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# Tourism and Hospitality Sector Hardship Grants

## Frequently Asked Questions

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## Overview

### What is the Tourism and Hospitality Sector Hardship Program?

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Under the joint Australian-Queensland Government \$600 million 2021 COVID-19 Business Support Package, assistance is being provided to support Queensland's tourism and hospitality businesses who continue to face significant financial hardship.

The \$110 million Tourism and Hospitality Sector Hardship Support Program (the Program) will provide grants to eligible tourism and hospitality businesses, and major tourism attractions and experiences affected by COVID-19 travel restrictions. The Program includes:

- Tourism and Hospitality Sector Hardship Grants - \$80 million in funding support for eligible tourism and hospitality businesses.
- Major Tourism Experiences Hardship Grants - \$30 million in funding support for eligible major Queensland tourism businesses.

The purpose of assistance under the Program is to provide relief and support for eligible businesses and non-profit organisations for the carrying on of business operations in Queensland including to help them maintain employment for their employees in Queensland. Assistance under the Program is not intended to compensate eligible businesses and non-profit organisations for loss of income suffered as a result of COVID-19 travel restrictions.

The Program is being administered by the Queensland Government.

### What is the Tourism and Hospitality Sector Hardship Grants?

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The Tourism and Hospitality Sector Hardship Grants (the Grant) provides targeted support to eligible Queensland tourism and hospitality businesses and non-profit organisations to continue offering a viable product, retain workers and be in a position to retain and ramp-up their workforce as interstate tourism markets fully open.

Eligible tourism and hospitality businesses may be eligible for grants of up to \$100,000 for business expenses including direct salary costs for existing employees.

The Grant is part of the \$110 million Tourism and Hospitality Sector Hardship Support Program being funded under the joint Australian-Queensland Government \$600 million 2021 COVID-19 Business Support Package.

### Who is administering the grant?

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The Queensland Rural and Industry Development Authority (QRIDA) will administer the Grant on behalf of the Department of Tourism, Innovation and Sport (DTIS).

## Applying

### How do I apply?

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Go to [www.dtis.qld.gov.au/our-work/tourism-hospitality-sector-hardship-program](http://www.dtis.qld.gov.au/our-work/tourism-hospitality-sector-hardship-program) where you will find a link to the applications portal managed by QRIDA which administers the Scheme on behalf of DTIS.

Register with the portal, start your application, and finalise for submission when you are ready.

Make sure you read the guidelines for the Grant available at:

[www.dtis.qld.gov.au/our-work/tourism-hospitality-sector-hardship-program](http://www.dtis.qld.gov.au/our-work/tourism-hospitality-sector-hardship-program)

If you have any questions during the application process, please call 13 QGOV (13 74 68).

Physical applications will not be accepted by any office or post. There is no application fee.

### Who can apply?

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Applicants for the Grant can be:

- a business; or
- a non-profit organisation.

Applicants must:

- hold a valid Australian Business Number (ABN); and
- have continuously held the same Australian Business Number for the business since 30 June 2021; and
- be registered for GST; and
- be trading from premises in Queensland since 30 June 2021; and
- for a business, none of the following entities is an insolvent under administration or is under or in receivership or liquidation: (i) the business; (ii) if the owner of the business is a sole trader—the owner; (iii) if an owner of the business is a partnership, private company, public company or trust—the partners in the partnership, directors of the company or trustees of the trust; or
- for a non-profit organisation, neither the organisation, nor a member of the organisation's governing body, is an insolvent under administration or is under administration or in receivership or liquidation.

### When can I apply?

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Applications for the First Payment will be open for six weeks:

- Applications open at 12 noon AEST Monday 11 October 2021.
- Applications close at 6.00pm AEST Monday 22 November 2021.

Approved applicants can submit eligibility confirmation for their Second Payment between:

- 9am AEST Monday 8 November 2021 to 6.00pm AEST Monday 6 December 2021

### Can I amend my application after submission?

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No, but you must advise QRIDA of any changes that are likely to affect your eligibility.

### Can a business apply if they have not been trading for a full financial year?

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Yes, both the eligibility criteria and supporting evidence sections of the Guidelines (sections 3 and 4.4) outline the requirements for new businesses or those that have experienced structural change.

For an entity that has been trading for less than one financial year, the maximum amount of assistance payable under the Grant is \$30 000.

If I have more than one business with a different ABN for each, can I receive support for each business?

Yes, in these circumstances each business under a separate ABN may be eligible for support under the Program provided each business meets all other eligibility criteria.

Can large tourism and hospitality businesses apply?

Yes. Large businesses in the tourism and hospitality sector can apply, subject to eligibility criteria. A large business is defined as a business with an annual payroll in Queensland over \$10 million.

Can I submit an application before I have all the supporting evidence?

No. It is important that you only submit your application when all the required supporting documentation is available. What is originally submitted will be assessed. If you don't submit all the information, it may result in your application being declined.

How do I apply for my second payment?

Approved first payment applicants can confirm their eligibility and apply for the second payment through accessing the online application portal [www.dtis.qld.gov.au/our-work/tourism-hospitality-sector-hardship-program](http://www.dtis.qld.gov.au/our-work/tourism-hospitality-sector-hardship-program) from 8 November 2021.

Can my accountant (or other) submit an application on my behalf?

No. Applications, unless in exceptional circumstances, must be completed by an owner of the business or an authorised officer of the business.

That authorised officer must be an employee of the business and is someone who is authorised by the business or holds a position that gives them authority to sign e.g. In-house accounts person, financial controller, CEO, CFO, company secretary.

For a not-for-profit organisation, that authorised officer may also be a person who is a member of the governing body, such as a board or committee member or a trustee.

## Payments

### When will payments be available?

Completed applications will be processed in order of receipt.

The Grant assistance payable to approved applicants will be made in two (2) payments:

- First Payment – half of the total approved grant amount will be paid within two weeks of QRIDA confirming eligibility and approving the application.
- Second Payment – the remaining half of the total approved grant amount will be paid within two weeks of QRIDA confirming eligibility and approving the application.

### How much will be paid?

Approved eligible applicants will receive the Grant assistance in two equal payments which will be paid into their nominated bank account.

Eligible applicants will receive the Grant funding as follows:

Business Type	Queensland Annual Payroll Size (relevant Financial Year)	First Payment (excl. GST)	Second Payment (excl. GST)	Total Available Funding (excl. GST)
Eligible employing small tourism and hospitality business	Less than \$1.3 million	\$15,000	\$15,000	\$30,000
Eligible employing medium tourism and hospitality business	\$1.3 million and \$10 million inclusive	\$25,000	\$25,000	\$50,000
Eligible employing large tourism and hospitality business	More than \$10 million	\$50,000	\$50,000	\$100,000

Note:

- Eligible employing tourism and hospitality businesses includes non-profit organisations and employing sole traders.
- Both the First Payment AND Second Payment are contingent on applicant meeting required eligibility criteria

For an entity that has been trading for less than one financial year, the maximum amount of assistance payable under the Grant is \$30,000.

Given the major impact COVID-19 has had on tourism and hospitality businesses, a matched funding contribution is not a requirement under the Grant.

### What can the payment be used for?

The purpose of Grant is to provide relief and support for eligible tourism and hospitality businesses and non-profit organisations affected by COVID-19 travel restrictions for the carrying on of business operations in Queensland, including to help maintain employment for their employees in Queensland.

Funding is intended to be used for expenses associated with carrying on business operations in Queensland. This can include direct salary costs for existing Queensland employees.

The funding is not intended to compensate eligible businesses and non-profit organisations for loss of income suffered as a result of COVID-19 travel restrictions.

The funding cannot be used for a business cost that is currently being supported by other Australian Government financial assistance measures.



### How is the hardship payment paid?

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Approved applicants will receive the approved Grant funds in two equal payments into their nominated bank account.

- **First Payment** – half of the total approved grant amount will be paid within two weeks of QRIDA confirming eligibility and approving the application.
- **Second Payment** – the remaining half of the total approved grant amount will be paid within two weeks of QRIDA confirming eligibility and approving the application.

### What are my tax obligations?

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Grants are treated as assessable income for tax purposes, unless exempted by law. The Queensland Government is unable to provide any taxation advice and we recommend consulting your own professional adviser to understand any taxation implications.

### How will my application be assessed?

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All applications will be reviewed against the eligibility criteria to determine compliant applications. Compliant applications will be assessed and approved by QRIDA to determine the amount of funding allocated to the applicant against the available funding.

### What is the closing date for applying?

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Applications close at AEST 6.00pm on Monday 22 November 2021.

### Is the application process simple?

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Yes. The application process is completely online and all application requirements are covered in the online form in the application portal.

You also have options regarding the supporting evidence that you can provide (see the Guidelines for further information). We have also provided a template accountant letter that you may use with your accountant to meet the eligibility requirements.

## Eligibility criteria

What eligibility criteria do I need to meet to receive the hardship payments?

All eligibility criteria must be met for an applicant to be eligible:

### Eligible ANZSIC industry code

1. Applicants meet the definition of an eligible tourism business as defined by the eligible ANZSIC codes or the applicant's primary activity and business description is in the supplementary list of ANZSIC codes and they can demonstrate that the predominant clients for its primary activities are tourists.

For a full list of codes, refer to the table below, or Section 3.3 of the Grant guidelines.

### Turnover

2. The applicant has an annual turnover of over \$75,000 in relation to their Queensland operations during any of the 2018-19, 2019-20 or 2020-21 financial years or for a recently started business, provide financial records to indicate this will reasonably be met in the 2021-22 financial year.
3. The entity's turnover in Queensland for a nominated 7-day consecutive period between 1 July 2021 to 30 September 2021 is at least 70% less than:
  - a) the entity's turnover in Queensland for the same period in 2018-19, 2019-20 or 2020-21; or
  - b) if the period mentioned in paragraph (a) is not indicative of the entity's typical weekly turnover unaffected by COVID-19 travel restrictions—another period of 7 consecutive days QRIDA considers is comparable to the nominated 7-day period –  
*examples where this may apply include: the entity was not operating during the same period in 2018-19, 2019-20 or 2020-21 or the entity's turnover during the period mentioned in paragraph (a) was affected by a significant event;*

### Affected by COVID-19 Restrictions

4. The applicant has experienced significant impacts in relation to their Queensland operations during the during the nominated 7-day period as a result of COVID-19 travel restrictions. For example, employee / workforce loss and / or reduced hours; or scaling back operating hours; or booking cancellations and forward booking data; or inability to access finance.

### Employee Numbers

5. The applicant employed at least one employee as at 30 June 2021 in their Queensland operations (in addition to the business owners and be employed on the businesses payroll). To receive the second payment, the applicant must show they continue to employ at least one employee as at 8 November 2021.

## What are the eligible ANZSIC codes?

Use this ANZSIC code list to check for eligibility, or search the [Australian Bureau of Statistics listing](#).

Code	Description
4400	Accommodation
4511	Cafes and Restaurants
4512	Takeaway Food Services
4513	Catering Services
4520	Pubs, Taverns and Bars
4530	Clubs (Hospitality)
4820	Water Passenger Transport
5010	Scenic and Sightseeing Transport
7220	Travel Agency and Tour Arrangement Services
8910	Museum Operation
8921	Zoological and Botanical Gardens Operation
8922	Nature Reserves and Conservation Parks Operation
9001	Performing Arts Operation
9003	Performing Arts Venue Operation
9131	Amusement Parks and Centres Operation

## Supplementary ANZSIC codes

You may be eligible to apply if your primary activity and business description is listed in the below ANZSIC class codes and you can demonstrate primary reliance on tourism by providing other evidence including:

- listing on Australian Tourism Data Warehouse
- Regional or Local Tourism Organisation membership
- Tourism-related industry association membership (refer to the Grant guidelines).

Code	Description
4279	- Art gallery operation - Souvenir shop
4621	- Tour bus
4623	- Private transfer and limousine services
6611	- Passenger Car Rental and Hiring
6619	- Rental or hiring of boats, buses, caravans, houseboats, motorcycles, motorhomes without crew
6962	- Tourism development consulting service
7299	- Arts promotion, booking agency, conference management service, corporate event organisation

Code	Description
	<ul style="list-style-type: none"> <li>- Entertainment promotion, event management service, events booking agent, events consulting service, events management</li> <li>- Functions booking agent, promotion of music festivals, sport and similar event promotion,</li> <li>- Sports ticketing, theatre/concert booking, theatre promotion, theatre ticket agency</li> <li>- Tourist bureau service, tourism information centre</li> <li>- Trade display services, wedding planner</li> </ul>
9139	<ul style="list-style-type: none"> <li>- Abseiling adventure</li> <li>- Bungy jumping operation</li> <li>- Bush walking operation</li> <li>- Camel trek tours</li> <li>- Canyoning adventure operation</li> <li>- Cave diving operation</li> <li>- Horse-riding and night camping tours</li> <li>- Jet boat river rafting operation</li> <li>- Outdoor adventure operation</li> <li>- Para-gilding and para-sailing adventure tours</li> <li>- White water rafting operations and tours</li> </ul>

#### Who is not eligible to apply for a grant?

The following entities are not eligible for funding:

- Businesses or non-profit organisations not trading from premises in Queensland.
- Businesses or non-profit organisations whose only source of income is one or more of the following: earnings from rental properties; interest earned on investments; or dividends.
- Businesses and non-profit organisations that have already been approved for a Tourism and Hospitality Sector Hardship Grant (i.e., only one (1) grant will be approved for an eligible applicant).
- Non-employing businesses and businesses only utilising contractors (i.e., do not have staff on payroll).
- Businesses and non-profit organisations not operating under an eligible ANZSIC codes or supplementary ANZSIC codes.
- Businesses or non-profit organisations operating under a supplementary ANZSIC code but cannot demonstrate the predominant clients its primary activity are tourists.
- A government entity, including any tourism entity owned by a local, state or federal government.
- Regional and local tourism organisations.
- Industry representative associations and organisations.
- Businesses that have received grant funding under the Major Tourism Experiences Hardship Grant.

#### Once I have been approved as eligible for the First Payment, do I automatically receive the second payment?

Both First Payment AND Second Payment are contingent on applicants meeting required eligibility criteria and conditions of receipt.

To receive the Second Payment, approved applicants need to provide confirmation that as at 8 November 2021 the entity is still employing at least one (1) employee in their Queensland operations, remains solvent, and remains trading from a premises in Queensland.

### Can a sole trader apply?

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Sole traders that employed at least 1 employee as at 30 June 2021 in their Queensland operations (in addition to the business owners and be employed on the business's payroll) can apply provided they meet the other eligibility criteria.

### Can I apply for the payment if I have received other COVID-19 grants, like the 2021 COVID-19 Business Support Grants and Marine Tourism Assistance Grant?

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Yes, you can still apply for the payment if you have applied for and / or a received a grant under other COVID-19 grant support schemes including the COVID-19 Business Support Grants.

Only one grant can be received under the \$110 million Tourism and Hospitality Sector Hardship Support Program per eligible applicant. I.e. Businesses which receive grant funding under the Tourism and Hospitality Sector Hardship Grant cannot apply for a grant under the Major Tourism Experiences Hardship Grant.

### Are there any areas of Queensland that are not eligible?

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No. Eligible tourism and hospitality operators across the State can apply, as long as the business is open and operates in Queensland and meets all other eligibility requirements.

### Can I apply if I currently receive the Australian Government's Exhibiting Zoos and Aquariums Program funding?

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Yes, you can still apply for a Grant under the Program if you have applied for and / or a received a grant under the Australian Government's Exhibiting Zoos and Aquariums Program funding.

The Tourism and Hospitality Sector Hardship Grant cannot be used for a business cost that is currently being supported by other Australian Government financial assistance measures.

### Are non-profit organisations eligible?

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Yes. Non-profit organisations are eligible to apply if they meet the eligibility criteria.

## Documentation

What documentation do I need to provide as part of my application?

Eligibility criteria	Supporting evidence requirements
<p>a. Turnover in Queensland for a nominated 7-day period is at least 70% less than turnover in Queensland for the comparison period (in either 2018-19, 2019-20 or 2020-21).</p>	<ul style="list-style-type: none"> <li>• Provide sales turnover information from your business records for the relevant periods,</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• Rely on a dated letter on letterhead issued by a member of CPA Australia, Chartered Accountants Australia &amp; New Zealand or the Institute of Public Accountants, registered tax agent or registered BAS agent.</li> </ul>
<p>b. Experienced significant impacts to their Queensland operations during the nominated 7-day period as a result of COVID-19 travel restrictions.</p>	<ul style="list-style-type: none"> <li>• Detail the impact/s of COVID-19 travel restrictions on business operations (e.g. employee/workforce loss and/or reduced hours; or scaling back operating hours; or booking cancellations and forward booking data; or inability to access finance);</li> </ul>
<p>c. Employed at least one employee as at 30 June 2021 in their Queensland operations (in addition to the business owners and be employed on the businesses payroll)</p>	<ul style="list-style-type: none"> <li>• business financial statements, business payroll records, payroll tax return information;</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• a dated letter on letterhead issued by a member of CPA Australia, Chartered Accountants Australia &amp; New Zealand or the Institute of Public Accountants, registered tax agent or registered BAS agent.</li> </ul>
<p>d. Demonstrate annual payroll during a relevant financial year for their Queensland operations</p>	<ul style="list-style-type: none"> <li>• business payroll records, payroll tax return information;</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• a dated letter on letterhead issued by a member of CPA Australia, Chartered Accountants Australia &amp; New Zealand or the Institute of Public Accountants, registered tax agent or registered BAS agent.</li> </ul>
<p>e. Demonstrate annual turnover of over \$75,000 for their Queensland operations in any of the 2018-19, 2019-20 or 2020-21 financial years.</p>	<ul style="list-style-type: none"> <li>• BAS statements or ATO records;</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• a dated letter on letterhead from a member of CPA Australia, Chartered Accountants Australia &amp; New Zealand or the Institute of Public Accountants, registered tax agent or registered BAS agent;</li> </ul>

For a recently started business, provide financial records to indicate this will reasonably be met in the 2021-22 financial year.	Or <ul style="list-style-type: none"> <li>for a recently started business, provide financial records to indicate this will reasonably be met in the 2021-22 financial year.</li> </ul>
f. Applicants registered under one of the supplementary ANZSIC industry codes must also demonstrate primary reliance on tourism by providing other evidence including	<ul style="list-style-type: none"> <li>listing on Australian Tourism Data Warehouse;</li> <li>Regional or Local Tourism Organisation membership; or</li> <li>Tourism-related industry association membership (refer APPENDIX 1 – Definitions).</li> </ul>
g. Verify your operating location	<ul style="list-style-type: none"> <li>utility bills for the business location;</li> </ul> Or <ul style="list-style-type: none"> <li>commercial or retail lease agreement for the premises.</li> </ul>

A template is available at <https://www.dtis.qld.gov.au/our-work/tourism-hospitality-sector-hardship-program> setting out what the accountant or tax professional's letter must include and what a declaration of hardship must include.

#### What is the comparison period?

The comparison period, in relation to a nominated 7-day period, means:

(a) a period in 1 of the relevant financial years chosen by the applicant; and that comprises the same days as the applicant's nominated 7-day period.

*Example— If the applicant's nominated 7-day period is 1 to 7 August 2021, and the applicant chooses the relevant financial year of 2020–2021, the comparison period would be 1 to 7 August 2020.*

(b) if the period mentioned in paragraph (a) is not indicative of the entity's typical weekly turnover unaffected by COVID-19 travel restrictions—another period of 7 consecutive days QRIDA considers is comparable to the nominated 7-day period –

*Examples where this may apply include: the entity was not operating during the same period in the relevant financial years or the entity's turnover during the period in mentioned in paragraph (a) was affected by a significant event.*

#### What is the difference between supplementary ANZSIC codes and eligible ANZSIC codes?

Where an applicant's primary activity is not listed in the eligible ANZSIC codes, but listed under one of the Supplementary ANZSIC codes, the applicant will need to provide additional evidence including either a listing on the Australian Tourism Data Warehouse, or Regional or Local Tourism Organisation membership or tourism-related industry association member (refer Appendix 1 of the Guidelines).

## Audit Requirements

### Do I need to retain documentation?

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Yes, approved applicants will need to retain documentation for the Program audit purposes. Businesses may be surveyed three months after the completion of the Program. The administration of the Program allows the Queensland Government to validate and check the authenticity of applications and the applicant's details at any time. Applicants who are awarded the support must refund the support to the Queensland Government if the support is subsequently found to be based on an invalid application.

## Definitions

### What's the definition of 'turnover'?

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Annual Turnover is defined as all ordinary income earned in the ordinary course of running a business for the income year. Refer to section 328-120 of the *Income Tax Assessment Act 1997* (Cwlth).

### What's the definition of 'employee'?

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An individual who is employed, or ordinarily employed, by a business or non-profit organisation is an employee of the business. An employee is a person who is eligible for PAYG withholding. This does not include contractors or sub-contractors, but does include full-time, part-time and casual employees.

None of the following persons is an employee of a business:

- If the owner of the business is a sole trader—the owner.
- If the owner of the business is a partnership, private company, public company or trust—the partners in the partnership, directors of the company or trustees of the trust.
- A person who performs work under a contract for services with a business or non-profit organisation, including, for example, a subcontractor, is not an employee of the business or non-profit organisation.

## Further information

### Who can I contact if I have a question about the Tourism and Hospitality Sector Hardship Grants?

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For general information about the grants, please contact 13 QGOV (13 74 68).

Other queries can be directed to the Department of Tourism, Innovation and Sport via email at [tourism@dtis.qld.gov.au](mailto:tourism@dtis.qld.gov.au)

### What if English is my second language?

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If you need an interpreter, contact the Translating and Interpreting Service (TIS National) on 13 14 50 and ask for 13 QGOV (13 74 68).

### What if I have a hearing impairment?

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If you are deaf or have a hearing or speech impairment, please phone the National Relay Service on 1800 555 727, and ask to be connected to 13 QGOV (13 74 68).