



QTIC & UQ SCHOOL OF
TOURISM BREAKFAST

WELCOME

SOFIE FORMICA

Hosted by



QUEENSLAND TOURISM INDUSTRY COUNCIL

ANNUAL REVIEW

2009/10



Stephen Gregg
Chairman

Chairman

At the time of our last annual review we were looking at the year ahead with some caution and, while we are yet to see substantial improvements in our underlying business conditions, operators have nonetheless become extremely adept at achieving strong results under tight budgets.

Despite the difficult trading conditions, we should not lose sight of the fact that tourism remains Queensland's third largest export earner and employs over 10% of the state's workforce. These figures underline how many regions, businesses, jobs and livelihoods are reliant on a thriving tourism industry in Queensland. It is a credit to all the operators in our industry who work hard, often in adverse conditions, to remain competitive.

As economic conditions improve, there are signs of a recovery in the year ahead. However, it will be uneven and have different impacts on different areas of the state. Recent research indicates that we should not expect a return to pre GFC growth patterns. We are entering an era where the tourism landscape is more competitive than ever.

Ensuring Government commitment to our industry and continued vigilance over a raft of legislative changes that could affect the growth and prosperity of our industry will be the core focus of the QTIC Board in the year ahead.

QTIC looks forward to celebrating the success of our industry with you at the upcoming Queensland Tourism Awards. While we have long overseen the coordination of judging and workshops for the awards in partnership with Tourism Queensland, we are proud to have taken over the overall management of this prestigious event, with TQ now a funding partner.

We also welcome your continued participation at QTIC's Strategic Tourism Forums. As part of this year's workshop, we challenged operators to provide us with new ideas and think innovatively about ways to enhance the competitiveness of the industry. QTIC was encouraged by the creative and supportive thinking of participants and your ideas, shared with all forum delegates, have provided us with a clear and definitive direction to focus our lobbying activities.

I would like to thank my fellow board members, John Atkin, Bob East, Greg Holmes, Laura Younger, Neil Scanlan, Suzette Pelt, Wayne Clift, Martin Winter and Rob Giason, for their support and unfailing commitment to our industry and the role that the Queensland Tourism Industry Council plays on behalf of its members.

QTIC's success has been made possible by the enduring commitment of its members and the dedicated management team, lead by Daniel Gschwind. We continue to share your vision for the future of this industry and, on behalf of the organisation, *I thank you for your support.*



Daniel Gschwind
Chief Executive

CEO

Despite its contribution to building a strong and diverse state economy, the tourism industry in Queensland still needs to demonstrate its credentials as a major growth industry. QTIC continues to take up this challenge and has established a firm basis for continued engagement with Ministers, other members of parliament, senior bureaucrats and other representatives.

An important outcome of this engagement has been the development of a funding agreement with government to manage the delivery of over \$9.1 million worth of training to existing workers within the tourism and hospitality industry.

This allocation of funds, under the Productivity Places Program, will continue to assist business operators to respond proactively to the labour market challenges that the industry is currently facing.

This injection of further funding to support training initiatives has been more important than ever. Strong and innovative partnerships

such as this will become more essential to enhance our competitiveness.

QTIC has no greater responsibility than advocating on your behalf. We consider the inaugural Queensland Tourism Ministerial Forum – an election commitment to QTIC – as an important opportunity to demonstrate our credentials as an industry. This forum will involve the Ministers from all tourism related portfolios and will be a significant step in bringing our industry concerns to the forefront of government thinking.

Next year QTIC will celebrate its 10th birthday. I am proud of what the organisation has delivered to the industry over the last 10 years, however, I am also aware that there are many issues to be addressed and considerable further work to be undertaken.

We will continue to build on our past achievements and – with your support – will continue to provide an important voice for tourism.

We have no intention of slowing down.

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CORPORATE PARTNER
GOLD

QUEENSLAND RAIL

Queensland Rail has Australia's largest and most comprehensive network of long distance trains, carrying almost half a million domestic and international customers each year.

A range of unique rail experiences across Queensland are available, delighting customers from World-Heritage listed locations to Queensland's outback townships. These include the world-class *The Sunlander* between Brisbane and Cairns; a true Aussie adventure to Longreach 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 coast.

Each of Queensland Rail'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.queenslandrail.com.au



QTIC'S VISION

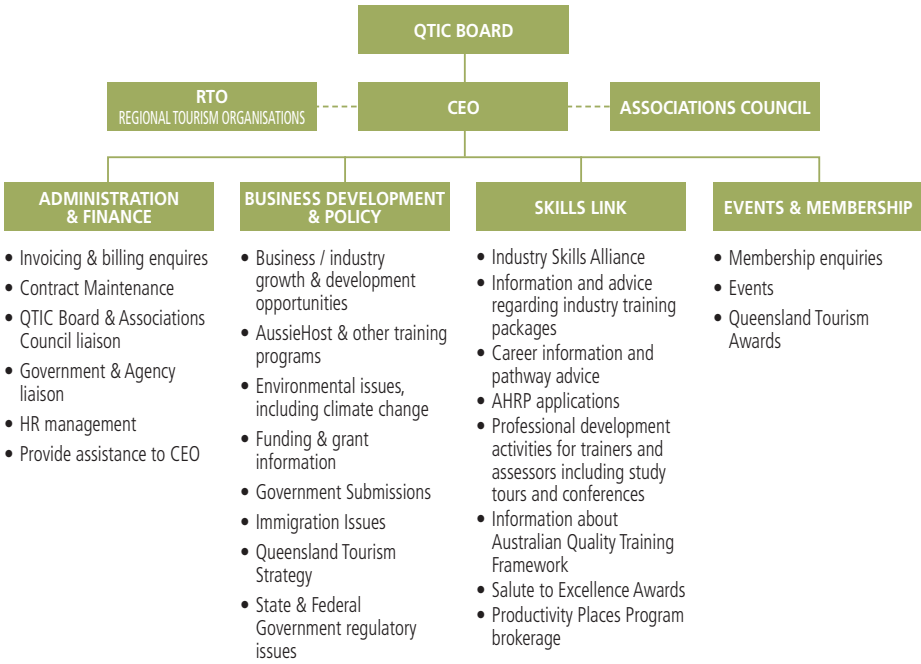
- To improve the tourism business environment.
- To be responsive to and representative of industry's positions and needs.
- To advocate for the benefit of our members.

QTIC BOARD

- Stephen Gregg**, Chief Executive Officer, Cairns & Mackay Airports (Chairman)
- Wayne Clift**, Managing Director, Beetswalking Consulting (Deputy Chairman)
- John Atkin**, Proprietor, The Falls
- Bob East**, Chief Executive Officer, Mantra Group
- Rob Giason**, Chief Executive Officer, Tourism Tropical North Queensland
- Greg Holmes**, Manager, Strategic Partnerships HOSTPLUS
- Suzette Pelt**, Director, Queensland Yacht Charters
- Neil Scanlan**, Regional Manager, Queensland Accor Hospitality
- Martin Winter**, Chief Executive Officer, Gold Coast Tourism
- Laura Younger**, General Manager, Australian Timeshare and Holiday Ownership Council (ATHOC)



QTIC ORGANISATIONAL STRUCTURE



CORPORATE PARTNER
SILVER

BRISBANE CONVENTION & EXHIBITION CENTRE

Brisbane Convention & Exhibition Centre (BCEC) is Australia's most awarded venue and has been officially ranked among the top three convention centres world-wide on three separate occasions.

The Centre is uniquely located in a riverside convention precinct at South Bank, home to Brisbane's vibrant arts and cultural community.

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 in 2011, Brisbane Convention & Exhibition Centre will become Australia's most flexible meetings and events venue.

Visit www.bcec.com.au



THE TEAM IN 2009/10

- Daniel Gschwind** Chief Executive
- Kim Harrington** Business Development & Policy Manager
- David Liddell** Senior Policy Officer/ RTO Executive Officer
- Holly Simpson** Project Officer
- Sandra Perry** Tourism Experience Pays Awareness Strategy Project Officer
- Lesley Whitfield** Tourism Indigenous Champions Network Project Officer
- Gayle Hughes** AussieHost Administration Officer (to April 2010)
- Jodie Brezzi** Tourism Employment Growth Project Officer (to October 2009)
- Jennifer Tasker** Indigenous Champions Project Officer (to August 2009)
- Kym Stephenson** Membership Manager
- Alyce Holding** Events Coordinator
- Robyn Keenan** Skills Link Manager
- Sharon Galloway** Skills Link Project Officer
- Keren Mackay** Skills Link Project Officer
- Ciranti Saluwadana** Administration & Finance Manager/EA to the CE
- Jodie Truloff** Administration & Finance Officer /BBFQ Secretariat
- Michelle Behrend** Receptionist
- Tatiana Wickham** Receptionist (to March 2010)

“Queensland Tourism Industry Council plays an important role representing tourism businesses at a national level through the National Tourism Alliance. QTIC has been involved in the development of tourism accreditation and I am pleased the Australian Government is committing \$5.5 million over four years to implement and operate the National Tourism Accreditation Framework to strengthen Australia's tourism industry and encourage businesses to upgrade and refresh their offering.”

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



CORPORATE PARTNER SILVER

BRISBANE AIRPORT CORPORATION PTY LIMITED

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

In 2009/2010 for the first time ever, 19.4 million passengers travelled through Brisbane Airport, breaking all previous records. Brisbane Airport is also the third largest airport for welcoming International tourists to Australia.

A proud supporter of QTIC, Brisbane Airport Corporation Pty Limited (BAC) is a private non-listed company which is more than 80% Australian owned – ultimately by ordinary Australians with their savings invested in superannuation and other investment funds.

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.

Visit www.bne.com.au



Given the daily challenges confronting the industry, dealing with policy matters is often less of a priority for tourism businesses. In acknowledging this, QTIC remains committed to ensuring that the views of tourism operators are continuously presented in all relevant policy forums.

Due to the geographic and sectoral reach of our industry, the list of tourism-relevant policy areas is considerable, however, QTIC's commitment has delivered a number of important policy outcomes over the last 12 months.

In partnership with other industry bodies, QTIC was very active in prompting the Queensland Government to consider a last-minute review of the new land valuation legislation. While – through effective solidarity between industry bodies – the worst has been prevented, QTIC is now engaged in a government working group, consulting on practical land valuation provisions that will not impose a significant burden on Queensland businesses.

QTIC's lobbying efforts have also resulted in government reconsidering the new fees applied to licences for on-site sewage treatment. These fee changes were implemented with little consultation with industry and were likely to increase the costs for some caravan parks and resort operators by up to 2000%.

Amongst over 30 submissions presented to governments this year, QTIC has also presented industry views during a recent review of Queensland's Swimming Pool Guidelines. While QTIC has broadly supported an update of provisions – which will deliver better safety outcomes – it successfully presented a strong case for the new guidelines to be introduced according to a more practical timeframe.

The list of regulatory issues confronting the tourism industry continues and QTIC appreciates the support from its members and network partners – particularly industry sector associations who actively engage with the QTIC Associations Council.



CORPORATE PARTNER GOLD

HOSTPLUS

HOSTPLUS is an industry super fund boasting nearly 1 million members and 64,000 employers, making it one of Australia's largest super funds. HOSTPLUS has been servicing the hospitality, tourism, recreation and sport industries for over 20 years and was awarded *Money Magazine's* Best Super Fund Manager and SuperRatings Fund of the Year 2007, 2008 and 2009.

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



LIST OF SUBMISSIONS

- Vocational Education and Training Workforce Issues Paper
- Reductions in ABS data Coverage for tourism accommodation
- Industry Waste Levy Consultation Draft
- Inquiry into regional development through grey nomad tourism
- Queensland Swimming Pool Safety Guidelines
- Increases for sewerage treatment plants under the Environmental Protection Regulation 2008
- Green Skills Agreement Implementation Plan
- Introduction of site valuations
- Queensland Greenspace Strategy
- Inquiry into Regional Skills Relocation
- Review of consumer protection measures in the travel services market
- Inquiry into Access of Small Business to Finance
- National Resource Sector Employment Taskforce Discussion Paper
- Implementation of the Queensland Swimming Pool Safety Guidelines
- Review of the General Skilled Migration Points Test
- Valuation of Land and Other Legislation Amendment Bill 2010
- Marine/ Terrestrial Award Modernisation Disparity
- 2010-11 Migration Program Consultations
- Federal Government Pre-Budget Submission
- Proposed Class 2B Classification under the Building Code of Australia
- Request for Regional Classification of Moreton Island and South Stradbroke Island
- Request for extension of 'Pacific Seasonal Worker Pilot Scheme'
- Correspondence to the Hon. Anna Bligh MP regarding award modernisation
- Correspondence regarding the impost of award modernisation on the tourism industry
- South East Queensland Climate Change Management Plan
- Migration Occupations in Demand List: Issues Paper 2
- Migration Occupations in Demand List: Issues Paper 1
- Agriculture Group Award 2010
- Apprentice Trainee, Retention and Skilling Strategies
- Australian Apprentices Taskforce Discussion Paper

QTIC prepared and presented over 30 submissions to government in 09/10.

“QTIC maintains a close and productive relationship with the Queensland Government and continues to offer a consistent and focused tourism industry perspective whenever applicable. The tourism industry has faced significant challenges on a regular basis before and is renowned for its general resilience. Our strength as an industry is dependent on government and industry combining their efforts and we look forward to continuing our robust relationship with Daniel and the QTIC team.”

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





CORPORATE PARTNER
SILVER

**DREAMWORLD AND
WHITEWATER WORLD**

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, Tiger Island, AVPX, 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 Australia's first looping bodyslide, The Wedgie!

Visit www.dreamworld.com.au



The importance of giving tourism a high political profile through the media, based on reasoned commentary, cannot be underestimated.

QTIC's efforts to bring about positive policy decisions and to raise public awareness of the flow on benefits of a thriving and prosperous tourism industry have seen the organisation quoted numerous times in local, state and national press this year. On all of these occasions, QTIC has clearly articulated the industry's views and ensured that important tourism issues are not overlooked.

With numerous appearances on television, radio, trade publications – such as the Resort News – and newspapers, QTIC has also ensured that positive news stories are featured. These include showcasing state, national and international achievements – such as the winners of the Queensland Tourism Awards.

By presenting at a number of events – including government forums, university lectures, industry roundtables and public debates – QTIC has been able to speak up and be heard on a variety of important issues. Of particular note, QTIC has represented the interests of the industry at a number of senate inquiries this year.

Tourism shines despite gloom

John Wright
Tourism reporter

THE state tourism industry last night cast aside one of its most challenging years to celebrate, and reward, its best and most successful operators.

In a packed-down event at Capricorn Casino on the Gold Coast they selected the industry's best performers in the past year, the 2009 Queensland Tourism Awards.

The winners were announced at a gala dinner held at the Capricorn Casino. The event was attended by more than 500 guests, including industry leaders, politicians and the public.

The awards ceremony was held at the Capricorn Casino, which was the venue for the event. The winners were announced at a gala dinner held at the Capricorn Casino.

The winners were announced at a gala dinner held at the Capricorn Casino.

GATTON Hospitality award

• LOCKYER District High School student Dylan Kearney is a whiz at cooking up something good, but never counted on a feast like this.

The Pepper's Hidden Vale employee received a nice surprise just before his final school term ended. He received the top state prize in the Queensland Tourism Industry Council's Salute to Excellence Award in Hospitality 2009.

The senior student received a \$1000 scholarship to go towards his Certificate in Hospitality.

"We were judged by resumes we sent in, which narrowed it down to four finalists," Mr Kearney said.

"At the Brisbane finals, we had to do an exam, an interview and a cook-off against the other finalists."

Mr Kearney's sun-dried tomato stuffed chicken breast ended up winning him first prize.

"It was a surprise when they announced the winner."

"I really enjoyed it."

JUDGES IMPRESSED WITH OUR PASSION

Far North bags five top tourism awards

David Gordon and RAB

THE Far North tourism operators have bagged five top awards at the Queensland Tourism Awards last night.

The Far North Tourism Association (FNTA) was awarded the Tourism Award for Excellence in the Far North region. The FNTA also won the Tourism Award for Excellence in the Far North region.

The FNTA also won the Tourism Award for Excellence in the Far North region.

Fraser Island tour company up with state's best

THE Fraser Island tour company has been named the best tour operator in the state.

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The Fraser Island tour company has been named the best tour operator in the state.

“The Reef does thank you – you have played a very big part, particularly in meetings with government and industry – to show there is a strong economic rationale for conservation. We don't see it nearly enough from other industry leaders.”

Nick Heath (WWF)



LIST OF COMMITTEES IN 2009 – 2010

- Approved Destination Status (ADS – China) Advisory Panel
 - Alliance for Sustainable Tourism
 - Australian Standing Committee on Tourism Working Group
 - Australian Technical College Brisbane North Advisory Committee
 - Australian Tourism Awards Review Panel
 - Caterers Gold Licence Accreditation Board
 - Commerce Queensland – Workplace Skills and Productivity Policy Committee
 - Department of Immigration and Multicultural Affairs (DIMIA) Stakeholder Forum
 - Executive Committee – National Tourism Alliance (NTA)
 - Great Barrier Reef Marine Park Authority (GBRMPA)
 - Great Barrier Reef Marine Park Authority – Tourism Reef and Recreation Advisory Committee
 - Minor Tourism Infrastructure Grants Industry Consultative Committee
- National Long Term Tourism Strategy: Labour and Skills Working Group
 - Premier's Employment Task Force
 - Queensland Parks and Wildlife Service Northern Forum
 - Queensland Tourism Strategy Implementation Working Group
 - Queensland Tourism Strategy Senior Officers Group
 - Queensland Visitor Centre Accreditation Panel
 - Queensland Visitor Safety Working Group
 - Queensland Small Business Advisory Council
 - Regional Landscape and Open Space Advisory Committee
 - Sarina Russo Schools Australia Industry Advisory Committee
 - Skills Alliance Council
 - Skilling Bayside South – Building Tomorrow's Workforce
 - 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 Climate Change Action Group (Great Barrier Reef)
 - Tourism Queensland's Food and Wine Tourism Working Group
 - Valuation Reform Reference Group
 - Wet Tropics Management Authority -Tourism Industry Liaison Group
 - Worldskills Australia Brisbane Region Committee

COMMITTEES

The tourism industry must remain vigilant and proactive to continuously put its case forward in all relevant policy forums. Through its participation on a number of boards, councils and committees, QTIC ensures that a consistent and credible tourism perspective is presented on all issues affecting our future. This involvement ranges from providing input into regional planning issues (through membership on committees like the Regional Landscape and Open Space Advisory Committee) to representing the industry in deliberations on supply issues (including participation on the Premier's Employment Taskforce).

Through his appointment to the board of the Great Barrier Reef Marine Park Authority, QTIC's CE, Daniel Gschwind, ensures that government is cognisant of the contribution that the tourism industry makes to the care, development and management of the Great Barrier Reef Marine Park.

QTIC's appointment to GBRMPA also recognises that the tourism industry is a key user of the Marine Park and has an important role to play in protecting this important environmental asset for future generations.



ASSOCIATIONS COUNCIL MEMBERS

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

NETWORK PARTNERS

Through its important network partnerships, QTIC ensures that no business is too remote or specialised to benefit from the industry support that QTIC offers. The significance of including all stakeholders in QTIC's activities is well recognised given the broad differences between tourism regions and sectors in Queensland.

The membership of all 14 Regional Tourism Organisations (RTOs) ensures that QTIC is both well positioned to address specific regional issues and to provide a key communication link to more than 4000 regional tourism businesses. QTIC's vital link to these regional operators provides the industry with a powerful lobbying base to promote the interests of the tourism industry.

Attending Regional Tourism Queensland (RTQ) meetings, affords QTIC the opportunity to report back on state and federal policy issues, enabling the organisation to draw on the significant regional expertise.

As RTOs often deal with issues of a similar nature – including resourcing concerns, infrastructure and product development issues and skills needs, QTIC also provides a secretariat function for the network. In close consultation with the RTQ Chair, Martin Winter, the secretariat coordinates quarterly meetings and provides an important link between the network and other industry stakeholders, including governments.

QTIC is increasingly able to fulfill its role as an industry-wide, representative body due to the strong support and cooperation received from its key sector association members, under the umbrella of QTIC's Associations Council.

Chaired by Laura Younger (General Manager of the Australia Timeshare and Holiday Ownership Council), QTIC's Associations Council draws on significant tourism experience and provides a forum for all tourism sector bodies to highlight major issues impacting on their members.

The united input of these bodies has enabled QTIC to address a number of prominent tourism issues including environmental regulations, workplace relations issues, changes to building provisions and migration policies.

Successfully representing the industry's wide and diverse interests, is dependent on the continuation of strong working relationships across all regions and sectors of the industry in Queensland. QTIC looks forward to continuing these important partnerships as few other states have the benefit of such an inclusive platform from which to present policy decisions.

“From a regional perspective, it is critical to have an effective tourism industry council to represent our collective interests and to present the industry's position in a structured and unified way. QTIC provides this critical link and ensures that the views of regional tourism operators are heard on state and federal policy issues. The Regional Tourism Queensland Network looks forward to continuing its important partnership with the QTIC team”

Martin Winter (RTO Chairman)



CORPORATE PARTNER SILVER

TPD MEDIA

TPD Media is a force to be reckoned with in the media world.

As creators of Queensland's premier lifestyle programs, *The Great South East*, *Queensland Weekender* and *Creek to Coast*, TPD Media has built a reputation for creating world-class television.

That reputation, along with a commitment to leading edge technology and technique, has secured the company a stable of major industry clients.

In the tourism market, Tourism Queensland, Quicksilver, Fantasea and Hamilton Island Enterprises all call on TPD Media to concept and create a broad range of media projects.

As well as significant broadcast expertise, TPD Media offers an established corporate and commercial production service built around a team of talented, creative and dedicated media professionals.

From a single TVC to a series of marketing, training and corporate image presentations, TPD Media has what it takes to deliver outstanding productions – from concept to completion.

Visit www.tpdmedia.com.au



AUSSIEHOST

QTIC continues to develop strategies to enhance customer service quality and is proud to be the AussieHost Master Provider for Queensland across all industry sectors. As the driving force behind customer service reform in Queensland, QTIC has seen 716 participants successfully completed the AussieHost Customer Service program by attending one of 65 workshops across Queensland. With 51 accredited AussieHost Trainers in Queensland, QTIC looks forward to further growing the AussieHost program in the years to come.



“I have worked in retail, hospitality & tourism for many years and I would recommend this course for anyone in these industries.”

Jemma-Lee, Mooloolaba

“I thought this workshop was very good and will be helpful to me in the future. The facilitator was fantastic and explained things very well. I would gladly participate in AussieHost again.”

Gabby, Barcaldine

BUSINESS DEVELOPMENT

By facilitating business development opportunities, coaching and mentoring sessions throughout the state, QTIC has delivered a strong range of initiatives to support tourism businesses in practical ways.

In partnership with the Department of Employment, Economic Development and Innovation and Tourism Queensland, QTIC has continued to encourage small business growth and sustainability by promoting a range of resources for tourism operators – including the updated Connecting Tourism reference resource, referrals to Mentoring for Growth, Small Business Solutions mentoring and Earthcheck sustainability programs.

A major project this year has been the development of the Tourism Business Development Program - as part of the revised Tourism Action Plan to 2012. Funding provided by the Queensland Government and Tourism Queensland has seen this program provide small and medium sized tourism operators across the state with practical business actions that will help them to retain staff and to identify growth opportunities.

TOURISM VOLUNTEERING PORTAL

QTIC has been working with the Department of Communities and Volunteering Queensland to develop a tourism volunteering website (www.tourismvolunteering.com.au).

The website aims to raise the profile and accessibility of 'Welcome to Queensland' programs by developing a new web portal through which tourist operators can access volunteers for their welcome programs.

The website is due to be launched in September 2010 and we strongly encourage the industry to take advantage of this important new resource.

CORPORATE PARTNER SILVER

QUEENSLAND PARKS & WILDLIFE SERVICE

The Queensland Parks and Wildlife Service (QPWS), an entity of the Department of Environment and Resource Management (DERM) are 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 rainforests). 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.

Visit www.derm.qld.gov.au





CORPORATE PARTNER
GOLD

ERNST & YOUNG
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. Visit www.ey.com/au

ERNST & YOUNG
Quality In Everything We Do



During the 2009/2010 financial year, QTIC was notified of 39 Indigenous job placements in the tourism industry through the Tourism Indigenous Champions Network.



QTIC BUSINESS BAROMETER

QTIC has recently launched the innovative QTIC Business Barometer (QBB), an online diagnostic tool enabling tourism operators to assess their business practices and performance. This tool is the first of its kind for the tourism industry and will assist QTIC to identify specific support requirements for operators while, at the same time, provide QTIC with an opportunity to monitor trends and changes within the industry.

QTIC has held QBB workshops in Bargara, Brisbane, Cairns, Hervey Bay, Townsville and Yeppoon and individual coaching sessions were offered to 16 businesses.

We encourage all operators to look for the QBB logo on the homepage of the QTIC website and take advantage of this great resource.

“The QTIC Business Barometer provided a great opportunity to look at our business in the key performance areas. Once I made the time available, it was very quick and easy to use and gave me our report within minutes! The workshop was excellent, covering key areas and providing some great practical ways to both personally and professionally achieve and deliver results. I walked out of the session inspired and will certainly be taking these tools back into our business.”

Tony Dolan (General Manger – Aquarius on the Beach)

INDIGENOUS CHAMPIONS NETWORK

Funded by the Department of Employment, Economic Development and Innovation, the Tourism Indigenous Employment Champions Network is an initiative that aims to increase Indigenous employment in the tourism and hospitality industry.

QTIC, in conjunction with its 13 Employer Champions (a network of tourism industry volunteers), has engaged with tourism operators throughout Queensland to promote the benefits of recruiting Indigenous employees. QTIC's Employer Champions have also been able to share their successful Indigenous employment strategies with industry peers to maximise employment outcomes.

By participating in 7 Former Origin Greats (FOGS) Indigenous Career Expos and a number of industry networking events throughout the state, QTIC has contributed to promoting the tourism industry as a career path for Indigenous Australians.



CORPORATE PARTNER
SILVER

HAMILTON ISLAND
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

HAMILTON ISLAND
GREAT BARRIER REEF AUSTRALIA



IMMIGRATION OUTREACH OFFICER

Despite every effort to recruit domestic workers to fill positions in the tourism and hospitality industry, the pool of available domestic labour continues to prove insufficient to meet our significant vacancies. These shortages of skilled and general labour will only compound once trading conditions improve. QTIC continues to advocate for an effective migration program as a valuable means of addressing critical labour supply issues.

QTIC is supported in its efforts to help employers with overseas recruitment, through the work of its assigned Immigration Outreach Officer, Scott Wickham. Scott is available to support tourism employers in Queensland with any issues relating to overseas recruitment.

QTIC uses its participation in the Immigration Outreach Officer Program to better support employers to take advantage of various options to tap into overseas labour pools and to remain cognisant of changes to immigration policies.

TOURISM EXPERIENCE PAYS AWARENESS STRATEGY (TEPAS)

Australia's population is ageing and over the next decade 80% of all labour force growth will be generated from people over the age of 45. With this in mind, employers who recruit, retrain and retain older workers will be better able to cope with the dramatic changes in labour supply.

Through funding under the *Skillings Queenslanders for Work* initiative, QTIC holds forums and face-to-face meetings with employers to raise awareness of the ageing workforce, improve attitudes towards older workers and encourage employers to adopt age-friendly workplace practices.

QTIC-Y

Through its QTIC-Y project – a Generation Y network linking tourism students, employees, employers and entrepreneurs – QTIC encourages our future industry leaders to increase their knowledge of the industry and to engage with industry.

This year the QTIC-Y network held various events for its Gen-Y members to build up their industry contacts and to provide opportunities for professional development.

In addition to networking events, the QTIC-Y project team held a Youth Summit which aimed to provide tourism students and young employees with information on career path options and to provide further insight into the industry. As part of the summit, attendees heard from key industry leaders and their Gen Y peers in the industry on how they are achieving their career goals.

As part of the TEPAS project, QTIC has conducted:

- 22 information sessions.*
- Held 435 meetings with tourism and hospitality businesses.*
- Completed a program with Cairns Visitor Information Centre by up skilling mature age volunteers in the area of customer service and sales.*





A special mention must go to our Chairman, Stephen Gregg, who was awarded Outstanding Contribution by an Individual at the Qantas Australian Tourism Awards, for all the work he has done within the Australian Tourism Industry over the last 35 years. We are very fortunate to have him leading our organisation.

QUEENSLAND TOURISM AWARDS

With a record number of entries received from operators across the state, the 2009 Queensland Tourism Awards were the most successful to date.

Each year more organisations are becoming aware of the many advantages that can be gained by taking part in the awards. While winning, of course, brings significant exposure, operators can benefit by addressing the entry criteria – which enables them to build on their current business plan and to improve performance.

This year, QTIC was delighted to welcome Bob Hagley as the new Chair of Judges. Under Bob's guidance, the judging panel assessed over 210 submissions and visited over 200 businesses.

QTIC would like to extend a big thank you to Bob and all of the other fantastic judges for their hard work and dedication and for volunteering their time over the judging period.

QTIC would encourage any organisation that is thinking about entering the Queensland Tourism Awards to take the leap. You won't regret it!



“Winning the Queensland Tourism Award for Deluxe Accommodation in 2009 has provided the single greatest boost to our business since azure opened in 2007, and we feature the Winner's logo prominently in all our marketing materials. Just as importantly, entering the Awards has helped us further professionalise every aspect of our business. We recommend the Awards to every operator.”

Cathryn Leigh & Ross Bloore,
(azure studio retreat)

CORPORATE PARTNER
SILVER

JUPITERS HOTEL & CASINO

Located in the heart of the stunning Gold Coast, Jupiters Hotel & Casino 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 four years, Jupiters Hotel & Casino 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.

Visit www.jupiterscasino.com.au



THE YEAR OF EDUCATION REVOLUTION

This year has seen some major changes in the education sector and is set to deliver both challenges and opportunities to the Vocational Education & Training (VET) sector which will emphasise the importance of quality teaching, learning and assessment practices.

Globalisation, equity, sustainability, industry engagement and quality practices in teaching and learning are now at the forefront of state and national policy and planning.

The financial year began with COAG's reforms for VET in areas including:

- developing models for a national regulatory body for vocational education and training;
- ensuring the Australian Apprenticeship system is responsive to the needs of individuals and enterprises, especially during the downturn and into recovery;
- increasing the level of investment in nationally-accredited training;
- providing timely, relevant and easy to navigate information to individuals and enterprises; and
- ensuring the training system, and the products of the training system, are responsive to the needs of individuals, businesses and industry.

In other training news:

- national VET regulator to commence 1 January 2011;
- changes to the AQTF Standards with strengthened Essential Standards for existing RTOs and new Standards for RTOs registering for the first time;
- streamlining of the training packages including more choice on packaging of qualifications; and
- changes in the international education.

While it will go down as one of the most confusing and challenging years for VET providers we've seen since the education revolution in 1990's, there are positive signs of a good future.



“QTIC Skills Link is committed to working closely with training providers in the aim of raising the standard of graduates for the ultimate benefit of the industry.”

Phillip Charlton
(Chair QTIC Skills Link)





CORPORATE PARTNER
SILVER

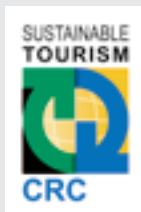
SUSTAINABLE TOURISM COOPERATIVE RESEARCH CENTRE

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.

After 13 years of operations, the STCRC is due to wind-up in June 2010.

Visit www.crctourism.com.au



“I was so happy to be offered the traineeship and thought that thereafter I would have to pay for any further training myself.”

Natalie Griffiths
(King Fisher Bay Resort)



\$10 MILLION FOR TOURISM AND HOSPITALITY TRAINING IN QUEENSLAND

QTIC has entered into a funding agreement with the Department of Education and Training to manage the delivery of over \$9.1 million worth of training to existing workers within the tourism and hospitality industry under the Productivity Places Program (PPP).

Over the next two years, this funding will upskill existing workers through the delivery of high level tourism and hospitality qualifications. These funds will assist business operators to respond proactively to market challenges the industry is facing and will provide a major skills boost.

QTIC members who have received PPP funding

- | | | |
|--|---|---|
| • ARAMA | • Hilton Brisbane | • Museum |
| • Australia Zoo | • Jupiters Townsville | • Redland City Council |
| • Birdsville Hotel | • Kedron Wavel Services Club | • Seatemple Resort and Spa Port Douglas |
| • Brisbane Convention and Exhibition Centre | • Kingfisher Bay Resort | • Solfitel Gold Coast |
| • Capricorn Caves | • Longreach School of Distance Learning | • Stockmans Hall of Fame |
| • Discovery Holiday Parks | • O'Reillys Rainforest Guesthouse | • The Sebel and Citigate King George Square |
| • Down Under Tours | • Outback Aussie Tours | • The Sebel Cairns |
| • Eumundi Markets | • Outback Queensland Tourism Authority | • Undara Experience |
| • Gladstone Area Promotion & Development Ltd | • Oz Tours Safaris | • Waltzing Matilda Centre |
| • Hamilton Island | • Qantas Founders Outback | • Wilderness Challenge |
| • Hidden Valley Eco Lodge | | |



TOURISM DIPLOMA KICKS OFF IN LONGREACH

For operators and staff in the Central West, undertaking further training has meant travelling outside the region or jumping online to complete a course, but now, for nineteen locals involved in the tourism industry a Diploma in Tourism is being delivered in the Central West.

The joint Commonwealth and State Government initiative, Productivity Places Program, through the Australian College of Outback Tourism is working with Gold Coast based registered training organisation, One Step Further.

The official launch in February brought course participants, local business and tourism operators, educators and other invited guests together in this exciting venture. Some participants travelled 7 hours to attend the training.

CORPORATE PARTNER
SILVER

NORTH QUEENSLAND AIRPORTS

North Queensland Airports (NQA) includes Cairns Airport and Mackay Airport.

As the company responsible for these vital pieces of regional infrastructure, NQA aims to be a valued partner in North Queensland's progress and development.

To achieve this goal NQA works in partnership with the community, stakeholders, employees and shareholders and is committed to building prosperity through investment and development, which in turn facilitates regional economic growth in North Queensland.

NQA recognises the important role of QTIC as Queensland's peak tourism body.

Visit www.cairnsairport.com



STUDY TOURS FOR TRAINERS

Each year QTIC Skills Link arranges a study tour for trainers and teachers from Queensland's registered training organisations and state and non-state secondary schools.

This year's tourism study tour started off with a pleasant cultural tour of Brisbane with guide, Barry Radford. The group then went on to Aviation Australia and Brisbane Marketing.

The hospitality study tour kicked off with a Chocolate Journey at Monty's Chocolate and included tours of the Novotel, Cloudland and the Limes Hotel.

All tours completed the day with lunch at the Southbank Institute of Technology.

PROFESSIONAL DEVELOPMENT

It has been a busy year on QTIC's professional development calendar.

It started in July with a group of trainers joining Tony Chang in our 'Commercial Kitchen Confidence' class, honing their knife sharpening skills, precision cuts, chicken deboning and fish filleting. The group went on to produce restaurant quality meals.



Given the predicted growth of the Indian market, QTIC also ran a 'Culture of India' workshop. This interesting workshop provided participants with a greater knowledge of Indian customs, profiles of Indian consumers, communication to this group of travellers, and the behaviour and service expectations of this market. This was followed by an Indian networking lunch.

More recently, QTIC hosted a Japanese cultural workshop. Rick Myatt, from The Australian Federation of Travel Agents, and QTIC helped participants fine tune their skills in Japanese customs, service expectations and cultural differences.

After mastering these skills, participants learnt the art of sushi making and tasted and compared three different types of sake. Not only was this a fun and exciting learning experience, it was also a great networking opportunity for industry and trainers.

2009 STRIVING FOR EXCELLENCE

QTIC Skills Link staged the fourth Queensland Striving for Excellence Conference at the Bardon Conference Centre on Monday 12 October. The conference is designed to update the skills and knowledge of industry trainers through a series of workshops and information sessions.

Delegates from Queensland registered training organisations and state and non-state secondary schools attended the full day conference – with an optional hospitality or tourism study tour the following day.

The feedback from the delegates was overwhelming positive.

“Thank you for putting on such an interesting and informative day. We have all come back to the office brimming with ideas and suggestions”

“The conference just gets better each year... a credit to QTIC Skillslink!!”

QTIC would like to recognise and thank it's sponsors – Education Queensland and Service Skills Australia – for their strong support.





CORPORATE PARTNER
SILVER

QANTASLINK

QantasLink, Australia's largest regional airline, is proud to be a Diamond partner with the National Breast Cancer Foundation (NBCF) 2009

QantasLink operates around 2,000 flights each week to 54 metropolitan and regional destinations across Australia and Papua New Guinea and employs more than 1000 people.

QantasLink has announced that it has entered into a contract with Bombardier for the purchase of seven new Next Generation Q400 aircraft for its QantasLink regional operations. The decision will see QantasLink expand its Q400 fleet from 21 to 28 aircraft and increase the total turboprop fleet to 49 aircraft and represents an additional A\$250 million investment in regional operations that will allow QantasLink to increase capacity on existing routes and investigate further network growth opportunities. The first NextGen aircraft is scheduled for delivery in February 2011.

QantasLink operates to 22 destinations in Queensland and makes a significant contribution to the state's economy.

Visit www.qantas.com.au



QTIC'S SALUTE TO EXCELLENCE AWARDS

QTIC's Salute to Excellence Awards recognise and celebrate high achievers in tourism and hospitality training throughout Queensland schools.

Queensland's state and non-state secondary schools were invited to nominate their high achieving Year 12 students for the awards this year and the winners were selected by a panel of judges in three categories – tourism, cookery and food and beverage.

Over 110 proud parents, teachers, friends and industry representatives gathered to recognise the achievements of these Year 12 tourism and hospitality students.

The judges Kristy Allt, Andrew Hall, Nick Steiner and John Sharpe were all impressed with the high standard of the entries.

The awards highlight the importance of promoting vocational education and training to secondary schools in Queensland and QTIC is proud to be driving this initiative which aims to raise industry standards through training and education.



The 2009 Salute to Excellence winners:

Tourism Award – Rebecca Herbert of Trinity Lutheran College
Cookery Award – Dylan Kearney of Lockyer District High School
Food and Beverage – Sharnee Chalmers of Helensvale State High School

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

2009 Judge

CORPORATE PARTNER
SILVER

VILLAGE ROADSHOW THEME PARKS

Warner Village Theme Parks is indeed delighted to be a major Corporate Partner 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.

Visit www.myfun.com.au



CORPORATE PARTNER
SILVER

SKYRAIL RAINFOREST CABLEWAY

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.

Visit www.skyrail.com.au



CAREER DAYS

QTIC has used its attendance at the National 'World Skills Try'a Trade' in Brisbane to exhibit skills opportunities in the tourism and hospitality industry.

QTIC showcased the tourism and hospitality industry by providing many of the 80,000 attendees with 'hands on' experience in coffee making, tour guiding, gaming and bar preparation and cookery.

Brisbane's own international chef, Alison Taafe, cooked for a packed crowd impressing many students, trainers and parents with her inspirational three course meal in 45 minutes.

QTIC was also an exhibitor at both the Mackay and Townsville careers days. Feedback from students at these events was extremely positive, with many attendees considering careers in tourism and hospitality.

Quotes from students

“What a fun experience, I received alot of information from the staff and now I want to work in Human Resources and Training in the tourism and hospitality Industry”

“I really enjoyed trying all the different activities in tourism and hospitality, I want to work in the industry”



QTIC also attended:

Former Origin Greats Indigenous Expos
Wynnum State High School Career Day
Milpirra Career Day
Mackay Trya' Trade

Townsville Trya' Trade
Blackall State High School
Longreach State High School
Barcaldine State High School





CORPORATE PARTNER
SILVER

COURAN COVE

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 www.couran.com



EVENTS

QTIC continues to coordinate a variety of exciting industry events each year – enabling operators throughout the state to hear from leading tourism experts, gain important insights into the current state of the industry and to network with other industry operators.

QTIC acknowledges that none of these events would be possible without the support of all of our sponsors. Thank you to all who have supported our events this year.




BUSINESS LEADERS BREAKFASTS/LUNCHEONS

QTIC's Business Leaders Breakfasts and Luncheons are well attended with operators throughout the state benefitting from the wisdom of key industry leaders as they address topical issues. As these events provide valuable opportunities to discuss issues of significance in the industry, guests are able to put their questions to the speakers during panel discussions and question periods.

2009/10 speakers included:

- Hon. Martin Ferguson AM MP – Federal Minister for Tourism;
- Andrew McEvoy, Managing Director, Tourism Australia;
- Sofie Formica, Great South East & Media Potential;
- Jan Power, Founder, Jan Powers Farmers Market; and
- Pam Hardgrave, Owner, Lillydale Host Farm.



BOARDROOM LUNCHEONS

QTIC's Boardroom Luncheons provide guests with the opportunity to hear from a prominent guest speaker and to discuss relevant issues in an intimate setting.

2009/10 speakers included:

- Hon. Stirling Hinchcliffe MP – Minister for Infrastructure and Planning;
- Hon. Ray Stevens MP – Shadow Minister for Tourism, Fair Trading & Racing;
- Hon. Steven Ciobo MP – Shadow Minister for Tourism, the Arts, Youth and Sport;
- Hon. Cameron Dick MP – Attorney General and Minister for Industrial Relations; and
- Geoff Dixon, Chairman, Queensland Events Corporation.

CORPORATE PARTNER
SILVER

NORTON ROSE

Norton Rose Australia (formerly known as Deacons) is a leading legal practice with more than 600 lawyers throughout Australia, based in offices in Sydney, Melbourne, Brisbane, Perth and Canberra. On 1 January 2010, Deacons joined Norton Rose Group to become one of the best resourced legal practices in the Asia Pacific. The new international legal practice has more than 1800 lawyers across 30 offices worldwide. In the Asia Pacific region, it brings together more than 700 lawyers operating from 13 offices creating a major legal practice across the entire region. Further afield, the Norton Rose Group also operates from offices in Abu Dhabi, Amsterdam, Athens, Bahrain, Brussels, Dubai, Frankfurt, London, Milan, Moscow, Munich, Paris, Piraeus, Prague, Riyadh*, Rome and Warsaw. Our 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, Norton Rose can assist. Visit www.nortonrose.com/australia

NORTON ROSE



STATE-OF-PLAY SEMINARS

With presentations from key industry representatives, attendees at QTIC's State of Play seminars are updated on current tourism issues and on the current health of the industry. By gaining valuable insights into the industry, operators leave these seminars with up-to-date information that can support their business planning.



STRATEGIC TOURISM FORUMS

QTIC's Strategic Forums seek to generate ideas and opportunities that that will give tourism in Queensland a competitive edge. Presentations from industry representatives are followed by an interactive workshop where operators can exchange opinions and highlight issues of importance.



“The lunch with Minister Cameron Dick was a very worthwhile couple of hours and again highlighted how effective your organisation is at communicating important and topical information to the right people.”

Gerard Knight (Radisson Resort, Gold Coast)

Members List



A.B. Paterson College
Academy Hospitality Australia
Accor Hospitality
ACPET
Adelyn Retail
Adrenalin Dive
Adventure North Australia Pty Ltd
Adventure Waters Water Park
Airlie Beach Hotel
Airlie Beach YHA
All Seasons Cairns Gateway Resort
All Seasons Mount Isa
Amamoor Lodge
Anita Clark Tourism Services
Ann Garms Emporio
AOT Holidays Pty Ltd
Aquarius Backpackers
ARAMA Queensland Inc
Araucaria Ecotours
Aries Tours Pty Ltd
Arrow Training Services
Ashmore Palms Holiday Village
Association of Marine Park Tourism Operators
ATHOC
Aurora Training Institute
Australia Zoo
Australian Academy
Australian College of Outback Tourism
Australian Federation of Travel Agents (AFTA)
Australian International Business Institute
Australian Outback Spectacular
Australian Stockmans Hall of Fame
Australian Sunset Safaris
Australian Trade College - North Brisbane
Australian-Italian Festival Assn Inc
Avalon
AVIS Australia
Azure Studio Retreat
Backpacking Queensland
Balgai Beach Holiday Units
BBS
Bed & Breakfast and Farmstay Qld Inc.
Beenleigh State High School
Beetswalkin Consulting
Bethany Cottages
Big 4 Adventure Whitsunday Resort
Big Cat Green Island Reef Cruises
Blueprint Career Development
Bond University
BreakFree Acapulco
BreakFree Alexandra Beach
BreakFree Aloha
BreakFree Aruba Beach
BreakFree Beachcomber
BreakFree Beachpoint
BreakFree Cosmopolitan

BreakFree Diamond Beach
BreakFree Enderley Gardens
BreakFree French Quarter
BreakFree Grand Pacific
BreakFree Great Sandy Straits
BreakFree Imperial Surf
BreakFree Longbeach
BreakFree Maldives
BreakFree Moroccan
BreakFree Neptune
BreakFree Noosa International
BreakFree Ocean Breeze
BreakFree Peninsula
Breakfree Rainbow Shores
BreakFree Rays
BreakFree Royal Harbour
BreakFree Savannah
BreakFree South Pacific Noosa
BreakFree St Tropez
Brisbane Airport Corporation
Brisbane City YHA
Brisbane Convention & Exhibition Centre
Brisbane Holiday Village
Brisbane Marketing
Brisbane North Institute of TAFE
Broadbeach Alliance
Bundaberg Region Tourism
Bundaberg Rum BONDSTORE
Bunk Brisbane
Business Action Centre
Cairns Central YHA
Cairns Coconut Holiday Resort
Cairns Convention Centre
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
Catalina Cruises Noosa
Charter Yachts Australia
Chef Central
Classic Holidays
Clovelly Estate Wines
Club Training Australia
Clubs Queensland
Conrad Travel
Coral Sea Charter Company Pty Ltd
Coral Sea Resort
Cross Country Tours
Crown Towers Resort
Crowne Plaza Surfers Paradise
CRVA
CTIA
Currumbin Wildlife Sanctuary
Custom Built

Dalrymple Tourist Van Park
Daniels Associates
David Lorkin
David Osborne (Trainer)
de Brueys Boutique Wines
Department of Environment and Resource Management
Deshons Retreat
Di Bella Coffee
Diamantina Visitor Centres
Discovery Holiday Parks Longreach
Discovery Tours North Queensland
Dolphin Wild Island Cruises
Down Under Tours
Dracula's Pty Ltd
Dreamworld & White Water World
EC3 Global
Elandra Resort
Emporium Hotel
Equathon
Ernst & Young
Esset Australia
Etihad Airways
Eumundi Markets
Executive Retreats
Extra-Mile Tourism & Leisure Management
Family Parks Ltd
Far North Queensland Ports Corporation Limited
Far North Queensland Tour Operator Association
Floating Images Hot Air Balloon Flights
Focal Holdings Pty Ltd
Focus on Research
Fraser Coast Regional Council
Fraser Coast South Burnett Regional Tourism Board
Gee See Gold Coast
Ghost Tours
GKI Resort Pty Ltd (Tower Holdings)
Gladstone Area Promotion and Development Limited
Gold Coast Airport Pty Limited
Gold Coast City Council
Gold Coast Convention and Exhibition Centre
Gold Coast Institute of TAFE
Gold Coast Institute of Technology
Gold Coast Mini Coaches
Gold Coast Tourism
Grand Mercure Twin Waters Apartments
Great Green Way Tourism Incorporated
Griffith University
Hamilton Island Limited
Harbour Town Outlet Shopping Centre
Hartley's Crocodile Adventures
Hidden Peaks
Hidden Valley Cabins and Tours
Hideaway Resorts

Hilton Brisbane
HLB Mann Judd
Holiday Inn Brisbane
Holiday Inn Cairns
Holiday Inn Surfers Paradise
Holiday Inn Surfers Paradise
Holiday Inn Townsville
Hospitality Training Association
Hospo1.com.au
HOSTEC International Pty Ltd
HOSTPLUS (Head Office)
Hotel Ibis Brisbane
Hotel Ibis Townsville
Hotel Motel & Accommodation Association
Hotel Noorla
Hotels Tv Pty Ltd
Humanoz Pty Ltd
Icon Training Academy Pty Ltd
Industry Training Services (ITS)
Inflight Publishing Pty Ltd
Infomaps Australia Pty Ltd
interNATIONAL PARKtours
Ipswich City Council
J & G Angel Consulting
James Cook University
Jimbour House
Jondaryan Woolshed
JPT Tour Group
Jungle Surfing Canopy Tours
Jupiters Townsville
Kedron-Wavell Services Club
Kellys Beach Resort
Kenmore State High School
Kert Crossan Creative
Kingfisher Bay Resort Group
Kwik Kopy Printing Geebung
Lillydale Host Farm
Linklogic Pty Ltd
LMA – SM Group
Logan City Council
Longreach School of Distance Education
Lucerne on Fernberg
Mackay Tourism Ltd
Mantra Amphora
Mantra Aqueous on Port
Mantra Bel Air
Mantra Broadbeach on the Park
Mantra Circle on Cavill
Mantra Coolangatta Beach
Mantra Esplanade
Mantra Group
Mantra Heritage
Mantra Hervey Bay
Mantra In the Village
Mantra Legends Hotel
Mantra Links Resort
Mantra Mooloolaba Beach

Mantra On Queen
Mantra On The Inlet
Mantra One Bright Point
Mantra Paradise Centre
Mantra Pavillons Mirage on 1770
Mantra Phoenician
Mantra PortSea
Mantra Q1 Resort and Spa
Mantra Sand Dunes
Mantra Sierra Grand
Mantra Sirocco
Mantra Southbank
Mantra Sun City
Mantra Trilogy
Mantra Wings
Mantra Zanzibar
Maranoa Regional Council
Marsden State High School
Maxi Action
Mercurie Cairns Harbourside
Mercurie Hotel Brisbane
Mercurie Hotel Townsville
Meta Dynamics Investments Pty Ltd
Metro College of Technology
Metropolitan South Institute of TAFE
MI Helicopters Pty Ltd
Mint Training Pty Ltd
MIRVAC Hotels and Resorts
Mission Beach Business and Tourism
Moreton Bay Regional Council
Moreton Island Ferries
Mount Isa Airport Pty Limited
Mt Barney Lodge Country Retreat
Mt Cotton Guesthouse
Murdering Point Winery
Narrows Escape Rainforest Retreat
North Burnett Regional Council
North Queensland Airports Pty Ltd
Northern Experience Eco Tours
Norton Rose Australia
Novotel Brisbane
Novotel Cairns Oasis Resort
Novotel Twin Waters
OAKS 212 on Margaret
OAKS Aspire
OAKS Aurora
OAKS Calypso Plaza
OAKS Casino Towers
OAKS Charlotte Towers
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 Dynamics
Ocean Hotels and Tourism
Ocean Rafting
Oceans Queensland Pty Ltd
One Step Further Pty Ltd
Opus International Consultants Pty Ltd
O'Reilly's Rainforest Guesthouse
Outback at Isa
Outback Aussie Tours
Outback Queensland Tourism Authority
Oz Tours Safaris
Paradise Bay Eco Escape
Paradise Country
Paradise Jetboating
Parker Travel Collection
Paronella Park
Passions of Paradise
Peppers Bale
Peppers Beach Club
Peppers Beach Club & Spa
Peppers Blue on Blue
Peppers Coral Coast Resort
Peppers Palm Bay
Peppers Pier Resort
Peppers Ruffles Lodge
Personalised Training Consultancy
Pierre Displays
Preston Peak Wines
Pro Dive Cairns
PROBE
PST
Pullman Reef Hotel Casino
Q Deck
Qantas Founders Outback Museum
QantasLink
Quality Training and Hospitality College
Queensland Airports Limited
Queensland Bus Industry Council Inc.
Queensland Events Corporation
Queensland Folk Federation
Queensland Hotels Association
Queensland Information Centres Association
Queensland Rail Limited
Queensland Yacht Charters
Quicksilver Group
RACQ
Rainbow Shores Pty Ltd
Redcliffe State High School
Redland Art Gallery
Redland City Council
Redlands IndigiScapes Centre
Restaurant and Catering Australia
River City Cruises
Riverlife Pty Ltd
Riverside Marine
Rose Gums Wilderness Retreat

Royal on the Park
Rubyvale Gem Gallery
Sails Restaurant & Function Centre
Sarina Russo Schools Australia
Sarina Sugar Shed
Scenic Rim Escapes Inc
Scenic Rim Regional Council
Scenic Rim View Cottages
Sea Temple Resort and Spa Palm Cove
Sea Temple Resort and Spa Port Douglas
Seaspray Resort & Spa
Seawalker Australia Pty Ltd
Security Training College Pty Ltd
Shafston School of Culinary Arts
Sheraton Noosa Resort & Spa
Shute Harbour Secured Parking and Storage
Siena Catholic College
Skyrail Pty Ltd
Skytrans
Smartskill Pty Ltd
Southbank Institute of Technology
Southern Cross University School of Tourism and Hospitality Management
Southern Downs & Granite Belt Regional Tourism
Southern Queensland Tourism
Spencer College
Spicers Clovelly Estate
Spicers Hidden Vale
Spicers Retreats, Hotels and Lodges
Spicers Tamarind
Spirit House Restaurant and Cooking School
Springwood State High School
stay247.com
StayWell Hospitality Group
Suncoast Cable Watersports
Sunferries
Sunshine Castle
Sunshine Coast Council
Sunshine Coast Destination Ltd
Sunshine Coast Institute of TAFE
Surf Life Saving Queensland
Surfers Paradise YHA at Main Beach
Suzanne Noakes (personal membership)
Tallship Adventures P/L
Tamborine Mountain Distillery
Tangalooma Island Resort
Taxi Council of Queensland
The Birdsville Hotel
The Bremer Institute of TAFE
The Broad Arrow Pty Ltd
The Central Group
The Discovery Group
The Falls
The Mouses House
The Northern Greenhouse

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 Tourism
Toowoomba Regional Council
Torres Strait Regional Authority
Tour Gold Coast
Tourism Leisure Corporation
Tourism Naturally
Tourism Noosa
Tourism Port Douglas Daintree
Tourism Potential
Tourism Services Pty Ltd
Tourism Tropical North Queensland
Tourism Whitsundays
Townsville Airport Pty Limited
Townsville Enterprise Limited
TPD Media
TRAC Consulting Group of Companies
Training and Development Australia
Training Experts Australia
Transit Systems – Bay Islands Transit and Big Red CAT
Treasure Island Holiday Park
Treasury Casino & Hotel
Tropic Wings Pty Ltd
Tropical Coast Tourism
Tropical North Queensland TAFE
Tyto Wetlands Information Centre
Undara Experience
Unique Hospitality
University of Southern Queensland
University of the Sunshine Coast
Untanglemysweb.com
Velocity Creative Pty Ltd
Waltzing Matilda Centre
Warner Village Theme Parks
Wet 'n' Wild
Whales in Paradise
Whitsunday Escape
Whitsunday Private Yacht Charters
Wilderness Challenge Pty Ltd
William Angliss Institute of TAFE
Witches Falls Cottages
Writeclick
YHA Ltd