



**PRESIDENT'S REPORT TO ANNUAL GENERAL MEETING  
QUEANBEYAN BUSINESS COUNCIL INCORPORATED**

**27 FEBRUARY 2007**

**Mission Statement of QBC**

*To provide a forum for the promotion of Queanbeyan region as a place to live and do business through:*

- *Consultation between business & industry, sporting, cultural and other associations in Queanbeyan region and representation to all levels of Government.*
- *Cooperation with industry associations in the broader Australian Capital Region sharing common values and objectives.*

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In looking at our achievements during 2006, it might be useful to assess our results in line with our Mission Statement as shown on the cover of this report.

### **Visitor Information Centre;**

Certainly the biggest event in this, our second year, was the takeover of Visitor Information Centre services. Not only did this provide a huge opportunity to improve our promotion of Queanbeyan, but also an infrastructure way beyond our initial expectations.

It is a tribute to our staff and Executive members that the takeover in February 2006 was almost seamless. A complete overhaul of the Visitor Centre has resulted in high visitor praise describing the Centre as one of the most attractive, modern and welcoming centres in regional NSW.



VIC re-styled interior with casual staffer Helen McPherson

The sporting Heroes display received wide coverage and served to remind residents and visitors alike of Queanbeyan's strong sporting heritage. 'Heroes' included Heather McKay (squash, racquetball, hockey), Queanbeyan Bowling and Sprint sensation Takeover Target.



Part of the Sporting Heroes display – Takeover Target

### **Business Council Meetings:**

Meetings of the full Executive Council have been held each month at locations provided by Members. Three of these meetings were also General Meetings for all Members. Meetings have been very well attended and consultative – with some forthright views being expressed. Minutes of all meetings are available on the website for public viewing.

The original format of three sub-committees was combined into two during the year. These are 'Retail/ Tourism' (led by Bill Baker) and 'Development/ Industrial' (led by Ian McNamee). Meetings of each (which include non-Executive members) are held between Executive meetings and provide significant policy and operational input. Minutes of these meetings are also on the website.



Executive Officer Ian McGinn with Vice President Bill Baker, Secretary Simon Mitchell-Taverner, Vice Presidents Jeremy Wyatt and Kim Beaumont and Treasurer Graham Wise

Guest speakers have included former Secretary of Defence and High Commissioner to New Zealand and currently Chancellor of ANU, Dr. Allan Hawke BSc (Hons), PhD (ANU) AIM, FIPAA, FAICD, Member for Monaro, Mr. Steve Whan MP, Nationals candidate for Monaro Mr. David Madew and Senior Projects Officer, NSW Premiers Department, Mr. Tim Farland. Special Minister for State and Member for Eden Monaro, Hon. Gary Nairn, and Mayor Frank Pangallo MBE have also met with and addressed our Members during the year.

### **Staffing:**

We have been indeed fortunate to obtain staff with broad experience for the operation of the VIC and day-to-day administration of QBC. A mix of permanent, casual and volunteer staff has enabled us to operate the VIC seven days a week in line with NSW Tourism requirements. Tourism Officer Sandra Bryce, who was a member of the previous QCC/VIC staff, has seen many operational changes since February, coping admirably with change. In addition to overseeing the daily operation of the VIC, Sandra maintains the VIC web page and keeps the Queanbeyan Events register up to date.

It has been rewarding to welcome back previous QCC/VIC staff Ursula Buckley and Helen McPherson as casual employees, bringing outstanding levels of experience and commitment. This has recently been supplemented by the casual employment of former senior Canberra Visitor Centre manager Sue Lipscombe. Our volunteers, Ivon Culver, Geoff Schmidt, Rachel Nano and Catherine Platt have provided valuable service.

The Executive Officer position is pivotal in carrying out the wishes of the Executive Council and its sub-committees. Ian McGinn, who succeeded Dr Bird as Executive Officer in August, has energetically accepted the challenges of this position, which will require increasing levels of feedback to keep the Executive Council up to date with projects.

Part of the Executive Officer's role is to take over the day-to-day bookkeeping systems, and I would like to acknowledge the efforts of Treasurer Graham Wise who has undertaken this from the inception of QBC. Simon Mitchell-Taverner has continued to perform Secretariat duties, including the maintenance of the QBC web site.



Volunteer Rachel Nano and casual Ursula Buckley  
with Tourist Officer Sandra Bryce at the VIC

### **Internet Presence:**

Queanbeyan City Council provided Visitor Information Centre with an excellent established web presence [www.visitqueanbeyan.com.au](http://www.visitqueanbeyan.com.au) which is regularly updated by our staff.

During 2006, we have developed the Business Council's own web site [www.queanbeyanbusinesscouncil.com.au](http://www.queanbeyanbusinesscouncil.com.au), which contains minutes of all our meetings, a wealth of knowledge about QBC activities and links to a large range of useful sites including Queanbeyan City Council and the BEC.

### **Media Presence:**

QBC views have been much in demand by local and regional news media, and media releases have been produced on a wide range of issues as described later in this report. Bill Baker and I have been interviewed on air by ABC and WIN News, and by Canberra Times on a number of occasions. In addition, our Executive Officer Ian McGinn writes a weekly column in the Queanbeyan Age.

### **Community Involvement:**

Many community groups, committees and business organisations have sought Queanbeyan Business Council's support. As a result, QBC is involved with a number of committees and reference groups. These have included:

- **Queanbeyan City Council's CBD LIFT Committee:** This Council Committee seeks to improve the amenity of the CBD and wider business related areas. QBC representatives Nick Moufarrige and Colin Maxwell, supported by Executive members Kim Beaumont, Jeremy Wyatt, Craig Harris, Ian McNamee and others, have been very active – particularly seeking improvements to the entrances to the City and addressing parking and access issues within the CBD. Jeremy Wyatt was part of an outdoor dining inspection at Manuka.
- **Defence HQ Joint Operations Command Advisory Committees:** Jeremy Wyatt, Ian McNamee and Simon Mitchell-Taverner have attended meetings to ensure local business involvement with the construction, fit-out and on-going operation of this major facility.
- **NRMA Better Roads Committee:** Ian McNamee was an active member of this committee, which made major recommendations on the upgrade of the Kings Highway, Monaro Highway and other regional roads.
- **NSW Government Queanbeyan Land Release Enquiry:** QBC issued two written submissions and a verbal submission to the Enquiry panel plus major media releases. Ian McNamee, Bill Baker and Simon Mitchell-Taverner addressed the panel. We believe our voice was heard "loud and clear" as described by one Panel member. We expect the enquiry findings will lead to a secure future for Queanbeyan for many years to come.
- **Queanbeyan Cultural Centre Consultative Committee:** Bill Baker has represented QBC as a regular member of the Committee. QBC supported the construction of the Cultural Centre with the provisos that no parking space would be lost in this precinct, and that the operation would be economically viable.
- **Canberra Business Council Project Team:** Ian McNamee and Simon Mitchell-Taverner have represented Queanbeyan through QBC on this regionally focussed economic development project.
- **Capital Region ACC:** QBC has met regularly with the ACC to consider future direction of economic development projects. Daryl Evans is a Committee Member of this body.
- **Sports Advisory Group:** Jan Browne is an active member of this QCC Advisory Group and provides significant input from the sporting sector.
- **Australian Technical College for Queanbeyan:** QBC was a strong supporter of this Federal project, which has now received the go-ahead following earlier delays.
- **Capital Region Tourism:** Ian McGinn has been appointed to the Board of this Regional Tourism Committee which includes NSW Local Government Areas from Yass Valley and Young to the Southern Highlands.



QBC and VIC HQ is located in the heart of Queanbeyan at the former QCC Council Chambers, 1 Farrer Place.

**Other lobbying activities:**

- **Water supply for Queanbeyan:** working with Queanbeyan City Council, QBC has actively pursued Federal, NSW and ACT governments to secure a guaranteed supply of water to suit the City's future needs.
- **Regional Road Infrastructure:** seen as a vital element in order to remove heavy traffic from Monaro Street and to provide appropriate infrastructure to the growing City. Loyd Perin and Craig Harris, in particular, have undertaken significant work.
- **Bulky Goods facilities:** QBC has provided input to ACT authorities on proposed developments at Canberra Airport (now completed) and Fyshwick. QBC gave qualified support.
- **New Queanbeyan Hospital and NSW State Office block:** QBC provided input to NSW Government on these projects. These were taken into account, though our reservations were expressed at the locations of the two projects. Reservations regarding visitor parking at the State office Block, with implications for Visitor Parking at the VIC have also been raised.

## Partnerships

We have enjoyed a particularly close relationship with Councillors and Staff of Queanbeyan City Council throughout 2006, not only in relation to our operation of the Visitor Information Centre, but also mutual input of ideas and information concerning all aspects of economic development and promotion in the City. I would particularly like to thank Mayor Frank Pangallo MBE for his support, and to welcome incoming General Manager Gary Chapman.



Queanbeyan Council – a strong relationship

Our other major partner, and co-tenant of our premises, is Capital Region BEC. It was always our intention that the combined services of the BEC, VIC and QBC would provide a one-stop shop for business in Queanbeyan. I believe this has been achieved and I would particularly like to thank BEC Chair Cr. Sue Whelan for her support, and Manager Steve Jamieson who also serves as an Executive Council member of QBC.

### **Onward to 2007:**

I believe Queanbeyan Business Council has made some giant strides during the year. This would not have been possible without the time and effort contributed by so many Executive Committee members. Whilst some may have thought the large Committee size may have been unwieldy, this has proved not to be the case, and I recommend the continuation of a 20 person Executive with the two sub-committees.

I have mentioned many Committee Members specifically earlier in this report, however we have also valued the immense experience brought by others including Ross Barrett, Ken Ineson, Leanne Brewer, Glenda Snoxall, Rod Studholme, Andrew Herring, Kathy Howard, Maurice McCormack and Lesley Norris. Each contributed in their particular field of expertise.

In looking at our Mission for 2007, I believe the collective nature of membership participation needs to be more strongly emphasised – we state we are “the Voice of Queanbeyan”, however it needs to be stressed that this is the collective voice of a wide range of businesses, sporting groups and other community organisations.

The new Executive Committee needs to be specific in defining its policies and priorities in order that sub-committees and employed staff can concentrate on their implementation.

Lobbying all levels of Government will continue to be a priority, as will the effective operation of the Visitor Information Centre. I believe we have been particularly effective in these areas. We should be mindful, however, that the VIC operation provides all the responsibilities of running a business. This includes responsibilities to staff and to the bottom line.



Secretary Simon Mitchell-Taverner and President Ian McNamee discuss forward planning

I do believe, however, there is room for improvement in a number of aspects:

- **Member services** – more direct contact with Members to ascertain their needs, aspirations and ideas. This is always more effective in a face-to-face environment, either in a group or singularly.
- **Membership generation** – our need is to attract new Members who are prepared to contribute in a meaningful way. Whilst there are many who ask “what’s in it for me?”, an ideal new Member would ask “what can I do to help Queanbeyan through Membership of QBC?”. I would like to see the early development of a Prospectus that answers both these questions with authority.

I wish the new Executive Committee every success in driving Queanbeyan Business Council to greater heights.

If re-elected as President for 2007, I remind Members that this will, under QBC rules, be my last year in this position. I am determined to hand the reins to my successor in 2008 with the Association on a very sound footing.

Ian McNamee  
President

27 February 2007