



SERVICE DELIVERY STATEMENTS

Department of Tourism, Innovation and Sport



2023–24 Queensland Budget Papers

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The budget papers are available online at budget.qld.gov.au

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Service Delivery Statements

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Department of Tourism, Innovation and Sport

Portfolio overview

**Minister for Tourism, Innovation and Sport and
Minister Assisting the Premier on Olympics and Paralympics Sport and Engagement**
The Honourable Stirling Hinchliffe MP

Assistant Minister for Tourism Industry Development
Michael Healy MP

Department of Tourism, Innovation and Sport
Director-General: Andrew Hopper

The Minister for Tourism, Innovation and Sport and Minister Assisting the Premier on Olympics and Paralympics Sport and Engagement is also responsible for:

Tourism and Events Queensland
Chief Executive Officer: Patricia O'Callaghan

Additional information about these agencies can be sourced from:

www.dtis.qld.gov.au

www.advance.qld.gov.au

www.qasport.qld.gov.au

www.queensland.com

Department of Tourism, Innovation and Sport

Overview

The Department of Tourism, Innovation and Sport's (the department) vision is for Queensland to have world-class, thriving, inclusive and sustainable tourism, innovation, sport and active recreation sectors.

Our purpose is to provide and attract investment to build more competitive visitor and innovation economies, inspire sporting success through Queensland's elite athletes, and support active, healthy communities.

Contribution to the government's objectives for the community

The department supports the government's objectives for the community¹:

- Good jobs: Good, secure jobs in our traditional and emerging industries
- Better services: Deliver even better services right across Queensland
- Great lifestyle: Protect and enhance our Queensland lifestyle as we grow.

Department service areas

The service areas within the department align with the following department objectives:

Department's objectives	Department's service areas
<p>Drive economic transition and innovation New and diverse business opportunities are enhancing our Queensland lifestyle and creating sustainable jobs of the future.</p> <p>Planet positive Our natural assets are preserved, explored and treasured for future generations.</p> <p>Inclusive and connected Queensland is inclusive and well-connected regionally and globally and has increased opportunities for women, people with disability and Indigenous peoples and businesses.</p>	<p>Tourism Industry Development</p> <p>Drive the return and growth of a sustainable and competitive tourism industry, attracting capital investment and maximising the benefit of tourism and major events to boost Queensland's economy.</p>
<p>Drive economic transition and innovation New and diverse business opportunities are enhancing our Queensland lifestyle and creating sustainable jobs of the future.</p> <p>Inclusive and connected Queensland is inclusive and well-connected regionally and globally and has increased opportunities for women, people with disability and Indigenous peoples and businesses.</p>	<p>Advancing Queensland through Innovation</p> <p>Drive a world-class connected and sustainable innovation ecosystem throughout Queensland by harnessing opportunities to enable new industries, leverage investment, support economic growth and jobs across the state.</p>
<p>Drive economic transition and innovation New and diverse business opportunities are enhancing our Queensland lifestyle and creating sustainable jobs of the future.</p> <p>Happy, healthy, performing people Our communities are active and have access to a breadth of sport and recreation opportunities.</p>	<p>Sport and Recreation</p> <p>Lead the sport and active recreation industry to support Queenslanders to participate through quality infrastructure and local environments, and by supporting pathways to assist Queenslanders to reach their full sporting potential.</p>

¹ To find out more, go to www.qld.gov.au and search "Government's objectives for the community."

Department highlights

In 2023–24, the department will:

- continue to implement the Phase 1 of the *Towards Tourism 2032: Transforming Queensland's visitor economy future* strategy focused on growing the industry and building foundations for future growth
- continue to deliver accessible tourism initiatives to help the state's industry better cater to visitors of all abilities and provide greater destination experiences for all holiday makers in Queensland
- develop the Brisbane 2032 Legacy Plan building on the legacy aspirations outlined in Queensland's candidature, to drive economic, social, and environmental, outcomes that ensure lasting benefits before, during and after the Brisbane 2032 Olympic and Paralympic Games
- continue to deliver the \$100 million Attracting Aviation Investment Fund, matched dollar-for-dollar, in partnership with private sector to secure more direct international flights into Queensland to grow our international visitor economy
- continue to attract major events to Queensland, including hosting of the FIFA Women's World Cup 2023 and World Triathlon Multisport Championships
- continue to implement the *Advance Queensland – Innovation for a Future Economy 2022-2032 Roadmap* to drive innovation for economic growth and further leverage the capability of Queensland startups and small businesses
- continue to implement the *Queensland Innovation Precincts and Places Strategy 2022-2032*, a whole-of-government strategy to support Queensland's innovation places to 2032 and beyond
- strengthen the Advance Queensland Backing Female Founders program to support a pipeline and leverage funding and investment for female founded startups and scaleups, entrepreneurs, and executives
- continue to implement *Accelerate 2022-2025*, the second action plan under the *Activate! Queensland 2019–2029* strategy, to enrich the Queensland way of life through physical activity and provide more opportunities for Queenslanders of all ages and all abilities to be physically active, and to enhance pathways for Queensland's athletes, coaches, and officials
- maximise Queensland Academy of Sport (QAS) supported athletes qualification to the Australian Olympic and Paralympic teams for the Paris 2024 Olympic and Paralympic Games
- continue to implement the *2032 High Performance Strategy* – delivering the QAS vision of 'Inspiring Extraordinary Sporting Success' ensuring Queensland's medal winning talent is best prepared for the world stage.

Budget highlights

In the 2023–24 Queensland Budget, the government is providing:

- \$271.9 million over 4 years for Tourism and Events Queensland to deliver on its objectives as required under the *Tourism and Events Queensland Act 2012* and to contribute to the delivery of the *Towards Tourism 2032: Transforming Queensland's visitor economy future* strategy
- \$54.3 million over 3 years for stage one of the redevelopment of Browne Park (being the home of rugby league in Central Queensland), and also hosting a range of other sporting and entertainment events
- \$44 million over 3 years, held centrally, to develop an end-to-end Paralympic Centre for Excellence with the University of Queensland, which would be an all-inclusive, world leading facility to allow people with disability to strive for gold
- \$20 million in 2023-24 for the Tourism Experience and Infrastructure Grants Program to support tourism experience development in priority areas with focus on First Nations, sustainability, eco/nature, accessibility and paleo
- \$12 million over 2 years for the 2023 Year of Accessible Tourism to deliver the Accessible Tourism Fund, increase awareness and capability and for visitor experience development
- \$10 million in 2023-24 for a Sport Infrastructure Program to support the delivery of priority infrastructure projects that enhance the accessibility, safety, and inclusiveness of community level sport and active recreation infrastructure, including for females and people with disability
- \$5 million over 2 years from 2023-24 for the Backing Female Founders program to grow and scale Queensland innovation businesses founded by women.

Further information about new policy decisions can be found in *Budget Paper No. 4: Budget Measures*.

Performance statement

Tourism Industry Development

Objective

Drive the return and growth of a sustainable and competitive tourism industry, attracting capital investment and maximising the benefit of tourism and major events to boost Queensland's economy.

Description

The service area works across government to sustain, transition and transform a competitive, diverse and adaptive tourism industry benefiting all Queenslanders, by partnering with the tourism industry stakeholders to return and grow demand, develop new tourism infrastructure and experiences, and increase visitor accessibility.

Service standards	2022–23 Target/Est.	2022–23 Est. Actual	2023–24 Target/Est.
<i>Effectiveness measures</i>			
Amount of additional capital attracted into tourism investment	\$50M	\$50M	\$50M
<i>Efficiency measures</i>			
Ratio of tourism investment attraction costs to the value of direct capital attracted	\$1:\$78	\$1:\$78	\$1:\$78

Advancing Queensland through Innovation

Objective

Drive a world-class connected and sustainable innovation ecosystem throughout Queensland by harnessing opportunities to enable new industries, leverage investment, support economic growth and jobs across the state.

Description

The service area provides support to create jobs in Queensland by helping to attract investment in innovative businesses, build a thriving and inclusive innovation ecosystem and precincts and places to improve the international competitiveness of our priority industries, to enhance entrepreneurial and innovation talent in our workforce, and translate our research and development capacity into commercial and sustainability outcomes.

Service standards	2022–23 Target/Est.	2022–23 Est. Actual	2023–24 Target/Est.
Effectiveness measures			
Proportion of stakeholders who are satisfied with innovation and commercialisation consultative and engagement processes (overall satisfaction)	>85%	89%	>85%
Percentage of the department's Advance Queensland funding recipients satisfied with contract management services provided for related grant programs (overall satisfaction)	>85%	94%	>85%
Ratio of investment leveraged as a result of Queensland Government funding invested ¹	\$1:\$1.25	\$1:\$1.44	\$1:\$1.25
Efficiency measure			
Average cost to administer \$1000 of grant funding ²	\$150	\$125	\$150

Notes:

1. The variance between the 2022–23 Target/Estimate and 2022–23 Estimated Actual is due to the revision of the programs captured in this measurement, with new programs such as Regional Futures and Private Sector Pathways now being included. The ratio of investment leveraged varies considerably depending on the number and nature of grant programs launched, therefore it is prudent to retain the current target of \$1: \$1.25.
2. The variance for this measure is dependent upon the number and nature of Innovation programs launched and/or administered, and the number of contract and investment management staff employed during the financial year. While the target is based on modelling and projections, it is difficult to predict the exact number and nature of grant programs launched and recipients administered that will be administered in the next financial year, which has resulted in a variance between the 2022–23 Target/Estimate and 2022–23 Estimated Actual.

Sport and Recreation

Objective

Lead the sport and active recreation industry to support Queenslanders to participate through quality infrastructure and local environments, and by supporting pathways to assist Queenslanders to reach their full sporting potential.

Description

The service area works collaboratively across 2 divisions; Sport and Recreation and the Queensland Academy of Sport to deliver initiatives under *Activate! Queensland 2019–29* and the *2032 High Performance Strategy – Inspiring Extraordinary Sporting Success*, targeting government investment to:

- drive the delivery of sport and active recreation opportunities for all Queenslanders to encourage active, healthy lifestyles
- enable extraordinary sporting success amongst Queensland's Olympic and Paralympic athletes.

Service standards	2022–23 Target/Est.	2022–23 Est. Actual	2023–24 Target/Est.
Service: Sport and Recreation			
Effectiveness measures			
Level of overall customer satisfaction with Queensland venues	80%	95%	80%
Ratio of investment leveraged as a result of Sport and Recreation infrastructure funding invested ¹	20%	38%	20%
Efficiency measures			
Not identified			
Service: Queensland Academy of Sport			
Effectiveness measures			
Percentage of Queensland athletes selected for national teams supported by the Queensland Academy of Sport ²	25%	34.4%	25%
Co-contribution ratio of partnership investment to the Queensland Academy of Sport investment in grants research projects ³	1:1	2.6:1	1:1
Efficiency measures			
Not identified			

Notes:

1. The variance between the 2022–23 Target/Estimate and the 2022–23 Estimated Actual is due to the Minor Infrastructure Program's applicants contributing funding above the minimum contribution required during the period.
2. The variance between the 2022–23 Target/Estimate and the 2022–23 Estimated Actual is attributed to the implementation of the QAS 2032 High Performance Strategy and a more targeted and rigorous sport investment framework. This has resulted in additional performance support resources being invested in athletes and sports who have the greatest chance of medalling.
3. The positive variance between the 2022–23 Target/Estimate and the 2022–23 Estimated Actual is due to several projects which have a greater than anticipated partnership value.

Departmental budget summary

The table below shows the total resources available in 2023–24 from all sources and summarises how resources will be applied by service area and by controlled and administered classifications.

Department of Tourism, Innovation and Sport	2022–23 Budget \$'000	2022–23 Est. Actual \$'000	2023–24 Budget \$'000
CONTROLLED			
Income			
Appropriation revenue ¹	408,453	289,852	465,307
Other revenue	18,017	32,087	70,807
Total income	426,470	321,939	536,114
Expenses			
Tourism Industry Development	121,527	92,365	181,502
Advancing Queensland through Innovation	87,128	34,490	49,906
Sport and Recreation	217,815	195,084	304,706
Total expenses	426,470	321,939	536,114
Operating surplus/deficit
Net assets	238,789	225,138	245,305
ADMINISTERED			
Revenue			
Commonwealth revenue
Appropriation revenue	190,524	188,149	176,619
Other administered revenue
Total revenue	190,524	188,149	176,619
Expenses			
Transfers to government
Administered expenses	190,524	188,149	176,619
Total expenses	190,524	188,149	176,619
Net assets

Note:

1. Includes state and Australian Government funding.

Staffing

The table below shows the Full Time Equivalents (FTEs) as at the 30 June in the respective years.

Service area	2022–23 Budget	2022–23 Est. Actual	2023–24 Budget
Tourism Industry Development	71	68	78
Advancing Queensland through Innovation	82	82	93
Sport and Recreation	319	353	399
Total FTEs	472	503	570

Notes:

1. Corporate FTEs are allocated across the service to which they relate.

Capital program

The department's total capital outlays are estimated to be \$246 million in 2023–24 consisting of a spend on capital purchases and capital grants which support tourism, innovation and sport and active recreation industries recovering from the impacts of COVID-19.

Total capital purchases in 2023–24 are \$27.1 million including:

- \$17 million is allocated to Queensland Active Precincts to enhance existing State-owned sport and active recreation facilities at the Gold Coast, Sunshine Coast and Townsville, to deliver quality experiences that inspire physical activity
- \$10 million is allocated to the Wangetti Trail for a 94 kilometre walking and mountain bike trail from Palm Cove to Port Douglas, with public and eco-accommodation facilities.

Total capital grants in 2023–24 are \$218.9 million including:

- \$53 million is allocated to the Community Recreational Assets Recovery and Resilience Program to support sport and recreation organisations with the clean up and repair of equipment and facilities damaged from the South East Queensland rain and flooding event
- \$33.6 million is allocated to Browne Park Redevelopment Stage 1 including building a contemporary 3,500 seat grandstand, public amenities, food and beverage outlets, media and coach facilities, and increasing the ground capacity
- \$26.4 million is allocated to the Local Community Sporting Infrastructure Program to encourage Queenslanders to be more active, more often as well as working to increase health and wellbeing outcomes across the state in line with key government priorities
- \$17.5 million is allocated to the Minjerrabah Futures Program to progress the construction of Quandamooka Art Museum and Performance Institute and auxiliary infrastructure of the recreational trail
- \$17.2 million is allocated to the Sports Minor Infrastructure Program to fund minor facility improvements that support increased opportunities for Queenslanders to participate in sport and active recreation
- \$16.6 million is allocated to the Regional Tourism Recovery Program, to rebuild the heritage listed Binna Burra Lodge and cabins rooms on Mount Roberts.

The table below shows the capital purchases by the agency in the respective years.

	2022–23 Budget \$'000	2022–23 Est. Actual \$'000	2023–24 Budget \$'000
Capital purchases	18,386	8,226	27,061
Capital grants	105,103	69,818	218,929
Total capital outlays	123,489	78,044	245,990

Further information about the Department of Tourism, Innovation and Sport capital outlays can be found in *Budget Paper No. 3: Capital Statement*.

Budgeted financial statements

Departmental income statement

Controlled income statement

The department's total expenses are estimated to be \$536.1 million in 2023–24, an increase of \$214.2 million from the 2022–23 Estimated Actual. The expenses for 2023–24 primarily include the following grant programs.

The Tourism Industry Development service area has grant expenses for Regional Tourism Recovery Program including the Binna Burra Lodge rebuild, Tourism Experience and Infrastructure Grants Program, Minjerrabah Futures, Tourism Experience Development Fund, 2023 Year of Accessible Tourism, Events Boost, Attracting Aviation Investment Fund, Great Keppel Island Rejuvenation Project, FIFA Women's World Cup 2023, Queensland Music Trails, Tourism Activation Fund, Global Marketing Fund and the Regional Tourism Organisation Fund.

Expenses allocated in the Advancing Queensland through Innovation service area include grants for *Advance Queensland – Innovation for a Future Economy 2022-2032 Roadmap* initiatives and the Defence Cooperative Research Centre.

The Sport and Recreation service area has grant expenses for the continued delivery of approved projects and initiatives under *Activate! Queensland 2019-2029*, including funding to support sport and recreation organisations with the clean up and repair of equipment and facilities damaged from the South East Queensland rain and flooding event; delivery of Browne Park Redevelopment Stage 1 and delivery of the 2032 High Performance Strategy.

Administered income statement

Administered activities are those undertaken by departments on behalf of the government.

The department administers funds on behalf of the state which include provision of funding for Tourism and Events Queensland (TEQ) and Stadiums Queensland (SQ).

TEQ is the Queensland Government's lead marketing, experience development and major events agency.

SQ supports and maintains the operation of sporting and entertainment facilities.

Departmental balance sheet

The department's major assets are in property, plant and equipment with the department having facilities located throughout Queensland. In 2023–24, the department will invest \$27.1 million in capital purchases through its capital program to enhance existing state-owned sport and active recreation facilities to deliver quality experiences that inspire physical activity and continue development of the Wangetti Trail, a 94 kilometre walking and mountain bike trail from Palm Cove to Port Douglas.

Controlled income statement

Department of Tourism, Innovation and Sport	2022–23 Budget \$'000	2022–23 Est. Actual \$'000	2023–24 Budget \$'000
INCOME			
Appropriation revenue	408,453	289,852	465,307
Taxes
User charges and fees	10,873	11,548	11,510
Royalties and land rents
Grants and other contributions	7,081	20,142	58,925
Interest and distributions from managed funds
Other revenue	63	397	372
Gains on sale/revaluation of assets
Total income	426,470	321,939	536,114
EXPENSES			
Employee expenses	75,205	68,223	77,697
Supplies and services	64,797	61,192	59,825
Grants and subsidies	278,890	182,147	390,449
Depreciation and amortisation	5,986	6,592	6,577
Finance/borrowing costs	55	118	91
Other expenses	1,537	3,667	1,475
Losses on sale/revaluation of assets
Total expenses	426,470	321,939	536,114
OPERATING SURPLUS/(DEFICIT)

Controlled balance sheet

Department of Tourism, Innovation and Sport	2022–23 Budget \$'000	2022–23 Est. Actual \$'000	2023–24 Budget \$'000
CURRENT ASSETS			
Cash assets	398	4,058	2,950
Receivables	7,738	7,794	7,635
Other financial assets
Inventories
Other	8,793	2,687	2,687
Non-financial assets held for sale
Total current assets	16,929	14,539	13,272
NON-CURRENT ASSETS			
Receivables
Other financial assets
Property, plant and equipment	236,132	228,094	248,579
Intangibles	..	7	6
Other
Total non-current assets	236,132	228,101	248,585
TOTAL ASSETS	253,061	242,640	261,857
CURRENT LIABILITIES			
Payables	8,111	10,235	10,566
Accrued employee benefits	1,400	1,760	1,773
Interest bearing liabilities and derivatives	1,067	1,284	1,324
Provisions
Other	1,411	1,625	1,625
Total current liabilities	11,989	14,904	15,288
NON-CURRENT LIABILITIES			
Payables
Accrued employee benefits
Interest bearing liabilities and derivatives	2,283	2,598	1,264
Provisions
Other
Total non-current liabilities	2,283	2,598	1,264
TOTAL LIABILITIES	14,272	17,502	16,552
NET ASSETS/(LIABILITIES)	238,789	225,138	245,305
EQUITY			
TOTAL EQUITY	238,789	225,138	245,305

Controlled cash flow statement

Department of Tourism, Innovation and Sport	2022–23 Budget \$'000	2022–23 Est. Actual \$'000	2023–24 Budget \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
Appropriation receipts	408,453	250,362	465,307
User charges and fees	11,722	16,112	12,430
Royalties and land rent receipts
Grants and other contributions	7,081	19,015	58,925
Interest and distribution from managed funds received
Taxes
Other	7,764	12,114	7,311
Outflows:			
Employee costs	(75,307)	(68,042)	(77,639)
Supplies and services	(72,956)	(68,947)	(66,335)
Grants and subsidies	(278,890)	(182,912)	(390,449)
Borrowing costs	(55)	(118)	(91)
Other	(2,441)	(4,571)	(2,379)
Net cash provided by or used in operating activities	5,371	(26,987)	7,080
CASH FLOWS FROM INVESTING ACTIVITIES			
Inflows:			
Sales of non-financial assets
Investments redeemed
Loans and advances redeemed
Outflows:			
Payments for non-financial assets	(18,386)	(8,226)	(27,061)
Payments for investments
Loans and advances made
Net cash provided by or used in investing activities	(18,386)	(8,226)	(27,061)
CASH FLOWS FROM FINANCING ACTIVITIES			
Inflows:			
Borrowings
Equity injections	15,982	3,477	23,567
Outflows:			
Borrowing redemptions
Finance lease payments	(1,082)	(1,432)	(1,294)
Equity withdrawals	(1,519)	(10,395)	(3,400)
Net cash provided by or used in financing activities	13,381	(8,350)	18,873
Net increase/(decrease) in cash held	366	(43,563)	(1,108)
Cash at the beginning of financial year	32	47,621	4,058
Cash transfers from restructure
Cash at the end of financial year	398	4,058	2,950

Administered income statement

Department of Tourism, Innovation and Sport	2022–23 Budget \$'000	2022–23 Est. Actual \$'000	2023–24 Budget \$'000
INCOME			
Appropriation revenue	190,524	188,149	176,619
Taxes
User charges and fees
Royalties and land rents
Grants and other contributions
Interest and distributions from managed funds
Other revenue
Gains on sale/revaluation of assets
Total income	190,524	188,149	176,619
EXPENSES			
Employee expenses
Supplies and services
Grants and subsidies	190,524	188,149	176,619
Depreciation and amortisation
Finance/borrowing costs
Other expenses
Losses on sale/revaluation of assets
Transfers of Administered Revenue to Government
Total expenses	190,524	188,149	176,619
OPERATING SURPLUS/(DEFICIT)

Administered balance sheet

Department of Tourism, Innovation and Sport	2022–23 Budget \$'000	2022–23 Est. Actual \$'000	2023–24 Budget \$'000
CURRENT ASSETS			
Cash assets
Receivables
Other financial assets
Inventories
Other
Non-financial assets held for sale
Total current assets
NON-CURRENT ASSETS			
Receivables
Other financial assets
Property, plant and equipment
Intangibles
Other
Total non-current assets
TOTAL ASSETS
CURRENT LIABILITIES			
Payables
Transfers to Government payable
Accrued employee benefits
Interest bearing liabilities and derivatives
Provisions
Other
Total current liabilities
NON-CURRENT LIABILITIES			
Payables
Accrued employee benefits
Interest bearing liabilities and derivatives
Provisions
Other
Total non-current liabilities
TOTAL LIABILITIES
NET ASSETS/(LIABILITIES)
EQUITY			
TOTAL EQUITY

Administered cash flow statement

Department of Tourism, Innovation and Sport	2022–23 Budget \$'000	2022–23 Est. Actual \$'000	2023–24 Budget \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
Appropriation receipts	190,524	189,423	176,619
User charges and fees
Royalties and land rent receipts
Grants and other contributions
Interest and distribution from managed funds received
Taxes
Other
Outflows:			
Employee costs
Supplies and services
Grants and subsidies	(190,524)	(189,423)	(176,619)
Borrowing costs
Other
Transfers to Government
Net cash provided by or used in operating activities
CASH FLOWS FROM INVESTING ACTIVITIES			
Inflows:			
Sales of non-financial assets
Investments redeemed
Loans and advances redeemed
Outflows:			
Payments for non-financial assets
Payments for investments
Loans and advances made
Net cash provided by or used in investing activities
CASH FLOWS FROM FINANCING ACTIVITIES			
Inflows:			
Borrowings
Equity injections	5,000	5,000	20,500
Outflows:			
Borrowing redemptions
Finance lease payments
Equity withdrawals	(5,000)	(5,000)	(20,500)
Net cash provided by or used in financing activities
Net increase/(decrease) in cash held
Cash at the beginning of financial year
Cash transfers from restructure
Cash at the end of financial year

Statutory body

Tourism and Events Queensland

Overview

Tourism and Events Queensland's (TEQ) purpose is to achieve economic and social benefits for the state by growing the tourism and events industry in partnership with industry and broader government. TEQ's vision is to 'inspire the world to experience the best address on Earth'.

Contribution to the government's objectives for the community

The agency supports the government's objectives for the community¹:

- Good jobs: Good, secure jobs in our traditional and emerging industries
- Better services: Deliver even better services right across Queensland
- Great lifestyle: Protect and enhance our Queensland lifestyle as we grow.

Agency service area

The service area within TEQ aligns with the following agency objectives:

Agency's objectives	Agency's service area
Contribute to the Queensland economy. Attract visitors to Queensland, generating overnight visitor expenditure. Enhance the profile of Queensland. Foster community pride in Queensland.	Tourism and Events Queensland To grow the tourism and events industry in partnership with industry and broader government, driving economic and social benefits for the state.

Key deliverables

In 2023–24, TEQ will:

- work with broader government and industry to support tourism and events businesses as part of *Queensland's Towards Tourism 2032: Transforming Queensland's visitor economy future*
- implement the blueprint for Tourism and Events Queensland to deliver optimal outcomes for the tourism and events industry
- develop and implement a global marketing strategy and an events strategy that enhances Queensland's national and global competitive position and propel Queensland forward in a new world of transformational travel and accelerate tourism recovery to 2032
- build Queensland's global competitive position to drive awareness, consideration and conversion through targeted partnerships and strategic investments to generate demand and build resilience
- grow a distinctive and coordinated events calendar of major business and destination events to generate economic and tourism value to Queensland
- guide and empower the tourism network to deliver transformational tourism and event experiences aligned to the Queensland brand promise to meet consumer demand
- focus efforts to engage, influence and collaborate with key stakeholders across the tourism network to deliver agreed priorities through an effective partnership approach
- conduct research and analysis into global economic impacts, aviation, industry and market trends, and consumer behaviour, using a suite of indicators, to identify opportunities and inform government and industry decision making.

¹ To find out more, go to www.qld.gov.au and search "Government's objectives for the community."

Performance statement

Tourism and Events Queensland

Objective

To grow the tourism and events industry in partnership with industry and broader government, driving economic and social benefits for the state.

Description

Tourism and Events Queensland (TEQ) works closely with the Department of Tourism, Innovation and Sport and broader government, and partners with industry to generate consumer demand, attract and promote major events, support tourism experience and destination development, and provide support and leadership to Queensland's tourism industry. TEQ provides research and analysis to inform decision-making, drives visitation to regional Queensland and supports regional events.

Service standards	2022–23 Target/Est.	2022–23 Est. Actual	2023–24 Target/Est.
Effectiveness measures			
Overnight visitor expenditure generated by events within the TEQ portfolio ¹	\$220M	\$500M	\$450M
Direct visitor nights generated by events within the TEQ portfolio ¹	1,500,000	2,500,000	2,436,000
Direct and incremental spending generated by events within the TEQ portfolio ¹	\$300M	\$575M	\$530M
Visitors to Queensland generated by events within the TEQ portfolio ¹	120,000	275,000	253,000
Publicity and promotional value generated by TEQ activities ²	\$150M	\$295M	\$275M
Value of collaborative support ³	\$22M	\$38M	\$28M
Ratio of TEQ's investment to regional and strategic partnership investment ⁴	1:1	1:1	1:1
Efficiency measure			
Total cost per hour of strategy and research, marketing, events, and stakeholder engagement activities	New measure	New measure	\$127

Notes:

1. The variance between the 2022–23 Target/Estimate and 2022–23 Estimated Actual is due to the strong growth in domestic tourism. The 2023–24 Target/Estimate has been increased to reflect a return to normal conditions for the TEQ portfolio following a prolonged period of COVID-19 related impacts. The 2023–24 Target/Estimate is lower than the 2022–23 Estimated Actuals due to a number of high value events (e.g. Pan Pacific Masters Games) that are bi-annual and therefore not scheduled in 2023–24.
2. The variance between the 2022–23 Target/Estimate and 2022–23 Estimated Actual is due to international travel restart media coverage. The 2023–24 Target/Estimate reflects a return to pre COVID-19 target levels and is lower than the 2022–23 Estimated Actual due to the expected normalisation of international tourism media coverage.
3. The variance between the 2022–23 Target/Estimate and 2022–23 Estimated Actual is due to greater than expected partnership marketing activity in international markets in the first quarter of 2023 to support tourism recovery. This level of collaborative support is not expected to be recurring. Further, collaborative value associated with activity funded by the Attracting Aviation Investment Fund was greater than anticipated. The 2023–24 Target/Estimate reflects an increase on the 2022–23 Target/Estimate due to expected recovery of the tourism industry and increasing capacity for marketing activities on removal of COVID-19 related travel restrictions.
4. This service standard has been reclassified as a measure of effectiveness and was previously classified as a measure of efficiency in the 2022–23 *Service Delivery Statements*. This amendment meets the requirements of the *Queensland Government Performance Management Framework* policy.

Budgeted summary

Staffing

The table below shows the Full Time Equivalents (FTEs) as at the 30 June in the respective years.

Service area	2022–23 Budget	2022–23 Est. Actual	2023–24 Budget
Tourism and Events Queensland	139	139	130
Total FTEs	139	139	130

Notes:

1. Planned reduction of FTEs with an internal redirection of savings to refocus efforts which enhance and stimulate demand creation and marketing activities.

Income statement

Tourism and Events Queensland	2022–23 Budget \$'000	2022–23 Est. Actual \$'000	2023–24 Budget \$'000
INCOME			
Taxes
User charges and fees	4,000	4,000	4,000
Grants and other contributions	122,295	126,577	138,780
Interest and distributions from managed funds	200	200	200
Other revenue	400	800	400
Gains on sale/revaluation of assets
Total income	126,895	131,577	143,380
EXPENSES			
Employee expenses	21,466	21,861	21,364
Supplies and services	54,871	53,451	64,141
Grants and subsidies	48,618	54,166	55,650
Depreciation and amortisation	330	330	330
Finance/borrowing costs
Other expenses	1,610	1,769	1,895
Losses on sale/revaluation of assets
Total expenses	126,895	131,577	143,380
OPERATING SURPLUS/(DEFICIT)

Balance sheet

Tourism and Events Queensland	2022–23 Budget \$'000	2022–23 Est. Actual \$'000	2023–24 Budget \$'000
CURRENT ASSETS			
Cash assets	7,663	5,952	6,000
Receivables	6,048	5,987	5,799
Other financial assets
Inventories
Other	1,562	1,681	1,684
Non-financial assets held for sale
Total current assets	15,273	13,620	13,483
NON-CURRENT ASSETS			
Receivables
Other financial assets
Property, plant and equipment	1,013	960	730
Intangibles
Other
Total non-current assets	1,013	960	730
TOTAL ASSETS	16,286	14,580	14,213
CURRENT LIABILITIES			
Payables	1,569	3,716	3,288
Accrued employee benefits	3,744	3,315	3,365
Interest bearing liabilities and derivatives
Provisions
Other	6,059	2,645	2,645
Total current liabilities	11,372	9,676	9,298
NON-CURRENT LIABILITIES			
Payables
Accrued employee benefits	589	579	590
Interest bearing liabilities and derivatives
Provisions
Other
Total non-current liabilities	589	579	590
TOTAL LIABILITIES	11,961	10,255	9,888
NET ASSETS/(LIABILITIES)	4,325	4,325	4,325
EQUITY			
TOTAL EQUITY	4,325	4,325	4,325

Cash flow statement

Tourism and Events Queensland	2022–23 Budget \$'000	2022–23 Est. Actual \$'000	2023–24 Budget \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
User charges and fees	3,772	3,772	4,200
Grants and other contributions	122,295	128,577	138,780
Interest and distribution from managed funds received	200	200	200
Taxes
Other	388	788	388
Outflows:			
Employee costs	(21,406)	(22,301)	(21,303)
Supplies and services	(54,873)	(56,954)	(64,572)
Grants and subsidies	(48,618)	(54,166)	(55,650)
Borrowing costs
Other	(1,610)	(1,769)	(1,895)
Net cash provided by or used in operating activities	148	(1,853)	148
CASH FLOWS FROM INVESTING ACTIVITIES			
Inflows:			
Sales of non-financial assets
Investments redeemed
Loans and advances redeemed
Outflows:			
Payments for non-financial assets	(100)	(100)	(100)
Payments for investments
Loans and advances made
Net cash provided by or used in investing activities	(100)	(100)	(100)
CASH FLOWS FROM FINANCING ACTIVITIES			
Inflows:			
Borrowings
Equity injections
Outflows:			
Borrowing redemptions
Finance lease payments
Equity withdrawals
Net cash provided by or used in financing activities
Net increase/(decrease) in cash held	48	(1,953)	48
Cash at the beginning of financial year	7,615	7,905	5,952
Cash transfers from restructure
Cash at the end of financial year	7,663	5,952	6,000

Glossary of terms

Accrual accounting	Recognition of economic events and other financial transactions involving revenue, expenses, assets, liabilities and equity as they occur and reporting in financial statements in the period to which they relate, rather than when a flow of cash occurs.
Administered items	Assets, liabilities, revenues and expenses an entity administers, without discretion, on behalf of the government.
Agency/entity	Used generically to refer to the various organisational units within government that deliver services or otherwise service government objectives. The term can include departments, commercialised business units, statutory bodies or other organisations established by Executive decision.
Appropriation	Funds issued by the Treasurer, under Parliamentary authority, to departments during a financial year for: <ul style="list-style-type: none"> • delivery of agreed services • administered items • adjustment of the government's equity in agencies, including acquiring of capital.
Balance sheet	A financial statement that reports the assets, liabilities and equity of an entity as at a particular date.
Capital	A term used to refer to an entity's stock of assets and the capital grants it makes to other agencies. Assets include property, plant and equipment, intangible items and inventories that an entity owns/controls and uses in the delivery of services.
Cash flow statement	A financial statement reporting the cash inflows and outflows for an entity's operating, investing and financing activities in a particular period.
Controlled Items	Assets, liabilities, revenues and expenses that are controlled by departments. These relate directly to the departmental operational objectives and arise at the discretion and direction of that department.
Depreciation	The periodic allocation of the cost of physical assets, representing the amount of the asset consumed during a specified time.
Equity	Equity is the residual interest in the assets of the entity after deduction of its liabilities. It usually comprises the entity's accumulated surpluses/losses, capital injections and any reserves.
Equity injection	An increase in the investment of the government in a public sector agency.
Financial statements	Collective description of the income statement, the balance sheet and the cash flow statement for an entity's controlled and administered activities.
Income statement	A financial statement highlighting the accounting surplus or deficit of an entity. It provides an indication of whether the entity has sufficient revenue to meet expenses in the current year, including non-cash costs such as depreciation.
Outcomes	Whole-of-government outcomes are intended to cover all dimensions of community wellbeing. They express the current needs and future aspirations of communities, within a social, economic and environment context.
Own-source revenue	Revenue that is generated by an agency, generally through the sale of goods and services, but it may also include some Commonwealth funding.
Priorities	Key policy areas that will be the focus of government activity.
Services	The actions or activities (including policy development) of an agency which contribute to the achievement of the agency's objectives.
Service area	Related services grouped into a high-level service area for communicating the broad types of services delivered by an agency.
Service standard	Define a level of performance that is expected to be achieved appropriate for the service area or service. Service standards are measures of efficiency or effectiveness.



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'Rich history, thriving future.' artwork
by David Williams of Gilimbaa.

