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From the Chief Executive,

This was meant to be a far more upbeat message, marking the start of the school holiday and further steps towards the recovery. Instead, the school holidays – again - come with severe COVID disruptions, reverberating from NSW throughout the country.

We barely had a few days to enjoy the eased Queensland operating restrictions for hospitality venues and tourism transport operators before they were again reversed. It remains to be seen how much damage the new travel restrictions will do and what further measures may be put in place.

[Read more.](#)

Queensland Restrictions Update

New restrictions will come into place from 1am Tuesday, 29 June for the 11 local government areas of Brisbane, Ipswich, Logan City, Moreton Bay, Redlands, Sunshine Coast, Noosa, Somerset, Lockyer Valley, Scenic Rim and Gold Coast.

- Face masks must be worn at all times whenever you leave your home, unless you have a lawful reason not to. Masks must be worn in indoor spaces such as shopping centres, public transport, hospitals, aged care facilities, churches and workplaces where you can't physically distance.
- You must be seated to drink or eat in cafés and restaurants, and businesses and venues must return to the one person per 4m² inside and one person per 2m² outdoors, while smaller venues up to 200m² are allowed one person per 2m² with a maximum of 50 people.
- Private gatherings are restricted to 30 people, and up to 100 people can attend weddings and funerals. Only 20 people can dance at weddings.



Upgrades to QTIC Grants Gateway

Grants Gateway has recently undergone an update to include extra services to benefit QTIC members. New features include the ability for users to subscribe to receive updates on specific grants, improvement of the MyGrantSpace dashboard and a personalised calendar. Members can login to the QTIC Grants Gateway [here](#), any questions can be sent to: memberships@qtic.com.au

NAIDOC Corporate Breakfast

Time is running out to secure your spot at our NAIDOC Corporate Breakfast on Wednesday 7 July. We will be joined by keynote speaker Michael O'Loughlin, master of ceremonies Dr Anita Heiss and hundreds of industry leaders as we celebrate the theme 'Heal Country'.

For more details, and to purchase tickets, [click here](#)!

First Nations Tourism Peak Body

The First Nations Tourism Working Group have been travelling across the state consulting with key groups to inform the establishment of the First Nations Tourism Peak Body for Queensland. The survey is still open so have [your say](#) before 30 June 2020. All responses will be factored into the development of the draft model to be presented at our NAIDOC Corporate Breakfast.

Research and Policy Update

- **Great Barrier Reef:** With the first public hearing for the Environment and Other Legislation (Reversal of Great Barrier Reef Protection Measures) Amendment Bill 2021 officially concluded, QTIC has begun preparing a submission, accounting for the limited voluntary uptake of regulatory measures, the harmful perception of a 'dead reef' on the tourism industry, and the need for peer education and collaborative stewardship.
 - **Reimagining the visitor economy:** QTIC has made a formal submission in relation to the 'Reimagining the visitor economy' discussion paper released by the Australian Trade and Investment Commission. QTIC largely echoed the Australian Tourism Industry Council response, which advocated for industry-led, government enabled reform. The submission [viewable here](#) also serves as an aggregate of many key pre-existing QTIC strategies, promoting the national adoption of several programs and plans.
 - **Insurance for the tourism industry:** QTIC contributed the now-finalised and released Insurance Project [report](#) to the Treasury consultation paper for a 'Reinsurance pool for cyclones and related flood damage'.
 - **2021-2022 State Budget:** In response to the Queensland State Budget, QTIC has put together a summary of highlights and areas of concern for the tourism industry. As you can see [here](#), the budget included some big wins for the workforce!
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FCB Article: Annual Wage Review 2021

By Ceri Hohner, Senior Associate at FCB Workplace Law

On 16 June 2021, the Fair Work Commission's (FWC) Minimum Wage Panel handed down its long-anticipated decision on the annual wage review, setting the minimum wages for the next financial year.

After months of considering evidence and submissions from stakeholders, including employer groups, unions and the Government, the FWC has made its determination for the minimum wage across the 2021-2022 financial year. The decision ensured an increase of 2.5% to the National Minimum Wage, effective from the first full pay period after 1 July 2021, which takes it up to \$772.60 per week or \$20.33 per hour. Members can read more [here](#).



QTA21 – Save the Date

QTIC is truly inspired by the number of nominations received this year and looks forward to recognising and showcasing the incredible strength, innovation and resilience of Queensland Tourism Operators.

Congratulations to those who have nominated, preparing a Tourism Awards Submission is a significant achievement. The expert [Panel of Judges](#) are excited to review submissions and identify Queensland's leading tourism businesses and individuals. Nominees have until 5pm Monday 16 August to complete their submission.

To assist nominees with their submission journey, QTIC has a range of entrant support resources available on the [QTIC website](#), including 7 QTA Judges Webinars.

Planning is well underway for the Black Tie Gala Ceremony at the Brisbane Convention and Exhibition Centre on Friday 12th November. Please save the date to celebrate with industry colleagues from around the state.

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

World Environment Day - Trip to Fraser Island

'Ecosystem Restoration' was the theme for the 2021 UN World Environment Day and what better location to celebrate than at picturesque Hervey Bay with K'gari on our doorstep. We held our annual World Environment Day event on Friday 4 June to inspire operators to consider the opportunities that the industry will have in making sustainability and the environment a part of the recovery of tourism – a competitive edge for Queensland in particular. While in the region Members of the QTIC team had a spectacular day trip on Fraser Island with Kingfisher Bay Resort and Air Fraser Island.





What does Queensland's tourism future look like? Have your say!

The Tourism Industry Reference Panel has now released a discussion paper to start the conversation and understand how Queensland can design the future of the state's multi-billion-dollar tourism sector.

Your input is needed on the opportunities you see and the barriers we will need to overcome to position Queensland for success after COVID-19. Feedback will help to identify the actions government and industry will take through a new Action Plan for Tourism Recovery.

The discussion paper describes Queensland's tourism past, highlights the changes the Panel is seeing and asks industry to share their ideas for the future. To have your say, visit [get involved](#) to complete a short survey or provide a written submission.

Consultation closes Monday 28 June 2021.

The Panel was established by the Queensland Government in March 2021 to oversee development of a new Action Plan for Tourism Recovery. This is about taking a step back and looking long-term at the actions industry and government will need to take to be successful in the future.

The Panel will carefully consider all feedback and responses to the discussion paper to deliver an interim action plan in the second half of 2021 and oversee further work to deliver a final action plan by early 2022.

Are you eligible for free QTAB?

Through our new agreement with Ecotourism Australia, all Queensland-based operators certified through Ecotourism Australia's programs are eligible to redeem Quality Tourism Accreditation for free! Through participation, eligible businesses can claim the benefits of the Quality Tourism Accreditation Program too. This includes bragging rights, industry recognition and market exposure, and a free reputation management dashboard with ReviewPro.

[Download the brochure](#) to learn more, or contact us for more information [email us](#).

Accreditation Renewals

QTIC is proud to have been able to continue to provide service and support to accredited operators through the Quality Tourism Framework over the past year. Renewals for accreditation have been dispatched for QTAB and Star Ratings accreditations. Operators will need to complete the two-step renewal process to maintain their accreditation for the 21-22 cycle.

Step 1: Pay your renewal invoice

Step 2: Complete your online renewal module

Check your accreditation benefits and make you're making the most of your accreditation.

If you have any concerns about upcoming renewals, please [contact us](#).

Regional Tourism Career Roadshow

The Regional Tourism Roadshow kicked off in Brisbane with a Come 'N' Try Day to promote careers within tourism and hospitality. Over 24 schools attended the event at the South Bank TAFE campus throughout the two days, with some even securing employment and training pathways.

School students and job seekers had the opportunity to interact with employers in the Career Hub with representatives from Accor, Howard Smith Wharves and many more. A commercial cookery activity was run by celebrity chef, Dominique Rizzo, which highlighted the excitement of a career in the kitchen. The Star Entertainment Group showed the wizardry of mixology, leading a demonstration for the students. To showcase the breadth of a career in tourism, participants were lucky enough to go on a behind the scenes tour of the Emporium Hotel in South Bank, complimented by speeches from leading experts in the industry.

The two days were an excellent way to start the Roadshow and plans are well underway for future events in each of the tourism regions across Queensland. The next event will be taking place in Cairns in August so save the date!

This project is funded by the Department of Employment, Small Business and Training, aiming to address the current workforce issues.



Virtual Career Expo

The Virtual Career Expo complimented the face-to-face Career Roadshow event nicely, providing people from across the state with the opportunity to engage with industry leaders and find career vacancies all the way from the Gold Coast to Cape York. QTIC is looking to use the Roadshow as a way to support and promote our unique industry and to show people the diversity of roles in our industry.

There were 986 positions advertised on our platform, 12 booth holders, 370 people registered to attend and 210 in attendance on the day. If you would like to be involved email olivia.wyles@qtic.com.au

Salute to Excellence Awards

With the current skill shortages, it has never been more important to support emerging industry professionals and the importance of quality training as they face a challenging economic environment.

We are excited to be hosting our Salute to Excellence Skills Test Day today where 24 students from across the state will battle it out to become the Salute to Excellence Awards winner in three categories: Cookery, Food and Beverage, and Tourism. The Awards Dinner will be held in late July to acknowledge and congratulate the winners.



Single-Use Plastic Ban

The supply of single-use plastic straws, stirrers, plates, bowls, cutlery and expanded polystyrene takeaway food containers and cups will be banned in Queensland from 1 September 2021.

The ban is part of [Queensland's plan to tackle plastic pollution](#) and follows strong support from the community, retailers and industry organisations.

QTIC was happy to participate in the consultation of this plan. The banning of single-use plastic fits into our overall agenda and priorities for a sustainable future for tourism.



Introduction to Entrepreneurship Course

Do you have a new innovative idea or experience you want to offer your customers? Check out our 40-minute Introduction to Entrepreneurship course. In this course, owners of the award-winning business Red Cat Adventures, Julie and Asher Telford will inspire you to think outside the box. On completion of the course, you will receive a QTIC endorsed Micro-credential. There are loads of other courses available from housekeeping principles, front desk upselling, guest experience fundamentals, kitchen leadership, rostering management and more. To find out more and register for the program click [here](#).



New Tourism Business Financial Counsellors announced!

Four new dedicated Tourism Business Financial Counsellors have been appointed to support tourism operators in Cairns, Whitsundays, Gold Coast and Brisbane. This service is an extension of the Queensland Government's COVID-19 Small Business Financial Counsellors, providing free financial counselling support to tourism businesses across Queensland.

The experienced financial counsellors will provide confidential face-to-face advice in areas such as analysing a business's financial position and assisting with negotiation and mediation, as well as identifying a range of possible options, strategies and plans so a business can make the best decisions about their future sustainability. This could include changing their business model to cater to new markets or industries, scaling down or hibernating.

Meet the counsellors:

For Southern Queensland

- Felicity Sansom-Gower, Phone: 0491 259 658, Email: felicity.sansom-gower@rfcssq.org.au, Small Business Program • (rfcssq.org.au)
- Kylie Radford, Phone: 0429 525 406, Email: kylie.radford@rfcssq.org.au, Small Business Program • (rfcssq.org.au)

For Northern Queensland

- Cam Charlton, Phone: 0418773737, Email: cam@rfcsnq.com.au, <https://www.rfcsnq.com.au/small-business-financial-counsellors/cam-charlton>
- Gus Walscott, Phone: 0497577155, Email: gus@rfcsnq.com.au, <https://www.rfcsnq.com.au/small-business-financial-counsellors/gus-walscott>

Visit the [DTIS website](#) for more information about the Queensland Tourism Business Financial Counselling Service.

Jobs Queensland

Future work for small business

[Future work for small business](#): Skills, capabilities and potential examines the high-level skills and capability needs of Queensland small businesses and identifies ways these needs can be supported, particularly in a post-COVID-19 world and against a backdrop of significant shifts in the way businesses and individuals work.

Workforce Planning Connect

[Workforce Planning Connect](#) is a suite of user-friendly resources designed to support small and medium-sized businesses to undertake workforce planning, regardless of their knowledge or experience.

Regional Support

The information on [this page](#) aims to assist regional economic development organisations, industry bodies, Regional Jobs Committees, local governments and others to undertake workforce planning activities at a regional or industry level.

Welcome New Members

*** denotes First Nations member**

Noosa River Holiday Park

AVIS Australia

Tranquil Park Maleny

Valdal Property Group Pty Ltd

MatchWorks

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Contact Information

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Indigenous
Tourism**[unsubscribe here](#)[subscribe here](#)

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.