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Victoria overhauls quarantine system

THE Victorian Government has established a dedicated COVID-19 quarantine agency in response to the findings of an inquiry into health breaches that led to a second wave in the state.

COVID-19 Quarantine Victoria will report directly to the Minister for Police and Emergency Services, with its structure employing a Deputy Chief Health Officer, Hotel Quarantine who will oversee infection prevention, contact tracing and various public health functions.

The Vic Govt also said it would now test all staff in its quarantine program daily, test family of staff on a voluntary basis, and ban secondary face-to-face employment for key staff.



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\$128m in industry support

AFTA CEO Darren Rudd this morning paid tribute to the grass-roots efforts of travel agents from across the country, as he celebrated confirmation from Finance, Tourism, Trade and Investment Minister Simon Birmingham of a \$128 million travel industry support package overnight (**TD** breaking news).

Rudd told **Travel Daily** further details would be released this afternoon, adding that he believed the sector will be very pleased at the outcome.

"This is part of an overall rescue, rebuild, restore and reform strategy for AFTA," he said, hailing the involvement of travel agents and suppliers across the country who had mobilised to highlight the industry's plight to politicians of all persuasions.

Birmingham this morning confirmed that the Morrison Government would provide a one-off payment to assist travel agents, in recognition that many continue to work hard processing consumer refunds whilst unable to trade due to the pandemic.

"This one-off payment recognises that travel agents are operating in an exceptional set of circumstances where most are having to refund last year's income, while continuing to work with no additional income.

"Providing further assistance to travel agents in the current environment will help them keep afloat at a time when they

are continuing to hold travel credits for consumers who have previously cancelled travel."

Birmingham said the \$128m package was in addition to "significant economic support for the tourism and travel industry during the COVID-19 pandemic, which continues to assist hundreds of thousands of tourism businesses across Australia".

Eligible travel agents with an annual turnover of between \$50,000 and \$20 million will be able to apply for the one-off payment, which will be scaled based on TTV starting with a minimum \$1,500 payment for businesses with turnover of \$50,000.

The maximum payment under the scheme will be \$100,000 for a business turning over \$20m, Birmingham confirmed.

It's expected that further details of the package will be unveiled in the coming days.

MEANWHILE AFTA CEO Darren Rudd will appear in a special session at The Travel Industry Hub next Mon 07 Dec at 11am (AEDT).

He will discuss the funding package with **TD** publisher Bruce Piper and field questions from the industry - register **HERE**.

Today's issue of TD
Travel Daily today has six pages of news including our PUZZLE page plus a front full page from **Ponant**.

SCENIC°
VIRTUAL TRAVEL SHOWCASE

CLICK here to register for our 2022 international range of sessions

Scenic invites you and your clients, to join our Virtual Travel Showcase series over the coming weeks. Join us December 1st and 2nd for interactive sessions on France, Portugal and Russia River Cruising with the Scenic Sales team.

Ponant on show

TO CELEBRATE 200 years of human exploration to Antarctica, Ponant is showcasing its itineraries available in 2021 and 2022, as well as its range of training tools - see **front page** for more information.

More TTIH webinars

IN ADDITION to an upcoming webinar with AFTA CEO Darren Rudd next week, **Travel Daily's** intrepid Publisher Bruce Piper will also drill down into the details next Wed with Collette Chief Executive Dan Sullivan.

The travel leader will offer his perspective on the global industry and the United States market.

Register for the free webinar discussion scheduled at 11am (AEDT) on 09 Dec **HERE**.

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AFTA warns on T&Cs

BUSINESSES which have unfair terms in their contracts may have penalties imposed in the future, under strengthened provisions to the Australian Consumer Law agreed to earlier this month.

The annual meeting of the Consumer Affairs Forum took place on 06 Nov, seeing all federal, state and territory consumer affairs ministers discuss unfair contract term protections, agreeing that "action is required to protect consumers and small businesses".

An update from the Australian Federation of Travel Agents (AFTA) yesterday noted that while the changes provide increased protections and clarity, "the introduction of penalties is a big change from the current position which simply voids unfair terms from the contract".

"All members will need to ensure that their T&Cs do not contain unfair contract terms

or may face penalties as a consequence," AFTA said, noting that it was continuing its work on a T&C template for the industry and is also in discussions with the ACCC on the topic.

MEANWHILE AFTA has also confirmed that it is undertaking an "ATAS Renewal Reminder Blitz" to encourage members to submit their renewals under the AFTA Travel Accreditation Scheme.

When the pandemic hit in Mar, AFTA implemented a support and monitor framework (TD 09 Jun), which included an extension to the expiry date of memberships of the scheme through to 30 Sep.

However a number of agents have still not completed the renewal process which is required in order to remain part of the AFTA/ATAS accredited ecosystem.

AFTA also confirmed that the suspension of the ATAS Complaint Appeal Committee (ACAC) had been extended until 31 Mar 2021.

Work hol support

THE Joint Standing Committee on Migration has affirmed the value of the Working Holiday Maker (WHM) program to the Federal Government, tabling a range of recommendations this week to be adopted in the future.

Among the recommendations was support for Working Holiday (subclass 417) and Work and Holiday (subclass 462) visa holders to be able to work in tourism and hospitality in all "hard-to-staff" rural areas of Australia as part of their 88 days or six months to earn their second/third-year WHM visa.

"Working Holiday Makers make a significant contribution to Australia, not only through their tourism spending, but by supplementing the seasonal workforce, and through cultural exchange," said Committee Chair Julian Leese.

A targeted marketing push to boost visa holders filling tourism labour gaps was also put forward.

QF sheds more jobs

QANTAS Airways' ground handling services will be outsourced at 10 Australian airports.

QF yesterday morning notified around 2,000 employees of the move, which forms part of the carrier's recovery plan to emerge from the COVID-19 pandemic.

Qantas announced the restructure in Aug (TD 26 Aug), which it said would save QF around \$100 million.

NT ticks Melbourne

MELBOURNE has been revoked as a hotspot by the Government of the Northern Territory, meaning those arriving from the city are no longer required to undertake mandatory supervised quarantine upon entry.

Anyone currently in mandatory quarantine in the NT from Melbourne will be able to exit.

The Victorian capital was the final location deemed a hotspot by the Northern Territory.

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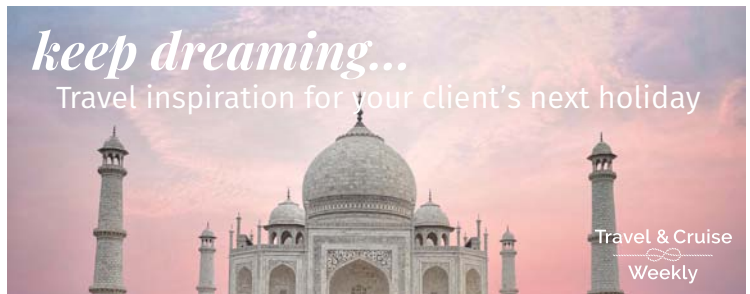
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*Offer correct as at 28 November 2020 and subject to change or withdrawal. Offer ends 10 December 2020 unless extended. For full terms and conditions [click here](#).



Oceania giveaway

OCEANIA Cruises has launched its 12 Days of Christmas Giveaway for agents, with prizes on offer like food hampers, wellness packages, \$100 Visa gift cards, and a bottle of Dom Perignon.

To win, agents must complete a series of fun challenges on the line's closed Facebook group and online training platform.

White Island charges

NEW Zealand's primary workplace health and safety regulator, WorkSafe, has filed charges against 13 parties over the White Island eruption that occurred in Dec last year and claimed 22 lives, including 17 Australians (**TD** 10 Dec 2019).

Although the regulator declined to name the parties facing prosecution, tour operators Volcanic Air and Ngati Awa-owned White Island Tours have confirmed to local media they are facing charges.

Domestic hunger is high

LUXURY Escapes' *Travel 2021: Travel Reimagined* report has found 88% of Australians plan on taking a domestic trip in 2021.

Currently, Australian destinations with the highest volume of bookings for 2021 are the Gold Coast, Perth, Sydney, Port Stephens and Canberra, the report stated, with respondents averaging a 3.2-night stay per package, while more than half of Aussies plan to spend more than \$6,000 on travel in 2021.

The report also found the most longed for travel ambitions included ticking off bucket list experiences (50%), staying in hotels (49%), followed by visiting family (38%), taking a flight (35%), and visiting friends (30%).

Among the indicators of int'l sentiment, travellers listed the top destinations they wanted to head to when restrictions ease, with New Zealand, Japan, Italy,

Fiji and the United Kingdom all high on the list for Aussies.

Interestingly, the UK and Italy also appeared at numbers two and three on the list of countries respondents are now reluctant to visit as a result of the COVID-19 pandemic.

Other nations that travellers will now think twice about journeying to include the US, China and Indonesia, while the average number of nights for international bookings was 6.2 per package.

The report also explored a shift in the purpose of travel next year, with almost half of Aussies (40%) thinking value is important when booking through a travel provider.

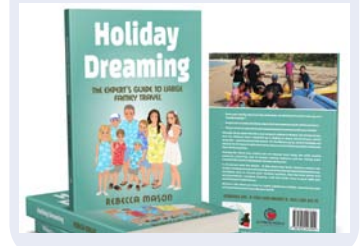
With 53% listing their family as their travelling companions, the most popular familial inclusions were on-site activities (23%), a spacious room (19%), outdoor family activities (18%), and child care facilities (13%).



Window Seat

THERE is perhaps no finer testament to the stoic nature of the travel industry than the efforts of travel agent and mum-of-six Rebecca Mason, who used the time to write a family travel book called *Holiday Dreaming: The Expert's Guide to Large Family Travel* (pictured).

The Melbourne-based mum and Mr Chocolate's Travel agent writes about where to find the best budget meals, how to survive road trips and strategies to pack for a family holiday.



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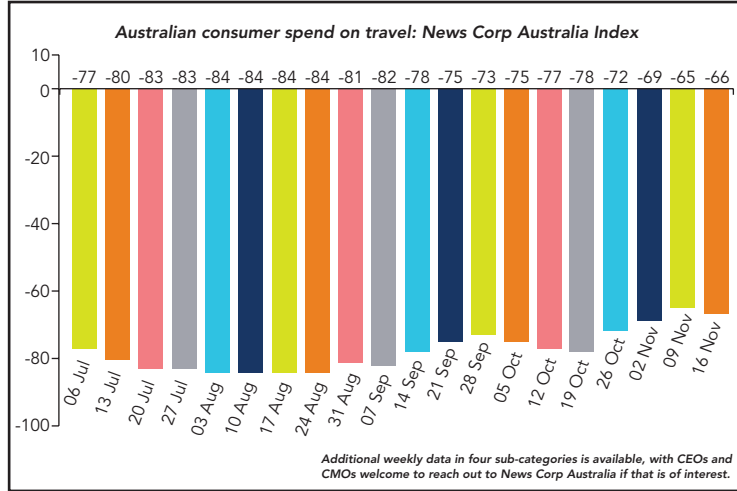
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Travel Daily

SA socks it to spending



EXCLUSIVE

THE sudden lockdown recently imposed in South Australia based on what ultimately turned out to be false information had an immediate impact on consumer confidence, with the latest News Corp Australia spending index thrown briefly into reverse.

However, Dwayne Birtles from News Corp said the trend was not as bad as might have been expected.

Although improvements in spending stopped in most categories, the week still saw strong rises in accommodation and airline spend under \$350, which jumped nine points, one of the biggest week-on-week improvements seen since Mar.

Birtles said he believes consumers were still confident in purchasing flights for the upcoming summer holiday

period, with an awareness that the whole of Australia was unlikely to go into lockdown despite the events in SA.

“Another contributing factor would have also been an increase in very short lead time work-related flights between states, with reasonable availability of point-to-point flights for a single traveller sitting under \$350.

“Corporate travel would also have been a contributing factor for the considerable improvements seen in accommodation,” Birtles added.

However interest in longer trips was likely to have been hampered by the SA outbreak, impacting the travel agent/touring/OTA category, he noted.

Birtles forecast a strong jump next week, with the 23 Nov period coinciding with the lifting of restrictions for SA and Qld.

Yet another Home Travel win



TASMANIA'S Home Travel Company has capped off 2020 by taking out the coveted Rotary Pride of Workmanship awards.

Co-founders Robyn and Murray Sinfield said they were so very proud of their team, who “epitomise the Rotary Awards ethos of ‘do it once, do it well!’” Robyn Sinfield said the accolades the company had received in 2020 had made the days easier.

“We’re grateful for the attitude of thanks our suppliers, partners and clients have for us,” she said.

Along with this most recent award, back in Feb Robyn took out the CLIA Best Mobile Cruise Advisor Australia award, and then in Sep she was named “Most Supportive Advisor in Tasmania” in the inaugural **Travel Daily** awards (**TD** 30 Sep).

Pictured accepting their new Rotary accolades are, from left: Kyle Duffield, Robyn Sinfield, Murray Sinfield, Karen Flood and Stacey Lyons.

Six days of steam

CRUISE Express has launched a New South Wales locomotive adventure aboard the 5917.

The Great Northwestern Loop itinerary, departing in Jun from \$3,590 per person, takes passengers from Sydney to Bathurst via Tamworth, Nundle, Werris Creek and Orange.

Fares for the six-day adventure include accommodation, meals and touring highlights.

Call Cruise Express on 1300 766 537 for more details.

DC drops in on BC

DESTINATION Canada (DC) is celebrating all things British Columbia in its next scheduled agent webinar.

Travel advisors will hear from Destination British Columbia representative Joanne Motta, who will explore BC’s cities, including Vancouver, Victoria and Whistler, and will discuss the province’s ski areas, with a range of prizes on offer.

The webinar will take place tomorrow at 8.30am and 11.30am AEDT - **CLICK HERE**.

Raffles partnership

RAFFLES Singapore is aiming to enhance its guest experience with Adyen, which will see the e-commerce company become the hotel’s preferred payments partner.

Through the partnership, Raffles will offer contactless check-in and check-out, which will provide simpler, faster and more customer-centric payment experiences across all sales channel touchpoints.

Discover Okinawa

Win a trip to Okinawa for Two

Complete all 5 modules to have the chance to win a 5 night stay at either the Kafuu Resort, Fuchaku or the Glamday Style Resort, Yomitan.

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Where in the world?



THIS station is the second busiest in the network outside the central part of the city where it is located.

Each year, over 40 million people pass through it.

It is also one of the more recently built stations in the network, with the oldest opening

in 1863, whereas this was constructed in the late 1990s.

The station is located in the secondary central business district of the city and is one of the main financial centres in the country and also the world.

Do you know where this is?

Pub quiz

1. Is Angola on the east or west coast of Africa?
2. The Bajra Sandhi Monument can be found in which city?
3. Jackson Street in Seattle is known as a hub for which style of music?
4. When was the territory of Central Australia ceded to the Northern Territory?
 - a) In the 1910s
 - b) In the 1920s
 - c) In the 1930s
5. Which rural Queensland city hosts the national championships for the sport of motocross and mountain biking?
6. The southern rock lobster is closely associated with which Australian destination?
7. Portsmouth, UK is located primarily on which island?
8. To the nearest 10 years, how long ago did the Orient Express cease operations?
9. What four colours are included in the P&O house flag?
10. The city of Omaha is situated on which major river?

Unscramble

HOW many words can you make out of these nine letters? Every word needs to include the centre letter, have four letters or more and not be a proper noun or a plural. You can only use each letter once.

I	I	O
T	B	R
V	N	A

Good – 12 words

Very good – 18 words

Excellent – 24 words

NOTE: We've used Chambers Dictionary to decide what words are acceptable.

National Cookie Day



NATIONAL Cookie Day is coming up this week and will be celebrated on 04 Dec.

The day first appeared on Sesame Street's calendar on 26 Nov, and the Cookie Monster proclaimed his own National Cookie Day in the 1980 book *The Sesame Street Dictionary*, but Matt Nader of the Blue Chip Cookie Company in San Francisco can be credited with the day's current date, celebrating Cookie Day on 04 Dec in 1987.

Since then, 04 Dec has become the official date for the celebrations.

The date is also perfect to start your cookie baking if you're planning to gift these tasty treats as little Christmas presents.

If you don't have so much of a sweet tooth, you can celebrate Fritters Day on 02 Dec.

Fritters can come in all sorts of flavours, from sweet like apple to savoury like corn, and they work as any meal.

ANSWERS 30 NOV

Whose flag is this: Palau

2	3	9	5	8	6	4	7	1
6	8	4	2	1	7	9	3	5
7	5	1	4	3	9	6	2	8
9	6	8	1	7	4	3	5	2
1	2	7	9	5	3	8	4	6
5	4	3	8	6	2	1	9	7
3	1	6	7	4	5	2	8	9
4	7	2	6	9	8	5	1	3
8	9	5	3	2	1	7	6	4



MSC's green map

MSC Cruises has published its 2019 Sustainability Report, outlining the cruise line's achievements and vision to become an environmental leader in the global maritime sector.

In line with the International Maritime Organization's vision for the decarbonisation of the sector, MSC's goal is to reduce its fleet's carbon intensity by 40% by 2030 against a 2008 baseline.

MSC revealed it has already achieved a 28% improvement in carbon reduction, which in 2019 was helped by the construction of low emissions ship *MSC World Europa* (CW 05 Nov 2019), and the preservation of the Ocean Cay MSC Marine Reserve (CW 10 Dec 2019).

SC builds for future

THREE Sunshine Coast attractions are being built through Queensland Government's Growing Tourism Infrastructure Fund (TD 19 May).

New Tourism Minister Stirling Hinchliffe said Aussie World, Bellingham Maze and Tree Top Adventure Park would share in a \$1.84 million cash injection.

Aussie World will build a new roller coaster to complement its recently installed Swing Ride, while Bellingham Maze is combining its a'maze'ing outdoor maze with an immersive VR maze.

Meanwhile, construction work is already underway on a new junior adventure challenge for three to nine-year-olds at the Tree Top Adventure Park.

SOUTH African Tourism hosted a Savannas in the Sun event on Fri at Nielsen Park on the foreshore of Shark Beach in Sydney, enjoying some down time with Savannah ciders as sundowners.

Attended by 30 trade partners, including South Africa wholesalers, airlines and business partners, spirits were optimistic for the year to come, buoyed by

recent news that South Africa has opened to all international travellers (TD 18 Nov).

Pictured: The group lap up the sun in Sydney and dream about big things to come in 2021.

MONEY

WELCOME to Money, TD's Tue feature on what the Australian dollar is doing.

AU\$1 = US\$0.735

THE Australian dollar enjoyed minor gains every day last week, helped along mainly by big surges in commodity prices which saw copper jump 2.6% to six-year highs.

The trends saw the AUD/USD pair close at its highest level since Aug 2018, while the AUD/EUR drifted slightly lower by close of business Fri after reversing at two-year highs, dropping by 0.2%.

Wholesale rates this morning.

US	\$0.735
UK	£0.551
NZ	\$1.048
Euro	€0.615
Japan	¥82.25
Thailand	฿22.25
China	¥4.833
South Africa	11.363
Canada	\$0.955
Crude oil	US\$48.18

China wants QR

CHINA wants to utilise QR codes to track all international travellers, urging countries around the globe to adopt the digital initiative.

Chinese President Xi Jinping pushed for the introduction of the system during the latest virtual G20 leaders' summit, saying all nations would need to coordinate a uniform set of policies in order to facilitate its smooth functioning.

Xi is also proposing a global mechanism on the mutual recognition of health certificates based on nucleic acid test results, in the form of internationally accepted QR codes.

China mandated its own widespread use of QR-based health certificates earlier this year, using an electronic barcode to store a person's travel and health history.

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