

ANNUAL GENERAL MEETING 2019

DRAFT MINUTES

Venue	Hotel Realm – High Courtyard North 18 National Circuit, Barton ACT 2601
Date	Thursday 31 October, 2019
Time	5:00pm – 5:45pm – Annual General Meeting 5:45pm – 6:30pm – Networking with refreshments

AGENDA ITEMS

1. Chair welcome and apologies

Meeting commenced at 5:06pm

The Chair noted the following apologies:

Stephen Byron – Managing Director, Canberra Airport

Brian Schmidt – Australian National University

Jane O’Dwyer – Australian National University (proxy)

2. Confirmation the minutes of last year’s AGM held on Thursday 1 November 2018, hosted at National Museum of Australia.

Motion: That the Minutes of the 2018 AGM be adopted as a true and accurate record of the meeting.

Moved: Rob Stefanic, Department of Parliamentary Services

Seconded: Stephen Wood, National Convention Centre Canberra

Motion passed

3. Executive Reports

Chair Report for AGM 18/19 FY

Jure Domazet

I would like to acknowledge the Ngunnawal people who are the traditional custodians of this land on which we are meeting and pay respect to the Elders of the Ngunnawal Nation past, present and emerging. I extend this respect to all Aboriginal and Torres Strait Islander peoples attending today.

I am pleased to report that Canberra Convention Bureau yet again exceeded assigned targets by contributing a sales result of \$56.2M and over 89,000 room nights for 2018-2019.

Meeting planners and delegates have been enjoying the benefits of the \$6M invested in the National Convention Centre Canberra by ACT Government. The improvements are ensuring the facility remains competitive as we see other Australians destinations and also New Zealand invest in their centers for the economic return and social benefits conventions deliver. The fact remains that there are large events and peak periods where the center is already at capacity and that is why the Bureau is supporting the NCCC temporary expansion concept.

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The Bureau thanks the ACT Governments for continued support. As we head in to the 2020 territory election, we'll be seeking renewed election and budgetary commitments to the Bureau. This support along with a collaborative approach from VisitCanberra to growing business visitation, and strong industry engagement are essential for us to continue to grow our share of business events.

It's fair to say that our destination has been discovered. We have the confidence to take what we offer to market and compete for business events. That the Bureau has been able to grow results in the face of increasing competition is a testament to the investment in product and ideas from our industry.

With more new hotels coming online, strength in all aspects of the visitor economy is critical and business events play an increasing role. I encourage you and your businesses to continue working with the Bureau to tell your unique stories.

I thank my fellow Directors for their time, energy and commitment. I also acknowledge the ACT Government as a major funder of the Bureau, and particularly Chief Minister Andrew Barr for his leadership as Tourism Minister. I'd also like to acknowledge the efforts and results of the Bureau staff. The past year has seen some change, but new team members are already contributing to results. Lastly, I thank our members for your support of the Bureau and commitment to growing business events for Canberra.

Treasurer Report for AGM 18/19 FY

Rob Stefanic

As noted by the Chair, the Bureau had a very successful year where once again our members played a vital role. The 2018/19 financial year ended for the Bureau with a surplus of \$49,174 as noted in the Annual Report with the balance of held reserve ending at \$181,554. With growing competition on the domestic scene and increases in national and international activity we've maintained the momentum of previous years and increased our in-market presence and maintained a reserve to \$100K. This fiscally prudent approach has seen increased activity while managing costs. A full report and audit can be found on the CCB website.

Major income sources remain ACT Government funding, membership fees and in-kind support and again we would like to thank everyone for their ongoing support of the Bureau enabling them to win business for Canberra and our members.

Membership income is stable with 131 financial members compared with 135 the previous years and retention has remained high at 89%. While it is preferable for membership numbers to keep growing, it is important to note that the Bureau inducted 28 new members and their products in 2017-18.

Financial services continue to be provided by Vivid Accounting and it is felt this provides good stability and expert support for the Bureau in this area. The 2018/19 financial audits have been conducted by Synergy Group and the Bureau once again received a clean audit. Acknowledgement of Simon from Vivid for his presence here today. Also that of Synergy and their attendance today and that of a clean audit.

I would particularly thank the ACT Government for their ongoing recognition of the importance of business events in Canberra and for its ongoing support of the Bureau. The educational and research institutions are an increasingly critical part of Canberra's competitive advantage in the business events market and are will play an increasing role in winning major international events for the destination.

The Bureau appreciates the close working relationship with all the research and learning institutes and the new strategy to collaborate even more closely with our universities and our internationally recognized academic leaders to yield higher visitation to our Region.

As noted last year by my predecessor Nicole Short, the Bureau is operating in an increasingly competitive landscape as state and territory governments recognize the value of business events as a

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key economic driver. Sydney, Melbourne and Adelaide are fully operational, Sunshine Coast and Cairns are investing, and New Zealand is pegging their economic prosperity on attracting an increased share of the Australian business events market. Asia continues to invest strongly in this sector recognizing its value as an economic and social driver for key industry sectors.

The Bureau, along with our tourism stakeholder groups, intends to keep promoting the significant economic and employment benefits that greater convention centre capacity will bring to our region. Thank you to all members and those here for your leadership in growing business events in the ACT. Finally, I thank Mike Matthews and the Bureau team for their careful stewardship of an entity that is vital to the promotion of Canberra both locally and internationally.

CEO Report for AGM 18/19 FY

Michael Matthews

2018/19 has been another good year for business events in Canberra, and while there were some softer patches due to the federal election and a bit of a hangover, we started well and finished well. It's the behind the scenes work to elevate our position for business events both nationally and internationally that gets me excited. We've made great inroads in Sydney market, targeting PCO relationships, and capitalised on our Melbourne presence. Internationally, mainly through engagement with our universities we're winning international business events – ever so important as they often fall outside of regular demand patterns. Incentive business remains a focus, but it must be noted that it's hard work. Participating in Dreamtime and hosting buyer delegations from India and Singapore are important steps.

Importantly in 2018/19 we have seen excellent engagement with ACTG and through that, creative solutions to winning business events and departments supporting the attraction of business events. We could not have won the IEEE AI conference without the support from Jonathan Kobus.

A successful year saw 82 bids submitted with an average bid value of close to \$900K and over 1,200 room nights. We talk a lot of the strengthening competition and importantly our conversion rate continues to remain strong, evidence that we're targeting the right business events. 39 individual client site inspections (up 10 from last year), two PCO famils and Top Secret 2019 (which hit the \$119M mark this year) were made possible through increased tradeshow activity and 493 sales calls. All our marketing and sales efforts are ultimately aimed at bringing influencers to Canberra to see our stories for themselves. And we've identified another \$88M in new opportunities with \$50M in pending status.

Our success targeting business events aligned with our key strengths and also ACT Government priorities is why we've again exceeded assigned revenue targets. Priorities such as renewables, innovation, higher education, defence and cyber, and health not only improve our chances of success but showcase Canberra's capabilities, our best and brightest, and the research, investment and developments within our universities and government. And our Director of International Bidding specifically targets academics at our universities.

You'll have heard us talk of the 'long tail' benefits of BE and we'll continue to communicate that the benefits delivered by business events extend beyond mere economics. The benefits need to be more broadly understood by the many layers of government and the broader community. We're please see Kareena Arthy, Kate Starick and Jonathan Kobus among others at ACTG understand this and we look forward to working together to access ACT Government areas of opportunity and through them, increase our destination appeal and competitiveness.

The need for a new convention facility for Canberra still builds. A new centre (and possibly a temporary expansion of the existing centre) will be major a contributor to Tourism 2030 strategies and targets. Importantly this will support the next increases in hotel room inventory coming to Canberra and the quality hotel projects coming to market, many of which our members are directly involved with.

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Canberra continues to enjoy an unprecedented combination of excellent experiences, meetings and accommodation stock, vibrancy in our precincts and recognition as the Knowledge Capital. The team at Canberra Convention Bureau are to be congratulated on their achievements of the past year. I'm very proud of the team that represents you, with the right mix of experience, enthusiasm and competitive drive and thank them for their ongoing commitment to growing business events in Canberra. We look forward to doing this with and for you in the year to come. Lastly, thank you to the board and executive for their high level of expertise in guiding the organisation and for your engagement when needed. Special thanks to the executive, Jure, Steve and Rob. Thank you.

Motion: To receive and adopt the Chair's Report, Treasurer's Report and CEO's Report.

Moved: John Russell, Pialligo Estate

Seconded: Adriaan Du Plessis, Novotel Canberra

Motion passed

4. Appointment of the Auditor

Motion: That Synergy Group be appointed to undertake the audit for 2019/2020 financial year.

Moved: Fredrick Arul, Hyatt Hotel Canberra

Seconded: John Russell, Pialligo Estate

Motion passed

6. CCB Board Positions 2019

CATEGORY (B)

Those who own or are engaged in the management of Hotels por Motels and accommodation houses having less than 100 accommodation units.

Nomination Accepted: Rien Donkin, Iconic Hotels

CATEGORY (C)

Those who provide or are engaged in the management of air transport.

Nomination Accepted: Michael Thomson, Canberra Airport

CATEGORY (D)

Those who own or are engaged in the management of restaurants or other outlets, catering establishments, or engaged in training for the tourism and hospitality industries.

Nomination Accepted: John Russell, Pialligo Estate

CATEGORY (F)

Those who own or are engaged in the management of convention venues in excess of 500 square meters.

Nomination Accepted: Stephen Wood, National Convention Centre Canberra

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CATEGORY (H)

Ordinary members who own or are engaged in the management of some other form of visitor, tourist or convention business or activity or any other business or activity.

Nomination Accepted: Jure Domazet, Doma Hotels

CATEGORY (I)

Those who are involved in educational institutions or provide services to support the work of the Federal Parliament.

Nomination Accepted: Brian Schmidt, Australian National University

As only one nomination has been received for positions A, C, D, F, H and I, therefore nominees are confirmed in these board positions for a 2-year appointment. With thanks, we wish Stephen Byron of the Canberra Airport well as he stands down from the CCB board after 4 years of service.

7. Other Business – Constitution review – Barry Neame, Constitution Committee Member

My name is Barry Neame, owner of Consec Conference and Event Management. We've been members of the Bureau for some time including my involvement on the board. I'm also President of PCOA.

From time to time it is good practice to review the documents that underpin the work of the organisation. It was felt by the board that the Bureau constitution be looked at to ensure it is modern in language and reflects current business and management premises, last undertaken in 2012. The board committee looking at the constitution was myself and Stephen Wood, NCCC with guidance from the CEO. Darren Carden, Principal from Eastwood Legal was retained to do the review. The Canberra Convention Bureau constitution is put to forward at the 2018/19 AGM for acceptance noting the following changes:

Cover Page: Updated Bureau logo

Page 1: 2.1 Change Club Membership to Product and add Stakeholder category "Public Officer" has the same meaning as set out in section 57 of the Act.

Page 2: 4.1.a Add language of "business events" and throughout items 4

4.1d Replace Canberra Tourism and Events Corp with ACT Government and its agencies

Page 6: 6.2.a Change Membership name from Club to Product

6.2.f Add Membership category Stakeholder

6.3.a Change Members from "those who own or are engaged in the management of Hotel or Motels having at least 100 accommodation units" to at least **200** accommodation units

6.3.b Change Members from "those who own or are engaged in the management of Hotel or Motels having less than 100 accommodation units" to less than **200** accommodation units.

6.3.f Change Members from "those who own or are engaged in the management of convention venues in excess of 500 square metres" to in excess of **1,000** square metres.

The last 3 changes reflect the change in business offering and the maturing of our product since 1997 when these lines for first structured.

Page 10: 12.4.b.i Change all references through-out the constitution from Chairman to Chair

12.4.b.ii Change all reference though-out the constitution from Vice Chairman to Vice Chair

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12.6.d *Add line “The organisation shall seek to achieve diversity for board members”*

12.8 *Add line “The board in considering vacancies shall seek to achieve diversity for board appointees”*

Page 13: 16.9 Change all references throughout the constitution from Executive Director to Chief Executive Officer or CEO

The board and management note the strength of ideas that comes from diversity in all its forms and will endeavour to be a diverse and inclusive organisation that reflects our emerging workplaces and city. Finally – the previous references to changes noted in the 2012 review, to carry forth until the 2013 AGM have been removed.

Recommendation

To receive and adopt the 2019 Constitution as read here today.

Moved: Jure Domazet, Doma Group

Seconded: Stephen Wood, National Convention Bureau Canberra

Motion passed

8. Close

Thank you to those who have attended the 2019 AGM. The meeting was closed at 5:34pm