RECORD OF NTIG MONTHLY MEETING

Held: Wednesday 7 February 2018 7:30am-9am
Venue: Travelodge Newcastle
Chairperson: Gus Maher
Minutes: Rachelle Brockbank

ATTENDEES: James Garis (Hamilton Chamber of Commerce), Greg Frame (Frame Promotional Products), David Brown (Port of Newcastle), Steff Maddison (Quest Newcastle and Newcastle West), Kirsten Basford (City Street Town Cars), Kent Warren (Novotel Newcastle Beach), Stacey Kelly (Seed People Consulting), Martin Contempree (Newcastle Live), Matt Anderson (Crowne Plaza Newcastle), Dennis Parker (Luxlift Airport Transfers and Luxury Travel), Colin Law (CommBank), Ross Melville (Newcastle Herald), Graeme Boyd (Newcastle International Super Moto), Sharon Aldrich (Quad Bike King), Nathan Errington (Hamilton Chamber of Commerce), Stewart Ford (Fordtronic Video & Sound), Gus Maher (NTIG), Karla Casey (Discover Newcastle), Cheryl Clarke (Discover Newcastle Tours and Transfers), Warren Smith (Surfest), Joe Adendorff (Quality Apartments City Centre Newcastle), Gwendalyn Burt (Apollo International Hotel), Lesley Faulkner (Club Macquarie), Mike Hadaway (Premium Bus Services), Bernard McCarthy (Club Macquarie), Deb Mackenzie (Quality Hotel NOAH's on the Beach/Newcastle NOW), Tim Askew (Newcastle City Council), Gemma Wroblewski (Newcastle City Council), Will Creedon (Alloggio), Nicki Read-Jones (Hunter Business Chamber), Allan Woo (Newcastle Airport), Michael Russo (Travelodge Newcastle

APOLOGIES: Rebecca Morley (Beck Morley Consulting), Ruth Appleby (Appleby Solutions), Richard Hamment (Premium Buses)

1. **MEETING OPEN**

   Meeting opened 8 am.

2. **WELCOME** (Gus Maher)

   Gus welcomed attendees, mentioned apologies and expressed his interest at getting to know the members better.

3. **COMMITTEE UPDATE** (Will Creedon)

   Gus advised members of the new NTIG Committee roles in 2018.

   - Chairperson – Will Creedon (until June 2018)
   - Deputy Chairperson – Rolly de With
   - Secretary – Stewart Ford
   - Treasurer – Colin Law

- Immediate Past Chairperson – David Brown
- Ordinary Committee Member – Gwendalyn Burt
- Ordinary Committee Member – Tegan Hughes

During the time of Will's temporary appointment to the position of Chairperson, NTIG will be assessing who the correct person is to take on the role going forth. The membership is invited to put forth their suggestions, by contacting Will Creedon or Gus Maher.

4. GUEST SPEAKER

Warren Smith (Surfest)

Organic, home grown events are extremely important, in regards to the fibre that they provide for the local community. Surfest is one of the most contributing, organically grown event within Newcastle and they regularly aim to put back in to the community through partnerships, scholarships and mentoring programs.

Warren gave an overview of Surfest, which has numerous events, culminating to the final event on Merewether beach. He gave thanks to important contributors, told stories from throughout Surfest's history, spoke about their vision for the future and shared some interesting facts, such as:

- Surfests financial contribution to the community, which upon last review was $1.6 million to $2 million, increases steadily each year.
- Since Surfest's beginning in 1985, it has attracted over 4900 international surfers to the area.
- Women's surfing is the fastest growing sport in the world.
- Surfest Women is the first surfing event in the world to be crowd funded.
- In 2018 Surfest has 463 competitors from 25 countries in the main event, aged from 11 to 50 years.
- In 2017 the Surfest webcast was viewed over 400,000 times and Newcastle Herald website had over 19,900 visits.
- In 2018 Spectrum Surf channel will air the Surfest webcast as a television broadcast to over 250,000 households in Hawaii, and possibly the East Coast of USA.

Warren extended an invitation for members to join Colin Law on his table at the Surfest lunch events on 20-22 February. Attendees will be able to see how it works behind the scene and meet some of the competitors.

5. GENERAL MANAGER UPDATE (Gus Maher)

- Vision Document – The final draft has been viewed, feedback has been given and the document is due to be released next week. NTIG would like to present to document to the membership immediately before it is released to the media.
- DSSN Destination Management Plan – DSSN currently have a large amount of funding that they wish to issue. Any applications must fall under the Destination Management Plan, which is quite broad.

- Membership – NTIG aim to increase their membership by double in the next 6-8 months. A membership sub-committee has been formed, including Tim Askew, Colin Law and Gwendalyn Burt. Any members who feel that they are well networked within the industry and would like to join the committee, are welcome to do so. Individually, all members are asked to think of businesses that they know who would benefit from becoming an NTIG member.
- Smart City Strategy – Gus encourages members to take the time to read the document by Nathaniel Bavinton, which is available online. The compelling document is an integral part in the future of Newcastle.
- Supercars – Following an extremely successful event, Gus will be attending a debriefing today regarding Supercars and how it can be improved going forward. He would like to focus on helping the businesses which did not find much success during the event.
- CAUTHE – NTIG are sponsoring a panel session at the CAUTHE (The Council for Australasian Tourism and Hospitality Education) conference. Gus will be representing NTIG by taking a position on one of the panels tomorrow.
- 2HD – Gus is interviewed on the radio weekly, on a Thursday afternoon. He will be talking about what is happening in Newcastle. While he needs to be selective in the short time that he has to talk, if there is anything interesting or topical, members are welcome to email it to gus@ntig.org.au.

6. COUNCIL UPDATE

Tim Askew (City Revitalisation Coordinator, Newcastle City Council)

- NEW Crew – Council is aiming to diversify visitors' services in Newcastle. The Newcastle Shop is the first stage, which is open in Newcastle Museum. There are now 45 full trained volunteers, who are referred to as the New Crew, who had a trial run at Supercars and will now be attending Surfest to talk to visitors about the great things that they can do in Newcastle.
- Newcastle City Council Website – The tourism team are working closely with the smart city team to plan the redevelopment of Council's website, in order to reach more visitors digitally. Council aims to make sure that the new design is working for visitors, as well as the providers in Newcastle.
- Australian Tourism Exchange (ATE) – In April, Newcastle City Council will be partnering with Newcastle Airport and attending ATE, where they will be able to talk about Newcastle and create awareness of Newcastle between delegates.

7. GENERAL BUSINESS

- Will Creedon addressed the membership regarding the Committee's continuance to work hard to achieve goals and welcomed Gus as General Manager of NTIG. He encourages the membership to approach Gus, if they have anything that they would like to discuss.
  Will thanked David Brown for his contribution as Chairperson.

8. UPCOMING MEMBERS MEETINGS

- **7 March 2018 – TBC**

Committee Members Contact Information

FIRST NAME	LAST NAME	ROLE	EMAIL	PHONE
Will	Creedon	Chairperson	willcreedon@yahoo.com.au	02 4929 3313
Rolly	De With	Deputy Chairperson	rolly@junctionhotel.com.au	0418 498 289
Gus	Maher	General Manager	gus@ntig.org.au	0417 464 556
Stewart	Ford	Secretary	stewart@fordtronicvideo.com.au	02 4969 6722
Colin	Law	Treasurer	colin.law@cba.com.au	0406 991 502
David	Brown	Immediate Past Chairperson	David.Brown@portofnewcastle.com.au	02 4908 8223
Tegan	Hughes	Committee	tegan.hughes@keolisdowner.com.au	0400 262 085
Gwendalyn	Burt	Committee	sales@apollointernational.com.au	0419 285 891
Kevin	Lyons	Committee	kevin.lyons@newcastle.edu.au	02 4921 8989
Tim	Askew	NCC Representative	taskew@ncc.nsw.gov.au	

9. MEETING CLOSE

Agenda items concluded at 9 am.

10. NEXT MEETING

DATE: 7 March 2018
VENUE: TBC