event was 'Bridging the Gap', which aimed to facilitate the entry of new graduates into the industry. Employers were given the opportunity to hold quick 5 minute interviews with current students. Several students found employment and work experience placements directly from the event.

*“The event marks a turning point for our industry in that organisations themselves are able to meet in an informal forum, having the chance to interview a number of students at the same time and then walk away and follow-up as appropriate.”*

Employer at 'Bridging the Gap'

## INDIGENOUS CHAMPIONS NETWORK

In a bid to increase the level of Indigenous employment within the tourism sector, QTIC has launched an Indigenous Employer Champions Network (along with an Employer Guide and Directory) to facilitate employers' engagement with Indigenous workers. The initiative was funded through the Australian Government's Department of Education, Employment and Workplace Relations (DEEWR) and is the first of its kind within Queensland.

By showcasing these employer champions and sharing their success stories, the Champions Network offers advice to Queensland's tourism operators and highlights the tremendous potential for the employment of Indigenous Australians within the tourism and hospitality industry.



## SKYRAIL RAINFOREST CABLEWAY

### CORPORATE PARTNER – SILVER

Cairns, Tropical North Queensland  
Skyrail is a world leader in sustainable ecotourism.

A fully integrated experience, Skyrail combines a 7.5km cableway journey over the rainforest canopy with two rainforest mid-stations, where guests can explore and learn more on Ranger guided tours and at the Rainforest Interpretation Centre.

This intimate experience enhances the appreciation and understanding of Australia's World Heritage protected Tropical Rainforests, for hundreds of thousands of people each year.

Skyrail's sustainability is recognised by ISO 14001, Green Globe Gold and Advanced Ecotourism accreditation.

Skyrail is a premier tourist attraction, providing guests with a truly unique rainforest experience available no where else in the world.

For more information please visit [www.skyrail.com.au](http://www.skyrail.com.au)



## BEST PRACTICE GUIDELINES

QTIC has continued to publish material to assist tourism businesses to remain sustainable and to overcome a number of the challenges facing the industry.

QTIC's *Climate Change Manual* puts into place practical initiatives which support industry and business operators in responding to climate change challenges. The adaptation strategies outlined in the manual can assist operators to reduce the impacts of climate change at a local level.

QTIC has also worked closely with Tourism Queensland, Surf Life Saving Queensland and the Visitor Safety Ambassadors for the past year to develop a *Water Safety Handbook* for operators. The aim of this handbook is to provide best practice guidelines to assist in keeping Queensland's visitors safe in all aquatic environments. It is intended that tourism operators refer to these guidelines to develop their own operations manuals and to utilise the checklists to conduct regular safety audits.



## TOURISM PIPELINE

QTIC, in partnership with Tourism Queensland and the Department of Employment, Economic Development and Innovation, has continued to facilitate business development and mentoring through the tourism pipeline program. This program encourages small business growth and sustainability by promoting a range of resources and support networks for tourism operators. In stage two of this program, QTIC has conducted a number of regional workshops and, with assistance from its business mentors, has provided over 250 tourism operators with business support and information about regional training opportunities.

This program has been implemented across a number of regions in Queensland including the Scenic Rim, Cairns, Townsville, Bundaberg, Gladstone and the Capricorn Coast. In addition, QTIC's reference resource *Connecting Tourism*, has been updated and provides a comprehensive resource guide to support tourism and hospitality businesses.

The project continues to provide very tangible outcomes for businesses and demonstrates a wide range of benefits for operators, industry bodies and government. The Tourism Pipeline project is a Queensland Tourism Strategy action item and will be finalised in 09/10.





“The ongoing challenge for the tourism and hospitality industry is to continue to develop its people to be in a better position in the future.”

Phillip Charlton  
Hospitality Training Association  
and Chair QTIC Skills Link

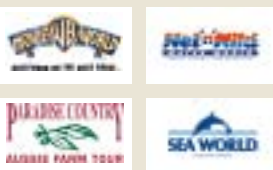
## WARNER VILLAGE CORPORATE PARTNER – SILVER

Warner Village Theme Parks is indeed delighted to be a major Corporate Partner (Silver Level) of QTIC – Queensland's foremost tourism organisation.

QTIC consistently demonstrates its leading position as a united and effective voice on policy and industry issues in this state.

We commend QTIC's fine leadership, commitment and enthusiasm (through Chief Executive, Daniel Gschwind) on behalf of all Queensland industry stakeholders.

For information on Warner Village Theme Parks, please visit [www.myfun.com.au](http://www.myfun.com.au)



## QTIC SALUTE TO EXCELLENCE AWARDS

Over 140 proud parents, teachers, friends and industry representatives gathered at the Brisbane Convention and Exhibition Centre to recognise the achievements of Year 12 tourism and hospitality students.

Queensland state and non-state schools were invited to nominate up to two Year 12 students for the awards and the winners were selected in four categories: tourism, cookery, food and beverage and school based apprenticeship.

Education and Training Minister, Rod Welford, was the guest of honour and presented the TAFE Scholarships to four secondary school students.

The 2008 Salute to Excellence winners were:

- **Tourism** – Lauryn Johansen of Victoria Point State High School
- **Cookery** – Rachael McKintyre of Helensvale State High School
- **Food and Beverage** – Sarah McVickers of Redeemer Lutheran College
- **School-based apprentice** – Haleigh Cox of Kirwan State High School



It is encouraging to see these enthusiastic and bright young people entering into the tourism and hospitality industry.

## TOURISM STUDY TOUR

QTIC's Study Tours for training and industry professionals have proven very popular. The tours are designed to update industry knowledge and inform teaching strategies.

One of QTIC's most popular tours was its 'Food Glorious Food' tour where more than 20 participants spent a day looking at food trends within our industry. The day started at the Gold Coast Convention and Exhibition Centre where attendees looked at volume catering. The tour also took in the Outback Spectacular and Kitchenware Plus – where participants enjoyed a 'hands on' session creating a variety of machine and hand cut pastas, traditional potato gnocchi and the amazing sauces that bring them to life.

QTIC – Skills Link looks forward to providing more days just like this one.



Over 30,000 students attended career day

“A great hands on stand, I spent hours there.”

“A fantastic stand, I never knew that there were so many careers in Tourism and Hospitality.”

“The staff encouraged me to try as many activities as I could – I want to work in the industry!”



## CELEBRITIES FEATURE IN CAREER DAY

The atmosphere was abuzz with grinding, sawing and the clinking of pots and pans as over 30,000 students attended 'WorldSkills, Try'a Trade' at the Brisbane Convention and Exhibition Centre.

Across 400 square metres of space QTIC showcased cookery skills, coffee making, accommodation services, restaurants, gaming and bar preparations, tour guiding and adventure tourism. Around 20 industry professionals and student volunteers provided the necessary expertise.

Brisbane's own celebrity chefs, Alastair McLeod (from Brett's Wharf, and television's 'Ready Steady Cook' fame) and Philip Johnson (from acclaimed Brisbane restaurant ecco), talked the students through the journey of becoming chefs and the value of working with apprentices in the field.

Philip Johnson's apprentice, Kevin Docherty, impressed many students with his inspirational tale of how working in the trade with ecco had helped him shape his future.



## DREAMWORLD AND WHITEWATER WORLD

CORPORATE PARTNER – SILVER

It's double the thrills and double the fun at Dreamworld and WhiteWater World. So many worlds in one, Dreamworld is home to The Big 6 Thrill Rides, Nickelodeon Central, Wiggles World, Big Brother, Tiger Island, The Australian Wildlife Experience and FlowRider. Slide in for the ride of your life at the Gold Coast's newest water park, WhiteWater World! Just a hop, skip and a splash from Dreamworld, combining adrenaline pumping thrills with family style fun in the ultimate Aussie beach paradise. WhiteWater World boasts all four of the hottest waterslides on the planet as well as Nickelodeon's Pipeline Plunge, Wiggle Bay and the brand new water ride The Little Rippers! For further information please visit [www.dreamworld.com.au](http://www.dreamworld.com.au)







## QR TRAVELTRAIN

CORPORATE PARTNER – SILVER

Traveltrain, the dedicated tourism arm of QR, offers Australia's largest and most comprehensive network of long distance trains, carrying more than half a million passengers each year from the domestic traveller to the international tourist.

QR Traveltrain offers a number of unique rail experiences across Queensland, taking travellers from World-Heritage listed locations to the remote rural country townships of Queensland's outback.

Rail experiences range from an all inclusive journey between Brisbane and Cairns on the award winning Queenslander Class on The Sunlander; a true Aussie adventure to Queensland's outback on the Spirit of the Outback, or a short haul holiday on the innovative Tilt Train stopping at 28 popular tourist destinations along Queensland's east coast.

Each of QR Traveltrain's coastal, outback, and tropical north services offer a unique travel experience that makes the perfect start – or conclusion – to any Queensland holiday. Visit [www.traveltrain.com.au](http://www.traveltrain.com.au)



## STRIVING FOR EXCELLENCE

QTIC Skills Link has staged its third 'Striving for Excellence' state wide conference. The conference is designed to update the knowledge and skills of industry trainers through a series of workshops and information sessions.

Delegates from Longreach, Toowoomba, Oakey, Rockhampton, Cairns and Kingaroy travelled to Brisbane for the full day conference and optional study tour the following day.

Preliminary sessions on the importance of cross cultural training were followed by hands on and interactive breakout periods. During the concurrent sessions attendees swapped learning strategies and best practices to improve their training programs in the future.

QTIC would like to recognise and thank our sponsors Tourism Queensland, Education Queensland and Service Skills Australia for their support.

*“The session gave me hands on information which I can take back and use with my students.”*

*“This year's conference has been more beneficial and hands on. It was difficult to choose sessions as they all were worthwhile.”*

*“An Excellent day. Great variety of activities, great presenters and excellent networking opportunities.”*



*“I commend QTIC for its capacity to develop and implement strong and credible strategies to support tourism businesses. QTIC's range of high quality training programs, business skills and research initiatives provide valuable assistance to operators and ensure that tourism workplaces remain productive, innovative and sustainable. I have always found the QTIC team to be easily approachable and I applaud them for their promotion of the industry and the assistance they provide to operators.”*

**Pam Hardgrave**  
(Director of Lilydale Farmstay – an inductee into the Queensland Tourism Awards 'Hall of Fame')



## GET INVOLVED AND AWARD YOURSELF!

QTIC is pleased to continue its involvement in the judging of the Queensland Tourism Awards. This year the judging panel, chaired by Cam Charlton, assessed over 200 tourism award entries over a variety of categories. This assessment process included both reviews of written submissions and attendance at site inspections throughout Queensland – all of which involved considerable organisation by QTIC's awards team.

QTIC continues to see the advantages of entering into the Queensland Tourism Awards as the benefits gained through the awards program far outweigh the sometimes overwhelming task of producing submissions. Completing the entry criteria can provide operators with a clearer understanding of who they are and how they can meet their business objectives.

Being involved in the Queensland Tourism Awards leaves operators with an increased confidence over their product – no matter the result.

## TOURISM CHAMPION RECOGNISED

This year's Tourism Awards saw one of QTIC's own long-term directors and lifetime member, John Atkin, recognised for his long standing dedication to the tourism industry.

John, who was awarded the 2008 Marie Watson-Blake Award for Outstanding Contribution by an Individual, spent more than 40 years in the transport industry before taking over the multi-award winning property, The Falls in Montville in 2000. John is also a former Queensland Tourism Awards judge and has become a mentor for businesses and individuals during the preparation of their awards submissions.

John was, “frankly blown away, humbled and honoured – all at the same time,” when he heard his name called out on the night.

“I'm very appreciative of the career this industry has given me and I've always tried to put something back into it,” he said afterwards.

*There were 207 entries in the Queensland Tourism Awards in 2008*





# EVENTS



# EVENTS



## EVENTS

Over the past year QTIC has delivered a number of successful events, including interactive seminars and workshops, boardroom luncheons and parliamentary meet and greets. These events have given guests the chance to access first hand knowledge and advice from key industry leaders and have provided opportunities for industry networking.

During the year QTIC hosted a major industry breakfast with key speakers Rick Allert AO, Chairman of Tourism Australia, and Margaret Jackson AC, Chair of the Steering Committee for the National Long-Term Tourism Strategy. Mr Allert discussed how Tourism Australia plans to respond to the predicted 4.2% fall in international visitor numbers to Australia in 2009, while Ms Jackson shared her thoughts on the preparation of the national strategy to move tourism into the future.

QTIC has also welcomed the new Tourism Minister, The Hon. Peter Lawlor MP, with a cocktail reception. The Minister addressed guests and spoke about his ideas for the future of tourism in Queensland. Guests also had the chance to meet and speak with the Minister himself.

Another significant event on the QTIC calendar was the Business Leaders Luncheon where the Federal Minister for Tourism, The Hon. Martin Ferguson AM MP, outlined his vision for tourism and discussed how the government is addressing challenges currently facing the industry.

QTIC has also taken its popular State-of-Play seminar in a different direction by making it more interactive for participants. Through the use of new technology, participants input and key learning outcomes from the presentations were collated and provided to the entire group on the day. Attendees left the workshop having received good advice and a number of ideas to explore!

QTIC events would not be possible without the support of our sponsors. We extend a very big thank you to all.

*This year QTIC ran  
over 20 industry events*

### BRISBANE AIRPORT CORPORATION PTY LIMITED

CORPORATE PARTNER – SILVER

With more passengers on more airlines servicing more markets, Brisbane Airport continues to deliver benefits to Queensland's tourism economy.

In 2008-2009, for the first time ever, 19.2 million passengers travelled through Brisbane Airport, breaking all records. Brisbane Airport also continues to be the second largest airport for welcoming International tourists to Australia.

A proud supporter of the QTIC, Brisbane Airport Corporation Pty Ltd (BAC) is a private non-listed company which is more than 80 percent Australian owned – mostly by Queensland "mums and dads" through their superannuation.

Brisbane Airport is the Gateway to Queensland, delivering a \$4.2 billion privately funded infrastructure program and generating more than 40,000 jobs within the next 20 years.

As an engine room for growth, Brisbane Airport will play an integral role in the growth and globalisation of the Queensland economy, while elevating Brisbane as a global destination and business location.

For further information please contact  
[www.bne.com.au](http://www.bne.com.au)



### COURAN COVE

CORPORATE PARTNER – SILVER

Couran Cove Island Resort on South Stradbroke Island is only 40 minutes from the Gold Coast mainland and has 22 kms of pristine surf beach to the east, natural broadwater frontage to the west with a spectacular island rainforest in the centre.

Offering more than just unspoilt beaches and the pleasure of peace and quiet, there's plenty for the adventurous to do at the resort. The resort boasts an unparalleled range of activities including leisure, sporting facilities, nature activities and water sports.

It's ideal for a family holiday, romantic escape or business event.

Visit our website [www.couran.com](http://www.couran.com) or contact us on 1800 268 726.



*“We value QTIC's prominent voice, speaking up for the collective interests of the industry in Queensland. QTIC's capacity to advance the interests of industry operators has assisted the tourism industry in remaining competitive. I congratulate Daniel and the QTIC team on another great year of achievements.”*

**Don Morris AO**  
Chairman, Tourism Queensland





# MEMBERSHIP



# LISTING



Academy Hospitality Australia  
Accor Hospitality  
Adelyn Retail  
Adrenalin Dive  
AIH Group (QLD Branch)  
Airlie Beach Hotel  
All Seasons Cairns  
Ann Garms Emporio  
AOT Group P/L  
AOT Holidays  
Aquarius Backpackers  
ARAMA Queensland Inc  
Araucaria Ecotours  
Aries Tours Pty Ltd  
Ashmore Palms Holiday Village  
Association of Marine Park Tourism Operators  
ATHOC  
ATOMIQ Design Group  
Australia 5 Star  
Australia Zoo  
Australian Federation of Travel Agents (AFTA)  
Australian Leisure Concepts  
Australian Outback Spectacular  
Australian Stockmans Hall of Fame  
Australian Sunset Safaris  
Australian Technical College - North Brisbane  
Australian-Italian Festival Assn Inc  
Aviation Adventures  
AVIS Australia  
Backpacking Queensland  
BBS  
Beautesert Country Tourism  
Bed & Breakfast and Farmstay Qld Inc.  
Beetswalkin Consulting  
Bethany Cottages  
Big 4 Adventure Whitsunday Resort  
Big Cat Green Island Reef Cruises  
Billabong Sanctuary  
Blazing Saddles  
Bluedog Pty Ltd  
Blueprint Career Development  
Bond University  
Breakfree Acapulco  
Breakfree Alexandra Beach  
BreakFree Aloha  
BreakFree Aruba Beach  
BreakFree Beachcomber  
BreakFree Beachpoint  
BreakFree Caribbean  
BreakFree Cosmopolitan  
BreakFree Diamond Beach  
BreakFree Enderley Gardens  
BreakFree Equinox  
BreakFree French Quarter  
BreakFree Grand Pacific

BreakFree Great Sandy Straits  
BreakFree Holiday Mooloolaba  
BreakFree Imperial Surf  
BreakFree Longbeach  
BreakFree Maldives  
BreakFree Marcoola Beach  
BreakFree Mediterranean  
BreakFree Moroccan  
BreakFree Neptune  
BreakFree Noosa International  
BreakFree Ocean Breeze  
BreakFree Paradise Centre  
BreakFree Peninsula  
BreakFree Rays  
BreakFree Reef Club  
BreakFree Royal Harbour  
BreakFree Savannah  
BreakFree Seamark  
BreakFree South Pacific Noosa  
BreakFree St Tropez  
BreakFree Sunbird Beach  
BreakFree Surfers Plaza  
Brisbane Airport Corporation  
Brisbane Convention & Exhibition Centre  
Brisbane Holiday Village  
Brisbane Marketing  
Brisbane North Institute of TAFE  
Brisbane's Airtrain  
Broadbeach Alliance  
Brookmore Invetsments t/a Suncoast Cable Watersports  
Bundaberg Region Tourism  
Bundaberg Rum BONDSTORE  
Bungalow Bay Koala Village  
Cairns Coconut Caravan Resort  
Cairns Convention Centre  
Cairns Ports Limited  
Cairns Wildlife Safari Reserve  
Caloundra Visitor Information Centres  
Calypso Reef Charters  
Campervan & Motorhome Club of Australia  
Capricorn Caves  
Capricorn Tourism  
Caravan Parks Association of Queensland  
Caravan Trade & Industries Association of QLD Ltd.  
Catalina Cruises Noosa  
Charter Yachts Australia  
Classic Holidays  
Cliftons  
Clovely Estate Wines  
Clubs Queensland  
Conrad Jupiters  
Conrad Travel  
Conrad Treasury  
Coral Sea Charter Company Pty Ltd  
Coral Sea Resort

Cork 'n' Fork Winery Tours  
Couran Cove Island Resort (Interpacific Resorts)  
Cross Country Tours  
Crowne Plaza Surfers Paradise  
CRVA  
CTIA  
Currumbin Wildlife Sanctuary  
Custom Built  
David Lorkin  
de Brueys Boutique Wines  
Deacons  
Deshons Retreat  
Di Bella Coffee  
Diamantina Visitor Centres  
Dolphin Wild Island Cruises  
Down Under Tours  
Dracula's Pty Ltd  
Dreamworld & White Water World  
EC3 Global  
Ecotourism Australia  
Emporium Hotel  
Environmental Protection Agency  
Ernst & Young  
Etihad Airways  
Eumundi Markets  
Executive Retreats  
Fantasea Cruises  
Far North Queensland Tour Operator Association  
First Currency Choice  
Floating Images Hot Air Balloon Flights  
Focal Holdings Pty Ltd  
Focus on Research  
Fraser Coast Regional Council  
Fraser Coast South Burnett Regional Tourism Board  
Gab Titui Cultural Centre  
Gainsdale Group (Peppers Spicers Peak Lodge & Peppers Hidden Vale)  
Gee See Gold Coast  
Ghost Tours  
Gladstone Area Promotion and Development Limited  
Global Refund Australia Pty Ltd  
Gold Coast Airport Pty Limited  
Gold Coast City Council  
Gold Coast Convention and Exhibition Centre  
Gold Coast Mini Coaches  
Gold Coast Motor Events Co.  
Gold Coast Tourism  
Got 2 Go Car Hire  
Grand Mercure Twin Waters  
Great Adventures  
Great Green Way Tourism Incorporated  
Griffith University  
Gunnadoo Caravan Park (Beston Parks Pty Ltd)

Hamilton Island  
Hamilton Island Limited  
Harbour Town Outlet Shopping Centre  
Hartley's Crocodile Adventures  
Herveys Range Heritage Tea Rooms  
Hidden Peaks  
Hidden Valley Cabins and Tours  
Hilton Brisbane  
HLB Mann Judd  
Holiday Inn Brisbane  
Holiday Inn Cairns  
Holiday Inn Surfers Paradise  
Holiday Inn Townsville  
Hospitality Crew  
Hospitality Training Association  
HOSTPLUS  
Hotel Ibis Brisbane  
Hotel Ibis Townsville  
Hotel Motel & Accommodation Association  
Hotel Noorla  
Humanoz Pty Ltd  
Huxbury Quinn Marketing and Advertising  
Industry Training Services (ITS)  
Inflight Publishing Pty Ltd  
interNATIONAL PARKtours  
Ipswich City Council  
J & G Angel Consulting  
James Cook University  
Jillian Litster  
Jimbour Wines  
JPT Tour Group  
Jungle Surfing Canopy Tours  
Jupiters Townsville  
Katarzyna Group (Bunk Brisbane)  
Kedron-Wavell Services Club  
Kert Crossan Creative  
Kewick Island Guest House and Bed and Breakfast  
Kingfisher Bay Resort Group  
Kwik Kopy Printing Geebung  
Lillydale Host Farm  
Loaves and Fishes Catering  
Longreach School of Distance Education  
MacDonnells Law  
Mackay Tourism Ltd  
Mantra Amphora  
Mantra Aqueous on Port  
Mantra Avalon  
Mantra Bel Air  
Mantra Broadbeach on the Park  
Mantra Circle on Cavill  
Mantra Circle on Cavill  
Mantra Coolangatta beach  
Mantra Crown Towers Resort  
Mantra Esplanade  
Mantra Heritage  
Mantra Hervey Bay  
Mantra In the Village

Mantra Legends Hotel  
Mantra Links Resort  
Mantra Lumiere  
Mantra Mooloolaba Beach  
Mantra On Queen  
Mantra On The Inlet  
Mantra One Bright Point  
Mantra Pavillons Mirage on 1770  
Mantra Phoenician  
Mantra PortSea  
Mantra Q1  
Mantra Sand Dunes  
Mantra Sierra Grand  
Mantra Sirocco  
Mantra South Bank  
Mantra Sun City  
Mantra Treetops Resort & Spa  
Mantra Trilogy  
Mantra Wings  
Mantra Zanzibar  
Mapro Pty Ltd  
Maxi Action  
Mercure Hotel Brisbane  
Mercure Hotel Harbourside  
Mercure Inn Townsville  
Metropolitan South Institute of TAFE  
MI Helicopters Pty Ltd  
MIRVAC Hotels and Resorts  
Moreton Bay Regional Council  
Moreton Island Ferries  
Mount Isa Airport Pty Limited  
Mt Barney Lodge Country Retreat  
Murdering Point Winery  
New Universal Travel P/L  
Noosa Blue Resort  
North Burnett Regional Council  
Northern Experience Eco Tours  
Novotel Brisbane  
Novotel Twin Waters Resort  
OAKS 212 on Margaret  
OAKS Aspire  
OAKS Aurora  
OAKS Calypso Plaza  
OAKS Casino Towers  
OAKS Charlotte Towers  
OAKS Felix  
OAKS Festival Towers  
OAKS Gateway on Palmer  
OAKS Hotel M  
OAKS Hotels and Resorts  
OAKS Lagoons  
OAKS Lexicon Apartments  
OAKS River City  
OAKS Seaforth Resort  
OAMPS Insurance Brokers  
Ocean Hotels and Tourism  
Ocean Rafting

Oceans Queensland Pty Ltd  
Offset Alpine Printing  
One Step Further Pty Ltd  
Opus Qantec McWilliam Pty Ltd  
Ord Minnett  
O'Reilly's Rainforest Guesthouse  
Outback at Isa  
Outback Queensland Tourism Authority  
Outrigger Hotels and Resorts  
Oz Tours Safaris  
Pacific Asia Tourism  
Pacific Pines SHS  
Palazzo Versace  
Paradise Country  
Paradise Jetboating  
Park Regis North Quay  
Parker Travel Collection  
Paronella Park  
Passions of Paradise  
Peppers Bale  
Peppers Beach Club  
Peppers Beach Club & Spa  
Peppers Blue on Blue  
Peppers Hidden Vale  
Peppers Palm Bay  
Peppers Pier  
Peppers Spicers Peak  
Pierre Displays  
Pip Close Marketing Services  
Pitcher Partners  
Port of Brisbane Corporation  
Pro Dive Cairns  
PROBE  
Q Deck  
Qantas Founders Outback Museum  
QantasLink  
QR Passenger Pty Ltd  
Quay West Suites Brisbane  
Queensland Airports Limited  
Queensland Bus Industry Council Inc.  
Queensland Events Corporation  
Queensland Folk Federation  
Queensland Hotels Association  
Queensland Information Centres Association  
Queensland Wine Industry Association  
Queensland Yacht Charters  
Quicksilver Group of Companies  
RACQ  
Rainbow Shores Pty Ltd  
Redland City Council  
Restaurant and Catering Queensland  
River City Cruises  
Riverlife Pty Ltd  
Riverside Marine  
Roma Regional Council  
Rose Gums Wilderness Retreat  
Royal on the Park

Royal Woods Resort  
Rubyvale Gem Gallery  
Ruffles Lodge  
Rydges Southbank Townsville  
Sarina Russo Schools Australia  
Sarina Sugar Shed  
Scenic Rim Regional Council  
Scenic Rim View Cottages  
Sea Temple Resort and Spa Palm Cove  
Sea Temple Resort and Spa Port Douglas  
Sea World  
Security Training College Pty Ltd  
Shangri-La Hotel The Marina Cairns  
Sheraton Noosa Resort & Spa  
Shute Harbour Secured Parking and Storage  
Skyrail Pty Ltd  
Sofitel Brisbane  
Sofitel Gold Coast  
Sofitel Reef Casino Cairns  
Southbank Institute of Technology  
Southern Downs & Granite Belt Regional Tourism  
Southern Queensland Tourism  
Spirit House Restaurant and Cooking School  
stay247.com  
StayWell Hospitality Group  
Stella Hospitality Group  
Stradbroke Ferries Limited  
Stradbroke Weddings  
Sunferries  
Sunleisure Group Ltd  
Sunlover Reef Cruises  
Sunshine Castle  
Sunshine Coast Institute of TAFE  
Sunshine Coast Regional Council  
Surf Life Saving Queensland  
Sustainable Tourism CRC  
Tallship Adventures P/L  
Tamborine Mountain Distillery  
Tamborine Mountain Garden Club Inc  
Tangalooma Wild Dolphin Resort  
Taxi Council of Queensland  
Templar Distribution Australia Pty Ltd  
The Bremer Institute of TAFE  
The Broad Arrow Pty Ltd  
The Central Group  
The Falls  
The Mouses House  
The Point Brisbane  
The Sanctuary at Springbrook  
The Sebel and Citigate King George Square  
The Sebel Cairns  
The Sebel Harbour Lights Cairns  
The Sebel Maroochydore  
The Sebel Reef House and Spa Palm Cove  
The Sebel Resort Noosa

The Sebel Suites Brisbane  
The Station Store  
The University of Queensland  
The Workshops Rail Museum  
Tony Charters & Associates  
Toowoomba & Golden West Regional Tourist Association  
Toowoomba Regional Council  
Torres Strait Regional Authority  
Tourism Jondaryan  
Tourism Leisure Corporation  
Tourism Naturally  
Tourism Noosa  
Tourism Potential  
Tourism Services Pty Ltd  
Tourism Sunshine Coast  
Tourism Tropical North Queensland  
Tourism Whitsundays  
Towers of Chevron Renaissance  
Townsville Airport Pty Limited  
Townsville Enterprise Limited  
TPD Media  
TRAC Consulting Group of Companies  
Tropic Wings Pty Ltd  
Tropical Aviation  
Tropical Coast Tourism  
Tropical North Queensland TAFE  
Tyto Wetlands Information Centre  
Undara Experience  
University of the Sunshine Coast  
Untanglemysweb.com  
Velocity Creative Pty Ltd  
Voyages Bedarra  
Voyages Brampton Island  
Voyages Dunk Island  
Voyages Heron Island  
Voyages Lizard Island  
Voyages Silky Oaks Lodge  
Voyages Wilson Island  
Voyages Wrotham Park Lodge  
Waltzing Matilda Centre  
Warner Village Theme Parks  
Watt Modern Dining  
Wavedancer  
Wet 'n' Wild  
Whales in Paradise  
Whitsunday Escape  
Whitsunday Private Yacht Charters  
Wilderness Challenge Pty Ltd  
Winton Shire Council  
Witches Falls Cottages  
Writeclick  
XXXX Ale House  
Zenith Hospitality Services



Hospitality  
Results  
Future Tourism  
Partnerships  
Committees  
Agenda  
Strategy Skill  
Excellence  
Awards Protect Reform  
Sustainable Members  
Submissions Support  
Events

