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From the Chief Executive,

As our industry keeps getting tossed about on a sea of uncertainty caused by cyclone COVID, a distant lighthouse has appeared, guiding us to the Olympics in 2032. That is indeed good news and we are genuinely excited by the prospects ahead.

Now we just have to get there in one piece and that still is an enormous challenge for many operators. We may feel somewhat fortunate in Queensland for having escaped the latest lock-down episode interstate but this is cold comfort for the thousands of operators here who have lost millions of dollars worth of bookings, not just for now but a long way into the future, not least the September school holidays.

Read [more](#).

Jet Ski Tour Operator Insurance Program

Since the start of 2021, QTIC's insurance partner, Gallagher, has seen a number of insurers exit or change their ability to offer Tourism or Tour Operators Liability insurance.

Gallagher is pleased to advise they have secured an exclusive insurance arrangement for Jet Ski Tour Operators Liability Insurance.

The Jet Ski Public Liability cover is for Tour Operators Australia wide, who provide guided tours and experiences.

Together with an insurance solution, Gallagher can provide practical advice on risk management for Jet Ski Tour Operators.

Please call either Robert Dickinson on 0466 415 122 or Leanne Arscott on 0481 916 727 to discuss your insurance requirements.



Research and Policy Update

Designing our tourism future: QTIC has made a formal [submission](#) to the 'Designing our tourism future' consultation from the State Government, as part of the Queensland action plan for tourism recovery. As part of the submission process, QTIC was also invited to participate in one of the many face-to-face workshops, alongside industry leaders, government representatives, and tourism operators.



Micro-Credentials Available

There are only a limited number of spaces available for the QTIC Micro-Credentialing Program to provide skilling solutions for the tourism and hospitality industry. Courses range from housekeeping principles, front desk upselling, guest experience fundamentals, rostering management, kitchen leadership and more. For details on the program and how you can get involved click [here](#).



Free Business Coaching

The Business Capability online coaching is allowing hundreds of businesses from across the state to upskill in many areas such as pivoting a product, domestic trade and marketing. Coaching is flexible to allow the coaches to support you in areas of greatest need. To register for the coaching you will be asked to select the number of sessions you would like (up to four), topics and your coach. Find out more [here](#).

QTIC Membership

QTIC members will have recently received their membership renewal by email. QTIC successfully advocates for the industry by listening to the concerns of its members. It is only with this collaborative approach that we can achieve our shared goals. It is our combined strength that has made a difference to the support tourism has received over the last two decades.

Given these recent challenging times, it is more important than ever to work together and support each other – that is what QTIC is all about. We rely on the involvement of our members to ensure that we set the right priorities and that we can speak strongly on your behalf.

Membership fees directly contribute to support QTIC, a not-for-profit organisation, to achieve its objectives. In addition to supporting our advocacy efforts for the industry, your QTIC membership also unlocks a variety of member-only benefits. If your membership renewal remains outstanding, we respectfully ask that you continue to support our efforts by paying your renewal at your earliest convenience. If you have any questions about QTIC membership or our activities please email: memberships@qtic.com.au



Working Towards a More Inclusive Industry

Following successful trials in Tasmania and Western Australia, next month QTIC will launch an accessibility self-assessment module for the Queensland tourism industry. Developed by the Australian Tourism Industry Council (ATIC) in consultation with TravAbility, the ATIC Accessibility self-assessment module aims to help businesses evaluate how inclusive their experience offering is for people living with disability.

The module will be made available via the Quality Tourism Framework online dashboard and aims to increase visibility for accessible experiences and encourage more tourism businesses to make adjustments that will accommodate more visitors of all abilities. There will be a range of accessibility modules available, including:

- Limited mobility
- Wheelchairs and scooters
- Low vision
- Low hearing
- Cognitive/autism
- Allergies or intolerances

More details will be released soon, but contact us now to express your interest: accreditation@qtc.com.au

First Nations Update

QTIC is excited to be going to the Cairns Indigenous Art Fair in August! From 20 to 22 August, QTIC in partnership with Tourism and Events Queensland and Tourism Tropical North Queensland will be holding a stall in celebration of the Year of Indigenous Tourism. Come see us there!

Whilst at CIAF, the First Nations Tourism Working Group will be kicking off the next round of consultations around the establishment of a First Nations Tourism Peak Body in Queensland. Join us on Thursday 19 August from 10am – 12pm at the Cairns Convention Centre for an update on the development of the First Nations Tourism Peak Body. Register [here](#).

Sessions will also be held in Mossman Gorge and Thursday Island the following week. Details on these sessions will be released soon!



After the success of the Brisbane event last May, the Career Roadshow will continue to promote our sector to school leavers and job seekers across the State!

The next two Career Roadshows will be held in **Toowoomba on August 23 and 24**, and in **Rockhampton on September 8 and 9**.

The format will consist again of a **Come 'N' Try Day**, targeted to school leavers, school career advisors, gap year participants, Jobactive networks, and jobseekers. All participants will get involved in a series of fun and interactive activities to help them understand the wide variety of careers available in the sector.

At the same time, a **Career Expo** will run simultaneously with the Come 'N' Try days to ensure participants have access to career and training information plus any potential employment opportunities offered by participating employers with existing positions available specific to the region.

If you have existing vacancies that you are struggling to fill, please contact us at careersroadshow@qtic.com.au and discuss the opportunity to have a booth in the career expo to engage directly with all the participants.

If you are not available on the dates mentioned above, please join us for the **Virtual Expo** to follow the face-to-face event. We will host the **Toowoomba Virtual Expo on August 31** (Live Date), with information accessible until September 4. The date of the Rockhampton Virtual Expo will be confirmed soon.



**QUEENSLAND
TOURISM INDUSTRY
COUNCIL**

WORLD TOURISM DAY NETWORKING EVENT

**CELEBRATING BUSINESS INNOVATION &
TOURISM FOR INCLUSIVE GROWTH**

THURSDAY 23 SEPTEMBER 2021
5.45PM to 7.45PM
FLIGHT CENTRE BUILDING

Ticket details and further information available soon

This event will be preceded by the Young Professionals Mentoring Program: Cultural Competency Session from 4:30-5:30pm

HOST PLUS **Griffith UNIVERSITY**
Queensland, Australia

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FCB Article: Managing Underperforming Employees

By Ceri Hohner, Senior Associate at FCB Workplace Law

Managing employees is time-consuming and can distract you from running your business. When you are required to manage an employee who is consistently underperforming, this additional work can quickly transform your day from manageable to manic. Here's a refresher on managing difficult employees in a way which reduces your risk, and helps to focus on workforce productivity. Read [more](#).

FCB's dedicated hospitality industry team would also like to invite you to attend the upcoming online industry-specific webinar on Thursday 5 August at 11am. The webinar will navigate and decode the recent industrial relations reforms relating to casual employment, and learn how to best manage existing and future casuals in your business. Register [here](#).



Time to Celebrate - QTA21

Congratulations to the Queensland Tourism nominees currently in the process of finalising a Queensland Tourism Awards Submission! Please remember Submissions are due by 5pm, Monday 16 August.

Judging and Site Visits

Judging the Queensland Tourism Awards is an intensive process with each judge volunteering a significant amount of their time to site visit, review, rate and provide feedback for each of the submissions.

QTIC thanks our expert [Panel of Judges](#) for their time and commitment to the Program and industry they are honoured to serve.

SAVE THE DATE TO CELEBRATE – Friday 12 November 2021

Get ready to celebrate the hard work and resilience of Queensland tourism operators with industry colleagues at the QTA Black Tie Gala Ceremony, Brisbane Convention and Exhibition Centre, Friday 12th November.

If you have any questions about the 2021 Queensland Tourism Awards, please contact the QTIC team at awards@qtic.com.au or 3236 1445.

QTIC thanks our presenting partner and platinum sponsor Queensland Airports Limited, whose continuous support makes it possible to hold the Awards.

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QTIC and The University of Queensland are partnering to develop a Queensland Tourism Workforce Crisis Resilience and Recovery Plan. This project is funded by the [Queensland Government's Advance Queensland Scheme](#).

After successful focus group consultations across the state, we are now conducting a [survey](#). It is open to all tourism/hospitality and related sector professionals and we are particularly keen to receive a strong response from employees, so please forward to your employees and networks – and encourage their participation.

The survey takes about 17 minutes to complete but is vital in understanding how to develop a resilient workforce, especially as the State begins to gear up for the 2032 Olympic Games! Summaries and findings of the consultations sessions and survey will be shared via QTIC's channels in the coming weeks. If you require further information please contact, Richard Robinson on 0434 072 049 or email richard.robinson@uq.edu.au

Welcome New Members

*** denotes First Nations member**

Montville Misty View Cottages
OceanFit

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Contact Information

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QUEENSLAND
TOURISM INDUSTRY
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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.