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### From the Chief Executive,

It is a good feeling, in writing these lines, to be able to reflect on more good news than bad. Easter, the holidays that followed and the long weekend just gone delivered a much-welcomed boost to tourism activity across the state.

I was fortunate to spend a day in Longreach last week for the start of the celebrations around Qantas' 100(+1) years commemorations and the Qantas Founders Museum. The optimism in the Outback for the tourism season is palpable. The main challenge everyone is talking about, like in most other regions, is the lack of skilled staff. At QTIC we remain very focused on that, with efforts at both national and state level to seek solutions.

Read [more](#).



### First Nations Tourism Council Consultations

Rhonda and members of the First Nations Tourism Working Group have been travelling around the state over the past month getting input from operators surrounding a peak body for First Nations Tourism in Queensland. These sessions will be instrumental in the establishment of the body. To register for a session near you, click [here](#). If you would like to have your say but can't



### Holiday Dollars Program

The Holiday Dollars program was launched in Cairns and the Great Barrier Reef in March 2021 and now extends to Brisbane and the Whitsundays. There are also plans to extend the program to the Gold Coast. The program has been designed to support those regions most impacted by the loss of international visitors. Tourism operators in these destinations



### NAIDOC Corporate Breakfast

In case you missed it, [tickets](#) for our NAIDOC Corporate Breakfast were released last week! This year's event celebrates the theme 'Heal Country' which calls for stronger recognition and protection of all aspects of Aboriginal and Torres Strait Islander culture and heritage. The event will be held on Wednesday 7 July from 7.30am-9am at the Plaza

make it to a session, please read our [discussion paper](#) and complete this [survey](#).

are encouraged to get involved in this major tourism campaign. Click [here](#) to find our more.

Terrace Room, Brisbane Convention and Exhibition Centre. More details coming soon!

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## Recent Changes to Casual Employment

-by Ceri Hohner, Senior Associate at FCB Workplace Law



Ceri Hohner,  
Senior Associate  
FCB Workplace  
Law



The much-anticipated Fair Work Amendment (Supporting Australia's Jobs and Economic Recovery) Bill 2021 (Bill) has passed Parliament and received Royal Assent. The Bill is a stripped-down and vastly reduced version of its original form which proposed reforms in five key areas which intended to overhaul the Fair Work Act 2009 (Cth) (FW Act). The only surviving element of the Bill which has made it into the FW Act are the amendments to casual employment arrangements. These new reforms will affect all businesses who engage casual staff. Read more [here](#).

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SAVE THE DATE

JOIN QTIC TO CELEBRATE

**WORLD ENVIRONMENT DAY**

FRIDAY 4 + SATURDAY 5 JUNE, 2021

HERVEY BAY, QUEENSLAND





## QTA21 – Nominations close Friday 21 May

Don't miss the opportunity to support our industry and showcase your resilience and achievements in the past two years.

The Awards are set to be bigger and better than before with a very special event planned for 12 November to bring our industry together.

Nominations for the Queensland Tourism Awards close on Friday 21 May.

### How to Nominate Now:

Nominating is a registration of your interest to enter the Awards and will only take 10 minutes of your time.

1. Firstly, head to the [QTIC Website](#) for all details relating to the 2021 Queensland Tourism Awards
2. Read [Rules for Entry](#) and choose your [Category\(s\)](#)
3. Complete the nomination form in the national Online Awards Portal as soon as possible [www.online.qualitytourismaustralia.com](http://www.online.qualitytourismaustralia.com)

### Key Dates:

- Nominations open: Monday 15 March 2021
- Nominations close: Friday 21 May 2021
- Submission due (Close of Entries): Monday 16 August 2021
- QTA Gala Ceremony: Friday 12 November 2021 in Brisbane

### Judges Webinar Series – Introduction of a Consumer Rating Score via Review Pro

To assist you with your Awards submission journey, QTIC is presenting a Judges Webinar Series. The second webinar is now available for viewing and focuses on the newly introduced consumer rating score via ReviewPro. Thank you to Liz Ward, Co-Founder and CEO, Navii and Tourism Tribe for facilitating the Webinar with guest presenter Avril Carter, Sales Director – Australasia, ReviewPro.



### Are you an Awards Submission Writer?

Queensland Tourism Award nominees are looking for consultants to assist with submission writing.

QTIC is currently collating a list of available submission writers to publish on the QTIC website. If you have experience in writing Tourism Awards submissions and would like to be included on the list, please forward your contact details to [awards@qtic.com.au](mailto:awards@qtic.com.au).

**Disclaimer:** The list will be presented as information only. QTIC recommends nominees interview prospective consultants to ensure experience, track record, qualifications, capabilities, time frames and costs.



### Queensland's Top Tourism Town Awards

Thirty-seven outstanding and diverse towns have been named as finalists in the Top Tourism Town Awards.

QTIC is very excited to discover who will be Queensland's Top Tourism Town (population over 5000) and Top Small Tourism Town (population under 5000).



More than 28,000 votes have been received during the public voting component of the Awards, with friendly competition between towns generating plenty of excitement and media attention!

The Hon Stirling Hinchliffe MP, Minister for Tourism Industry Development and Innovation and Minister for Sport will announce the winning towns at a special event to be held at 1 William Street – home of the Queensland Government on Thursday 20 May.

If you have any questions, please contact the QTIC team [awards@qtic.com.au](mailto:awards@qtic.com.au) or 3236 1445.



*Salute to Excellence*  
COOKERY | HOSPITALITY | TOURISM

**SALUTE TO EXCELLENCE AWARDS 2021**

*The awards program recognising excellence in tourism, food & beverage and cookery*

**NOMINATIONS OPEN 1 APRIL**

QUEENSLAND TOURISM INDUSTRY COUNCIL

For 24 years, the QTIC Salute to Excellence Awards has been recognising outstanding secondary students, schools and registered training organisations for their participation in and contribution to the tourism, cookery, food and beverage qualifications through VETiS, and School Based Apprenticeships or Traineeships. QTIC is proud to be able to introduce a new category for the 2021 Awards Program - **Employer of the Year** - to officially recognise the excellence in Queensland tourism and hospitality businesses that employ school based trainees and/or apprentices. Read more [here](#).



#### Accreditation Site Visits Recommence:

Quality Tourism Accreditation and Star Ratings Assurance Site Visits have recommenced with our contracted Inspectors at Visit Queensland getting back on the road!

Site visits are an integral part of the accreditation programs and ensure accredited operators are upholding the standards required to maintain their accreditation status.

Postponed site visits from 2020 will be prioritised in the upcoming scheduling. All businesses scheduled for a site visit will receive prior notice.

Accredited operators can check when their business is due for an inspection on their [Quality Tourism Framework dashboard](#).

Want more information on accreditation?

Contact us: [accreditation@qtic.com.au](mailto:accreditation@qtic.com.au)

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### Check In Qld App Mandatory

From 1 May 2021, all Queensland hospitality businesses must use the Check In Qld app when signing in patrons to their premises. The Check In Qld app is available to download and use to help keep Queenslanders COVID Safe when we're enjoying venues like pubs, clubs, restaurants and cafes across Queensland. By mandating the Check In Qld app across the hospitality sector, we will have a convenient, coordinated and effective way to keep Queenslanders COVID safe and ensure Queensland Health has access to customer information quickly for contact tracing if needed.



There is something exciting coming to the QTIC Micro-Credentialing program. It involves our members Red Cat Adventures....what could it be? Be sure to be registered for the program to gain access to this new resource and in the meantime upskill your staff in some of the other fantastic micro-credentials we have on offer.

**Register Now**

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# Free Online Coaching



Coaching through our Tourism Industry Business Capability Development Program can help you to implement new revenue opportunities, pivot a product and improve your domestic marketing plan. Four sessions of 60-minute one-on-one coaching will be available for free to eligible tourism and hospitality businesses. Only limited spaces available.

**Register Now**



QTIC will be hosting Regional Tourism Career Roadshows that will deliver a series of face-to-face and online career events over the coming months, starting in May at TAFE Queensland's Southbank campus.

Tourism is vital to Queensland's economy and QTIC has identified attracting staff needs to be a priority for the industry, particularly in roles where businesses have employed backpackers and visa holders in the past.

More details to come about the virtual component open to the public on June 15.

**SCouT - Sunshine Coast Big Day Out for Tourism** - Collaborate and create partnerships with local tourism businesses!

Create working relationships with Sunshine Coast tourism operators, grow referrals for your business and hear from leading tourism professionals. The free event will be held at the Sunshine Coast Convention Centre (Novotel Sunshine Coast Resort) on Tuesday 4 May from 4:00pm and is open to all tourism industry. The event will run like a tourism expo, with more than 100 of Sunshine Coast's top experiences from across event and event services, food and beverage, tours and experiences, transport and travel services and attractions on display.

**Event:** SCouT21 - Industry Exchange



**Date:** Tuesday 4 May 20201**Time:** 4:00pm – 7:00pm - SCouT Industry Exchange/Networking Drinks**Venue:** Sunshine Coast Convention Centre - Novotel Sunshine Coast Resort**Cost:** FREE**Registration:** <https://scout21.eventbrite.com.au>

# Welcome New Members

**\* denotes First Nations member**

Acknowledge Education

Aquascene Charters

Australian Festival Industry Conference

Bangalore Luxury Travel

Big Mama Sailing

Black Wattle Professional Services \*

Cape York Art \*

Cedar Creek Lodges

Culture Connect \*

David Osborne

Destination Cairns Marketing

Dreamtime Kullilla-Art \*

Emeraldene Inn &amp; Eco-Lodge

Endeavour Christian College

Everywhen Group Pty Ltd \*

Exemplar Coaches &amp; Limousines

Go Ballooning

Greater Whitsunday Food Network

Health Institute Australasia

Hilton Surfers Paradise Hotel &amp; Residences

Inspired by Marketing

KULA Services \*

Lululemon athletica

Magpie Dreaming \*

Noosa Flashpackers Ocean Breeze Resort

Our Wild Place

Pacific Whale Foundation Eco Adventures

Australia

Paperbark Arts &amp; Exclusive Cultural Tours \*

Phoenix One

Port Curtis Coral Coast Trust Ltd \*

Port Douglas Connections

Prmpt Pty Ltd

Swagalong Tours

Talaroo Hot Springs

These Wander Days

Thunderbird Park

Trinity Software Australia (Respax)

Viva Travel Holdings Pty Ltd

Whitsunday Charter Boat Industry Association

Yorkshire Rose (QLD) Pty Ltd

Yura Tours \*

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## Contact Information

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QUEENSLAND  
TOURISM INDUSTRY  
COUNCIL



Year of  
**Indigenous  
Tourism**

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Queensland Tourism Industry Council (QTIC) is the peak industry body for tourism in Queensland, acting as "The Voice of Tourism". We're a not-for-profit, private sector, membership-based organisation representing the interests of Queensland's tourism and hospitality industry.



*QTIC acknowledges the Traditional Custodians of the lands on which we work and live. We pay our respects to Elders both past, present and future; and extend that respect to all Aboriginal and Torres Strait Islander Peoples.*