

# **TOURISM CENTRAL AUSTRALIA**

## **GENERAL MEETING MINUTES**

**Wednesday, 27 May 2009 at 5:30 pm for 6.00pm  
Alice Springs Turf Club**

Meeting commenced 6.00pm

**Chair for this evening – Phil Walcott welcomed all to the meeting. He is chair this evening as Ren Kelly and Grant Whan unavailable. Phil thanked Dale and the Turf Club for hosting the meeting and to Wayne from Dysons for supplying transport.**

**Phil handed over to Peter Grigg to present a special award to Nola for completing 100 hours of volunteer service. Nola was presented with a recognition plaque and a certificate of merit.**

**Peter stated Tourism Central Australia's volunteer program has 25 volunteers now from seniors to school kids who greet visitors at the airport, the Ghan, and shortly at the markets as they now have licence to do so. There is a stand at the airport with activities and events listed. (with a new stand on the way). Volunteers will also be assisting with conferences and are available for members. They also engage with other volunteer organisations.**

### **1. WELCOME & APOLOGIES**

**PRESENT:** As per the attendee's register

**APOLOGIES:** As per the apology register and in addition to the register:  
Damien Ryan (Alice Springs Mayor).  
Colin O'Brien (Glen Helen)  
Rocky (APT/Connections)  
Don Wait (Wayoutback)

**CHAIRMAN:** Phil Walcott

**MINUTES:** Jaye Schwarzrock (Tourism NT)

### **2. MINUTES OF PREVIOUS GENERAL MEETING**

February minutes were previously circulated.

A motion was put that "the minutes of the previous meetings be accepted"

**Moved:** Bob Kennedy **Seconded:** Lynn Peterkin

Chair Phil asked if there were any objections.

**Objection:** Wayne Thompson from Dysons objected to the Minutes in the Chairman's report regarding his query as to the funding of the Chairman's recent meetings with remote operators. The Minutes stated "funded by taxpayers through his role with the Federal Govt. all else was the Chairman's time. These meetings allow the opportunity for the Chairman to meet with members whilst also on Federal Govt. business in the area".

Wayne would like the minutes amended to remove the above to now reflect just "funded by taxpayers" as was the response at the February General meeting.

**Motion carried with Wayne's amendment to the minutes.**

### **3. BUSINESS ARISING FROM MINUTES OF PREVIOUS MEETING**

#### **Previous minutes references:**

#### **3.1 Sideways facing seats:**

Peter said this has been taken to the transport sector. The seats side-way facing seats are allowed under legislation, the transport sector meeting group resolved to support the legislation.

#### **3.2 TCA Anti-Discrimination Paper:**

Suria Silva from the Anti-Discrimination commission attending the meeting and briefed the membership on the status of TCA's Anti-Discrimination policy which is currently with the commission. Once TCA receives it back, it will be available to distribute to members who can then implement the policy.

Peter has received a Handbook from the Anti-Discrimination commission which is 75 pages, please advise Pete if you would like an electronic copy.

Suria introduced herself and advised it may be wise to hold off on giving out the handbook at the moment, it is a NSW based handbook, a NT version will be done soon. Suria mentioned they are running an "expected behavior" campaign. ADC are sorry for the delay in getting the TCA policy

back as they have had a few issues since Tony Fitzgerald passed away. In the meantime the Anti-Discrimination Commission are available to offer advice to managers through their 1800 number.

- 5.1 Employment Survey Statistics Peter gave an overview of how this will build a picture of Alice
- 5.2 Future Accommodation/Retail/Attractions/Restaurants meetings will be held as required.
- 6.1 Deb Rock from Alice Station B&B has now made an application for membership
- 6.2 Events Sector has been established and Karen Lock presenting this evening. Wayne from Dysons asked about who was invited onto this committee. It was suggested Dysons, Down Under, Greyhound, AAT Kings and the Alice Springs Chamber of Commerce be included into the events sector – it was agreed and they will be invited to the next meeting.
- 6.3 Letetia has been working with Neil from Redback on a survey of how many operators use a booking engine. Scoping has been done, stay tuned for further information.

#### **4. GENERAL MANAGER'S REPORT**

##### **GM's report was as follows (verbal):**

- 4.1 Driver fatigue management has been discussed in the Transport Sector meetings, thought they had a win with SA but it wasn't after all. 2013 is when it is likely a nationwide policy will come into effect. GM has asked the NT Government to consult with Tourism Central Australia on any policy matters regarding Driver fatigue management.  
Wayne mentioned he thinks the 2013 policy will affect from 4.5 tonne gross which Australia wide will affect transport operators, hire car companies and others. Liz mentioned at a meeting she attended, the NT came up as having the most efficient rest stops. GM mentioned the Transport Sector will continue to work on Driver fatigue management.
- 4.2 Tourism Central Australia will be supporting operators with accreditation. They will be holding a workshop in conjunction with Tourism NT to demonstrate how to achieve accreditation and the benefits of Accreditation and how to access the rebate (\$200 rebate if accredited before March 2010), funding available etc.
- 4.3 GM encouraged members to make themselves familiar with the new ACCC policy which came in to effect 25<sup>th</sup> May 2009 on Component Price Advertising and is now legislation. All advertised pricing must be fully inclusive of all costs. Tourism Central Australia will be organising a forum for members with a representative from ACCC to discuss the policy. Please refer to [www.accc.gov.au](http://www.accc.gov.au) for further information. (easiest way to find the information is to type "component price advertising" into the search area up on the top right-hand corner).
- 4.4 Membership renewals have just been sent out, GM is looking forward to receiving everyone's renewals. Approx 360 renewals sent out. Please let Sue know if you haven't received your renewal in the next week or so.
- 4.5 Invitation sent out today to attend the Quest on Monday evening where Rita Harding from Tourism NT will be presenting results from the Red Centre Domestic campaign. Please send RSVP's to Andrea Jewell at Tourism NT.
- 4.6 25<sup>th</sup> September is the Awards night and 11<sup>th</sup> September is the TCA golf day – please put in your diary now
- 4.7 The Chamber are 1 team short for their Golf Day this Friday – please talk to Cate Povey if you are interested. Also the NT Export Awards launch is on the 4<sup>th</sup> June for more details also talk to Cate.

#### **5. GENERAL BUSINESS**

- 5.1 GM mentioned Don Wait is an apology however he wanted to bring up Uranium exploration for discussion at the Meeting. Don would like to know what the general feeling is within the membership. Could members please email GM with their thoughts. GM mentioned this is not about a Tourism Central Australia membership policy (as they have previously discussed this and have decided not to go down this path as members are passionate on both sides of the discussion). Don has been surveying his passengers and has received mixed results.  
GM mentioned he has also been invited to attend a meeting with all concerned parties to ensure clear and correct information is available for all. It was suggested a simple survey be sent out to the members to determine the general feeling amongst the membership.

- 5.2 Wayne briefed the members about the ATEC (Australian Tourism Export Council) symposium which was held in Darwin from 29<sup>th</sup> April – 2<sup>nd</sup> May 2009. From all reports the inbound tour operators who travelled here and the operators who attended said it was the best ATEC symposium ever. Some of the ITO's said they were traveling to Darwin for the ATEC symposium instead of ATE this year as they see more benefit. Representation from Germany, Italy, France and US were all very positive about the NT. 34 inbound operators out of approx 105 had the opportunity to participate in local famils. GM said TCA intended on becoming a member of ATEC. Wayne is keen to see TCA incorporate into the meetings a report from ATEC on what they are doing, an update on the inbound market and thinks the ATEC Chair locally should provide information of who is here on famil regularly. This would be good information for non-ATEC members to see the benefit of becoming a member.
- 5.3 Brendan advised the NT Caravan Parks Assoc had their meeting today. The NT Government Roads Division has produced a Drive Guide map which advertises the free roadside stops along the Stuart Highway. The Association is totally against the free stops being advertised and the members of the NT Caravan Parks Association will be contacting the Ministers involved to highlight the reasons why they are so against it. TCA GM attended the meeting today and clarified the NTCPA supported the driver fatigue implications and aimed their angst against the amount of infrastructure the Government were putting into the free rest areas – Caravan parks think it should be just shelter and information not BBQ's, seating, lighting, toilet facilities etc. Brendan said he wrote to Minister Burns 3-4 years ago advising they were against adding too much infrastructure but will need to write again. Rex Neindorf agreed with Brendan's rest stop advice.
- 5.3 Chair Phil mentioned Tourism Central Australia's Executive attended Battery Hill in Tennant Creek last Friday for their May Executive meeting. They had a good meeting and it was a good opportunity to meet Tennant Creek operators and develop their working relationship. Phil works in Tennant a couple of times per month (with his private practice) so can incorporate some Tourism visits whilst there. Where the opportunity presents itself, Sue Bray (Membership Manager, TCA) can attend with him and help build the relationships with operators in Tennant. If any members would like collateral taken to Tennant please let Phil know.
- 5.4 Community Recognition Awards – before GM's time CATIA used to do a "good service award" on a voting basis. They had some issues with the voting method (i.e. tour guides would bring in a whole coach load to vote for them). GM is keen on re-introducing the idea of an award in recognition of people who are offering great customer service. A voting system won't be used, however if someone sees someone offering great service let TCA know via email or telephone. The number of awards per month will depend on how many good stories are reported and will simply provide the recipient with a Certificate of Recognition. Shelagh O'Brien asked if there is a sign in the visitor centre saying something like "Has someone given you good service?" GM said there wasn't but will be tomorrow.
- 5.5 Tourism Central Australia has reserved an area at the Alice Springs Show over the 2 days of the 3 & 4<sup>th</sup> July. There will be a cost however TCA have tried to keep it as cost effective as possible. Will be a Marquee with space for a table and chair as well another area with room for trucks, tour coaches, hire cars etc. TCA will be covering the most expensive cost being that of the marquee. The cost for members will be approx \$100 per company display. Expressions of interest will be sent out to members soon. GM hopes to see as many members there as possible.

Evening concluded with a report delivered by Karen Lock regarding the Events Sector Meeting and the opportunities available to all members to participate and maybe receive some economic return for their efforts.

Chairman Phil once again thanked the Members for attending, Karen for her presentation, Wayne for the Bus and the AS Turf Club for the venue.

**Meeting closed:** 7.33pm

**Next Meeting:** Wednesday 26<sup>th</sup> August 2009 – venue to be advised.