



RECORD OF NTIG MONTHLY MEETING

Held: Thursday 2 May 2019 7:30am-9:30am

Venue: Rydges Newcastle

Chairperson: Kent Warren

Minutes: Rachelle Brockbank

ATTENDEES: Stewart Ford (Fordtronic Investments), Mark Greaver (The Tourism Group), Matthew Kent (Rydges Newcastle), Fiona Okpalogu (Rydges Newcastle), Kate Jeffery (City of Newcastle), Samantha Willcox (City of Newcastle), Mike Hadaway (Premium Bus Services), Greg Frame (Frame Promotional Products), Richard Hamment (Premium Bus Services), David Harding (Newcastle Connection), Renee Cross (Best Western Plus Apollo International), Steff Maddison (Quest Newcastle and Newcastle West), Byron Dodd (Training Services NSW), Jake Relf (Quality Hotel NOAH's on the Beach), Giles Donovan (Quad Bike King), Rob Fahey (Holiday Inn Express), Reanne Findlay (Novotel Newcastle Beach), Stacey Kelly (Seed People Consulting), Kent Warren (ACCOR – Novotel)

APOLOGIES: Jim Garis (Hamilton Chamber), Lesley Faulkner (Club Macquarie), Dennis Parker (Luxlift Airport Transfers and Luxury Transport), Allan Woo (Newcastle Airport),

1. MEETING OPEN

Meeting opened 8 am.

2. WELCOME

Kent welcomed the attending members and thanked Rydges Newcastle, for hosting the meeting.

Kent addressed the regularity of the meetings. Previously determined that members meetings would run bi-monthly in 2019, the Committee has recognised the importance of the meetings and will be adding some additional dates.

3. GUEST SPEAKER

Kent discussed the importance of consistent marketing through all sectors, for tourism, and introduced Mark Greaves to speak further on the topic.

- **Mark Greaves – Managing Director, Australian Tourism Group**

Mark gave an overview of his experience within the tourism sector.

Mark went on to give a presentation and discuss Visitor Servicing from a Visitor Information Centre perspective, including:

- Accreditation of Visitor Information Centres
- The history of Visitor Information Centres
- The role and value of a Visitor Information Centre
- Statistics
- The importance of employing the right staff

• **Samantha Willcox – Business Development Coordinator, Newcastle City Council**

Sam discussed the current planning and development of the Newcastle Visitor Information Centre, following the successful pilot in Newcastle Museum. The centre will move to Civic Station, which will provide increased visibility and connectivity.

A survey is currently being done on customers, to ascertain the important areas of the centre. Members are encouraged to provide input, if they have any suggestions and can contact Sam via email swillcox@ncc.nsw.gov.au.

Newcastle City Council’s vision is to have the new Visitor information Centre open in November.

4. CRUISE TERMINAL

Kent addressed the current position of the Newcastle Cruise Terminal, and NTIG’s view is that the project is not completely shut down, but delayed. The next steps for this is to get transparent commentary from The Port regarding the questions asked surrounding demand for the cruise terminal to be in Newcastle.

5. HUNTER BUSINESS CHAMBER

Kent will attend a meeting with Bob Hawes, from Hunter Business Chamber, on 2 May 2019. They will discuss the finalisation of the integration.

6. NTIG COMMITTEE

Kent welcomed Fiona Okpalogu to the NTIG Committee. Both Fiona, from Rydges Newcastle, and Paul O’Rourke, from Newcastle Cruising Yacht Club were voted in at the recent AGM.

Committee Members Contact Information

FIRST NAME	LAST NAME	ROLE	EMAIL	PHONE
Kent	Warren	Chairman	Kent.WARREN@accor.com	
Stewart	Ford	Secretary	stewart.fordtronic@gmail.com	02 4969 6722
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Paul	O’Rourke	Committee	paul.orourke@ncyc.net.au	0413 416 521
Jim	Garis	Committee	jim@garis.com.au	02 4969 4699

7. MEETING CLOSE

Agenda items concluded at 8:50am.

8. NEXT MEETING

DATE: 6 June 2019 – 7:30am for 8am start

VENUE: Holiday Inn