

2015-2016 **Annual Review**

QTIC the voice of **tourism**



SHANE O'REILLY

Chair, QTIC Board

QTIC has continued to strengthen its relationship with the State Government and key industry partners such as Star Entertainment Group as it delivers substantial tangible support for the growth of tourism within the regions of Queensland. QTIC management and the Board have developed a framework for a transformation package they believe the wider tourism industry can now analyse, assess on its merits and provide feedback on how our future may look. Regardless of that outcome, QTIC believes tourism is the most important industry in Queensland and will continue to strive for it to be well represented and funded by all levels of Government.



DANIEL GSCHWIND

Chief Executive

supported by Star Entertainment Group. In collaboration with Regional Tourism Organisations, QTIC called on candidates in local government elections to consider how communities can tap into growing tourism potential. Skilling and workforce development continues to be a focus through various programs, including *QTIC's Young Professionals Mentoring Program* and the *Salute to Excellence* program. Our work in advocating for the protection and funding of the Great Barrier Reef remains a priority. We celebrated innovation and excellence at *QTIC's Prize for Innovation* and the *Queensland Tourism Awards*. I'd like to also acknowledge Ministers, particularly Minister for Tourism, Kate Jones, other Members of Parliament and others who engage with us in constructive dialogue. Queensland should be proud of its tourism achievements and we look forward to continuing to work with you next year.

The 2015-16 period was a significant year for QTIC, celebrating our 15-year milestone – all thanks to ongoing support from our members.

We welcomed the first Palaszczuk state budget and were reassured tourism has an important place in their plans. Our advocacy to federal, state and local government policy makers and agency continues to be a demanding task with countless issues relevant to tourism operators. A notable milestone for QTIC was Australia's first support network for Indigenous tourism employees

The value of
tourism in
Queensland

TOURISM CONTRIBUTES **\$23b¹** OR 7.6% OF QUEENSLAND'S GSP
DELIVERS 1 IN EVERY 8 DOLLARS TO THE STATE'S ECONOMY THROUGH TOURISM SPENDING

SUPPORTS **12% OF ALL**  **9 IN 10 ARE SMALL BUSINESSES**
Businesses IN THE STATE



230,000 Jobs

1 IN 10 QUEENSLANDERS
MORE THAN RESOURCES OR AGRICULTURE



Exports **\$5.8b**
2ND LARGEST EXPORT
EARNER FOR QUEENSLAND



THE VOICE OF TOURISM - POLICY & ADVOCACY

40

policy forums and committees

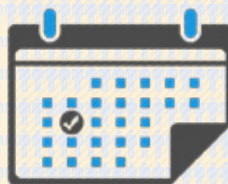
QTIC represents industry in various forums including the Tourism and Commonwealth Games and Cabinet Committee

15

policy submissions

submitted by QTIC on behalf of members and industry

QTIC INDUSTRY ENGAGEMENT



1,689

people attended
QTIC events in 2015-16

QTIC YOUNG PROFESSIONALS MENTORING PROGRAM

80%

participant increase (10 in 2015, 18 in 2016)

QTIC TOURISM INDIGENOUS EMPLOYMENT CHAMPIONS NETWORK

- » **34 Champions Network** members
- » **6 QTIC Indigenous Employee members** - North Queensland Charter
- » **7 QTIC Indigenous Employee members** - South Queensland Charter
- » **594 new Indigenous employees** reported by QTIC member organisations and Network members (Nov 2015 – July 2016)*

TOURISM INDUSTRY CAPABILITY PROGRAM (TDDI)

- » Funds delivered to all **13 TOURISM REGIONS**
- » **35 INDUSTRY** capability projects funded
- » More than **2,500 PARTICIPANTS**
- » Projects focused on digital, events, quality service, trade distribution and packaging

2015 QUEENSLAND TOURISM AWARDS

157
number
of entries

18
number
of judges

843
number of guests at
31st Queensland Tourism
Awards Gala Ceremony

15 Years

QTIC celebrated
15 years as the Voice
of Tourism in 2016!



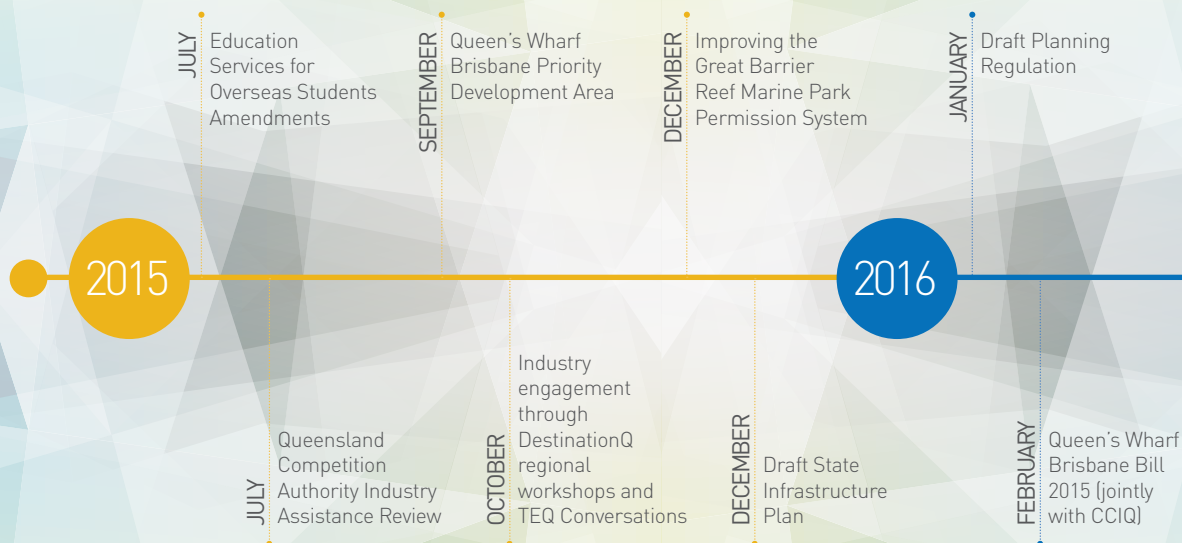
* Data collected at 3-month intervals over 14 month period through online questionnaires among 773 organisations.

Advocacy and Policy

QTIC continues to provide a unified and consistent voice for the state's tourism sector in relevant negotiations and policy-making processes.

Tourism must remain a strong focus of policy development at all levels of government and QTIC will continue to present a business view at every opportunity.

Policy submissions prepared on behalf of QTIC members during 2015-16 are available on our website via qtic.com.au > *Projects & Service* > *Policy Submissions*. The timeline below highlights some of QTIC's key submissions and advocacy campaigns during 2015-16.



Advocacy

In the lead-up to the 2016 Queensland Local Government Elections and the 2016 Federal Election, QTIC prepared flyers for each of the 13 tourism regions in the State, highlighting the value of tourism to the local economy and community, and advocating for local tourism infrastructure priorities. The flyers were sent to all candidates across Queensland, urging them to consider the opportunities from tourism to support economic growth and job creation. QTIC's [#VoteForTourism](#) campaigns highlighted critical priorities requiring action for Australia and Queensland to capture a bigger share of an expanding global tourism market.

The regional and state-wide priorities flyers are available on the QTIC website.



QTIC committees and **working groups**

A QTIC Board delegation meets regularly with key Ministers as part of the Tourism and Commonwealth Games and Cabinet Committee, to discuss priority issues for the tourism industry. This is an Australian first, creating a forum for whole-of-government industry and engagement.

Throughout 2015-16, QTIC has continued to play a key role in more than 40 industry working groups and committees including:

- Australian Tourism Awards Coordinators Working Group
- Australian Tourism Industry Council
- Cape York Tourism Action Plan
- Committee for QLD Recreation Trails for Tourism
- Department of National Parks, Sport and Racing led steering
- Destination Q Working Groups
- Economic Development Stakeholder Reference Group
- Ecotourism Accreditation
- Employment Pathways for International Students
- Far North QLD Industry Workforce Development Group
- GBR National Landscapes Steering Committee
- Industry and Employer Led - Solid Partners Solid Futures
- Jobs Queensland Interim Reference Group
- Land Valuation Reform Reference Group
- Partners in Digital Productivity - Tourism Working Group
- QLD Tourism Infrastructure Fund Assessment Panel
- QTIC Associations Council
- QTIC Drive Alliance
- QTIC RTO Network
- QLD Climate Adaptation Committee
- QLD Digital Economy Business Collaboration Committee
- QLD Plan Ambassadors Council
- QLD Tourism and Transport Industry Reference Group
- Reef and Rainforest Research Centre Board
- Regional Development Program
- The Alliance for Sustainable Tourism
- Tourism Climate Change Action Group (GBR)
- Tourism Forecasting Reference Panel
- Tourism Hospitality Careers Council
- Tourism Investment Attraction Unit
- Tourism Pathways Project
- Tourism Recreation Reef Advisory Committee
- Tourism Research Advisory Board
- World Tourism Forum



The QTIC RTO Network with Minister Kate Jones

QTIC in the News

Queensland Tourism Industry Council was quoted in close to 1,500 news articles over the 2015-16 financial year – reaching a total of audience of 38 million. The advertising value of the content is estimated at approximately \$3.9million.

697 radio

414 press/newspaper
(including 50 online articles)

374 TV

Tourism on high after 15 years of big growth

NICK DALTON

QUEENSLAND operators are predicting a vintage year for the state's \$23 billion tourism industry as established destinations, new attractions and the Australian dollar lure



Bumper season breaks records

CHRIS HONNERY

PERFECT weather and a weak Australian dollar have fuelled the best summer for Queensland tourism in recent years.

millions of visitors to the state," Mr Honnery said. Many accommodation outlets on the Gold and Sunshine coasts, Cairns, Mackay and Bundaberg reported strong in-

Hot topic: Mayoral candidates talk about how they would create growth

Tourism a key priority

HOT ELECTION TOPIC

Mayor John...
...the...
...the...
...the...

#QTIContheroad

QTIC makes every effort to get out and see our 3000+ members, partners and colleagues across the State.

The QTIC team (including our board) ventured to almost every corner of Queensland in 2015-16, taking part in more than 60 industry meetings and forums held outside the South-East corner, including QTIC board meetings held in Townsville and Longreach.



April 2016: QTIC board meeting held in Longreach



July 2015: QTIC Indigenous Employee Champions Network launched in Cairns

2016 Young Professionals **Mentoring Program**



March 2016: Young Professionals Mentoring Program Induction

The five-month program, now in its fifth year, brought together Queensland's young tourism professionals and senior industry representatives for one-on-one mentoring and professional development – sharing knowledge, skills and boosting career confidence.

Mentees were provided direct access to highly experienced mentors who willingly share knowledge, insight and industry understanding. Participants hailed from Cairns, Longreach, Rockhampton, Fraser Coast, Gold Coast, Sunshine Coast, Toowoomba and Brisbane.

Tourism Industry **Capability Program**

The Australian Government provided funds to the Queensland Government's Department of Tourism, Major Events, Small Business and the Commonwealth Games for the delivery of the Tourism Demand Driver Infrastructure Program (TDDI) to be used for the implementation of The Tourism Industry Capability Program.

The TDDI program will invest \$43.1 million over four years from 2014-15 – including \$7.86 million in Queensland. QTIC was tasked by the Queensland Government to administer the Capability Program which provides grants on a dollar for dollar matched funding basis to Queensland Regional Tourism Organisations to build tourism industry capability and enable the industry to drive tourism demand, boosting local attractions and the businesses that depend on them. In the 2015/16 financial year this program enabled 2,500+ individuals to gain increased industry capability.

QTIC Tourism **Indigenous Employment**

In 2015-16, QTIC established Australia's first support networks for Indigenous tourism employees, the QTIC Indigenous Employee Network - North Queensland Chapter and South East Queensland Chapter.

The new networks, led by existing Indigenous employees in Queensland's tourism sector, were established to develop strategies, demonstrate leadership and promote career opportunities in tourism and hospitality among Indigenous employees.

The Champions Network, supported by program manager Rhonda Appo, facilitated and hosted the 5th annual QTIC Tourism Indigenous Employment Forum in November 2015 at the State Library of Queensland attended by 130 industry representatives.



Representatives from VIC, QTIC, QICA and VQ at the launch of the Promoting Indigenous Culture through VICs program

QTIC also worked in partnership with Champions member organisations to undertake cultural awareness training for their staff. The Star Entertainment Group engaged the services of the QTIC Tourism Indigenous Employment Champions Network to hold cultural awareness training for their executive management team.

QTIC surveyed almost 800 industry organisations in Queensland and identified that employers want more support around employment of Indigenous staff, either financially, through education or greater understanding of cultural differences.

Thanks to funding provided by the Department of Aboriginal and Torres Strait Islander Partnerships, QTIC was able to partner with the Queensland Information Centres Association (QICA) and Visit Queensland (VQ) to launch the Promoting Indigenous Culture through Visitor Information Centres Program in April 2016. The program aim is to give greater access to Indigenous culture for visitors, and for Indigenous communities it will provide additional opportunities to promote their culture and tourism products to visitors. The pilot program will operate with six Visitor Information Centres before being rolled out to the rest of the network in 2017.

Accreditation



QTIC is committed to help driving improvement and professionalism in the Queensland Tourism Industry through the Australian Tourism Accreditation Program (ATAP) and became the program managers for ATAP in June 2015.

ATAP covers various assessable sections including required licences and permits, insurance requirements, marketing and business plans, human resource management, risk management, economic sustainability, social and cultural sustainability and customer service.

In March 2016, QTIC partnered with the team at Visit Queensland to help deliver, audit and provide support for the program throughout Queensland. ATAP was introduced as one of the recognised accreditation programs for entrants to be a part of to be eligible to enter the 2016 Queensland Tourism Awards.

As of 30 June 2016, there were 33 ATAP accredited businesses and 20 registered businesses that were currently going through the accreditation process and this number continues to vastly grow.

To become ATAP accredited please contact atap@qtic.com.au or visit accreditation.atap.net.au

Australia Zoo Testimonial



Terri and Bindi Irwin

"Australia Zoo is proud to be accredited with the Australian Tourism Accreditation Program and looks forward to the benefits this accreditation will bring to our business, including the credibility and widespread consumer recognition associated with the program. The process enabled us to look objectively at all aspects of our tourism offering and re-establish procedures to ensure we provide the ultimate wildlife experience for our guests."

Erina Kilmore, Director of Sales, Australia Zoo

Get accredited – find out more at qtic.com.au/accreditation

2015 Queensland Tourism Awards

The 31st Queensland Tourism Awards were celebrated in 2015. A total of 81 awards including 27 Gold, 25 Silver, 22 Bronze and two individual awards across 30 categories were presented at Brisbane's Convention and Exhibition Centre in front of 850 guests gathered to celebrate Queensland's tourism achievements. Five entrants also entered the QTA Hall of Fame for winning their category for three consecutive years.

Since 1985, the Queensland Tourism Awards have served to highlight tourism's powerful role in driving Queensland's economic and community development. The Queensland Tourism Awards are presented by Queensland Airports Limited in partnership with Tourism and Events Queensland.

Gold winners from Queensland's 2015 state awards were honoured at the Qantas Australian Tourism Awards (QATA) held in Victoria, with three Silver and three Bronze accolades received by operators from five regions.

Photographs, video, media releases and award results can be found online or via social media.

"The submission process required us to analyse all parts of our business. Our strengths and weaknesses soon became evident. What gets measured gets done, and each year we worked hard to get better. Recognising our great team and working through a process that helps us continuously improve was the real benefit. Winning was just a bonus."

Darren McClenaghan,
Resort Manager, RACV Noosa Resort
2015, 2014 & 2013 Gold Winner:
Deluxe Accommodation (now in Hall of Fame)



Deluxe Accommodation Gold Winners QTA 2015
– RACV Noosa Resort



The Honourable Kate Jones MP with staff and
volunteers from the Sarina Sugar Shed – Gold Winners of
Excellence in Food Tourism at QTA 2015

Workforce Planning

QTIC's Workforce Planning team continued to partner with industry, trainers, employers and educators to ensure Queensland has a consistent and strong policy presence.

We have worked to promote the needs and opportunities of the industry at a time when much of the expected jobs growth in Queensland will be delivered by the services sector. Our key workforce development projects and planning outcomes were delivered on behalf of, and in partnership with, industry operators and training operators:

Employment in Queensland hospitality

- 7th largest employer in Australia with ~300,000 [6.9% of total Queensland workforce as at August 2013]*
- Major employer of 15-24 year olds – 43.4 per cent compared with 15.9 per cent of total employment*
- An additional 32000 jobs needed by 2020
- * Source: Service Skills Australia

VET Industry Engagement

- VET Industry Advisory Organisation for Department of Education and Training
- Direct engagement with >900 industry representatives across 13 Queensland tourism regions
- Assisted government to process 31 Pre-Qualified Supplier applications

Registered Training Skills Pathway Pilot

- 52 participants – 104% enrolment achievement
- 44 completions – 88% completion rate
- 4 Registered Training Organisations

Gateway Schools to Food, Wine and Tourism

- Attended four Gateway School Network Meetings
- Connecting 22.5% of Queensland secondary schools and teachers with employers and VET trainers
- Communicated with 400 Queensland schools
- Sponsored and attended South East Queensland Region Professional Development tour

Industry Drivers

- Queens Wharf development, 2018 Commonwealth Games and future major events
- Increased international flights to Cairns and Gold Coast airports and expansion of the Brisbane International Airport
- Growth and proximity of the Asian tourist market
- Expansion of cruise ship industry
- Planned Aquis Great Barrier Reef Resort
- Potential for expansion and increase in walking trails in Queensland National Parks



Queensland Reference Group (QRG)

- Attended 4 QRG meetings
- Implementation of Employer Guide and Teacher Resource Kit for Work Readiness program

Study and Career Pathways

- Career promotion to 13,500 students at Queensland career expos

Careers Guide

- Collaboration with Queensland government; Department of Tourism, Major Events, Small Business and the Commonwealth Games and Department of Education and Training
- Support from >40 industry and training partners
- Team of 4 interns from University of Queensland, James Cook University and Australian Internships

AWARDS

Salute to Excellence Awards

- 33 applicants
- 27 finalists
- 130 guests attended Gala Dinner
- Tourism Award: Matthew Williamson, Stanthorpe State High School
- Cookery Award: Monique Howell, Helensvale State High School
- Food and Beverage Award: Emma Tobler, North Lakes State College
- Encouragement Award: Alexandra Rayner, St Monica's College

Innovation Awards

- 11 nominations
- Winner: Get Wet Surf School
- Runner up: Local Tickets

THANKS FOR YOUR SUPPORT

We appreciate the support of our members including all 13 Regional Tourism Organisations, individuals and corporate organisations.

1770 LARC! Tours
Accommodation Association of Australia
Accor Hospitality
ACTE
Adel's Grove
Adrenalin Dive
Adventure Queensland
AIB Australia
Airtrain
Anita Clark Tourism Services
Aquarius Backpackers
ARAMA Queensland Inc.
Araucaria Ecotours
Arthur J. Gallagher
Ashbourne House Bed and Breakfast
Ashmore Palms Holiday Village
Aspire Training Academy
Association of Marine Park Tourism Operators
At Hotel Group
Aurora Training Institute
Aussie World
Australia Zoo
Australian Age of Dinosaurs Limited
Australian College for Further Education
Australian Council for Private Education and Training
Australian Federation of Travel Agents
Australian Group Training
Australian Outback Spectacular
Australian Skills Management Institute
Australian Stockman's Hall of Fame
Australian Sunset Safaris
Australian Timeshare and Ownership Holiday Council
AVIS Australia
Backpacker Deals
Base Queensland
bbs Communications Group
Beetswalkin Consulting
Bendles Cottages & Country Villas
Bethany Cottages
Big Cat Green Island Reef Cruises
Big Planet Media
BIG4 Adventure Whitsunday Resort
BIG4 Atherton Woodlands Tourist Park
Billy Tea Bush Safaris
Birdsville Race Club
Black and White Cabs
Bli Bli House Luxury Bed and Breakfast
Blue Dolphin Marina Tours
Bond University
Bookeasy Pty Ltd
Braeside Bed and Breakfast

Brand By Design
BreakFree Resorts
Brisbane Airport Corporation
Brisbane by Ebike
Brisbane Convention and Exhibition Centre
Brisbane Holiday Village
Brisbane Marketing
Brisbane Milton Bed and Breakfast
Broadbeach Alliance
Brockhurst Cabins Farmstay - Retreat
BSI Learning Institute
Bundaberg North Burnett Tourism
Bundaberg Rum Bondstore
Business Action Centre
Busy At Work
Caboolture Historical Village
Cairns Airport Pty Ltd
Cairns Amateurs
Cairns Coconut Holiday Resort
Cairns Convention Centre
Cairns Harbour Lights
Cairns Turtle Rehabilitation Centre
Calypso Reef Charters
Camden Park Station
Campervan and Motorhome Club of Australia
Cape York Camping Punsand Bay
Capricorn Caves
Capricorn Enterprise
Caravan Industry Association of Australia
Caravan Parks Association of Queensland
Caravan Trade and Industries
Association of Queensland
Careers Australia Group Limited
Carnival Australia
Cassowary Coast Regional Council
Charlton Brown
Charter Yachts Australia
Charters Towers Regional Council
Childers Eco-lodge
City of Gold Coast
Clاندulla Cottages
Clandfield Holidays
Cloncurry Shire Council
Clovely Estate Wines
Clubs Queensland
Cobb & Co Museum
Cobbold Gorge Tours
Connecting Southern Gold Coast
Con-x-ion Airport Transfers
Coomera Training College
Cosmos Centre and Observatory
Country Pathfinder Motor Inn

Cross Country Tours
Crown Towers Resort
Cruise Whitsundays
Currumbin Wildlife Sanctuary
Daintree Discovery Centre
Daryl Beattie Adventures
Deborah Lewis Consulting
Deloitte
Department of National Parks, Recreation, Sport and Racing
Designer Life
Destination Cairns Marketing
Destination Gympie Region
Di Bella Coffee
Diamantina Shire Council
Dickson Wohlsen Pty Ltd
Digital Coaching International
Discover Stradbroke
Dorchester on the Beach
Down Under Tours
Dracula's Pty Ltd
Dreamworld and White Water World
EarthCheck
Ecotourism Australia
Edge Apartment Hotel
Ella Bay Pty Ltd
Empire Apartment Hotel
Emporium Hotel
Entourage Tours
Equation
Ernst and Young
Eumundi Markets
Explore Hamilton Island
Extra-Mile Tourism and Leisure Management
Fantasea Cruising Magnetic
Far North Queensland Tour Operator Association
Flight Centre Ltd
Focal Holdings Pty Ltd
Food Trail Tours
Foot in the Door Training
Foundation Education
Franklyn Scholar
Fraser Coast Regional Council
Fraser Coast Tourism and Events
Fraser Explorer Tours
Fraser Magic 4WD Hire
Frontier Leadership Pty Ltd
Fun Over Fifty Pty Ltd
Gab Titui Cultural Centre
GET Education Australia
Get Wet Surf School
Ghost Tours
GKI Resort
Gladstone Airport Corporation

Glass on Glasshouse
Global Blue Australia
Global Blue Australia
Go2GayCairns Pty Ltd
Gold Coast Airport
Gold Coast Convention and Exhibition Centre
Gold Coast Tourism
Grand Mercure Apartments Twin Waters
Great Value Holidays
Griffith University
Groves Christian College
H.I.S. Australia Pty Ltd
Hamilton Island Limited
happytourcairns
Harbour Town Outlet Shopping Centre
Hartley's Crocodile Adventures
Hidden Valley Cabins and Tours
Hideaway Haven Bed and Breakfast
HOSTPLUS
Hotel Noorla
Ibis Resorts
Icon Training Academy Pty Ltd
iGetAbout
Ignite Education
Inflight Publishing Pty Ltd
Institute of Culinary Excellence
interNATIONAL PARKtours
Ipswich City Council
Jacaranda Creek Farmstay Bed and Breakfast
James Cook University
Jet Boat Extreme Pty Ltd
Jimbou House
JJ Strategic Consulting
JNKIE Pty Ltd T/A Flyboard Cairns
John Atkin Consulting
Jondaryn Woolshed
Jungle Surfing Canopy Tours
Jungle Surfing Canopy Tours
Jupiter's Hotel and Casino
Kellarni Downs Farmstay
Kenmore State High School
Kepnock State High School
Kert Crossan Creative
Kewick Island Guest House
Killarney View Cabins and Caravan Park
Kingfisher Bay Resort Group
Kinnon and Co. Longreach
Koala Transfers
Koncept Konnect
Koorana Crocodile Farm
KPMG
Krista Hauritz Tourism Marketing + Development

Kupro Marketing
 Kwik Kopy Printing Geebung
 Lady Elliot Island Eco Resort
 Lillydale host Farm
 Logan City Council
 Longreach Regional Council
 Longreach School of Distance Education
 Look Now Training
 Look Now Training
 Loose Connections PTY LTD
 Lucerne on Fernberg
 Mackay Tourism
 Magnums Backpackers
 Maleny Cheese Cafe
 Management Institute of Australia
 Mango Hill Cottages Bed and Breakfast
 Mantra Group
 Mantra Resorts
 Mareeba District Rodeo Association Inc.
 Marine Queensland
 Marketing Directions
 Marketing Directions
 Maroochy River Resort
 Marsden State High School
 Martin College
 MAS Country
 Mayfair College
 Mayfair College
 Mercure Resorts
 Metro College of Technology
 Metro Hotel Tower Mill
 Microhire
 Mike Ball Dive Expeditions
 Mission Beach Business and Tourism
 Moreton Bay Region Industry and
 Tourism (MBRIT)
 Moreton Bay Regional Council
 Mossman Gorge Centre
 Mount Isa Airport
 Mount Isa Rotary Rodeo
 Movie World
 Mt Barney Lodge Country Retreat
 Mt Cotton Retreat
 Murdering Point Winery
 Museum of Tropical Queensland
 Mystic Mountain Tours
 Nambour Christian College
 Naracopa Bed and Breakfast
 Narrow Escape Rainforest Retreat
 National Trust Australia (Queensland)
 nightfall wilderness camp
 Nikki Dudley Freelancing
 Nithi College Pty Ltd
 Noosa Boathouse
 Noosa Festival of Surfing
 North Burnett Regional Council
 North Lakes State College
 North Queensland Airports
 Norton Rose Fulbright Australia
 Novotel Resorts
 Novotel Surfers Paradise
 NRMA Treasure Island Holiday Park
 O Boat Hire
 Oaks Hotels and Resorts
 Ocean Safari
 Ocean View Estates

Oceans Mooloolaba
 Off Road Adventure Safaris
 On The Beach Holiday Apartments
 O'Reilly's Rainforest Guesthouse
 Outback Aussie Tours
 Outback Queensland Tourism
 Association Inc.
 Oz Tours Safaris
 Parkwood Bed & Breakfast
 Paronella Park
 Peninsula Boutique Hotel
 Peppers Resorts
 Pethers Rainforest Retreat
 Pimlico State High School
 Pinnacle Tourism Marketing
 Prestige Day Tours
 Preston Peak Wines
 PRO Management
 Pterodactyl Helicopters
 Pullman Resorts
 Qantas Airways Limited
 Qantas Founders Outback Museum
 QPAC
 Quality Training and Hospitality College
 Quandamooka Yoolooburrabee
 Aboriginal Corporation
 Quay West Suites Brisbane
 Queensland Airports Limited
 Queensland Art Gallery and GOMA
 Queensland Bus Industry Council
 Queensland College of Wine Tourism
 Queensland Folk Federation
 Queensland Hotel's Association
 Queensland Information Centres
 Association
 Queensland Museum Network
 Queensland Rail Ltd
 Queensland Wine Industry Association
 Queensland Yacht Charters
 Quicksilver Group
 RACQ
 Rapid Boarders PTY LTD
 REACH for Training
 Redcliffe State High School
 Redland Art Gallery
 Redland City Council
 Redlands Kayak Tours
 Reef House Boutique Resort and Spa
 Reef Magic Cruises
 Regional Group Training Limited
 Renegade Fishing Charters
 RIS Designs
 River City Cruises
 Riverlife Pty Ltd
 RNA and Industrial Association of
 Queensland
 Royal on the Park
 R-Training Pty Ltd
 Rumba Beach Resort
 Rumbalara Bed and Breakfast
 Russo Recruitment
 Sarina Russo Schools Australia
 Sarina Sugar Shed
 Savannah Guides
 Scenic Rim Escapes Inc
 Scenic Rim Regional Council

Sea World
 Sea World Whale Watch
 Sealink QLD
 Seastar Cruises
 Seawalker@Green Island Pty Ltd
 Sebel Resorts
 Secrets on the Lake
 SERO Learning Pty Ltd
 Sheraton Noosa Resort and Spa
 Siena Catholic College
 Skills Institute Australia
 Skyrail Rainforest Cableway
 Small World Journeys
 Smartskill Pty Ltd
 Sofitel - Brisbane & Gold Coast
 Sofitel Noosa Resort and Spa
 Soul Surfers Paradise
 South Bank Cooperation
 South Pacific Institute
 Southern Queensland Country Tourism
 Southern Queensland Tourism
 Spencer College
 Spencer College
 Spicers Group (Spicers Retreats, Hotels
 & Lodges Pty Ltd)
 Spicers Resorts
 Spirit House Restaurant and Cooking
 School
 St Margaret's Anglican Girls School
 St Mary's College
 Stanthorpe Info Centre
 Stanthorpe Tours
 Staple House Bed and Breakfast
 Star Entertainment Group
 StayWell Hospitality Group
 Stephen Gregg Consulting
 Straddie Camping
 Student Horizons
 Sunshine Castle
 Sunshine Coast Council
 Surf Life Saving Queensland
 Surfers Paradise Alliance
 Surfers Paradise YHA at Main Beach
 Tactical Training Group
 TAFE Queensland
 TAFE Queensland Gold Coast
 TAFE Queensland South West
 Talk Social Media
 Tamborine Mountain Distillery
 Tangalooma Island Resort
 Tangatours Pty Ltd
 Tasman Venture
 The Cassidy Group
 The Point Brisbane
 The Tourism Smith
 The University of Queensland
 The Workshops Rail Museum
 Tilma Group Pty Ltd
 Timezone Funtasia
 Tjapakui
 Tony Charters and Associates
 Toowoomba regional Council
 Tourism Bowen
 Tourism Confucius Institute
 Tourism eSchool
 Tourism Gems Pty Ltd

Tourism Leisure Corporation
 Tourism Noosa
 Tourism Port Douglas & Daintree
 Tourism Services
 Tourism Tropical North Queensland
 Tourism Whitsundays Limited
 Townsville Airport
 Townsville Enterprise Limited
 Townsville Scenic & Military Tours
 TPD Media
 Training Direct Australia
 Transit Systems (Big Red Cat,
 Stradbroke Ferries & Stradbroke Island
 Holidays)
 Travel Training Australia
 Treasury Casino and Hotel
 TreeTop Challenge
 Tropic Wings Pty Ltd
 Tropical Coast Tourism
 True Blue Sailing
 TRYP by Wyndham
 Turkey's Nest Rainforest Cottages
 Tyto Wetlands Information Centre
 Umi Arts Limited
 Undara Experience
 University of Southern Queensland
 VETEA Limited
 Village Roadshow Theme Parks
 Visit Oz
 Visit Queensland
 Visit Sunshine Coast
 Waltzing Matilda Centre and Dinosaur
 Stampede
 Waltzing Matilda Centre and Dinosaur
 Stampede
 Warner Bros Movie World
 Warwick Show and Rodeo Society
 Wattle Gully Retreat
 Wet n Wild
 WG Learning Pty Ltd
 White Horse Australia
 Whitewater World
 Whitsunday Charter Boat Industry
 Association
 Whitsunday Escape
 Whitsunday Jetski Tours
 Whitsunday Segway Tours
 William Angliss Institute of TAFE
 Wine & dine m Catering
 Wiss House Bed and Breakfast
 Witches Falls Cottages
 Wittacork Dairy Cottages
 Wonderment Pty Ltd
 Worklinks Inc
 WorldMark South Pacific
 Wyndham Resorts
 Wyndham Vacation Resorts Asia Pacific
 XXXX Brewery Tour and Ale House
 YHA - Airlie Beach, Brisbane & Cairns
 YHA Ltd
 Zagame's Paradise Resort
 Zealifi
 ZEN Catering
 Zest College

Thank you to our Corporate Partners



Become a QTIC member and support Queensland's \$23b tourism industry

QTIC invites members, industry and the public to connect with us through social media to access photos, videos, news and information. Our digital communication channels on Twitter, LinkedIn, Instagram, Facebook and YouTube enable us to inform, update and promote news and achievements relating to Queensland's tourism sector.

A full database of QTIC members is available in the 'Directory' at qtic.com.au

qtic.com.au
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QTIC extends a sincere thanks to our Board of Directors for their dedication and experience in supporting QTIC throughout 2015-16: Shane O'Reilly (Chair), Wayne Clift (Deputy Chair), Mary Carroll, Laura Younger, Mark Skinner, Mark Mugnaioni, Peter Savoff, Greg Holmes, Alex de Waal, Ciaran Handy and Denise Brown. Thanks also to our Corporate Partners for your wonderful support throughout the year.