



Australian Competition & Consumer Commission

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Dickson ACT 2602
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Dickson ACT 2602
Australia
Ph (02) 6243 1111
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Our Ref: C2004/436

31 March 2004

Dear

Applications for Authorisation lodged by the Department of Industry, Tourism and Resources relating to the preferential/exclusive treatment of accredited tourism businesses (A90912 and A90913)

The Australian Competition and Consumer Commission (the Commission) has received applications for authorisation lodged by the Department of Industry, Tourism and Resources (ITR) relating to preferential and/or exclusive treatment of accredited tourism businesses. The Commission is undertaking interested party consultations and would appreciate your comments on the public benefits and detriments of the proposed conduct.

The Commission's role

By way of background, the Commission is the Commonwealth agency responsible for administering the *Trade Practices Act 1974* (the Act). A key objective of the Act is to prevent anti-competitive arrangements or conduct, thereby encouraging competition and efficiency in business resulting in a greater choice for consumers in price, quality and service.

The Act, however, allows the Commission to grant immunity from legal action for anti-competitive conduct in certain circumstances. One way businesses may obtain immunity is to apply for what is known as an 'authorisation' from the Commission. Broadly, the Commission may 'authorise' businesses to engage in anti-competitive arrangements or conduct where it is satisfied that the public benefit from the arrangements or conduct outweighs any public detriment.

In assessing the public benefits and detriments of an authorisation application, the Commission undertakes a public consultation process seeking comments on the application from interested parties.



ITR's applications

On 18 March 2004 the Commission received two applications for authorisation lodged by ITR on behalf of Tourism Victoria, Tourism Tasmania, the South Australian Tourism Commission, the Northern Territory Tourist Commission, the Western Australian Tourism Commission, Australian Capital Tourism (collectively, the State and Territory Organisations - STO's) and the Australian Tourist Commission (ATC). This group will be referred to as 'the Applicants'.

One of the applications is expressed in such a way as to allow Tourism Queensland to become a party to the agreement with the STOs and the ATC at a later date. However, if and when this occurs, Tourism Queensland will need to lodge a further application for immunity to engage in the conduct. Tourism New South Wales is currently not a party to the applications.

The Applicants propose two types of conduct, which they describe as the 'exclusive' and 'preferential' access to a range of their tourism services.

In relation to exclusive access, the Applicants are seeking authorisation to only allow tourism businesses to participate in their promotional, marketing and wholesaling activities where the tourism business is accredited under a program endorsed by the Australian Tourism Accreditation Association framework (ATAA) (or a successor to this framework).

The promotional, marketing and wholesaling activities include the following:

- promotional publications including: STO 'tourism' branding; television, radio and newspaper advertising; website listings and links; tourism signage; interstate/international tourism displays and exhibitions; direct mail, outdoor and on-line marketing and consumer brochures and pamphlets;
- media and trade familiarisations;
- making reservations for consumers with tourism businesses;
- making recommendations to consumers about tourism services;
- inclusion in the State (and consequently Australian) Tourism Data Warehouse;
- the racking of brochures in retail visitor centres; and
- the wholesaling of tourism services.

In relation to preferential access, the Applicants seek authorisation to only allow tourism businesses preferential access to their promotional, marketing and wholesaling activities where the tourism business is accredited under a program endorsed by the ATAA framework (or a successor to this framework). Preferred treatment may apply to the above listed activities and may also include:

- providing discounts to accredited operators;
- providing accredited operators with greater prominence in the applicants' tourism promotion activities, for example, highlighted listing on STO websites.

ITR's supporting submission

The Applicants' submit that there is a net benefit to the community from the proposed conduct. In summary, they submit that the public benefits are:

- improved business efficiency among participating firms and increased national and international competitiveness for Australia;
- the ability to establish a strong marketing brand for Australian tourism focussed on a high quality, reliable product;
- improvement in the quality and safety of goods and services (encouraging the take up of accreditation will promote compliance with safety regulations); and
- the supply of better information to consumers and business to permit informed choices in their dealings (accreditation is a 'marker' of superior business professionalism).

It is submitted that the combination of these factors is likely to lead to:

- growth in the tourism export market (ie. increased inbound tourism resulting from greater professionalism and reputation);
- development of import replacements (increased information and product quality will keep more Australians holidaying at home as opposed to overseas);
- economic development and expanded employment opportunities; and
- greater tourist yield as Australia delivers on its "platinum plus" reputation rather than volume.

The Applicants submit that public detriment from the proposed conduct is considered to be, at worst, minimal. Where it does exist it may take the form of:

- some accreditation program managers choosing not to align with the national framework and suffering a small reduction in revenue as a result; and
- some tourism businesses choosing not to become accredited and, as a result, not having access to the applicants' services. The outcome may be a minor reduction in viability.

The Applicants submit that the proposed conduct will provide a net public benefit in all circumstances and should therefore be allowed. It is submitted that if the application for authorisation is not approved, it is likely that current market failures and unprofessional practices in the tourism industry will continue to exist. These will be detrimental to both the industry and to consumers.

Request for submissions

Due to the number and variety of organisations that may be affected by these applications, the Commission is unable to consult all relevant organisations directly. However, the Commission has written to a range of industry associations, unions and relevant government departments as well as a number of randomly selected businesses.

To assist the Commission in its consideration of the applications for authorisation it would be helpful to obtain your comments on the applicants' claims and the public benefits and detriments of the proposed conduct.

The Commission asks for submissions to be in writing so they can be made publicly available. They are placed on a public register for this purpose.

Persons lodging a submission with the Commission may request that information included in the submission be treated as confidential and not placed on the public register. If confidentiality is granted in respect of information the Commission may take it into account, even though it is not publicly available. Guidelines for seeking confidentiality are attached.

If you wish to lodge a submission, please address your submission to:

The General Manager
Adjudication Branch
Australian Competition and Consumer Commission
PO Box 1199
DICKSON ACT 2602

Submissions can also be lodged by email to: adjudication@accc.gov.au

Please ensure that your submission reaches the Commission by **30 April 2004**.

If you do not wish to make a submission at this time, but would like to be informed of the progress of these applications at the draft and final determination stages, please inform us by contacting Michael Green on (02) 6243 1088 or by email at michael.green@accc.gov.au.

A copy of the applications and the supporting submission is available on the Commission's website <http://www.accc.gov.au/authAndNotif/currauth.htm>. Alternatively, please contact Michael Green to request that a hard copy be sent to you. The Commission recommends that you access a copy of the applicants' supporting submission before making a submission. You can also forward this letter to any other party who may wish to make a submission to the Commission.

A copy of this letter will be placed on the Commission's public register.

Yours sincerely

Tim Grimwade
General Manager
Adjudication Branch

GUIDELINES FOR CONFIDENTIALITY CLAIMS

Authorisations

The process whereby the Commission assesses applications for authorisation is very public, transparent and consultative. The *Trade Practices Act 1974* (the Act) requires the Commission to maintain a public register in respect of authorisation applications.

Applicants and interested parties can request that a submission, or a part of a submission, be excluded from the public register.

The Commission is required under the Act to exclude from the public register upon request details of:

- (i) secret formulae or processes;
- (ii) the cash consideration offered for the acquisition of shares in the capital of a body corporate or assets of a person; or
- (iii) the current manufacturing, producing or marketing costs of goods or services.

The Commission also has the discretion, under s 89 of the Act, to exclude material from the public register if it is satisfied that it is desirable to do so, either by reason of the confidential nature of the material or for any other reason. The Commission expects that a party claiming confidentiality on these grounds will present a case for its treatment in this manner.

Under Regulation 24 of the *Trade Practices Regulations*, when a request for confidentiality is made to the Commission:

- (a) where the request is that a whole document be excluded, the words **“Restriction of Publication Claimed”** should appear in red writing near the top of each page; and
- (b) where the request is that part of a document be excluded, the words **“Restriction of Publication of Part Claimed”** should appear in red near the top of the first page of each document, and the part for which confidentiality is claimed should also be marked in red. A submission of more than 5 pages should also include a description of the whereabouts of the parts for which confidentiality is claimed.

However, even if a document does not meet these technical requirements, the Commission may still grant confidentiality where, in the Commission's view, it is desirable to do so.

If the Commission denies a confidentiality request, the requesting party may ask that the material be returned. As a matter of practice, the Commission will specify a period (usually 14 days) in which they can request the return of such material. Upon response, the Commission will return the original material and destroy all associated copies. The Commission will not consider this material when reaching its decision.

If the Commission does not receive a response within the specified period, the original material will be placed on the public register.

Information or documents granted confidentiality may be used by the Commission pursuant to its powers generally under the *Trade Practices Act*.

Last Updated: 12 December 2002

| Title | First Name | Surname | Job Title | Company | Address |
|--------------|-------------------|----------------|-------------------------|--|--|
| Mr | Jeff | Floyd | Chief Executive Officer | AAA Tourism | 3/131 Queen St Melbourne VIC 3000 |
| Ms | Lois | Peeler | Chairperson | Aboriginal Tourism Australia | PO Box 18315 Collins Street East Melbourne VIC 8003 |
| | | Sir/Madam | | Ausemade Pty Ltd | PO Box A2126 Sydney South NSW 1235 |
| Mr | Ross | Adler | Chairman | Austrade | The R G Casey Building John McEwan Crescent Barton ACT 2600 |
| Mr | Brian | Nye | Chief Executive Officer | Australasian Railway Association | PO Box 4864 Kingston ACT 2604 |
| Mr | Michael | Cannon | Executive Director | Australian Association of Convention Bureaux | Level 13/80 William Street Woolloomooloo NSW 2011 |
| Mr | Peter | Cook | Chair | Australian Bed and Breakfast Council | PO Box 1242 Capalaba QLD 4157 |
| Ms | Christine | Telfer | Chairperson | Australasian Business Travel Association | PO Box 812 Rockdale NSW 2216 |
| | | Sir/Madam | | Australian Camping Association | Locked Bag 2000 Coburg VIC 3058 |
| Mr | Peter | Hendy | Chief Executive | Australian Chamber of Commerce and Industry | PO Box E14 Kingston ACT 2604 |
| Mr | Ian | Carew-Reid | Chairman | Australian Federation of Travel Agents Limited | Level 3, 309 Pitt Street Sydney NSW 2000 |
| Mr | Tony | Brown | Director | Australian Capital Territory Consumer Affairs Bureau | GPO Box 158 CANBERRA ACT 2601 |
| Mr | Chris | Field | Chair | Australian Consumers Association | 57 Carrington Road MARRICKVILLE NSW 2204 |

| Title | First Name | Surname | Job Title | Company | Address |
|--------------|-------------------|----------------|-------------------|--|--|
| | | Sir/Madam | | Australian Explorer Pty Ltd | PO Box 1172 Southport BC QLD 4215 |
| Mr | Jim | Lewis | President | Australian Farm and Country Tourism | Lvl 2 Rialto Nth Twr 525 Collins St Melbourne VIC 3000 |
| Mr | Brian | Ross | General Manager | Australian Hotels Association | Level 5, 8 Quay Street SYDNEY NSW 2000 |
| | | Sir/Madam | | Australian Online Travel | PO Box 404 Camperdown NSW 2050 |
| Ms | C | Rae | Federal Secretary | Australian Institute of Travel and Tourism | PO Box 2297U Melbourne VIC 3001 |
| Mr | Tom | Phillips | President | Australian Institute of Tourism Officers | PO Box 178, Civic Square Post Office Canberra ACT 2601 |
| Mr | Laurie | O'Meara | President | Australian Tourism Accreditation Association Ltd | c/- Emerald Hotel 24 Mount Street PERTH WA 6000 |
| Mr | Peter | Shelley | Managing Director | Australian Tourism Export Council | Level 2/80 William St Woolloomooloo NSW 2011 |
| | | Sir/Madam | | Australian Regional Tourism Network | C/- Centre for Regional Tourism Research School of Tourism and Hospitality Management Southern Cross University PO Box 157 LISMORE NSW 2480 |
| | | Sir/Madam | | Australian Travel Marketing | Suite 1804, Tower 2, Westfield Plaza 500 Oxford Street Bondi Junction NSW 2022 |

| Title | First Name | Surname | Job Title | Company | Address |
|--------------|-------------------|----------------|---|--|---|
| Mr | Jonathon | Scott | General Manager | Australian Wine Export Council | PO Box 2733 Kent Town SA 5071 |
| Ms | Audrey | Murton | Manager | Brochure Flow International | Unit 7, 2-4 Dunlop St Strathfield South NSW 2136 |
| | | Sir/Madam | | Camping Association of Victoria | Locked Bag 2000 Coburg VIC 3058 |
| Mr | Ben | Yates | Executive Officer | Caravan Industry Australia | 64 Harcourt St North Melbourne VIC 3051 |
| Mr | Mike | Harris | Acting Chief Executive | Chief Minister's Department | GPO Box 158 Canberra ACT 2601 |
| Dr | David | Cousins | Director | Consumer Affairs Victoria | GPO Box 123A MELBOURNE VIC 3001 |
| Ms | Carolyn | Bond | Chair | Consumers' Federation of Australia | C/- 1 st Floor, 11-19 Bank Place MELBOURNE VIC 3000 |
| Prof | Terry | De Lacy | Chief Executive | Sustainable Tourism CRC | PMB 50 Gold Coast MC QLD 9726 |
| Mr | Peter | Bailey | Chairman | Council of Australian Tour Operators | Level 3, 309 Pitt Street Sydney NSW 2000 |
| Mr | Mike | Potter | Chief Executive Officer | Council of Small Business Organisations of Australia Ltd | PO Box E445 Kingston ACT 2604 |
| Mr | Tom | Smith | Chairman | Country Victoria Tourism Council | PO Box 18136 Collins St East Melbourne VIC 8003 |
| Mr | Patrick | Walker | Executive Director, Consumer Protection | Department of Consumer and Employment Protection | Locked Bag 14 CLOISTER SQUARE WA 6850 |
| Mr | Paul | Tyrrell | Chief Executive | Department of the Chief Minister | GPO Box 4396 Darwin NT 0801 |
| Mr | Mal | Wauchope | Director General | Department of the Premier and | 197 St George's Terrace |

| Title | First Name | Surname | Job Title | Company | Address |
|--------------|-------------------|----------------|-------------------------|---|--|
| | | | | Cabinet | Perth WA 6000 |
| Mr | Warren | McCann | Chief Executive | Department of Premier and Cabinet | GPO Box 2343 Adelaide SA 5001 |
| Mr | Terry | Moran | Secretary | Department of the Premier and Cabinet | 1 Treasury Place Melbourne VIC 3002 |
| Mr | Philip | Foulston | Director | Department of the Premier and Cabinet | GPO Box 123 Hobart TAS |
| Dr | Leo | Keliher | Director-General | Department of the Premier and Cabinet | PO Box 185 Brisbane QLD 4002 |
| Ms | Jenny | Goddard | Deputy Secretary | Department of Prime Minister and Cabinet | 3- 5 National Circuit BARTON ACT 2600 |
| Dr | Ken | Henry | Secretary | Department of the Treasury | Langton Crescent PARKES ACT 2600 |
| Ms | Clare | McFarlane | President | Ecotourism Association of Australia | GPO Box 268 Brisbane QLD 4001 |
| Ms | Camille | Bradsmith | President | Events Industry Association (WA) | PO Box 3132 Myaree WA 6154 |
| Ms | Carrie | Elton | Executive Director | Exhibition and Event Association of Australasia | P O Box 751 Rozelle NSW 2039 |
| Mr | Shane | Flynn | Chief Executive Officer | Flight Centre | Level 11, 157 Ann Street Brisbane QLD 400 |
| Mr | Brian | Bowater | | Great Aussie Holidays | P.O. Box 835 Cloverdale WA 6985 |
| Ms | Cathy | Parsons | Chief Executive Officer | Green Globe 21 | GPO Box 371 Canberra ACT 2612 |
| Mr | Barry | Mayo | Managing Director | Harvey World Travel | 631 Princes Highway Kogarah NSW 2217 |
| Mr | Dennis | Winchester | Chief Executive Officer | Hotel Motel and Accommodation Association | Level 3, 551 Pacific Highway St Leonards NSW 2065 |
| Mr | Malcolm | Campbell | General | Horizon | PO Box CP311 |

| Title | First Name | Surname | Job Title | Company | Address |
|--------------|-------------------|----------------|------------------------------|---|---|
| | | | Manager | Airlines Pty Ltd | Condell Park NSW 2200 |
| Mr | Clive | Jimmieson | General Manager Australia | Jasons Travel Media Pty Ltd | 46 Edward Street Brisbane QLD 4001 |
| Mr | Tony | Wheeler | Managing Director | Lonely Planet Publications | Locked Bag 1 Footscray Victoria 3011 |
| Ms | Jenny | Lambert | Chief Executive Officer | Meetings Industry Association of Australia | PO Box 1477 Neutral Bay NSW 2089 |
| Ms | Meredith | Hinchliffe | Executive Officer | Museums Australia | PO Box 266 Civic Square ACT 2608 |
| Ms | Nicole | Sheridan | Executive Officer | National Tourism Alliance | Level 3, 309 Pitt Street Sydney NSW 2000 |
| Mr | David | O'Connor | | New South Wales Department of Fair Trading | PO Box 972 PARRAMATTA NSW 2124 |
| Dr | Col | Gellatly | Director General | NSW Premier's Department | GPO Box 5341 Sydney NSW 2001 |
| Ms | Penni | Tatsula | Managing Director | Northern Gateway Pty Ltd | PO Box 2541 Darwin NT 0801 |
| Ms | Cheryl | Kuhn | Chair | Northern Territory Office of Consumer Affairs | PO Box 39717 Winnellie NT 0821 |
| | | Sir/Madam | | Online Travel Corporation | P.O. Box 772 Sydney NSW 2001 |
| Ms | Libby | Small | | Outdoor Tour Operators Association | Pitt Street Sydney NSW 2000 |
| Mr | Arthur | Crichton | President | Outdoor Recreation Industry Council of NSW | PO Box 634 Wahroonga NSW 2076 |
| Mrs | Anne | Bottomley | | Professional Tour Guide Association of Australia | PO Box 34 Armadale VIC 3143 |
| Mr | Brett | Johnson | General | Qantas Airways | 203 Coward Street |

| Title | First Name | Surname | Job Title | Company | Address |
|--------------|-------------------|----------------|--|---|---|
| | | | Counsel | Limited | MASCOT NSW 2020 |
| Mr | Matt | Miller | Commissioner | Queensland Office of Fair Trading | PO Box 3111 BRISBANE QLD 4001 |
| Mr | Robbie | O'Rourke | Associate Publisher (Travel and Hospitality) | Reed Business Information | Locked Bag 2999 Chatswood DC NSW 2067 |
| Mr | Bob | Mason | Chief Executive Officer | Regional Aviation Association Australia | PO Box 4242 Kingston ACT 2604 |
| Mr | Michael | Jones | Chief Executive Officer | Regional Express Airlines | PO Box 807 Mascot NSW 1460 |
| Mr | John | Hart | Chief Executive Officer | Restaurant and Catering Australia | Suite 32, 401 Pacific Highway Artarmon NSW 2064 |
| Mr | Russel | Boswell | President | Savannah Guides Limited | PO Box 8043 Cairns QLD 4870 |
| Mr | Scott | Henderson | Chief Executive Officer | Skywest Airlines | PO Box 176 Cloverdale WA 6985 |
| Ms | Sue | Smith | Managing Director | STA Travel | Sydney Glasshouse Shopping Centre 135 King Street Sydney NSW 2000 |
| Mr | Ross | Wright | Chief Executive | Standards Australia | GPO Box 5420 Sydney NSW 2001 |
| Mr | Mark | Bodycoat | Commissioner | South Australia Office of Consumer and Business Affairs | GPO Box 1719 ADELAIDE SA 5001 |
| Mr | Max | Moore-Wilton | Chief Executive Officer | Sydney Airports Corporation Limited | PO Box 63 Mascot NSW 1460 |
| Mr | Ray | Ormerod | Director Consumer Affairs and Fair Trading | Tasmania Office of Consumer Affairs and Trading | GPO Box 1244 HOBART TAS 7001 |
| | | Sir/Madam | | Tas Vacations | First Floor, 11 - 17 Argyle Street |

| Title | First Name | Surname | Job Title | Company | Address |
|--------------|-------------------|----------------|---|--|---|
| | | | | | Hobart TAS 7000 |
| | | Sir/Madam | | Tourism Accreditation Board of Victoria | Level 5, 315 Flinders Lane Melbourne VIC 3000 |
| Mr | Tony | Thirlwell | Chief Executive Officer and General Manager | Tourism New South Wales | GPO Box 7050 Sydney NSW 2001 |
| Mr | Stephen | Gregg | Chief Executive Officer | Tourism Queensland | GPO Box 328 Brisbane QLD 4001 |
| Mr | Les | Cassar | Chairman | Tourism Taskforce Australia | Level 10, 100 William Street Sydney NSW 2011 |
| Mr | Vincent | Borg | Chief Executive Officer | Tourist Australia Online | PO Box 959 Rockdale NSW 2216 |
| Ms | Carole | Murphy | | Travelsearch Australasia Pty Ltd | PO Box 104 Lindfield NSW 2070 |
| Mr | Mike | Thompson | General Manager | Travelscene Limited | Level 3, 122 Walker Street North Sydney NSW 2060 |
| Mr | Trevor | Hennigan | | TravelScene International | PO Box 5105 Alberton SA 5014 |
| Mr | Bill | Gair | Chief Executive Officer | travel.com.au | 76-80 Clarence Street Sydney NSW 2000 |
| Mr | Barry | Hickman | President | Trout Guides and Lodges Tasmania | C/- Tasmanian Fly Fishing Trout Guiding Service & School 53 Beefeater Street Deloraine TAS 7304 |
| Mr | Simon | Von Saldern | Chief Executive | Victorian Tourism Operators Association | PO Box 18136 Collins Street West Melbourne VIC 8003 |

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|--------------|-------------------|----------------|---|--|--|
| Mr | Brett | Godfrey | Chief Executive Officer | Virgin Blue | PO Box 1034 Spring Hill QLD 4001 |
| Mr | Steven | Strachen | Chief Executive | Winemakers' Federation of Australia | National Wine Centre Botanic Road PO Box 2414 Kent Town SA 5071 |
| Mr | Julian | Ledger | Chief Executive Officer | YHA Australia | 422 Kent Street Sydney NSW 2000 |
| Mr | Phil | Baker | Managing Director | Adelaide Airport | 1 James Schofield Drive Adelaide Airport SA 5950 |
| Mr | Koen | Rooijmans | Managing Director and Chief Executive Officer | Brisbane Airport Corporation Ltd | PO Box 61 Hamilton Central QLD 4007 |
| Mr | Stephen | Byron | Managing Director | Canberra International Airport | 2 Brindabella Circuit Canberra Airport ACT 2609 |
| Mr | Robert | Noga | General Counsel | Hobart Airport | PO Box 1 Cambridge TAS 7170 |
| Dr | Warren | Mundy | Manager Strategy | Melbourne Airport | Locked Bag 16 Gladstone Park VIC 3043 |
| Mr | Ian | Kew | General Manager | Northern Territory Airports Pty | PO Box 40996 Casuarina NT 0811 |
| Ms | Catherine | Rule | Chief Executive Officer | Australian Airports (Townsville) Pty Limited | PO Box 7636 Garbut QLD 4814 |
| Mr | Graham | Muir | Chief Executive Officer | Westralia Airports Corporation | PO Box 6 Cloverdale WA 6985 |
| Mr | George | Wright | Policy Coordinator | Australian Council of Trade Unions | Level 2 393 Swanston Street Melbourne VIC 3000 |
| Mr | Paul | Slape | National Secretary | Australian Services Union | Ground Floor 116 Queensberry Street |

| Title | First Name | Surname | Job Title | Company | Address |
|--------------|-------------------|----------------|--------------------|---|---|
| | | | | | Carlton South VIC 3053 |
| Mr | Ayman | Guirgius | Partner | Blake Dawson Waldron | GPO Box 4958 WW Melbourne VIC 3001 |
| Mr | Garth | Foxwell | | A Day Outdoors Touring Pty Ltd | PO Box 41 Doreen VIC 3754 |
| | | Sir/Madam | | Lonsdale Villas | 14 Beach Close Point Lonsdale VIC 3225 |
| | | Sir/Madam | | Alpine Toboggan Park | 2365 Plenty Rd Whittlesea VIC 3757 |
| Ms | Alicia | Darvall | General Manager | Melbourne Fringe | PO Box 2953 Fitzroy VIC 3065 |
| | | Sir/Madam | | Octagon Hobart | 136 Davey Street Hobart TAS 7000 |
| | | Sir/Madam | | Derwent Valley Railway | PO Box 478 New Norfolk TAS 7140 |
| | | Sir/Madam | | Tamar River Retreat Guesthouse | 123 Kayena Road Kayena TAS 7270 |
| | | Sir/Madam | | Strahan Marine Charters | PO Box 104 Strahan TAS 7468 |
| Ms | Pauline | Hedger | | Wadlata Outback Centre | 41 Flinders Terrace Port Augusta SA 5700 |
| | | Sir/Madam | | Adelaide International Motel | 521 Anzac Highway Glenelg North SA 5045 |
| | | Sir/Madam | | Firefly Express | 111 Franklin Street ADELAIDE SA 5000 |
| Mr | Michael | Broadbent | | Adelaide Prestige Chauffeured Services | 19A Church Place PORT ADELAIDE SA 5015 |
| | | Sir/Madam | | Fremantle Motor Museum | B Shed Victoria Quay PO Box 1520 |

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| | | Sir/Madam | | Alpine Toboggan Park | 2365 Plenty Rd Whittlesea VIC 3757 |
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| | | Sir/Madam | | Derwent Valley Railway | PO Box 478 New Norfolk TAS 7140 |
| | | Sir/Madam | | Tamar River Retreat Guesthouse | 123 Kayena Road Kayena TAS 7270 |
| | | Sir/Madam | | Strahan Marine Charters | PO Box 104 Strahan TAS 7468 |
| Ms | Pauline | Hedger | | Wadlata Outback Centre | 41 Flinders Terrace Port Augusta SA 5700 |
| | | Sir/Madam | | Adelaide International Motel | 521 Anzac Highway Glenelg North SA 5045 |
| | | Sir/Madam | | Firefly Express | 111 Franklin Street ADELAIDE SA 5000 |
| Mr | Michael | Broadbent | | Adelaide Prestige Chauffeured Services | 19A Church Place PORT ADELAIDE SA 5015 |
| | | Sir/Madam | | Fremantle Motor Museum | B Shed Victoria Quay PO Box 1520 |