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NEWSLETTER

APRIL 2018

Annual General Meeting

Tuesday, 3 April, 2018

Presidents Report

It is wonderful to be presenting a very positive picture of the growth of Tour Guides WA over the past 12 months, but is also with some apprehension that I present a report that indicates both positive and concerning trends for the future of TGWA.

2017 was a very successful year as TGWA became involved in training. We secured a grant from Tourism WA to conduct training for guides (volunteer and paid) involved in cruise shipping in the active Western Australian cruise ports.

As part of this grant, membership to TGWA until the end of 2018 was provided to each person who successfully completed the fairly rigorous training that included both theoretical and practical application.

Therefore our membership stands at a record number in excess of 120 members, and even more wonderful, from regional areas as well as Perth.

TGWA has been commissioned to conduct four more cruise port training courses before the end of 2018.

TGWA also provided training for guides at the City of Perth i-Guides during January and February.

2017 saw some great Professional Development opportunities, which all too few of our members took advantage of. Anyone who ventured out on a cold, bleak (but dry) day to explore nature in all its glory at Ellis Brook marvelled at the waterfall and wildflowers.

Those who joined us for the 'Woiley and Quenda Walk' at Whiteman Park again had a memorable evening feeding peanuts to these amazing nocturnal animals.

To build on these great families we have already put in place two specialized walks this year to help you increase your knowledge and confidence with our native flora and fauna, as well as a Voice Workshop that will include making your voice your best asset

whether you are facing your audience or holding a microphone on a coach where your body language can't be 'read' by your audience.

We are also planning an opportunity to go and ring the Swan Bells, as although some of our members go there regularly with tour groups there are many of our number who have never had the opportunity to learn about the bells, or have some fun ringing them.

With so many country members we are also looking at providing resources for each group to conduct their own 'get-togethers' and opportunities for continued learning.

On a very serious note, your committee is getting older, greyer and all realize that we have grown TGWA to a healthy position, but it needs new, younger blood to move the association forward. We need to raise up the next generation of people with the love and enthusiasm for tour guiding to not see committing to joining the committee as a chore, but rather the opportunity to set a new direction for the future. We all agree that tour guides are the most important link in a visitors experience when it comes to creating memories, so let's keep working and growing together, encouraging each other and looking for ways to get involved ourselves to secure the future of such an important professional body as Tour Guides.

Let's look forward to 2018 and beyond and discuss and share the joys and frustrations of what we do together. Let's support each other and work together to be a vibrant voice in tourism in Western Australia.

Cherie Toovey

President

TGWA 2018 Committee

Elected unopposed were:

President:: Cherie Toovey

Secretary: Jan Barry

Treasurer: Ellen Bradley

Committee (up to 5 members)

**Peter Coyle, Phil Rennie Jeremy Perks,
Lesley Sullivan**

After several years managing the roles of both Secretary and Treasurer, and with the tremendous growth of TGWA Membership in the last 12 months, I find it is necessary to reduce my commitment to TGWA.

By passing on the baton of Secretary to someone else it allows me more time to continue purely as a Member, as well as continuing other activities - especially as a Volunteer Tour Guide at Whiteman Park.

(In January I had the privilege of being the Tour Guide for a special Woylie Walk for the Governor of WA, Director General of Planning and several other high profile women).

Jan Barry (Global Gypsies) has volunteered to take over the Duties of Secretary in the short term, which includes receiving and responding to emails, arranging meetings and recording Agenda and Minutes, preparation and distribution of the quarterly newsletter.

I will, however, continue as Treasurer for a little while longer, specifically to support Cherie with all the training she has done in recent years – especially the Cruise Guide training funded by Tourism WA.

I will not be attending Committee Meetings unless requested as I can submit financial information electronically to Committee Members.

The funding from Tourism WA is managed in a separate account - which is the reason I am continuing as Treasurer for another year or so – but am happy to hand over to anyone at any time (with approval from the TGWA Management Committee) if they feel confident to manage both accounts.

Best wishes to you all. I hope to see you at at least one of the Professional Development activities during the year (see below).

Ellen

PROPOSED PROFESSIONAL DEVELOPMENT PROGRAMME 2018

Please indicate your interest so that location details, dates/times etc can be provided.

July Ellisbrook

August Wireless Hill

September "A Walk in the Park" - Whiteman Park - (not Caversham Wildlife Park)

October – Voice Workshop

December – Bell Tower & South Perth Foreshore

Other Options: Hotham Valley Railway

Armadale

Dwellingup

Kings Park

2018 Cruise Guide Training Locations

August: Broome **September**: Exmouth **November**: Esperance: **December**: Fremantle

AUSTRALIAN HERITAGE FESTIVAL

18TH April – 20th May

Brochures available from the National Trust

More information on line at

australianheritagefestival.org.au

The States heritage grants program provides funding towards maintaining heritage listed buildings and assists private owners with the costs associated with maintaining heritage places.

Houghton Homestead in Middle Swan (linked to Houghton Winery) and Wesley Chapel and Manse – reported to be a fine example of Victorian Georgian domestic architecture – are just two of the projects

2018 Polocross Championships

Sponsored by Tourism WA

50th Golden Jubilee

held every 2 years on a rotational basis around 7 States and Territories

will be held in the Swan Valley

October 1-7

More than 570 players and strappers will participate in a range of categories ranging from Under 12 Juniors to Masters

2018 WA Tourism Conference

September 3-5

Perth Convention and Exhibition Centre

Hosted by

**Tourism Council WA, Visitor Centres WA,
Caravan Industry Association WA
WAITOC and FACET**

The Australian Indigenous Tourism Conference

**will be held in Lorne, Victoria
October 30 – November 2, 2018**

Facilitated by WAITOC

Hosted by

Eastern Maar

Aboriginal Corporation

**Supported by the State Government of
Victoria and Outback Academy**

Geotourism and Geoparks Workshop

9am – 3 pm

Speakers from UK, China, Iran and
Australia

Monday 14 May,

at Department of

Biodiversity, Conservation and
Attractions, Kensington

More than 800 tourism industry
representatives attended the
**National Qantas 2017 Tourism
Awards**

at the Optus Stadium in February

Among the Gold Medal recipients were:

Fremantle Prison

Sandalford Wines

Swan Valley Visitor Centre

Ni Hao 2018

This event took place in the Swan Valley on 19 March and provided an opportunity for WA industry operators to develop business relationships with key tourism operators – from China, Hong Kong and Taiwan.

Segway Tours

Are now operating in Kings Park and Botanic Gardens – providing a boost to tourism in the heart of the city.

The tour will take in views of the city and Swan and Canning rivers for up to 10km

South West Cave named best in Australia

Australian Geographic's online magazine, described Lake Cave as "a crystal wonderland with still waters reflecting the pristine caverns above."

Green Light for "Old Salt" Swan River Event Barge

The State Government has approved the development of a floating barge as a 250 patron capacity event venue about 400 metres from Elizabeth Quay.

WA Beaches named best in Australia

The Sunday Telegraph's Escape On Line publication named Smith's Beach, Coral Bay and Lucky Bay among the top 13 Aussie beaches.

Yagan Square

Sixteen small businesses – bars, cafes and shops – are now operating in Yagan Square. It is anticipated that they will service thousands of daily visitors creating new tourism and employment opportunities.

Tourism export figures released in March reveal that China (Population 1.4 billion) has taken the lead as our biggest inbound visitor market

India and Indonesia are strong growth markets with growing populations and economies

Population: India 1.3 billion

Indonesia: 26.5 million

New Museum

Construction is now underway and it is anticipated that the world class facility will attract about 800,000 visitors in the first year. The Museum will open in 2020.

Increased flights from Jakarta

Garuda Indonesia has announced an extra (fifth) flight per week between Jakarta and Perth. This extra service is expected to increase visitor numbers to WA from one of Australia's fastest growing markets

South West WA

Bunbury was regarded as "the best place to go for a dip with a bottlenose dolphin" as part of the inaugural Australian Town of the Year Awards.

ROTTNEST

The final section of the Wadjemup Bidi project is now completed with 45 km of walk trails including the island's West End, Rocky Bay, Marjorie Bay, Cathedral Rocks, Cape Vlamingh and Fish Hook Bay

Hotel Rottnest

will undergo a major expansion, including new rooms and several pools, and will double in size with 80 additional rooms.

The Discovery Eco Village at Pinky'Beach

– the first new accommodation on the island in more than 30 years – is expected to open at the end of this year.

It offers 86 low-impact eco-tents with easy access to Pinky's Beach and the Basin.

Swan River Sea Planes

As a result of a successful trial period earlier this year, Swan River Seaplanes will recommence operations with an expanded program of day and overnight tours, including Rottnest Island, and the Pinnacles.

AZAMARA JOURNEY

This boutique, luxury ship, with a 690 guest capacity, made its maiden voyage to Fremantle on 26 January.

It also called in to Geraldton, Bunbury, Albany and Esperance..

In 2016-17 the cruise sector contributed over \$387 million to WA's economy and supported 1,448 jobs.

WA ports received 141 cruise ship visits, a 16.5 per cent increase from the previous year.

PERTH TO HOST the AUSTRALIAN TOURISM EXCHANGE

8-12 April, 2019

ATE is Australia's largest annual tourism trade event and brings together Australian tourism businesses, wholesalers, retailers from around the world.

FREMANTLE PASSENGER TERMINAL

is about to undergo a substantial \$3 million refurbishment Including:

Externally:

A new central canopy
Repainted façade
Updated signage
New flagpoles and banners

Internally:

Refurbishing the ground floor foyer
New security screens
Modern furniture for the transit area in the first-floor function hall

The work is expected to be completed in time for the 2018-19 cruise season.

Following the Governments commitments to improvements and upgrades (not only at Fremantle, but also at Broome and Geraldton)

CARNIVAL AUSTRALIA will homeport the Sun Princess (which carries 2,000 guests) in Fremantle for 141 days in 2019-20, and will also visit regional ports, including Busselton, Geraldton and Broome.

Indigenous Tourism Summit 2020

Western Australia has been announced as the successful host of the third World Indigenous Tourism Summit in April 2020.

The summit is expected to attract hundreds of delegates from around Australia and the world. It has previously been held in Canada and New Zealand.

WORLD T20 COMING TO PERTH

Tourism WA has successfully bid to host 11 international Cricket Council World T20 matches in Perth in 2020 –including 6 men's matches at Perth Stadium and 5 women's matches at the WACA Ground.

Thousands of people are expected to travel to Perth from interstate and overseas.