



ANNUAL REVIEW 2017-2018



QUEENSLAND
TOURISM INDUSTRY
COUNCIL

Queensland Tourism Industry Council

QTIC is the peak body for tourism in Queensland, representing industry interests across all levels of government.

QTIC is a not-for-profit, private sector, membership-based organisation representing the interests of Queensland's tourism and hospitality industry. Working in partnership with government agencies and industry bodies at a local, state and national level, QTIC is strengthening the voice of tourism across policy platforms. QTIC's membership comprises of more than 3000 regional members (individual and corporate) alongside 13 Regional Tourism Organisations (RTOs) and 18 industry sector associations. The team's efforts are aimed squarely at helping the tourism industry drive sustainable business and product development, stimulate business attraction and investment, develop workforce skills and support tourism jobs and businesses.

FROM THE CHAIR OF THE BOARD

In recent months we have seen a number of individuals and organisations across a range of professions stumble, fight and fall with what seems to be a sole fixation on themselves and short-termism. They have forgotten all about their clients and why they exist in the first place. The public understandably has lost faith and trust in many of them.

The QTIC organisation is led by Daniel and Brett. These two gents are not fixated on themselves, nor are they

fixated on the short-term and they never forget why they are there – to advocate and promote policies that support the growth of the industry of tourism in Queensland. Daniel and Brett do not play politics. They work with all governments, all oppositions and all organisations to ensure tourism is supported and policies are developed to allow it to prosper.

QTIC even does the work of government at times – believing that industry led outcomes will deliver a better result. QTIC continues to prove this hypothesis is correct – over and over again. We are fortunate to have two such distinguished, honest and hardworking executives leading us. On behalf of all our membership I would like to thank them for the past year and encourage them to continue to deliver positive outcomes for our tourism industry.

The QTIC Directors whom you have chosen, give their time and expertise freely. I would also like to thank them all for their diligence and efforts throughout our meetings this past year. I would like to specifically mention retiring director Mark Mugnaioni from RACQ. Mark's contribution to board deliberations will be missed, but I wish him the best in the furtherance of his career and family life.

Looking forward to a great 2019!



FROM THE CHIEF EXECUTIVE

Every year brings its own challenges, including the occasional challenge presented by nature. Cyclone Debbie and its aftermath wreaked havoc from the Whitsundays all the way to our southern border and some of those impacts are still being felt by tourism business. Yet again the response of tourism operators and organisations, local governments and the Queensland Government has demonstrated that our industry is not only proudly resilient, it can also be a critical agent in the recovery of a community after such a major upheaval. Collectively, we have become very efficient at working together under such adverse circumstances. For an industry that is often criticised for lacking unity, this is a powerful demonstration to the contrary



and we should all take some confidence from that. QTIC is proud to be part of such a collaborative industry and proud to do its part in supporting unity, collaboration and success whenever challenges and opportunities arise.

Notwithstanding the odd cyclone, tourism is on a very positive trajectory. I cannot recall a time when tourism was more prominently featured in infrastructure investment, job opportunities, policy debate and community recognition. At QTIC it has always been our objective to raise the profile of the industry and speak up for our members and operators to be recognised and supported in their efforts to create a prosperous Queensland. Our numerous submissions and discussions in countless industry and government forums continue to inform and influence outcomes that make a difference to the industry. QTIC made strong representations to all parties in the lead-up to the state elections, building on our ongoing engagement in the process. The new Queensland Government subsequently committed an additional \$180 million to tourism initiatives over the next three years – an suite of programs that will deliver tangible benefits to destinations.

Whether it is in our advocacy to

governments or in our industry engagement, our focus is always on actively supporting the businesses that make up this great industry. Through all our programs we can offer genuine opportunities for businesses to continuously improve their capacity and competitiveness.

At QTIC we are proud to occasionally 'push the envelope', show some leadership and inspire our operators. We are also proud of our work to develop a new generation of tourism professionals and our continued efforts to tap into the enormous potential that Indigenous Queenslanders have to offer.

I want to thank all our members and supporting partners for making our work possible. I thank the Board for its leadership and guidance and all our dedicated staff for their commitment and passion for a common mission.



Policy & Advocacy

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

It is important that tourism remains a strong focus for policy development at all levels of government and QTIC will continue to present a business view at every opportunity. Below is a summary of the policy and advocacy work undertaken on behalf of QTIC members during 2017-18. More details are available online at www.qtic.com.au (under the “Advocacy” tab).

POLICY SUBMISSIONS

August 2017

- Current and future impacts of climate change on infrastructure
- Inquiry into school to work transition
- Australian Government’s role in the development of cities

September 2017

- Visa simplification, transforming Australia’s visa system
- Regional development and decentralisation

- Modernising business registry services

October 2017

- Priority Port Gladstone

November 2017

- Digital Economy – opening up the conversation
- Draft Daintree National Park Management Plan
- The growing presence of inauthentic Aboriginal Style Art and Craft

December 2017

- Traffic Light Bulletin 1
- Skilling Australians Fund Changes
- Pre-budget submission (Federal)

January 2018

- Managing Australia’s Migrant Intake

February 2018

- Managing Australia’s Migrant Intake
- Clean Energy Finance Corporation Statutory Review
- The operation, regulation and funding of air route service delivery to rural, regional and remote communities

March 2018

- Addressing issues relating to unduly short courses

- Training product reform
- Brisbane Transport Strategy
- Sustainable Development Goals and Australian Businesses

April 2018

- Aboriginal and Torres Strait Islander Heritage Plan for the Great Barrier Reef Marine Park
- Australian Maritime Safety Levy
- Regional Inequality in Australia

May 2018

- Gold Coast Airport Hotel Proposal

June 2018

- Traffic Light Bulletin 2
- Transforming Queensland’s waste and recycling industry

RESEARCH REPORTS

- Griffith University – Marketing Spend in the Tourism Industry
- University of Queensland – Crypto Currency in Tourism
- Griffith Institute for Tourism and Department of Environmental Science – Building a resilient tourism industry: Queensland climate response plan
- Jobs Queensland – Future of Work


ELECTION CAMPAIGNS

- 2017 State Government Election Campaign – Voices of Tourism (13 regional flyers, 1 state flyer, 1 state fact sheet)
- 2018-19 State and Federal Budget fact sheets Australian Government’s role in the development of cities

Changing Climate, Changing Business

The ‘Building a resilient tourism industry: Queensland climate change response plan’ represents an industry-led climate adaptation and mitigation road map for the tourism industry sector in alignment with the Queensland Climate Adaptation Strategy (Q-CAS). The plan was developed over six months with input from 150 industry stakeholders through workshops held across Queensland.

The “Voice of Tourism”



27
policy
submissions

4
research
reports





Tourism Industry Capability Program

QTIC maintains a focus on ensuring a high quality experience through skilled business practices.

Under the 2017-18 Tourism Demand Driver Infrastructure (TDDI) Program, QTIC, in conjunction with the Department of Tourism, Major Events, Small Business and the Commonwealth Games, supported Queensland Regional Tourism Organisations (RTOs) to build tourism industry capability and enable the industry to drive tourism demand, boosting local attractions and the businesses that depend on them, particularly in regional areas.

Industry Capability projects were delivered by RTOs across Queensland throughout 2017-18, contributing to achieving the Australian Government's Tourism 2020 goals and delivering on the Regions' Destination Tourism Management Plans.

In the 2017-18 financial year this program enabled 1489 individuals across 45 activities to develop their skills to improve their capacity and ability to increase visitation, expenditure and industry sustainability.

QTIC assisted RTOs in identifying their industry capability needs and relevant programs under four key themes:

- quality service, business capability
- digital capability, events capability
- and supported RTOs in the delivery of key industry capability projects



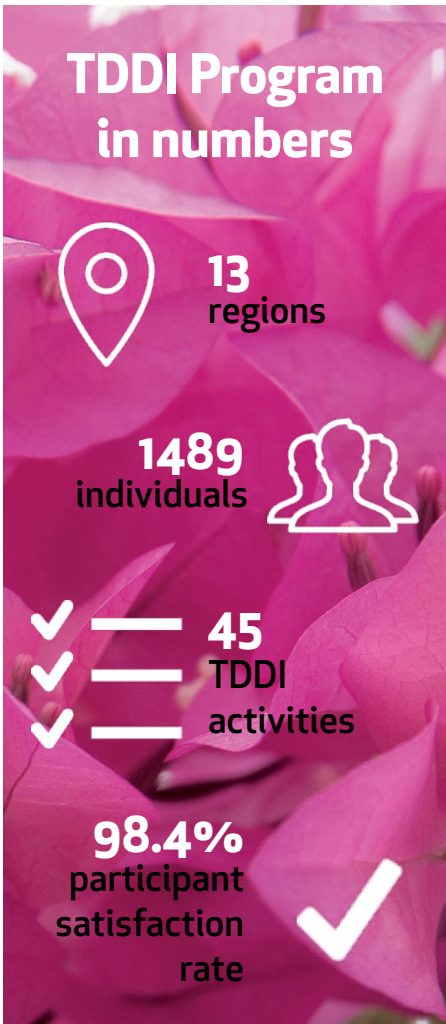
**Queensland
Government**

"An excellent overview of the digital side of the business which is very useful for all businesses given the fact that the training is based on the level of knowledge and use of the various sites/platforms."

- TDDI participant

"Thank you for keeping us on track with the new technology that is available to us."

- TDDI participant



QTIC Young Professionals Mentoring Program

QTIC's popular six-month mentoring program had another successful year. A total of 20 young tourism professionals from across the state were matched with senior industry representatives in 2018 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 shared knowledge, insight and

"The mentoring program was a really valuable experience – allowing me to evaluate where I am in my career and help identify how I need to develop to achieve my goals in the tourism industry."

- Mike Richardson, mentee (pictured third from the right)

industry understanding.

Participants were from seven tourism regions including Brisbane, Capricorn, Gladstone, Gold Coast, Southern

Queensland Country, Townsville and Tourism Tropical North Queensland.

We wish these tourism stars and future leaders all the best in their careers!



Mentees from QTIC's 2018 mentoring program



Indigenous artist Chern'ee Sutton at the 2018 QTIC NAIDOC Corporate Breakfast

QTIC Indigenous Tourism Programs

The QTIC Tourism Indigenous Champions Network, supported by The Star Entertainment Group, continues to strengthen with 40 members currently championing the growth of Indigenous tourism in Queensland.

The network continues to work towards the goal of '2020 new faces and 20 new Indigenous businesses by 2020'.

Due to the increasing interest in Indigenous tourism, QTIC has been invited to consult broadly with Traditional Owners, local government and other key stakeholders around the state with regards to stimulating the development of Indigenous business.

2017 QTIC Tourism Indigenous Employment Forum

The 7th Annual QTIC Tourism Indigenous Employment Forum in November 2017 attracted strong industry representation and stimulating conversation around Indigenous recruitment and retention. The forum hosted an impressive and engaging line-up of keynote speakers including Senator Malarndirri McCarthy, Preston Campbell, Michael Hodgson and Kim Dorward, amongst others.

Cameron Costello also facilitated a discussion to develop principles for the Larrakia Statement, that is intended to protect the Indigenous culture and consult with Indigenous peoples on all relevant tourism decisions.

2018 QTIC NAIDOC Corporate Breakfast

The 2018 QTIC NAIDOC Corporate Breakfast – a key event for QTIC – brings together corporate business leaders to acknowledge and recognise the value Indigenous people bring to the industry and

how they can be supported. This year's event focused on the 2018 National NAIDOC theme "Because of her, we can!" recognising that Aboriginal and Torres Strait Islander women have played and continue to play, active and significant roles at community, local, state and national levels. Inspirational messages were delivered from our speakers, including keynote speakers Tammy Williams and Chern'ee Sutton.



Panelists at the 2017 QTIC Tourism Indigenous Employment Forum

Industry workforce planning, training & development

QTIC’s Workforce Development team continued to partner with industry, employers, public and private training providers, schools and educators across Queensland to ensure a strong and supported workforce.

QTIC also sits on numerous advisory committees regarding the workforce development needs for the tourism and hospitality sector now and into the future.

Skilling Queenslanders for Work

- 123 participants across the state
- More than 74 participants have since gained employment

Registered Trade Skills Pathway

- 87 participants enrolled
- 22 participants completed to date

Pre-Apprenticeship Program

- 21 participants enrolled
- 32 places available to be delivered across the state

QTIC Salute to Excellence Program

- 23 nominations
- 16 schools
- 20 finalists

- 6 judges from Dreamworld, Hilton Hotel Brisbane, Hospitality Staff Solutions, Mountain Wine Tours, Rydges South Bank and The Star Entertainment Group
- 16 sponsors

VET Industry Engagement

- Hospitality, Tourism and Events
- Completed VET Health Check(s)
- Completed an overview of subsidised programs
- Completed a QTIC Statement of Benefit
- Regular Communication with the Department of Education and Training
- QTIC Workforce Consultation – facilitated and developed the Jobs Queensland ‘Future of Work’ report

- Facilitated a Validation Workshop for Schools and Registered Training Organisations (more than 33 participants attended with the participation of five industry representatives)
- Tourism Workforce Industry Breakfast Networking Event with Minister Kate Jones (more than 130 participants)
- ‘Chef shortage: Industry consultation’ – completed a chef consultation report on the current chef shortage with more than 65 chef representatives from the Tropical North Queensland and South East Queensland regions

Gateway Schools

- Promotion of Gateway Schools Professional Development Events
- Participate in the Gateway Schools Reference Group



Cookery students at the 2017 Salute to Excellence Skills Test Day





QTIC members celebrate 2018 World Environment Day at Cairns Aquarium

QTIC events & recognition programs

QTIC offered a diverse events calendar in 2017-18 with stimulating speakers and opportunities to meet and network with senior government representatives and industry leaders.

2017 QTIC Salute to Excellence

The QTIC Salute to Excellence Awards aims to celebrate and challenge the next generation of chefs, and tourism and hospitality professionals. Year 11 and 12 students from across the state apply before a group of finalists travel to Brisbane to participate in a Skills Test Day hosted by TAFE Queensland.

COOKERY – Winner: Jessica Lord (Canterbury College) **Runner-up:** Ellie-Rose Priest (Canterbury College)

FOOD AND BEVERAGE – Winner: Alyse Parson (Kirwan State High) **Runner-up:** Lily Bradshaw-Clough (St Columban's College)

TOURISM – Winner: Breeanna Gibb (Albany Creek State High) **Runner-up:** Ebony Blundell (Albany Creek State High)

2017 QTIC Prize for Innovation in Tourism

The QTIC Prize for Innovation in Tourism recognises micro and small to medium tourism businesses in Queensland that have introduced an innovative product, service or process. Courtesy of the Department of Tourism, Major Events, Small Business and Commonwealth Games, the winner

received business support to the value of \$30,000.

Winner: EarthCheck **Runner-up (joint):** Capricorn Caves and Australian Age of Dinosaurs

2017 QTIC Tourism Indigenous Employment Forum

More than 130 participants from across the state attended the 7th Annual QTIC Tourism Indigenous Employment Forum to discuss important issues and strategies for supporting Indigenous growth and employment in Queensland.

2018 Breakfast with Kate Jones MP

QTIC launched 2018 by welcoming more than 180 colleagues from tourism, hospitality and training businesses for breakfast. Panelists included Minister Kate Jones, Brett Godfrey and Shane O'Reilly.

2018 Building Queensland's Workforce Event

QTIC is committed to working in partnership with industry stakeholders and the government to build a skilled workforce that meets the increasing demands of our industry. This event was an opportunity for Queensland tourism and hospitality teachers,

trainers, business owners and HR managers to connect and discuss issues, challenges and opportunities facing workforce training and development.

2018 Building a Resilient Tourism Industry Plan Launch

In partnership with Griffith Institute for Tourism and the Department of Environment and Science, we launched the 'Building a resilient tourism industry: Queensland tourism climate change response plan'.

2018 World Environment Day

2018 QTIC World Environment Day networking lunch was held at the Cairns Aquarium on Tuesday 5 June 2018. The event aligned with the global theme "Beat Plastic Pollution" and provided a unique opportunity for industry to discuss challenges and opportunities to cement Queensland as a leader in nature-based tourism experiences. The panel included Andy Ridley (Citizens of the Great Barrier Reef CEO), Peter Mooney (Tasmania Parks and Wildlife Service former-GM) and Molly Steer (a 10-year-old from Cairns who started a campaign to rid her home town and the Great Barrier Reef of single-use plastic straws).

Queensland Tourism Awards

The 2017 Queensland Tourism Awards was held on Friday 10 November 2017 and recognised outstanding businesses and individuals across 30 categories. Of those outstanding businesses nine went on to win Gold, Silver and Bronze at the Qantas Australian Tourism Awards held in Perth in February 2018.

Major Tourism Attractions

Gold: Abell Point Marina **Silver:** Hartley's Crocodile Adventures **Bronze:** Australia Zoo **Highly Commended:** Eat Street Northshore

Tourist Attractions

Gold: Paronella Park **Silver:** Sarina Sugar Shed **Bronze:** Daintree Discovery Centre **Highly Commended:** Cobbold Gorge

Major Festivals and Events

Gold: Toowoomba Carnival of Flowers* **Silver:** Surfers Paradise Sand Safari Arts Festival 2017 **Bronze:** Surfers Paradise LIVE 2017

Festivals and Events

Gold: Mount Isa Mines Rotary Rodeo* **Silver:** Birdsville Big Red Bash **Bronze:** Redcliffe KiteFest, Redcliffe

The Steve Irwin Award for Ecotourism

Gold: Lady Elliot Island Eco Resort* **Silver:** Fun Over Fifty **Bronze:** Daintree Discovery Centre

Cultural Tourism

Gold: Outback Pioneers **Silver:** Fun Over Fifty **Bronze:** Hinkler Hall of Aviation

Qantas Award for Aboriginal and Torres Strait Islander Tourism

Gold: Tjapukai Aboriginal Cultural Park **Silver:** Mungalla Aboriginal Tours **Bronze:** Mossman Gorge Centre

Specialised Tourism Services

Gold: The Henderson Gallery **Silver:** LocalTickets.com.au **Bronze:** USQ Japanese Garden

Visitor Information and Services

Gold: Ipswich Visitor Information Centre **Silver:** Kuranda Visitor Information Centre **Bronze:** Hervey Bay Visitor Information Centre

Business Event Venues

Gold: Empire Conference Centre Rockhampton **Silver:** RACV Royal Pines Resort

Major Tour and Transport Operators

Gold: Ocean Rafting* **Silver:** Passions of Paradise **Bronze:** Sunlove Reef Cruises

Tour and Transport Operators

Gold: Fun Over Fifty* **Silver:** Ocean Safari **Bronze:** Whitsunday Jetski Tours **Highly Commended:** Red Cat Adventures

Adventure Tourism

Gold: TreeTop Challenge **Silver:** Red Cat Adventure **Bronze:** Ocean Rafting **Highly Commended:** Whitsunday Jetski Tours

The Richard Power Award for Destination Marketing

Gold: Discover Ipswich **Silver:** Townsville North Queensland 2017 Events Campaign **Bronze:** Tourism Noosa

Tourism Restaurants and Catering Services

Gold: The Waterline Restaurant, Keppel Bay Marina **Silver:** Fish D'Vine **Bronze:** Ochre Restaurant & Catering

Tourism Wineries, Distilleries and Breweries

Gold: O'Reilly's Canungra Valley Vineyards **Silver:** Sarina Sugar Shed **Bronze:** Bundaberg Rum Distillery

Caravan and Holiday Parks

Gold: BIG4 Adventure Whitsunday Resort* **Bronze:** Killarney View Cabina and Caravan Park

Hosted Accommodation

Gold: Cobbold Village* **Silver:** The Feathered Nest - Luxury Wildlife Retreat **Bronze:** Narrows Escape Rainforest Retreat **Highly Commended:** Bli Bli House

Unique Accommodation

Gold: Cumberland Charter Yachts* **Silver:** Whitsunday Escape **Bronze:** Gilberton Outback Retreat

Self-Contained Accommodation

Gold: RACV Noosa Resort* **Silver:** Pinnacles Resort **Bronze:** Kinnon & Co Outback Accommodation

Standard Accommodation

Gold: Grand Hotel and Apartments Townsville **Silver:** Kellys Beach Resort **Bronze:** ibis Mackay

Deluxe Accommodation

Gold: Next Hotel Brisbane

Silver: Empire Apartment Hotel Rockhampton **Bronze:** Mirage Whitsundays

Luxury Accommodation

Gold: Bedarra Island Resort **Silver:** RACV Royal Pines Resort **Bronze:** The New Inchcolm Hotel

New Tourism Business

Gold: Island Jet Boating **Silver:** Rivershore Resort **Bronze:** Walkabout Creek Adventure

Excellence in Food Tourism

Gold: Sarina Sugar Shed

Outstanding Contribution by a Volunteer or Volunteer Group

Gold: Brisbane Greeters **Silver:** Moreton Bay Region Industry & Tourism Events Volunteers **Bronze:** Townsville Enterprise Welcome to Townsville Program

Young Achievers Award

Winners: Giovanna & Paul Shakhovskoy

The Marie Watson-Blake Award for Outstanding Contribution by an Individual

Winner: Wendy Morris

RACQ People's Choice Awards:

Experience/Service: Paronella Park

Accommodation: RAVC Noosa Resort

*Winner of Gold, Silver or Bronze at the 2017 Qantas Australian Tourism Awards.

#QTA17 by numbers

- 30 categories
- 161 entries
- 19 judges
- 83 awards
- 28 Gold
- 25 Silver
- 24 Bronze
- 2 individual awards

QTIC would like to thank the following sponsors for their generous support.

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EVENT PRODUCER



Accreditation

If the tourism industry is to achieve success in the increasingly competitive national and international markets, all sectors of the industry must develop quality products and services that will meet the expectations of their customers.

To help achieve this goal, QTIC now manage the Queensland operators for two national programs – the Australian Tourism Accreditation Program (ATAP) and Star Ratings Australia.

Star Ratings Australia

As of 1 July 2017, the Australian Tourism Industry Council (ATIC) acquired the Star Ratings Australia program. This means that QTIC now manage the Queensland properties on their behalf.

The new alignment with QTIC means operators are more comprehensively engaged with the wider tourism industry and our aim is to show the Star Ratings program in a new, more prominent light, that not only creates quality assurance amongst competitors but allows operators to grow.

Star Ratings is an internationally recognised symbol for quality accommodation standards. It is used in more than 70 countries worldwide and reflects the cleanliness, quality and condition of guest facilities.



Australian Tourism Accreditation Program

The quality assurance and business development aspects of Star Ratings tie in well with ATAP, which is also owned by ATIC and managed by QTIC.

ATAP covers various aspects of business management including required licences and permits, insurance requirements, marketing and business plans and human resource management amongst other elements.

Since partnering in March 2016, the team at Visit Queensland have helped to deliver, audit and provide support for the program throughout Queensland. They are now also working with QTIC to conduct the Star Ratings assessments on our behalf.

Both programs are listed as recognised accreditation programs for entrants to be eligible to enter the Queensland Tourism Awards.

As of 30 June 2018, there were 603 Star Rated businesses in Queensland and 67 ATAP accredited businesses with 29 registered businesses currently completing the ATAP accreditation process across the state.

For more information on either program please visit www.qtic.com.au/accreditation



QTIC Business Support

The QTIC team has a wealth of industry knowledge to provide ongoing guidance and direction to members and industry insight for new tourism businesses.



Cobbold Gorge Tours are proud to be a member of QTIC and see great value in our investment. QTIC is the peak body for tourism in Queensland and as such are able to put tourism and our issues in front of ministers and government bodies that we as individual businesses would not be able to. From employment, training, mentoring, awarding and recognising, QTIC assists tourism businesses to become better and more sustainable in an ever changing economy.
– Glenda Daly, Cobbold Gorge Tours (pictured second from left)

The QTIC Grants Gateway provides members with free and easy access to a curated list of available funding programs across Australia that are relevant to Queensland tourism operators. By providing quick access to key grant program information such as program outcomes, eligibility, and closing dates, members and subscribers are able to quickly review which grant may be suitable. More than 502 grants were listed on the QTIC Grants Gateways in June 2018.

QTIC also provided letters of support to members for various grants, schemes and initiatives. Some 35 letters of support were prepared by QTIC for members during 2017-18.

A number of business support toolkits and resources were also available to members and industry operators on the QTIC website: Visitor Safety Guide, Water Safety Handbook, Staff Management Toolkit, QTIC Tourism & Hospitality Best Practice Guide, and QTIC's Careers in Tourism and Hospitality Guide.

QTIC committees and working groups

Throughout 2017-18, QTIC continued to play a key role in more than 20 industry working groups and committees ensuring tourism continues to have a strong voice across all relevant forums.

Regional Tourism Organisations Committee

QTIC Associations Council Committee

QTIC Drive Alliance

- ACCI Tourism Committee
- ACCI Education, Employment and Training Committee
- Alliance for Sustainable Tourism
- Approved Destination Status Scheme Advisory Panel
- Australian Tourism Awards Owners Groups
- Australian Tourism Industry Council
- Bond University HTM Industry Advisory Board
- DestinationQ Working Group
- Digital Economy Business Committee
- Gateway Schools Reference Group
- Gateway Schools Steering Committee

- GBRMPA – Tourism Recreation Reef Advisory Committee
- Griffith Institute for Tourism Advisory Board
- Inspiring Australia – Queensland Reference Group
- Jobs Queensland Board
- NESP Tourism Water Quality Steering Committee
- Queensland Climate Adaptation Strategy (Q-CAS) Partner
- Queensland Plan Ambassadors Council
- Reef and Rainforest Research Centre Board
- Tourism and Transport Committee
- Tourism Cabinet Committee
- Tourism Hospitality Careers Council
- Valuation Reform Reference Group
- World Tourism Forum Lucerne

QTIC staff were also invited to speak at a number of events, conferences and forums, as well as give presentations and guest lectures, and take part in panels discussions.

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

1770 LARC! Tours	Adrenalin Dive	Anita Clark Tourism Services	Association of Queensland
Accessible Globe	Agnes Water Beach Club	ARAMA Queensland Inc.	at Hotel Group
Accommodation Association of	AIB Australia	Araucaria Ecotours	Aurora Training Institute
Accor Hospitality	Airlie Beach YHA	Ashmore Palms Holiday Village	Aussie World
Adel’s Grove	Airtrain	Association of Marine Park Tourism Operators	Australia Zoo

Australian Age of Dinosaurs Limited	BSI Learning Institute	Daintree Discovery Centre	Fun Over Fifty Pty Ltd
Australian Global Institute	Bundaberg North Burnett Tourism	Daryl Beattie Adventures	Gab Titui Cultural Centre
Australian Outback Spectacular	Bundaberg Rum	Deloitte	Gallagher
Australian Skills Management Institute	Caboolture Historical Village	Department of National Parks, Recreation, Sport and Racing	Get Wet Surf School
Australian Sunset Safaris	Cairns Central YHA	Destination Cairns Marketing	Gladstone Area Promotion and Development Limited
Australian Timeshare and Ownership	Cairns Coconut Holiday Resort	Destination Gympie Region	Gladstone Mercure
Backpacker Deals Pty Ltd	Cairns Convention Centre	Di Bella Coffee	Glass on Glasshouse
Barrington College	Cairns Harbour Lights	Diamantina Shire Council	Global Blue Australia
Base Queensland	Cairns Turtle Rehabilitation Centre	Dickson Wohlsen Pty Ltd	Go2GayCairns Pty Ltd
BBS Communications Group	Calypso Reef Charters	Digital Coaching International	Gold Coast Airport Pty Limited
Beetswalkin Consulting	Cape York Camping Punsand Bay	Dinosaur Stampede	Gold Coast Convention and Exhibition Centre
Bendles Cottages & Country Villas	Cape York Sustainable Futures	Discover Stradbroke	Gold Coast Tourism
Bethany Cottages	Capricorn Caves	Diversity Education Training	Grand Mercure Apartments Twin Waters
Big Cat Green Island Reef Cruises	Capricorn Enterprise	Down Under Tours	
Big Planet Media Pty Ltd	Caravan Parks Association of Queensland	Dracula’s Pty Ltd	Great Keppel Island Hideaway
BIG4 Adventure Whitsunday Resort	Caravan Trade and Industries	Dreamworld and White Water World	Griffith University
BIG4 Atherton Woodlands Tourist Park	Cassowary Coast Regional Council	EarthCheck	Hamilton Island Limited
Birdsville Race Club	Central Queensland University	Ecotourism Australia	Harbour Town Outlet Shopping Centre
Black and White Cabs	Charleville Cosmos and Visitor Information Centre	Education	Hartley’s Crocodile Adventures
Bli Bli House Luxury Bed and Breakfast	Charter Yachts Australia	Emporium Hotel	Hidden Valley Cabins and Tours
Blue Dolphin Marine Tours	Charters Towers Regional Council	Entourage Tours	Holiday Council
Bond University	City of Gold Coast	Equathon	Hospitality Staff Solutions
Bookeasy Pty Ltd	Clandulla Cottages	Ernst and Young	HOSTPLUS
Braeside Bed and Breakfast	Classic Holidays	Eumundi Markets	Hotel Noorla
Brisbane Airport Corporation	Cloncurry Shire Council	Explore Hamilton Island	Ibis Brisbane
Brisbane City YHA	Cobb & Co Museum	Extra-Mile Tourism and Leisure Management	Ibis Budget Brisbane Airport
Brisbane Convention and Exhibition Centre	Cobbold Gorge Tours	Fantasea Cruising Magnetic	Ibis Styles Mt Isa Verona
Brisbane Holiday Village	Connecting Southern Gold Coast	Flight Centre Ltd	Ibis Townsville
Brisbane Marketing	Con-x-ion Airport Transfers	Foundation Education	Icon Training Academy Pty Ltd
Brisbane Star Cruises	Cosmos Centre and Observatory	Frankland Island Cruises	Ignite Education
Broadbeach Alliance	Creative Regions Ltd	Fraser Coast Tourism and Events	Inflight Publishing Pty Ltd
	Cross Country Tours	Fraser Magic 4WD Hire	Institute of Culinary Excellence
	Currumbin Wildlife Sanctuary	Frontier Leadership Pty Ltd	

interNATIONAL PARKtours	Mayfair College	OAKS Casino Towers	Prestige Day Tours	Redland City Council	Smartskill Pty Ltd	Tangalooma Island Resort	TreeTop Challenge
Ipswich City Council	Mercure Brisbane	OAKS Charlotte Towers	Prestige Service Training	Redlands Kayak Tours	Sofitel Brisbane Central	Tangatours Pty Ltd	Tropic Wings Pty Ltd
James Cook University	Mercure Cairns Harbourside	OAKS Felix	Pro Dive Cairns	Reef House Boutique Resort and Spa	Sofitel Gold Coast Broadbeach	Tasman Venture	Tropical Coast Tourism
Jet Boat Extreme Pty Ltd	Mercure Capricorn Resort Yeppoon	OAKS Festival Towers	PRO Management	Reef Magic Cruises	Sofitel Noosa Resort and Spa	The Cassidy Group	Tyto Wetlands Information Centre
Jimbour House	Mercure Gold Coast Resort	OAKS Gateway on Palmer	Pterodactyl Helicopters	Renegade Fishing Charters	Southern Downs Regional Council	The Feathered Nest - Luxury Wildlife Retreat	Umi Arts Limited
JJ Strategic Consulting	Mirimar Cruises	Oaks Hotels and Resorts	Pullman Brisbane King George Square	RIS Designs	Southern Queensland Country Tourism	The Henderson: Gallery, Cafe, Events, Education	Undara Experience
JUCY Rentals	Mission Beach Business and Tourism	OAKS iStay River City	Pullman Cairns International	River City Cruises	Southern Queensland Tourism	The Mouses House Rainforest Retreat	University of Southern Queensland
Jungle Surfing Canopy Tours	Moreton Bay Region Industry and Tourism (MBRIT)	OAKS Lagoons	Pullman Palm Cove Sea Temple Resort and Spa	Riverlife Pty Ltd	SpaceFlight Academy Gold Coast	The Point Brisbane	Village Roadshow Theme Parks
Jupiters Hotel and Casino	Mossman Gorge Centre	OAKS Lexicon Apartments	Pullman Port Douglas Sea Temple Resort and Spa	RNA and Industrial Association of Queensland	Spencer College	The Sebel Maroochydore	Visit Queensland
Kellys Beach Resort	Mount Isa Airport Pty Limited	Oaks M on Palmer	Pullman Reef Hotel Casino	Rubyvale Gem Gallery	Spicers Balfour Hotel	The Sebel Resort Noosa	Visit Sunshine Coast
Kenmore State High School	Mount Isa Entertainment and	OAKS Mon Komo	Qantas Airways Limited	Rumba Beach Resort	Spicers Clovelly Estate	The Star Entertainment Group	Waltzing Matilda Centre and
Kepnock State High School	Mount Isa Rotary Rodeo	OAKS Oasis	Qantas Founders Outback Museum	Russo Recruitment	Spicers Group (Spicers Retreats, Hotels & Lodges Pty Ltd)	The University of Queensland	Warner Bros Movie World
Killarney View Cabins and Caravan Park	Mountain Wine Tours	OAKS Seaforth Resort	QantasLink	Sapiens Institute	Spicers Hidden Vale	The Workshops Rail Museum	Warwick Show and Rodeo Society
Koala Transfers	Mt Barney Lodge Country Retreat	Ocean Rafting	Quandamooka Yoolooburrabee Aboriginal Corporation	Sarina Russo Apprenticeship Services	Spicers Peak Lodge	Tilma Group Pty Ltd	Wet 'n' Wild
Koncept Konnect	Murdering Point Winery	Ocean View Estates	Quay West Suites Brisbane	Sarina Russo Job Access	Spicers Tamarind Retreat	Tjapukai	White Horse Australia
Koorana Crocodile Farm	Museum of Tropical Queensland	Oceans Mooloolaba	Queensland Airports Limited	Sarina Russo Schools Australia	Spirit House Restaurant and Cooking School	Tony Charters and Associates	Whitsunday Escape
KPMG	Nambour Christian College	Outback Aussie Tours	Queensland Art Gallery and Gallery of Modern Art	Sarina Sugar Shed	St Margaret's Anglican Girls School	Toowoomba Regional Council	Whitsunday Jetski Tours
Krista Hauritz Tourism Marketing + Development	Narrows Escape Rainforest Retreat	Outback Gondwana Foundation Ltd	Queensland Bus Industry Council	Savannah Guides	Stanthorpe Information Centre	Tour Townsville	Whitsunday Segway Tours
Kupro Marketing	National Trust Australia (Queensland)	Outback Pioneers	Queensland College of Wine Tourism	Scenic Rim Escapes Inc	Straddie Camping	Tourism Confucius Institute	Wonderment Pty Ltd
Kwik Kopy Printing Geebung	NewBook	Oz Tours Safaris	Queensland Folk Federation	Scenic Rim Regional Council	Sunshine Castle	Tourism eSchool	Worklinks Inc
Lady Elliot Island Eco Resort	Noosa Festival of Surfing	Pacific at Ramada Marcoola Beach	Queensland Hotels Association	Sea World	Sunshine Coast Council	Tourism Gems Pty Ltd	XXXX Brewery Tour and Ale House
Live It Tours	North Lakes State College	Pacific at Ramada Port Douglas	Queensland Information Centres Association	Sea World Resort and Water Park	Surf Life Saving Queensland	Tourism Noosa	YHA Ltd
Lockyer Valley Regional Council	North West Tours	Pacific Kirra Beach	Queensland Museum Network	Sealink QLD	Surfers Paradise Alliance	Tourism Port Douglas & Daintree	ZHONG TONG BUS HOLDING PTY LTD
Logan City Council	Norton Rose Fulbright Australia	Pacific Surfers Paradise	Queensland Rail Limited	Seastar Cruises	Surfers Paradise YHA at Main Beach	Tourism Tropical North Queensland	
Longreach Regional Council	Novotel Brisbane	Palm Cove	Queensland Wine Industry Association	Seawalker@Green Island Pty Ltd	Tactical Training Group	Tourism Venues	
Longreach School of Distance	Novotel Cairns Oasis Resort	Paradise Country	Quicksilver Group	SERO Learning Pty Ltd	TAFE Queensland	Tourism Whitsundays Limited	
Mackay Tourism	Novotel Twin Waters Resort	Paradise Resort Gold Coast	RACQ	Siena Catholic College	TAFE Queensland Brisbane	Townsville Airport Pty Limited	
Magnums Backpackers	NRMA Treasure Island Holiday Park	Parkwood Bed & Breakfast	REACH for Training	Sirromet Wine	TAFE Queensland East Coast	Townsville Enterprise Limited	
Mareeba District Rodeo Association Inc.	O'Reilly's Rainforest Guesthouse	Paronella Park	Redcliffe State High School	Skypoint	TAFE Queensland Gold Coast	Training Direct Australia	
Maroochy River Resort	OAKS 212 on Margaret	Passions of Paradise	Redland Art Gallery	Skyrail Rainforest Cableway	TAFE Queensland North	Transit Systems (Big Red Cat, Stradbroke Ferries & StradbrokeIsland Holidays)	
Marsden State High School	OAKS Aspire	Pinnacle Tourism Marketing		Small World Journeys	TAFE Queensland South West	Travel Training Australia	
MAS Country	OAKS Aurora	Pitstop Cafe		Smart Travel International Pty Ltd	Tamborine Mountain Distillery		
	OAKS Calypso Plaza	Port of Brisbane					



ALL IMAGES: Tourism and Events Queensland & QTIC photo archives



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