

**Senate Standing Committee on Economics**  
**ANSWERS TO QUESTIONS ON NOTICE**  
Resources, Energy and Tourism Portfolio  
Budget Estimates  
4 June 2013

**Question:**                    **BR26**  
**Topic:**                       **Resilience of the tourism industry**  
**Proof Hansard Page:**   **Written**

**Senator Ronaldson asked:**

How has the Department worked with relevant partners to improve the resilience of the tourism industry and its capacity to adapt to changing circumstances? What partners has the Department of Resources, Energy and Tourism worked with to improve this resilience?

**Answer:**

Please refer to the attached response to Parliamentary Question 1452 (published in the House of Representatives Hansard on 27 May 2013).

## QUESTION

**Date** Monday, 27 May 2013  
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**Questioner** Baldwin, Bob, MP  
**Speaker**

**Source** House  
**Proof** Yes  
**Responder** Gray, Gary, MP  
**Question No.** 1452

### Tourism (Question No. 1452)

Tourism

(Question No. 1452)

**Mr Baldwin** asked the Minister for Tourism, in writing, on 20 March 2013:

In 2012-13 (to date), how has his department:

- (a) worked collaboratively with stakeholders to support the development of sustainable Indigenous tourism businesses, and with which stakeholders;
- (b) worked with relevant partners to improve the resilience of the tourism industry and its capacity to adapt to changing circumstances, and with what partners; and
- (c) facilitated the provision of research and statistics to support business investment and guide tourism policy development.

**Mr Gray:** The answer to the honourable member's question is as follows:

- (a) The Department of Resources, Energy and Tourism (RET) works collaboratively with stakeholders to support the development of sustainable Indigenous tourism businesses through the following initiatives:

Tourism 2020 Indigenous Tourism Group (ITG), which focuses on ways to increase the quality and quantity of Australia's Indigenous tourism product offering, and the participation of Indigenous Australians in the tourism industry. The ITG membership comprises the following representatives that have expertise in Indigenous tourism or related activities and support Indigenous tourism development and participation:

Tourism Australia (Co-Chair and Co-Secretariat)

Australian Government Department of Education, Employment and Workplace Relations

Australian Government Department of Families, Housing, Community Services and Indigenous Affairs

Indigenous Business Australia

Indigenous Tourism Business Leader

Parks Australia

Reconciliation Australia

Western Australian Indigenous Tourism Operators Committee

State and territory tourism departments

**Indigenous Tourism Business Leader:** In November 2012 the Australian Tourism Export Council's chair John King was appointed as Australia's Indigenous Tourism Business Leader to increase engagement between Indigenous people and tourism accommodation sector to identify and develop employment and career development outcomes.

Two Strategic Tourism Investment Grants (STIGs):

The Indigenous Product Development project which will create iconic Australian Indigenous tourism experiences or products for domestic and international visitors; and

The Indigenous Tourism Business and Skills project which will advance the training and employment of Indigenous people in the tourism and hospitality industries.

T-QUAL Grants – Tourism Quality Projects and the Tourism Investment Regional Development Fund (TIRF) Grants which have provided matched funding to eight Indigenous projects in 2012 -13.

(b) Under Tourism 2020, RET has worked with partners to develop the following initiatives to improve the resilience of the tourism industry and its capacity to adapt to changing circumstances:

Industry Resilience Kit which is a self-help guide for mitigating risks to enhance business continuity for Regional Tourism Organisations (RTOs) and tourism businesses.

Business Resilience to Climate Change is an online tool that provides operators with user-friendly information on projected climate changes and risk mitigation actions to build business resilience.

Best Practice Guide to Destination Management Planning is a self-help tool that guides RTOs through the processes of destination management planning.

The National Tourism Incident Communications Plan (NTICP) which was revised in April 2013 to provide jurisdictions with a formal avenue of accessing the Australian Government's communications network to help regions recover faster from market shocks.

To develop these initiatives, RET has worked with a range of stakeholders including:

Australian Government Department of Climate Change and Energy Efficiency

Australian Government Department of the Environment, Water, Heritage and the Arts

Australian Government Department of Sustainability, the Environment, Water, Population and Communities

Australian Local Government Association

Australian Regional Tourism Network

The Commonwealth Scientific Industrial Organisation (CSIRO)

EC3 Global

Geelong Otway Tourism

National Tourism Alliance

Parks Victoria

Tourism Australia

State and territory tourism departments

(c) Tourism Research Australia (TRA) provides the following statistics, research and analysis to support industry development, policy development and marketing for the Australian tourism industry:

The annual Tourism Investment Monitor, which benchmarks the level of investment in Australia's main tourism related sectors.

The International Visitor Survey, which is released quarterly and is the most comprehensive source of information on international visitors to Australia.

The National Visitor Survey, which is released quarterly and focusses on domestic overnight, day-trippers and outbound travellers.

Under the Asia Marketing Fund TRA is conducting research to measure Asian visitors' satisfaction with Australian and the industry's engagement with Asia.

TRA offers a Statistical Enquiry Service which provides specialised domestic and international research customised to the clients' requirements based on IVS and NVS data.

The Tourism Research Advisory Board provides high-level leadership and oversight on research related to the Australian tourism industry to better enable industry to respond to changing market and economic conditions as well as address structural barriers.