

Tourism, Travel and Hospitality Industry Reference Committee  
Department of Education and Training  
GPO Box 9880  
Canberra ACT 2601

11 October 2018

## **Re: Responsible Service of Alcohol – A Case for Change**

The Queensland Tourism Industry Council (QTIC) welcomes the opportunity to respond to the discussion paper: "*Responsible Service of Alcohol – A case for Change*".

QTIC is the state's peak body for tourism in Queensland and represents the interests of the tourism industry. QTIC is an independent membership-based organisation with in excess of 3,000 members, operating in all sectors of the tourism industry, including business operators, Regional Tourism Organisations (RTOs), sector associations and education providers.

The tourism industry in Queensland contributed \$25.0 billion to Queensland's Gross State Product (GSP), representing 7.9% of total GSP<sup>1</sup> and generated \$7.1 billion in exports in the year ending June 2016<sup>2</sup>, making it one of the state's largest export industries accounting for 14.8% of total Queensland exports. The tourism industry consists of over 53,000 businesses across Queensland; nine out of ten of these businesses are small to medium enterprises.

Research indicates that the café, restaurant and takeaway food sector is worth \$44.1 billion to the national economy and employs 610,900 people. This is expected to grow to 695,000 by 2022, a rate of 13.8% per annum, a rate higher than any other industry subsector. Specifically in Queensland, domestic visitors spent \$5.7 billion on food and beverage (year ending June 2017). Servicing the growing demand in Queensland there are 8,185 licensed venues, with subsidiary on-premises and commercial hotels taining the majority of the licenses (year ending June 2017).

<sup>1</sup> Tourism Research Australia, *State Tourism Satellite Accounts 2015-2016*

<sup>2</sup> Tourism Research Australia - *State Tourism Satellite Accounts 2015-16*, Queensland Government Office of Economic and Statistical Research - Overseas exports of goods by industry.

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The 2017 Foundation for Alcohol Research and Education report<sup>3</sup> identifies that the majority of Queenslanders do not believe that governments (66%), alcohol companies (71%) and pubs and clubs (67%) are doing enough to address alcohol misuse. The proportion of Queenslanders who hold the belief that governments are not doing enough to address alcohol misuse has increased since 2016. It is therefore timely that a review is undertaken to ensure a balance between meeting demand needs and protecting the community.

Based on research conducted with our members and secondary data outlined, QTIC believes that there is the opportunity for an *overall review of the SIT Tourism, Travel and Hospitality Training Package* rather than a narrow focus on the Responsible Service of Alcohol. QTIC acknowledges that a cross jurisdictional approach would better facilitate staff to working in multiple states, particularly those who live in border towns without having to replicate training. Whilst there are provisions in the existing competency to "*interpret the legal requirements for responsible sale or service of alcohol for the local state or territory law*", this means that currently staff have to replicate training and cover the cost of the competency in multiple jurisdictions. It is important to note that a rigorous approach needs to be taken to ensure that the RSA certificate continues to support the aim of mitigating the risks associated with alcohol consumption on the broader community.

QTIC also supports the need to update the training package products to ensure that training is current and reflective of key changes which impact how employers in hospitality sector trade and engage with patrons. This is integral to ensure compliance with licensing legislation and also ensure that Registered Training Organisations (RTOs) are providing training that is relevant to industry needs.

The cost of delivery should also be reviewed in-line with changes to the overall training package. With some RTOs charging as little as \$15 for the delivery of the RSA, the value and quality of the delivery is drawn into question. Given that the RSA requires competency and knowledge on local legislation and challenging behaviour management, a number of operators are concerned that this level of competency cannot be obtained through such online courses.

Members agree that industry training practices have been changing. With significant media attention surrounding private RTOs, some concerns have been raised by industry in relation to the rigour of training provided. Any review of the delivery method of RSA should identify if the outcomes are relevant to industry needs, provide sufficient knowledge for proficiency in the workplace and provide a solid foundation of knowledge for those that are participating in the course. A number of members also identify that general customer service training should be run in conjunction with RSA as a support to manage behaviour.

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<sup>3</sup> Foundation for Alcohol Research and Education (FARE). *Perspectives on alcohol related violence and policies*. January 2017. Galaxy Research.

QTIC's consultation has also identified that international students on a *Subclass 500 Visa* can only undertake RSA with a Commonwealth Register for Institutions and Courses for Overseas Students (CRICOS) approved provider. CRICOS currently lists 23 approved RTOs to offer RSA within QLD. This may have significant implications for licensed venues in regional and remote locations that rely on International Students to fill roles that are considered a skill shortage area and require the mandatory RSA.

Based on consultation with members, QTIC endorses a broader review of the training package as opposed to the review of the RSA as highlighted in the case for change.

For all enquiries regarding the points raised in this letter, please contact me or the QTIC Policy Team on (07) 3236 1445 or email [policy@qtic.com.au](mailto:policy@qtic.com.au).

Kind regards



**Daniel Gschwind**

Chief Executive

