



5 November 2009

# WELCOME TO IN TOUCH WITH TTNQ

## ROB'S VIEW



TTNQ is proud to be one of the Cairns region's peak business and industry leaders developing and refining a "New Deal" with the State and Federal Governments in the face of the region's high unemployment, the local effects of the Global Financial Crisis, the downturn in international tourist arrivals, the exchange rate and the collapse in the region's construction and mining industries.

TTNQ, Advance Cairns, Cairns Chamber of Commerce and Cairns Regional Council, with support from our elected representatives, developed the three-part crisis plan for Relief, Recovery and Reform which was put to the State and Federal Governments.

To date, we have met with local elected representatives to request their support to take the plan forward. A delegation presented the "New Deal" plan to the Minister for Employment Participation Mark Arbib in Canberra. Mr Arbib gave a commitment to meet again within 10 days. While in Canberra the delegation also had the opportunity to speak with Federal Treasurer Wayne Swan. Our four state Labor members have briefed the Premier. Federal Parliamentary Secretary for Employment Jason Clare met with a local delegation including Member for Leichhardt Jim Turnour and Senator Jan McLucas. State Treasurer Andrew Fraser met with us here in Cairns this morning.

This week the Federal Government announced the establishment of the Regional Funding body promised in the Federal election. The positioning of Cairns as the business service centre for PNG has received support from the State Treasurer. We are seeking tangible support for the key project, the development of the Cairns Cultural Precinct on the waterfront opposite the Convention Centre.

In these extraordinary circumstances with support and commitments from State and Federal Governments our region can move forward with the Relief, Recovery and Reform agenda to find regional solutions. [Download the latest briefing paper](#) on the "New Deal" and I'll keep you updated with more information as it becomes available.

Rob Giason  
Chief Executive Officer

## MARKETING NEWS

### **Sensational "Bollywood" Awards night**

Thanks to our sponsors who supported the 2009 TNQ Tourism Awards, our members who nominated and everyone who participated in the gala event. Congratulations again to all our winners. The feedback about the Bollywood themed event is that it was sensational. [Click here](#) to see the photo gallery from the event and [click here](#) to see the video of the winning Bollywood dancers.

### **Not long to wait for TTNQ's new website**

The new consumer site is only seven more sleeps away from launching, Thursday 12 November. The TTNQ team working on the project with Web Developer Steve O'Malley won't be sleeping, they'll be working to get the support sites such as [cairnstours.org.au](http://cairnstours.org.au) ready, plus adding innovative applications like iPhone. Some members are still finalising their information and products in the TTNQ member database which populates the new site and we're really looking forward to launch day. **If you have not updated your product listing, now is the time to do it**, or contact [bryce.graham@tnq.org.au](mailto:bryce.graham@tnq.org.au) for your log in details. So far we have over 80 online videos available for visitors to the site to view, the live weather feeds and feedback are up and running and three of the webcams are live (Cairns, Palm Cove and Port Douglas) with another six regional webcams to follow shortly.

### **Adventure and Backpacker Industry Conference and Sydney Backpacker Expo**

TTNQ and more than 20 Youth / Adventure members from the region are in Sydney to attend the Adventure and Travel Backpacker Expo. They'll be spreading the message that Cairns...Great Up Top, Fun Down Under is the adventure capital of Australia. They'll be attending the annual Adventure Backpacker Industry Conference and cheering on our region's finalists in the TNT's Golden Backpack Awards.

### **Changes to the TTNQ Board of Directors**

This month we say good bye to Michael Coe who represented Cairns North on the TTNQ Board of Directors. Michael, who is relocating from Cairns has been a great asset to the TTNQ Board of Directors and we thank him for his lively and skilled input. Wendy Morris has been appointed to fill the vacancy on the TTNQ Board of Directors. We welcome Wendy's return and her commitment to the interests of our industry.

### **Twitter and Facebook will warn of natural disasters**

The 'Cairns Disaster Coordination Centre' has been launched on Twitter and Facebook. You can visit [www.cairns.qld.gov.au/disaster](http://www.cairns.qld.gov.au/disaster) and become a fan to keep informed in the event of a natural disaster in our region.

### **TQ "Weatherproofing your Business" Workshop 25 November**

Don't be caught out by the weather, attend this one stop shop for Crisis and Risk management planning designed to be specific to your business. At the completion of this four hour workshop you will leave with a comprehensive risk management plan for your business in digital and paper format along with a range of tools to assist you and your staff manage crisis events. Risk management is an essential part of business planning and insurance policy compliance and is ever more important in our region at this time of the year. If you are in the tourism business

and have not "got around" to finalising your plan, this is a simple and timely solution for you. Protect your business and your staff.

The course takes place on **Wednesday 25 November from 10am to 2pm at Rydges Esplanade**. Facilitation and venue costs are covered by TQ, who are bringing this critical workshop to our region in partnership with TTNQ. An operator cost of \$25 applies to cover cost of tools and collateral resources. Operators will be required to complete some pre-course preparation to enable completion of the plan on the day. To register for this opportunity or to have your queries answered, please email [sarah.murdoch@tq.com.au](mailto:sarah.murdoch@tq.com.au) or call 3535 5541.

### **November at TTNQ**

The good men of TTNQ have put down their razors for one month (November) and are growing moustaches to help raise awareness and funds for men's health. We'll include a photo of the TTNQ Tickle Me Mo-Bros in the next edition. If you would like to support men's health through this initiative [you can donate online](#) using your credit card.

## **BUSINESS EVENTS**

### **Business Events Market Update**

Reserve Wednesday 9 December in your diary to attend the next Business Events Cairns & Great Barrier Reef (BECGBR) market update and insights from 9.00am - 10.30am. All members active or interested in the Business Events sector are encouraged to attend. We'll advise further details and the venue shortly.

## **RESEARCH**

### **Reminder for tomorrow's TNQ Research and Insights Forum**

*Friday 6 November 2009 - 9.30am - 1pm approx at Hilton Cairns.*

Our special guest is Andrew Maurer, Manager of Tourism Research Australia's Forecasting and Analysis Unit. Andrew will present on 'Where to from here?' - When is the recovery coming?; what are the growth markets?; specific forecasting for TNQ and Australia. He will also provide analysis of the international and domestic holiday markets in TNQ and comparisons with state and national performance. Keep an eye out for your invitation in the next week or so advising other presenters and topics - an event not to be missed!

## **UPCOMING EVENTS**

The Cairns Forum Event "**CAIRNS - A NEW DEAL, A NEW FOCUS**", 5:30pm -7pm  
Monday 16 November Ballroom at Shangri La hotel The Marina

Cairns Tourism Association, **24<sup>th</sup> Annual Kamsler Awards**, Tuesday 8 December at Pacific International Hotel.

## TTNQ APPLAUDS ACHIEVEMENTS

Plenty to celebrate at Mantra Group with Geoff Weeks taking the top gong of General Manager of the Year, and Tropical North Queensland/Northern Territory recognised as Region of the Year in their 2009 company awards.

Congratulations to Cairns Holiday Park, winner of "Best 4 star Tourist & Caravan" category for 2009 in the HMAA awards.

## ON THE MOVE

TTNQ is happy to announce the appointment of Robyne Snelling to the role of [Airport Ambassador Supervisor](#).

Welcome to three new Mantra Group GMs, Gaye Coughlin is the new General Manager of Mantra Esplanade, Austin Robinson is General Manager at Mantra PortSea Port Douglas, and Jennifer Isaac has moved to Peppers Beach Club Port Douglas in the role of General Manager.

Welcome also to Paul and Barbara Van Min, the new owners of Silky Oaks Lodge. [Read about Barbara and Paul and their plans for the property](#).

## NEWS FROM AROUND THE TOURISM INDUSTRY

### **Cairns Tourism Association**

At the Cairns Tourism Association's October function, Christine Agethen from the CaPTA Booking Centre won the October Award and **Peter Sprigg** from Villa Marine at Yorkeys Knob and **Brett "Popeye" Unterrheiner** from Passions of Paradise were the Special Mention recipients.

### **TPDD Annual General Meeting**

The AGM of Tourism Port Douglas and Daintree was held at the Sheraton Mirage on 27 October. Attendance was the largest for many years, with Mayor Val Schier, Councillor Julia Leu, tourism and accommodation operators plus representatives from Tourism Australia, Tourism Queensland and Tourism Tropical North Queensland in the audience. [Read more...](#)

### **Kewarra Beach Resort Renovations 2010**

Kewarra Beach Resort will soon be embarking on a multi-million dollar renovation and capital improvements project. The work will include renovation to reception, lounge areas, the restaurant, cocktail bar and conference facilities. A new health spa will be introduced, gardens overhauled and a wildlife rehabilitation reserve added. The work is scheduled between 9 April and 1 June 2010 and during that time Kewarra Beach Resort will be closed. [Read more...](#)

### **Indigenous guides complete qualifications with CaPTA Training Centre**

Two guides from an Indigenous touring company in Mossman have completed a professional qualification with leading tourism training organisation, The CaPTA Training Centre. [Read more...](#)

### **“Herberton - The Town of the Pioneers”**

The story of Herberton will be inscribed into history in a new book “Herberton, The Town of the Pioneers” to be published early next year. Tropical North Queensland’s most successful and experienced author, Glenville Pike, has been commissioned to write about the tin mining village by the owners of Herberton Historic Village, Connie & Craig Kimberley. [Read more...](#)

### **Run for a Safe Climate**

Daintree Discovery Centre raised local awareness about climate change by hosting a dinner on 2 November for the “Run for a Safe Climate” initiative. The 6000km run by members of Australia’s emergency services began in Cooktown and will finish in Melbourne on 29 November. It links some of Australia’s natural icons to highlight their vulnerability to climate change, and the need for action to protect our natural environment. [Read more...](#)

### **Hercules hatchings**

The Australian Butterfly Sanctuary in Kuranda has some Herculean “babies” in its breeding laboratory at the moment. Several caterpillars of the world’s largest moth, the Hercules Moth, have just eaten their way out of their eggs. [Read more...](#)

### **Wedding photography venue**

TTNQ’s activities in the Romance Market have been boosted by the addition of a new player. Herberton Historic Village has the weddings market in its sights, giving a new dimension to the rhyme “something old, something new...” [view photos](#). See the Romance Market collateral [here](#).

### **Christmas menus**

Planning your business or private Christmas parties? Here are some offers from fellow TTNQ members.

- Christmas Evening Cruise Charters onboard the new T5 vessel. [Read more...](#)
- Christmas menus at Oliver’s. [Read more...](#)

Send news for In Touch with TTNQ to [Stevie King](#) and include a picture in jpg format.

**IN TOUCH WITH TTNQ IS PROUDLY BROUGHT TO YOU BY OUR VALUED SPONSORS:**



In Touch with TTNQ e-newsletter is produced by Tourism Tropical North Queensland. If you would like to unsubscribe to future mailings of In Touch with TTNQ, please email [membership@tnq.org.au](mailto:membership@tnq.org.au).

While every effort is made to ensure the information in this newsletter is accurate, Tourism Tropical North Queensland disclaims all responsibility and liability (including without limitation, liability in negligence) for all expenses, losses, damages and costs incurred as a result of the information being inaccurate or incomplete in anyway, and for any reason.

© November 09