



RECORD OF NTIG MONTHLY MEETING

Held: Wednesday 13 February 2019 7:30am-9:30am

Venue: Quality Hotel NOAH's on the Beach

Chairperson: Kent Warren

Minutes: Rachelle Brockbank

ATTENDEES: Stewart Ford (Fordtronic Investments), David Brown (NPWS), Allan Woo (Newcastle Airport), Nuala Shilling (Nova Cruises), Lesley Faulkner (Club Macquarie), Cassie Beatty (Best Western Plus Apollo International), Anita Monticone (Newcastle City Council), Steff Maddison (Quest Newcastle and Newcastle West), Elyss Larkham (Moonshadow TQC), Bryan Dodd (Training Services NSW), Simon Glover (Alloggio), Will Creedon (Alloggio), David Harding (Newcastle Connections), Greg Frame (Frame Promotional Products), Jake Relf (Quality Hotel NOAH's on the Beach), Joe Adendorff (Quality Apartments City Centre Newcastle), Brooke Palamo (Holiday Inn Express), Emmi Mae Luke (Holiday Inn Express), Rob Fahey (Holiday Inn Express), Tegan Hughes (Keolis Downer), Ruth Appleby (Appleby Solutions), Debera Mackenzie (Quality Hotel NOAH's on the Beach), Jim Garis (Hamilton Chamber)

APOLOGIES: Dominic May (Coast XP), Patricia Johnson (University of Newcastle), Dennis Parker (Luxlift Airport Transfers and Luxury Transport), Mike Hadaway (Premium Bus Services)

1. MEETING OPEN

Meeting opened 8 am.

2. WELCOME

Kent Warren introduced himself to the group as the new Chair of NTIG and gave a brief overview of the meeting.

3. NEWCASTLE LIGHT RAIL

- **Tegan Hughes – Keolis Downer**

Newcastle Light Rail is due to launch in 4 days and will begin with a Family Fun Day on Sunday, which will have different attractions at each station.

As of Monday, the light rail will commence full operation with a 10 minute headway. Once the final two trams have been tested, there will be a 7 ½ minute headway.

Travellers will be able to use their Opal Card to travel on the tram, as well as use contactless payment. This will mean that tourists will not need to get a state dedicated Opal card to utilise the transport system.

Real time information will be available at each rail stop, as well as via a variety of real time transport apps eg Next There, Trip Go, Move It and Opal.

Brochures have been made available at the meeting, for business owners to supply to their customers. If further brochures or marketing material is needed, please contact Tegan via tegan.hughes@keolisdowner.com.au.

4. RECAP OF 2018

From a Visitor Economy perspective, 2018 was a very positive year. There was around a \$60-\$70 million increase to the Visitor Economy, due to major events, demand increase, supply increase and the new routes introduced through Newcastle Airport.

Supercars was a strong event, with the tourism increase extending beyond the track zone to the greater Newcastle area. Moving forward, the event will be more sustainable if the entire city is benefiting.

Organic demand is up with increased exposure throughout Newcastle. This can be seen through an increase in international and domestic visitors.

Hotel supply is increasing. Short term rentals saw a 10-15% growth in 2018, as well as sites such as Booking.com and Expedia reporting an increase in demand.

Newcastle Airport introduced the New Zealand route in 2018. While there is currently no concrete data available on the success of this venture, they are currently having unconfirmed, but positive discussions for a 2019-2020 route. Inbound tourism from New Zealand currently suggests that 20% of the holidaying visitors are coming to the region for the first time.

5. AHEAD IN 2019

Organic demand is looking to be around 8%. This is looking to be stronger due to the increased exposure in the previous year.

There will be a new supply of hotel rooms with the opening of Holiday Inn Express on 22 March 2019.

The general consensus of businesses is that corporate demand is trending up.

With 2019 being the third instalment of Supercars in Newcastle, they have indicated that this will be the tipping point of the event. It is important that businesses focus on connecting with the Supercars team, to ensure the success of the event and capitalise on the event for years to come.

6. NTIG MEMBERSHIP MODEL

NTIG has had discussions with Anita from Newcastle City Council and Bob Hawes from Hunter Business Chamber regarding partnerships to facilitate in driving the Visitor Economy forward. Previous experience has shown that it is essential to have a good relationship with Newcastle City Council and this relationship will continue to be facilitated. Through partnerships NTIG will aim to access funding through Destination NSW for better promotion of Newcastle and its events.

Between now and the AGM in April, NTIG will focusing on pushing forward a different membership fee model, with increased marketing focus. Members are encouraged to have input on what they perceive as the best marketing prospectus and membership needs.

Committee Members Contact Information

FIRST NAME	LAST NAME	ROLE	EMAIL	PHONE
Kent	Warren	Chairman	Kent.WARREN@accor.com	
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Rolly	De With	Committee	rolly@junctionhotel.com.au	0418 498 289

7. MEETING CLOSE

Kent thanked the venue for hosting the meeting.
Agenda items concluded at 8:46am.

8. NEXT MEETING

DATE: TBA
VENUE: TBA