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From the Chief Executive,

With workforce challenges well and truly on the agenda for our industry, we are very excited to launch the first event of our state-wide Regional Tourism Careers Roadshows this week in Brisbane. QTIC has played a very active role in this space for many years, and this latest initiative is a well-planned action of the Queensland Tourism Workforce Plan, which was developed by the Queensland Government in collaboration with industry. QTIC chairs the committee guiding the action implementation of the plan and the roadshow project is funded by the Department of Employment, Small Business and Training (DESBT). On Tuesday and Wednesday this week, aspiring young people – and some not so young – will engage with industry professionals and employers to encourage them to embark on a fulfilling career in our industry.

Read [more](#).



ATO Webinar Series

Leading into the end of the 20/21 financial year, QTIC and the Australian Taxation Office have partnered to deliver a series of webinars relevant to our members. The webinars will cover a range of topics and provide an opportunity for live Q&A at the end. Head to



NAIDOC Corporate Breakfast

[Tickets](#) for our NAIDOC Corporate Breakfast are now on sale! 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. The event will be on Wednesday 7 July from 7.30am-9am at the Plaza



First Nations Events Calendar

The Year of Indigenous Tourism is the perfect time to embrace and celebrate First Nations culture. There are a number of events you can attend across the state to connect to the rich cultures of Aboriginal and Torres Strait Islanders people that have existed for more than 60,000

our [website](#) for more information.

Terrace Room, Brisbane Convention and Exhibition Centre.

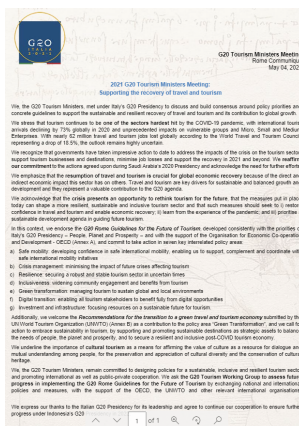
years. To find events near you, check out our First Nations Events Calendar [here!](#)



As the peak body for the industry, our aim is to represent the interests of all members across Queensland. We strive to provide a strong voice for tourism businesses with all decision-makers, and QTIC is often the first point-of-contact for Ministers, government departments and media on a very broad range of important issues. Renewal invoices will be sent by email in the coming weeks, we hope you will continue to support our efforts by choosing to renew your membership with us for 2021-22. Given the current challenging times, it is more important than ever to work together and support each other – that is what QTIC is all about. If you wish to become a QTIC member or have any questions please email: memberships@qtic.com.au

G20 Rome Guidelines for the Future of Tourism

The message from our Chief Executive in this newsletter refers to recent reports from the G20 Tourism Ministers meeting and an additional associated report from the United Nations World Tourism Organization (UNWTO). Those reports and the associated Communique from the Tourism Ministers' meeting in Rome in early May, which was attended by our Federal Minister for Trade Tourism and Investment, the Hon Dan Tehan MP provide quite an inspiring perspective on the future of global tourism and sustainable development. Many of the actions and priorities in the reports, which have been endorsed by the G20 governments, align closely with QTIC's own work plans and current initiatives and we will work diligently to progress as many actions as possible to assist in our industry's long-term recovery. It is certainly encouraging to seek these international organisations to provide sensible, shared directions for governments, including Australia, to collaborate on. We strongly recommend you have a look at the reports which can be accessed below.





Top Tourism Town Winners

Noosa takes the win for the Top Tourism Town Award (population over 5000) while Agnes Water comes out on top of its rivals earning the Top Small Tourism Town Award (population under 5000).

Noosa will receive a \$25,000 Strategic Consulting and Capacity Building Package provided by EarthCheck and Agnes Water will receive a \$7,500 Tourism Consultancy and Development Package provided by The Tourism Group.

The Award judges also noted the impressive submissions of two other finalists, recognising Airlie Beach and Yeppoon with Judges Commendations. For photos from the announcement head to our Facebook page [here](#).



QTA21 – Nomination Period Extended

The nomination period for the Queensland Tourism Awards has been extended until Friday 28th May 2021 at 5pm due to the fantastic response we have received so far.

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

Nominating is a registration of your interest to enter the Awards and will only take 10 minutes of your time. Your submission will then be required on Monday 16th August 2021.

How to Nominate Now:

[https://us18.campaign-archive.com/?e=\[UNIQID\]&u=d6ad1e58b5e26e87a88e0fc3a&id=91fba5b179](https://us18.campaign-archive.com/?e=[UNIQID]&u=d6ad1e58b5e26e87a88e0fc3a&id=91fba5b179)

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

Key Dates:

- Nominations close: Friday 28 May 2021
- Submission due (Close of Entries): Monday 16 August 2021
- QTA Gala Ceremony: Friday 12 November 2021 in Brisbane

Nominate Now



We look forward to celebrating World Environment Day with an industry networking event on Friday 4 June. QTIC and Fraser Coast Tourism & Events will co-host this special event in picturesque Hervey Bay. This year's theme, 'Ecosystem Restoration' will focus on how communities can help to revive, restore and protect our ecosystems. We hope many operators from the region can join us for this free event, [click here](#) to register.



QTIC's Virtual Career Expo on the 15th of June is the next phase of the Regional Tourism Career Roadshows. This event will further the work of the face-to-face components, focusing on staff attraction,

an area that has been identified as a significant challenge to the industry. The Virtual Career Expo is an excellent opportunity to connect with leading members of the tourism and hospitality industry.

The Expo will feature exciting live content, a jobs board displaying statewide vacancies and career development content.

You can register soon to benefit from this excellent opportunity and meet with high-profile members of the tourism and hospitality industry.

The banner is divided into three horizontal sections. The top section features the text 'Salute to Excellence' in a large, elegant script font, with 'COOKERY | HOSPITALITY | TOURISM' in a smaller, sans-serif font below it. To the right of the text are three icons: a fork and knife, a cocktail glass, and a butterfly. Further right is a close-up of a dish of strawberries and blueberries. The middle section shows a group of people, mostly women, sitting at a table and smiling, with a blue overlay on the right containing the text 'SALUTE TO EXCELLENCE AWARDS 2021' and 'The awards program recognising excellence in tourism, food & beverage and cookery'. The bottom section shows a couple walking on a sandy beach towards the ocean, with a purple overlay on the left containing the text 'NOMINATIONS OPEN 1 APRIL'. The Queensland Tourism Industry Council logo is in the bottom right corner.

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
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COUNCIL

Nomination Period for Salute to Excellence Awards

The nomination period for the Salute to Excellence Awards has been extended until June 11 2021! We hope to give more people a last-minute chance to nominate and be a part of the awards.

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. Read more [here](#).



There are only a few more weeks left to take advantage of the free online coaching available through our Tourism Industry Business Capability Development Program.

Coaching is tailored to individual businesses to provide ongoing support and resources. You can have access to four sessions of 60-minute one-on-one coaching to help you build on and develop ideas.

Limited spaces are available for the program so be sure to [register](#) soon.

Business Basics Grant Program — Opening Soon

The countdown is on for the opening of the Queensland Government's new \$10 million Business Basics Grant program.

Eligible small businesses across the state will be able to apply for a \$5,000 grant to increase core skills and adopt best practice when the program opens on 31 May 2021. Guidelines for the program are now available and we're encouraging interested small business operators to review the details, check your eligibility and gather supporting documentation well ahead of the opening date.

The program is a great opportunity for small businesses to access funds to improve basic capabilities. Applications will close when funds are anticipated to be exhausted. So the message is simple—prepare in advance and be ready to apply!

Find out more at www.business.qld.gov.au/business-basics

The Importance of Key Performance Indicators

By Ceri Hohner, Senior Associate at FCB Workplace Law

Key Performance Indicators, or 'KPIs', are a common tool used to manage employees, but unfortunately, they often get a bad rap from both managers and workers for being onerous, inappropriate, time-consuming to enforce and assess, or just one more acronym mistakenly spelt with an apostrophe (despite being a plural, not a possessive noun). So why do businesses still use them? Read more [here](#).

Are you eligible for free QTAB?

This month we announced a new agreement with our partners at Ecotourism Australia.

Operators certified through Ecotourism Australia's certification programs (ECO, ROC and Climate Action) are now eligible to redeem Quality Tourism Accreditation (QTAB) for FREE! Contact us for more information:

accreditation@qtic.com.au



It's time for 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 will be dispatched soon 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

If you have any concerns about upcoming renewals, please contact us:

accreditation@qtic.com.au



Contribute to PhD Research Linking Environmental Science and Tourism

Karmen Lužar from James Cook

University invites tourism operators to participate in a research exploring how the tourism industry and universities might work together to add another dimension to guest experience. Her current study investigates the interest among tourism professionals in incorporating environmental science findings in their operations to increase learning and awareness in guests, and suitability of a video as a sharing tool.

For more information and to participate, click [here](#). Those who complete the survey can enter a raffle for a \$200 Woolworths's voucher.

AALARA Survey - for the amusements, leisure and recreation industries

Participation in the feasibility study will help those in the industry who need an alternative to traditional public liability insurance due to cost and or availability. If you don't need the mutual yourself, you can help others in your industry, and possibly even yourself in time to come.

All information provided will be held in strict confidence by Aon. AALARA is assisting with the distribution of the survey which can be completed by [clicking here](#) and is also asking you to complete a [Letter of Authority](#). The Letter of Authority allows Aon to request member claims history from current insurance providers.

Welcome New Members

*** denotes First Nations member**

AALARA	Local Government Associations Queensland (LGAQ)
Adventium Digital Pty Ltd	Magnetic Island Promotions
AKL Industries *	Mission Helicopters
Amaroo at Trinity	Mountview Alpaca Farm
Backpackers World Travel Pty Ltd	Obi Obi Homestead
Brisbane Street Games	Outback Tour Services Pty Ltd
Darling Downs Trike Tours	Pelican Boat Hire
Goondiwindi Region	Peter Pan's Backpacker Adventure Travel Pty Ltd
Holiday Holiday	Snap Away Photography Tours
Ibis Styles Mt Isa	Sofitel Noosa Resort and Spa
Imperium Tourism Holdings Pty Ltd	St Saviour's College
Indian Mehfil Taringa	The Travel Project Co Pty Ltd
Judy Nichols	Tourism Atherton Tablelands
JW Marriott Gold Coast Resort & Spa	
Kiff & Culture	

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**QUEENSLAND
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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.