



DRAFT MINUTES

QUEANBEYAN BUSINESS COUNCIL EXECUTIVE MEETING 15 QUEANBEYAN GOLF CLUB TUESDAY, 31ST OCTOBER 2006 at 12.30 pm

Present: Ian McNamee, Ross Barrett, Graham Wise, Jan Browne, Rod Studholme, Steve Jamieson, Jeremy Wyatt, Craig Harris, Ken Ineson, Nick Moufarrige, Simon Mitchell-Taverner, Ian McGinn.

Also in Attendance – Claire Marlowe (QCC), Brenton Sloane(Queanbeyan Age), Jasmine Combe.

- 1. Apologies :** Bill Baker, Loyd Perin, Colin Maxwell, Leanne Brewer, Glenda Snoxall, Daryl Evans, Andrew Herring, Lesley Norris, Maurice McCormack.
- 2. Adoption of Minutes and matters arising from Quarterly meeting 26th September 2006 – CH/NM**

Matters Arising – Nil

3. Treasurer's Report :

Tabled by Treasurer – Detailed copy attached to original minutes and distributed to attendees. Summary as follows:

| | |
|---|--------------|
| Reconciled Bank Balance 30th Sep 2006 | \$101,092.01 |
| Total Equity at 30 th Sep 2006 | \$ 73,713.17 |
| Total surplus | \$ 9,575.00 |
| Budget surplus 1 Sep to 30 Sep 2006 | \$ 6,177.00 |

Treasurer noted that September report distributed to attendees was, for the first time, presented as both consolidated figures and breakdown between QBC and VIC.

Audit – Anthony Curtis & Co have completed the audit. (Report Attachment "A")

VIC Staffing – (See Attachment "B" Executive Officer's Report – item 1) Ian McGinn reported staffing at the VIC is limited to:

- 1 x F/T Mon to Thu at 32hrs per week
- 1 x Casual Fri at 8hrs per week
- 1 x Casual Sat/Sun at 7 hrs per week
- 4 x Volunteers (week days): 1xday at 2hrs per week and 3x1 day each at 3 hrs per day.

Over the last 9 weeks 3 volunteers have been unavailable and limited availability. In the event that the F/T person becomes sick or when they take annual leave staffing would need to be carried out by 2 casuals (if available) and the EO. The EO has identified a traineeship opportunity which would provide for 12 month appointment from which the QBC would be paid \$1,500 at start of traineeship and \$1,500 at end of traineeship.

Treasurer confirmed that funds are available on the basis of current budgeting.

Resolved on the motion of **NM/CH** that the executive approve the appointment of a 12 month traineeship and that publicity be arranged.

ACTION: IMcG

Treasurer's Report Accepted GW/CH

4. Correspondence

Inwards

- **Lesley Norris** – resignation from Executive and Tourism Chapter. **Resolved** Secretary write accepting resignation and thanking Mrs Norris for her strong and on-going support as a general member and valued member of the Queanbeyan tourism industry.

ACTION: SMT

- **Jim Sullivan, Blended Learning**, re Australian Technical College announcement to be held at Bill Lilley Mitsubishi, Wednesday 1st November at 9 am. The email thanked QBC for its strong support of an Australian technical College for Queanbeyan. QBC Members encouraged to attend.

ACTION: All

- **Claire Marlow, Queanbeyan City Council**, requesting support for Seventh City of the Arts grant. **Resolved** that a letter of support be written.

ACTION: IMcG

Adopted JB/CH

5. Retail Tourism Report – including Sub Committee Meeting:

Minutes distributed to all Sub Committee members. Minutes previously posted to web site. Minutes presented to Members by Jan Browne and Rod Studholme on behalf of Bill Baker.

Other issues:

“I love Shopping in Queanbeyan” bumper sticker - Maurice McCormack is producing artwork. It was noted as particularly positive that Helen Hone, PA to QCC’s Manager Strategic Planner, had recommended these stickers be attached to all Council vehicles.

Queanbeyan Events – Jan Browne noted that a number of major Queanbeyan events, including sporting events were held without the prior knowledge of the VIC. This not only put the VIC in a difficult light, it also potentially reduced promotional opportunities for these events. **Resolved** that a letter be sent to sporting and other event organisers.

Adopted JB/RS

ACTION: IMcG

6. CBD LIFT Meeting with QBC 16th October:

Minutes distributed to all Sub Committee members. Minutes previously posted to web site. Minutes presented to Members by Ian McNamee.

Other Issues:

Queanbeyan Signs – Maurice McCormack has drafted four signs, one for the VIC and three others for prominent Queanbeyan locations.

Closure of Crawford Street – Notice of Motion by Cr. Tim Overall for QCC Meeting of 1 November proposing vehicle closure for Crawford Street between Collett and Monaro Streets was discussed. **Resolved** that a letter be drafted to QCC acknowledging the positive nature of such a proposal, but requesting careful study in the following areas:

- Traffic modelling – both for heavy vehicles and general traffic.
- Parking
- Non-vehicular movement
- Impact on business within and around the proposed closure area
- Likely loss of patronage
- Likely gain of patronage
- Social impact
- Visual impact

- Place of the proposed pedestrian mall within the overall CBD Master Plan
- Construction and maintenance costs and likely funding
- Construction timeframe and management of impacts during the construction period.

ACTION: IMcG/CH

Park and Ride suggestion – Ian McNamee advised that, although not on the Council Meeting Minutes, the suggestion by Rod Studholme that a free Park and Ride service be considered was positively discussed at the CBD LIFT meeting.

7. Executive Officer Report:

See Attachment “B” to these Minutes. Executive Officer report covered VIC Staffing (Addressed under Treasurer’s Report Item 3 above), Hotel/Motel Commissions, Membership, and Membership Survey.

Hotel/Motel Commissions: Discussion held on earlier proposed conditions for Voucher System bookings. It was agreed that QBC does not have the capacity to provide direct industrial relations advice and could only offer a referral service to ACT Chamber of Commerce or ABL. Any proposed discounts (eg Queanbeyan Golf Club green fees) could only be agreed to by the respective businesses..

Resolved unanimously that management be empowered to negotiate a contract with ACT Tourism for the Bookrite system on the understanding that there is no up-front or on-going cost and 5% commission payable.

ACTION: I McG

Membership: A full membership list to be provided to the next Retail/Tourism sub-committee.

ACTION: I McG

Adopted SMT/SJ

8. Secretary Report – Issues:

Simon Mitchell-Taverner addressed issues relating to the Visitor Centre and based upon previous experience with Queanbeyan City Council and weekend operations since QBC’s operation.

Motel Bookings – this has historically been an issue due to motelier resistance to paying commission. Under the current Voucher arrangement, a total 16 bookings have been made since 5th May 2006, totalling approx \$3,100 generating \$310 commission (incl GST). Credit card fees are payable out of this commission.

The Bookrite system (www.bookrite.com) appears to have more practicality as it is an on-line system that appears to have no up-front or on-going costs (coming under the banner of ACT Tourism), and can include accommodation in ACT, intra state and interstate as well as Queanbeyan.

External Boards and telephone link to motels - We do not know at this stage what level of bookings (if any) have been made from the external boards, as this arrangement was apparently a matter of trust between VIC and moteliors. We will have some idea of public interest when the relevant phone bill is received, although this facility shares the 1800 line for external callers to the VIC. Because of this link, 1800 calls are diverted to the VIC line, which involves a diversion fee for all incoming 1800 calls.

The placement of the outside boards was made at the cost of the City map, which loss has been commented upon by many visitors. We do not know the whereabouts of this map or of the events information board that was also discarded at this time.

We have yet to receive an invoice for the External Boards, but have been advised by the supplier that the cost will be \$4,000, rather than the earlier cost of \$500 advised by previous Executive Officer.

Resolved that this be referred to the Retail Tourism sub-committee pending negotiations with tourism operators. Jan Browne advised that an earlier meeting of the sub-committee had requested a report on usage of similar external boards at other Visitor Centres.

Queanbeyan brochure –

This is not an immediate issue, however consideration is required as to future policy.

The current Queanbeyan brochure was produced in mid 2005 with a run of 60,000 brochures. It was designed to last until 2007. Despite a very large initial distribution around NSW, Victoria, Queensland and ACT and subsequent top-ups, we still have 22,000 brochures in reserve. Distribution is now much lower than in the past when a previous contract with a media distributor resulted in widespread uncontrolled distribution and potential wastage (for example Tullamarine Airport). Brochures are now distributed by staff on request.

On this basis, we estimate sufficient supplies through to late 2007. In addition, we have well over 2000 centrefold maps in stock from this edition, plus 14,000 folding maps that were ordered in the early days of our operation and sponsored by ActewAGL.

Production of a new brochure requires sensitive timing, as the cost must be met by contributor advertising. Cost will depend upon the number of pages, however an amount of up to \$40,000 is likely.

Whilst the publisher of the brochure will source advertising revenue, there will still be a requirement for staff of QBC/VIC to actively sell. This would not be appropriate during the Floriade or Christmas / Easter periods. A May/June 2007 preparation period would thus seem appropriate.

Another option is to combine with the Canberra brochure. This could be advantageous in terms of advertising value and also, being an annual publication, would be more current.

Against this, Queanbeyan would be likely to lose considerable identity and this is not a preferred option by staff.

Resolved that this matter be placed on the Agenda of the next Retail Tourism sub-committee to establish direction and time frame.

9. General Business

- a. Draft QCC Cultural plan – Resolved** QBC supports Council's draft Cultural Plan.
- b. Video Surveillance** – Rod Studholme noted that Queanbeyan City Council has no policy concerning video surveillance. **Resolved RS/JB** that QBC supports installation and encourages QCC to develop a Policy, particularly in the CBD.
- c. VIC OH&S Audit** – QCC's OH&S Officer advises that a report on VIC OH&S, including automatic Front Doors was presented to QCC General Manager some weeks ago. We are endeavouring to locate this report.
ACTION: SMT
- d. QCC Response to Queanbeyan Land Release Enquiry** – Craig Harris advised this is to be discussed at Meeting of Queanbeyan City Council on Tuesday, 1st November.

10. ACC Update – Ian Coillett of Capital Region Area Consultative Committee reported to Members on the activities of his organisation and invited proposals from QBC. Current Queanbeyan projects include Queanbeyan Cultural Centre and a proposal to extend Queanbeyan Arts Society premises.

Chairman thanked Queanbeyan Golf Club for their hospitality.

Meeting closed 2.05 pm.