



MINUTES

Tourism Advisory Committee Meeting

7 May 2020

**MINUTES OF NORFOLK ISLAND REGIONAL COUNCIL
TOURISM ADVISORY COMMITTEE MEETING
HELD AT THE NORFOLK ISLAND REGIONAL COUNCIL MEETING ROOM
ON THURSDAY, 7 MAY 2020 AT 4:00PM**

PRESENT:**IN ATTENDANCE:**

Name	Representative	Present	Apology
Robin Adams	Mayor	✓	
Lisle Snell	Councillor	✓	
Fiona Anderson	The Administrator's Office	✓	
Rael Donde	Accommodation and Tourism Association	✓	
Paul Porter	Tourism Operations/Community Member	✓	
Naomi Thompson	Tourism Operations	✓	
Howard Martin	Community Member	✓	
Andrew Roach	General Manager - NIRC	✓	
Rose Evans	Team Leader Tourism & Economic Development	✓	
VACANT	Tourism Operations		
VACANT	RDA Representative		

1 WELCOME

The Chair welcomed the Committee to the meeting and opened the Meeting at 4:08pm.

The Chair read the Statement of Respect: We acknowledge our elders past and present; and we acknowledge the Norfolk Island People, the traditional custodians of this Island.

2 DISCLOSURE OF INTEREST

Name	Agenda Item	Type	Nature of Interest

3 CONFIRMATION OF MINUTES**3.1 MINUTES OF THE TOURISM ADVISORY COMMITTEE MEETING HELD ON 5 MARCH 2020****RECOMMENDATION**

- That the Minutes of the Tourism Advisory Committee Meeting held on 5 March 2020 be received and the recommendations therein be adopted.

<u>Moved</u>	Fiona Anderson	<u>Seconded</u>	Paul Porter
			Carried

4 BUSINESS ARISING FROM MINUTES

4.1 ORDINARY COUNCIL MEETING MINUTES 18 MARCH 2020 – TAC RESOLUTIONS

<p>9.3 MINUTES OF THE TOURISM ADVISORY COMMITTEE MEETING HELD ON 5 MARCH 2020</p>
<p>RESOLUTION 2020/31</p> <p>Moved: Cr Lisle Snell Seconded: Cr Rod Buffett</p> <ol style="list-style-type: none"> 1. That the Minutes of the Tourism Advisory Committee Meeting held on 5 March 2020 be received and the recommendations therein be adopted. 2. That the Tourism and Economic Development Report February 2020 be noted. 3. That a report for the next TAC meeting be prepared by Team Leader Tourism & Economic Development with different options for increasing and improving data collection from visitors. 4. That the Norfolk Island Regional Council approach the Norfolk Island Council of Elders to ask for endorsement to encourage the community to use the Norfolk language more freely. 5. TAC supports the concept of a Miss Norfolk Island Pageant with the winner potentially participating in the Miss South Pacific Pageant. 6. That Council agree the Council of Elders and the Community Arts Society be approached to develop the proposal of a Miss Norfolk Island Pageant in partnership with Council. 7. That the General Manager continue to develop plans with local businesses engaged with the cruise ship industry in line with the advertised schedule. <p style="text-align: right;">CARRIED</p> <p>UNANIMOUS</p>

4.2 VACANT TAC POSITION

ACTION: Committee to submit recommended names to Team Leader Tourism & Economic Development by 25 May 2020.

4.3 DATA COLLECTION REPORT

Yet to be actioned

4.4 NORFOLK LANGUAGE

An email has been sent to the Council of Elders and we are awaiting a response.

ACTION: Team Leader Tourism & Economic Development to follow up Council of Elders and approach Tour Operators seeking support for use of ‘Watawieh’ as a universal greeting.

RECOMMENDATION

That the General Manager direct Radio Norfolk to incorporate a regular Norf’k segment each week dedicated entirely to Norf’k language, music, archived stories and interviews.

<u>Moved</u>	Fiona Anderson	<u>Seconded</u>	Naomi Thompson
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Carried

4.5 MISS NORFOLK ISLAND PAGEANT

An email has been sent to the Council of Elders and the Community Arts Committee and we are awaiting responses.

5 REPORTS FROM OFFICERS

5.1 TOURISM & ECONOMIC DEVELOPMENT REPORT MARCH & APRIL 2020

RECOMMENDATION

That the Tourism and Economic Development Report March & April 2020 be noted.

<u>Moved</u>	Howard Martin	<u>Seconded</u>	Lisle Snell
			Carried

6 ITEMS FROM COMMITTEE MEMBERS

6.1 LOCAL TRAINING

To assist local businesses, Council is investigating ways to conduct training courses for private sector employers and employees. The TAC discussed which training courses would be most valuable, who should be eligible for the courses, and how should the courses be conducted.

Alan Hollway, NIRC's Executive Manager Organisational Development has offered to oversee any locally run courses. Alan holds a Certificate IV in Training and Assessment.

The TAC advised the most desirable training to be provided for local community:

- Customer Service Course
- Social Media for Businesses Course
- Waiter Training
- Barista Training

ACTION: Team Leader Tourism & Economic Development to approach potential trainers for each course and coordinate with Alan the best way to get some community courses underway.

6.2 SUPPORT FOR LOCAL ACCOMMODATION PROVIDERS

The TAC discussed whether Norfolk Island businesses, and in particular the accommodation providers are eligible for the Australian Government support for businesses affected by Covid-19. In general the feedback provided indicates that the assistance and support currently offered is not beneficial to a lot of local businesses who are patiently waiting for the Australian Government assistance for severely affected regions, and a package specifically designated to Norfolk Island.

The ATA have conducted surveys and are compiling data to reflect the impact of the pandemic on local accommodation providers to inform us how more support could be offered. A report is yet to be developed from the survey results.

Approximately 60 people on island hold Provisional Resident Return Visas (159) and are the most severely affected residents needing employment, income and support.

6.3 INTERNATIONAL VS DOMESTIC TRAVEL

The TAC discussed the pros and cons of international travel vs domestic travel and provided their opinions on the best way forward for Norfolk Island in regards to airline travel.

	PROS	CONS
INTERNATIONAL TRAVEL WITH PASSPORT	<ul style="list-style-type: none"> • Passport is a unique point of difference • Duty free shopping experience • Plane is able to divert to international destinations • Plane can carry less fuel = less chance passenger/bag offloading • Air NZ have been a reliable airline • Solid airline contract in place 	<ul style="list-style-type: none"> • Some fear of customs by clients • Additional fees - airline ticket
DOMESTIC TRAVEL	<ul style="list-style-type: none"> • Reduced fees - airline ticket • Less time before check-in • Easier for elderly travellers 	<ul style="list-style-type: none"> • Operational challenge at Norfolk (lounge/departure for split airlines) • Plane unable to divert to International destinations • Passengers being offloaded due to weight/fuel restrictions

RECOMMENDATION

That the General Manager pursues a conversation with Air New Zealand about the possibility of the flight service being run out of the Brisbane and Sydney Domestic Airports during the COVID-19 pandemic.

<u>Moved</u>	Naomi Thompson	<u>Seconded</u>	Howard Martin
			Carried

7 COMMITTEE OF THE WHOLE

Did not go into Committee of the Whole.

8 DATE OF NEXT MEETING

The next meeting of the Tourism Advisory Committee will be held on Thursday, 4 June 2020 at 4:00pm.

9 CLOSE OF COMMITTEE MEETING

There being no further business the Chair declared the meeting closed at 5:48pm.