QUEENSLAND TOURISM INDUSTRY COUNCIL

APPROVED
DIGITAL PROGRAM PROVIDERS

OCTOBER 2024

Queensland Government

PRODUCT CATEGORIES

BACK-END: Finance

Supports a variety of financial processes for business including accounting, sole trader tax management and payment processing.

? *Do you need help organising your finances?*

Hnry	Hnry is an all-in-one accounting service for ABN sole traders that automatically calculates and pays taxes as you earn, takes care of invoicing, expenses, and tax lodgements, while also providing the support of an accountant – all in a straightforward pay-as-you-go model – so that self-employed tourism operators never have to think about tax again.
Lightyear	Lightyear is an award-winning app built to automate Purchasing, Expense Reimbursements & Accounts Payables processes, with unbeatable technical support & a 30-day free trial. Our approval workflows allow purchase orders & bills to be approved in seconds, saving businesses more than 80% of their costs & time while also removing human error. Lightyear enables businesses to get a real-time overview of their payables data & our business intelligence feature allows them to make smarter & better-informed cashflow & forecasting decisions.
Webexpenses	Webexpenses expense management software automates how you manage business expenses. Submitting, approving, and reporting are simplified through an intuitive digital platform. Webexpenses is configured to provide automatic compliance and custom reporting to ensure control and visibility. Managing company credit cards, staff reimbursements, mileage and multi-currency payments is made simple with the easy-to-use software. Join others like Big Red Group, Experience Company and Visit Sunshine Coast in unlocking financial control.
Xero	Xero is a global small business platform with 4.2 million subscribers. It offers tools for core accounting functions like tax and bank reconciliation, along with payroll and payments. With an extensive ecosystem of connected apps and financial institution integrations, Xero helps small businesses efficiently manage their operations and finances from a single open platform.

BACK-END: Human Resources

Supports a variety of human resources functions from recruitment to engagement.

? *Do you need help organising your workforce?*

Employment Hero	Employment Hero is a HR, payroll and employee engagement platform that streamlines every aspect of the employee life cycle. It helps provides support from recruitment and onboarding to engagement and productivity management.
Swaggie	Simplify workforce and destination attraction with Swaggie. On Swaggie it's free to post jobs for as long as needed and see applicant availability. This helps save time and cost attracting locals, visitors and backpackers for busy seasons, peak periods and general turnover. Use Swaggie or chat with us about connecting your workforce and booking management systems, to unlock your destination for workers and visitors!
Sentrient	HR and Compliance Software Solution for Australian Business. Sentrient makes it easy for you to do the right thing and protect your business and your people from the ever-increasing cost associated with breaches in safety, invasion of privacy, and incidents such as bullying, harassment and discrimination.

? *Do you need help managing security?*

Security Registers	Security Registers is a fully compliant platform that ensures only correctly licensed security guards are permitted to work at tourist destinations. By automatically checking guard licenses against government records, the system blocks unlicensed or incorrectly licensed guards from signing on. This safeguards tourists, staff, and the public, providing peace of mind that all security personnel meet the highest standards of compliance and safety. Remove all paper with a fully digital security and incident register for less than $1 a day.
Vix Vizion	Vix Vizion is the leading provider of self-exclusion and barred patron management systems in Queensland and Australian clubs, pubs and hospitality venues. We're proudly Queensland based, providing locally built technology and local support. Our world beating face recognition system automates and enhances venue security and responsible gaming compliance. Unobtrusive. Secure. Easy to set up and use. We help ensure your patrons enjoy themselves in a safe and secure environment.

BACK-END: Operations

Supports a variety of operational processes for business including security & risk management, general operations support, performance & sustainability reporting.

? *Do you need help executing your business operations?*

Dazhboards Pty Ltd	Introducing Dazhboards; an AI Powered Business Intelligence and Sustainability platform built by industry for industry. Dazhboards offers automated invoicing, review management and centralised communications streamlining operations for tour operators. It consolidates data from booking, marketing and accounting systems to track real-time profitability. With sustainability tracking and a user-friendly interface, operators can make data-driven decisions, reduce admin overhead and optimise profitability while improving customer and employee satisfaction. Dazhboards's predictive analysis tool uses machine learning and AI to help businesses better understand future demand and make better operational decisions.
Tour Tracked	TourTracked solves the barriers of Language, Direction, Trust and Safety for the Tourism Experience. Offering real-time tracking and integrated messaging between travellers, operators, and transport providers, it streamlines communication ensuring seamless coordination and instant updates throughout the journey. With features like automated notifications and live tracking, it enhances operational efficiency, delivering Safety, Trust and Convenience for all parties involved.
Wherewolf	Wherewolf leads the way in digital waivers for tour and activity operators. Their secure, cloud-based system streamlines guest arrivals, automates review requests, and boosts direct bookings by leveraging insights from guest data. With advanced guest management tools, filterable trip manifests, and seamless integrations with top reservation systems, Wherewolf enhances operational efficiency and drives business growth through powerful marketing and analytics tools.

? *Do you need a Point-of-Sale System?*

Harris Data Systems	HDS specialises in Point of Sale (POS) and EFTPOS facilities. Depending on your needs we have various systems at varying price points. We can completely offset the running costs of your systems by providing a flat fee which can be surcharged to your customers. Just pay for hardware and setup. We do everything for you from building menus and installation and training as well as local 24/7 support all based in Queensland. If you're looking for a POS and payments platform we are here for you!

BOOKING SYSTEM: Accommodation

An essential business management tool, with various features, allowing businesses to manage their calendar, take payments, retain customer information and much more.

? *Do you need help with an Accommodation Booking System?*

Levart	Levart provide website, booking engine, channel management technology and marketing services to accommodation providers. Our aim is to empower every property to transform "direct" into their most popular and profitable booking channel. Levart solutions are easy to implement, simple to use, cost effective, and we provide comprehensive support from our client success team based in Australia.
Room Manager & Bookeasy	Bookeasy was developed to facilitate accommodation and activity bookings through the local Visitor Centre and associated destination website. This replaced the previous arduous manual processes that returned limited revenue. Fast forward to today, and Bookeasy has grown into a comprehensive reservations and bookings management system adopted by over 150 national parks, visitor and booking centres and specialised tourism services, distributing thousands of products, globally.
DigitalRez Australia Pty Ltd	RezExpert's online booking & reservation management system is specially designed for tourism organisations to easily manage accommodation, camping, tour operations, national/state parks, indigenous camping & businesses requiring packaging & permit management. Advanced customer service features like customisable emails, SMS and AI marketing to promote your business. Integrations with payment processors, booking channels (booking.com & 150+ OTA's) delivers increased revenue for our clients, backed by local 24/7 support.

BOOKING SYSTEM: Activities & Tours, Restaurants & Selection

An essential business management tool, with various features, allowing businesses to manage their calendar, take payments, retain customer information and much more.

? Do you need help with an Activity Booking System?

ResPax / LIVN	ResPax is fully featured tour management software which provides tour operators one place to manage all of their bookings. ResPax has an Online Booking Engine, Channel Manager and inbuilt CRM which makes managing bookings a breeze. Designed by operators, for operators, ResPax has been servicing operators of various sizes for 25 years and is proud to be Australian owned and operated. With ResPax, operators receive the latest tools in reservation technology, and an experienced partner that can help relieve any stress when it comes to tech.
Nabooki	The Nabooki online booking platform is a comprehensive and flexible business management tool built for small business. The feature rich platform allows tour operators to manage availability, capture and manage customer information, make complex bookings and take payments all in one interface that is published on their website and other channels – all without commissions.
OperatorHub	OperatorHub is an innovative reservations and operations management system to streamline all aspects of complex tour and activity reservations, operations, sales and marketing. OperatorHub will enable you to grow your business, automate operations, improve customer service, and give you better visibility and control. Our personalised onboarding and ongoing support allow you to focus on delivering unforgettable travel experiences.

? Do you need help with a Restaurant System?

Open Table	With a remarkable track record of helping 60,000 restaurants, bars, wineries, and other venues worldwide fill 1.7 billion seats a year, OpenTable has been partnering with some of the best Aussie restaurants since 2015. OpenTable's world-class technology empowers restaurants to focus on what matters most – their team, their guests, and their bottom line. We know you'll feel right at home with OpenTable.

? Do you need help choosing a Booking System?

Bookable Tourism	Bookable Tourism is dedicated to helping tourism businesses find the best booking system that provides a best-fit for their business needs. Industry factors such as slow rates of technology adoption, high churn rates among tourism staff, and continually evolving technology solutions, contribute to road blocks that prevent optimal performance.

CHANNEL MANAGEMENT

An essential business management tool, to assist in product distribution. Includes various features such as rate management, multi-channel integrations, booking system & website integrations and calendar synchronisation etc.

? *Do you need help with a Channel Management System?*

SiteMinder	SiteMinder is a leading open hotel commerce platform, a technology pioneer for its smart and simple solutions that put hotels everywhere their guests are, at every stage of the journey. It's this central role that has earned SiteMinder the trust of tens of thousands of hotels, across 150 countries, to generate in excess of 100 million reservations worth over US$35 billion in revenue for hotels in the last year prior to the start of the pandemic.
Update 247™	Update 247™ platform is all-in-one solution designed specifically for accommodation providers. Update 247™ offer a comprehensive suite of tools to streamline your business operations, including a powerful Reservation System, Channel Manager, Booking Engine, Web development and Payment Processing. With our user-friendly Reservation App, you can manage bookings, update availability, and stay connected from anywhere on any device.

COMMUNICATIONS SYSTEMS

Communications systems are vital in all business areas, perhaps moreso in Tourism where there are travellers who may be unfamiliar with the local area, and may have barriers to communication.

? Do you need help adding an audio guide?

Vacayit	Vacayit offers immersive audio guides and accessible technology solutions for tourism operators. Our platform provides high-quality audio content and accurate accessibility information that operators can easily integrate into their websites. Travellers can explore a wide range of engaging audio guides in one place, enhancing their travel experience while ensuring accessibility for all visitors.

? Do you need help communicating with your guests?

Orana Stay	Orana Stay creates fully branded digital guidebooks and guest experience apps for accommodation providers and tourism/event operators. Translating into 106 languages our guides provide guests with key information from booking to post departure, deliver local recommendations as well as facilitate upsell opportunities. They boost revenue, promote direct bookings, simplify staff tasks, delight guests, foster repeat visits and drive positive reviews.
Shiji - ReviewPro	Shiji ReviewPro provides the world's leading guest experience software solutions in one powerful platform. Our unified Guest Experience Platform includes Online Reputation, Guest Surveys, Case Management, and Guest Communications. ReviewPro's Global Review Index™ (GRI), the industry-standard online reputation score, is based on review data collected from 175+ OTAs and review sites in 45+ languages. Our aim is to help the hospitality industry become more profitable by gathering, understanding, and acting upon guest feedback data.
YonderHQ	Increase direct bookings & save staff time using Yonder's AI Chatbot and Review Platform, integrated with your booking system and built specifically for tourism operators.

? Do you need help with translation services?

AcudocX	AcudocX is an easy-to-use translation platform that enables businesses to offer certified translations to their clients. The portal features a combined commission and discount model, allowing operators to earn while providing seamless, high-quality, discounted, NAATI-certified document translation services required for car hire, for example. Facilitate a smoother customer experience with fast, accurate translations tailored to the tourism and migration industries.

CONTENT CREATION

Content Creation services assist you in drawing attention to your product and making it stand out from the crowd. Highly innovative, these products allow you to develop original content to promote your business.

? Do you want to try Augmented Reality?

Boost AR

BoostAR is on a mission to enhance visitor engagement and satisfaction. Thanks to our easy-to-use platform, you can transform traditional media into interactive AR experiences.This is your chance to step into the world of augmented reality with an exclusive 12-month package that's 100% covered by the rebate. If you'd like to learn more and take advantage of this offer, check out BoostAR today.

? Do you want to product immersive content?

HeadBox Australia

Elevate your marketing with HeadBox 3D and 3D Studio. Our virtual 3D Models showcase venues, hotels, and event spaces through engaging digital tours. Enhance this further with 3D Studio, combining 3D Models with AI-generated narrator videos for immersive, personalised walkthroughs tailored to specific client requirements. This cutting-edge tool enables your sales team to deliver bespoke virtual site visits, giving you a competitive edge and effectively presenting properties to remote clients.

? Do you want to enhance your target marketing?

RAMMP

Struggling to keep up with your social media content? RAMMP AI Helpers take the heavy lifting out of generating high-quality content calendars, crafting engaging travel blogs, creating video scripts and campaigns – all in a fraction of the time it takes you now. We've helped tour operators like Story Bridge Adventure Climb and Best Life Adventures simplify their "always on" marketing campaigns and would love to help you too! Get in touch for our custom QTIC package today.

? Do you want to produce your own videos?

Cinefly

Cinefly is an AI-powered video platform designed for tourism businesses. Its AI Director Guide streamlines and automates the filming process, transforming anyone with a mobile phone into a storyteller with simple point-and-shoot capability. Requiring zero editing, it delivers personalised, professional-quality videos in minutes, ready to be shared across all social channels. Effortlessly create video content and amplify your brand's storytelling.

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEMS

Managing customer information is critical to optimising financial performance. This can be achieved through a CRM system including features such as customer segmentation, email communications, invoicing & payments and campaign management.

? *Do you need help enhancing your guest experience?*

Glue-up	Glue Up is an all-in-one AI-powered engagement management CRM tailored for member-based organizations. The all-in-one platform offers a variety of features for enhanced communication, member management, event organization, and financial transactions, including event and membership management, email campaigns, surveys, finance, CRM, and mobile apps. Integrated seamlessly, these tools facilitate smooth operation, member engagement, and community growth, helping organizations to improve efficiency, satisfaction, and impact.
HubSpot Australia Pty Ltd	HubSpot is the customer platform that helps businesses like DoorDash, Reddit, Eventbrite, MYOB, me&u and Sendle connect and grow better. HubSpot delivers seamless connection for customer-facing teams with a unified platform that includes AI-powered engagement hubs, a Smart CRM, and a connected ecosystem with over 1,500 App Marketplace integrations, a community network, and educational content.

CUSTOMER ENGAGEMENT

Customer engagement covers a range of aspects from drawing customers in to providing delight when delivering services.

? Do you need help with AI supported Chat Bots?

Chat2

Chat2 combines real professional tourism chat operators with cutting-edge artificial intelligence, ensuring real conversations with the efficiency and effectiveness of AI. This unique blend allows a personalised, instant responses to potential customers, significantly boosting engagement and conversion rates.

? Do you need help with returning lost property?

Dashback

At Dashback we get lost property back to people that have left it behind. It's a FREE service for hotels to use, giving both the hotel and guests a platform that enables them to return items to guests after they have checked out. We make the retrieval and return of lost property a simple and seamless process, that only elevates the guests experience, even after checking out.

? Do you need help with general business operations?

CherryHub™

Cherry Hub™ is designed to help sports, leisure, and hospitality businesses boost digital engagement and unlock commercial opportunities. In today's market, consumers expect experiences that are convenient, personalised, and seamless. To meet this demand, businesses must adopt a digital first, mobile first strategy. Cherrypass™, our branded smart digital membership and rewards card solution, enhances customer service, communication and marketing opportunities, anytime, anywhere.

? Do you need help with user accessibility?

Cérge

Cérge solves two of the biggest barriers to accessible tourism – a lack of public information, and customer service bias. The Cérge Content Management Platform delivers a stepped change in public information about venue accessibility so customers can "Know Before They Go". The Cérge Companion App allows customers to discreetly inform service staff before arrival of essential "about me" information and be assured of a warm welcome.

PROPERTY MANAGEMENT SYSTEMS

An essential tourism and hospitality business system that helps manage day to day operations handling all things from reservations and check-ins to housekeeping and billing.

? *Do you need help managing day-to-day operations?*

Newbook	Newbook empowers you to find more freedom and take control of your operations with our connected hospitality management system. Enjoy a full suite of powerful tools like automation, integrations, OTA connections, 150+ reports and more to drive growth, streamline your day-to-day and provide memorable experiences! Over 55,000 users trust us as their software partner and we're ready to partner with you too.
Resly	Resly offers an all-in-one cloud based Property Management System for accommodation operators of all sizes, streamlining bookings, guest management, and accounting with full trust account support. Automate day-to-day tasks, enhance guest experiences, and boost revenue through powerful integrations, reporting, and mobile access, all backed by Australian-based support. Optimise your operations with our easy-to-use platform.
RMS	RMS Cloud provides trusted, scalable, cloud technology for managing hospitality accommodation businesses worldwide. With 7,000 properties, 70 countries, and 184,000 global users, our innovative platform enables revenue growth, operational efficiency, and enhanced customer engagement. With RMS Cloud, you can experience direct bookings, increased revenue, and satisfied guests.
Mews	Mews is a cloud-based property management system (PMS) for hotels. It offers a comprehensive suite of features to streamline operations, enhance the guest experience, and boost revenue. With its intuitive interface and powerful automation tools, Mews empowers hotels to deliver exceptional service and achieve operational excellence.
Cloudbeds	Cloudbeds is the leading platform redefining the concept of PMS for the hospitality industry, serving tens of thousands of properties in more than 150 countries worldwide. Built from the ground up to be masterfully unified and scalable, the award-winning Cloudbeds Platform brings together built-in and integrated solutions that modernize hotel operations & finance, distribution & marketing, guest experience, and revenue & analytics. Founded in 2012, Cloudbeds has been named a top PMS, Hotel Management System and Channel Manager (2021-2024) by Hotel Tech Report, World's Best Hotel PMS Solutions Provider (2022) by World Travel Awards, and recognized in Deloitte's Technology Fast 500 in 2023.

SOCIAL MEDIA MANAGEMENT

In the digital world, good social media management is essential for reaching your target audience efficiently and in a way that starts the relationship. These providers allow tourism operators to create a consistent and strategic approach to their social media management.

? *Do you need help reaching your audience?*

Hootsuite	Hootsuite is a social media management platform that allows users to schedule posts, monitor social media activity, and analyze performance across multiple networks, including Facebook, Twitter, LinkedIn, and Instagram. It offers tools for team collaboration, content curation, and customer engagement, making it ideal for businesses and marketers
Loomly	Loomly is the easy-to-use social media management platform designed to help you manage everything from content ideation to creation, scheduling and beyond. With an easy-to-use interface, you will be quickly up and running with post ideas and inspiration across the social media platforms most people are familiar with. Also includes photo and video editing capabilities, post sponsoring, media integrations and Interaction Management.

TICKETING SYSTEMS

Ticketing systems help to control the dynamic nature of events management from guest purchasing at the checkout to access control, management of food & beverage and merchandise sales.

? **Do you need help ticketing your attraction or event?**

ROLLER	ROLLER is a cloud-based venue management platform designed to enhance the guest experience at every touchpoint, and includes Online Checkout & Ticketing, Point-of-Sale, Integrated Payments, Memberships, Gift Cards, Waivers, Self-Serve Kiosks, Cashless Wallets, and the Guest Experience Score®.
Centaman	Centaman's 30+ years of expertise provide customized solutions for attractions. Our all-in-one management software integrates ticketing, mobile, and online sales, with self-service kiosks offering features like ticket upselling, round-up donations, and food ordering. With dynamic interfaces and a powerful backend, Centaman delivers comprehensive insights, streamlining operations and elevating the guest experience for zoos, aquariums, parks, and more.
CustomLinc	The standard CustomLinc system offers key customer facing components including integrated ticketing and reservations, logistics, financial reporting, merchandise and Food & Beverage that can be customised for client needs. The system will help streamline operations, build greater customer engagement, lift brand awareness and open-up revenue growth opportunities.
Oztix	The Oztix and Localtix ticketing solution is an online and onsite tool for marketing and service delivery, catering for event sizes from 100 to 100,000, professional to not for profit, and geographically from the city to the country. The ticketing platform can drive marketing awareness and conversion using our database and custom crafted digital campaigns and provide onsite ticketing management to support with your onsite team.

WEBSITE CREATION & HOSTING

Self-service platform for creating websites, including page setup and templates, SEO optimisation, hosting and eCommerce; and can also include customisations for inclusive functions.

? Do you need help making a great first impression?

Oncord	Oncord is a professional website builder and marketing software solution for small and medium businesses. Users with minimal technical skills can design and update professional-looking websites quickly, and integrates with Oncord's other features, such as e-commerce functionality, enabling businesses to easily set up online stores and manage product listings. Oncord SEO tools help improve website visibility in search engine results.
Squarespace	Squarespace is an all-in-one website builder helping small businesses build their brands online. Powered by best-in-class design, our products empower small businesses with all the tools they need to build a professional website with zero experience. With Squarespace you can find a domain name, build a website, sell your services or products online and schedule appointments. Head to squarespace.com/tbdap for a free trial and use code tbdap20 to get 20% off a new annual Squarespace subscription*.

? Do you need help making your website more accessible?

Recite Me Australia	Recite Me provides on-demand accessibility solutions so websites can meet accessibility standards and offer customisable options for users with disabilities, translation needs, and situational challenges. Our Assistive Toolbar and Accessibility Checker ensure your website is user-friendly and compliant with accessibility standards. Join us on our mission of online accessibility for all.

BACK TO START