

# NEWSLETTER



JULY 2010



## ***Change Is All Around And Is A Challenge For Us All***

By Chris Ward, President ARAMA Queensland

**It is with humility that I take up the mantle of the ARAMA presidency, following in the footsteps of Kim Cox who has lead our association for the past 12 years.**

Under Kim's strong leadership ARAMA has grown from two branches to seven regional branches with membership rising from 200 resident accommodation managers to a current level of 950 members.

A tribute to Kim's tenacity, one of his first assignments was to close the ailing Brisbane branch which was rebuilt some five years later and now boasts four regional groups which make up that branch and its 300 members. Kim and the three presidents before him have worked strenuously to position the resident accommodation managers as the integral professional group delivering very practical professional support to the owners, tenants and visitors to the State's expanding density living buildings and schemes.

Kim as the second Sunshine Coast president (Barry Turner preceded him) decided to take on the office of president and did so when the land mark Body Corporate and Community Management Act provided the new changes to the industry, introducing the concept of an overriding Act supported by various modules to cater for the variety of complexes.

This was a momentous change and a clear recognition by the Queensland Government of the growth in importance of the strata and community title industry and its expansion in Queensland, from the high rise resorts on the Gold and Sunshine Coasts and the booming tourist industry. The growth continued throughout Queensland in the regional capitals, the new tourist centres and in Brisbane, especially in the CBD.

The recognition of the new Act placed a range of challenges on resident managers as the day to day practicalities of density living place new pressures on all stakeholders- to make sure that the

operations of buildings and schemes, large and small, were managed fairly and responsibly.

Kim's decision to retire from his position was in his own words, "to make way for the new changes" and to bring forward a new team of branch leaders to take on the work of ARAMA as major changes in planning legislation was being introduced.

There is a new watershed ahead for the strata and community title industry- with the continued dramatic population growth forecast for many regions in Queensland, not the least in the South East corner where some 750,000 new residents are expected to settle in the next 20 years, 50 percent of them in density living complexes. Quite clearly the challenge to meet and cope with this demand is multifaceted, with the creation of super regional councils, further reforms in the planning laws and regulations affecting local authoritative and the creation of new bodies to administer supply utilities across the State together with national legislation affecting property management.

Kim believed it was the right time for ARAMA to move forward in the changing environment to further restructure the operations of ARAMA at the State level, yet retain the regional branch structure to ensure that local issues and concerns could still be effectively managed at the grass roots level as always.

However, the challenge of major change in so many key stakeholder areas for ARAMA has lead the State Management Committee to embrace the change environment with the implementation of a new strategic plan to meet the challenges of the continuing growth of our industry.

Importantly, most new resident managers are introduced to ARAMA early in their tenures and we are continuing to ensure that our new members are strongly

supported and assisted as they move into their new careers. Resident managers do have a very positive industry reputation, but the increasing complexity and size of new schemes, provides new challenges for us all and will continue to do so for the foreseeable future.

To this end your State Management Committee has had a strategic management plan developed and it will be rolled out during the next 5 years as we seek to positively manage the challenges of change. There is some restructuring to take place, including a State management structure which will be administered by Trevor Rawnsley, our Chief Operating Officer who will be responsible for the State operations.

The roll out of the administrative change is designed to ensure that ARAMA continues to be viewed as a responsible and well structured representative industry body, with strong governance procedures and competently putting forward its representations on behalf of the industry and the thousands of owners and stakeholders it supports.

We need to be seen as a 21st century operation, well equipped to deal with the forecast industry growth and that we are experienced and practical in our representations to all sectors of the property industry and to all levels of government. ARAMA has a great depth of practical expertise in this key growth area

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## Change Is All Around And Is A Challenge For Us All

By Chris Ward,  
President ARAMA Queensland

and as your new president I am well aware of the great diversity of challenges that face the industry.

I am heartened by our past leaders, the ARAMA founders from the Gold Coast and the successful growth of the industry and its strong and responsible reputation that it currently enjoys. Changing times bring challenges, and as we move into the second decade of the 21st century recovering from the Global Financial Crisis, we need to be well equipped to meet the challenges of change.

I urge all ARAMA members to be alert to the impact of change in the region and on their business. ARAMA continues to need your eyes and ears, and very importantly your involvement. In return we will work tirelessly to continue the work of our past leaders, to make sure that resident management continues to flourish as a business and profession in Queensland.

I look forward to your support  
for our team.

## Chris Ward Appointed President

The ARAMA Queensland Committee appointed Gold Coast based resident manager Chris Ward as the new President of the Queensland branch taking over from Kim Cox who has been president for the past 11 years.

Chris has been the president of the Gold Coast branch for the past two years. He and his wife Wendy have the management rights for a major high rise property at Palm Beach on the Gold Coast, their second building and he is on the board of the Creek to Creek Chamber of Commerce.

Chris has had an extensive background in retailing including a seafood outlet, a hotel and KFC franchises in Cowra, Young and Yass.



By Trevor Rawnsley,  
Chief Operating Officer



## ARAMA Represents Members at Population Growth Summit

At the end of March more than 200 delegates attended Queensland's first Population Growth Summit addressing the projection of Australian population levels beyond 35 million people by 2050 and generating 1,400 ideas currently being reviewed.

Queensland is experiencing rapid growth of more than 100,000 new residents per year hence it needs to address the large slice of reaching a population of 10 million by 2050. This growth to 4.5 million residents in Brisbane alone will affect our members in both short term and long term accommodation complexes. The opportunities are endless.

ARAMA was the only industry representative from the accommodation sector invited to attend the Brisbane summit, where I had the opportunity to speak with Premier Anna Bligh, Federal Treasurer Wayne Swan, scores of Ministers, every Regional Mayor, as well as many senior bureaucrats and policy writers from around Queensland. Government representatives were also joined by Environmentalists, Social Analysts, Developers, Industry Groups and Community Representatives.

The summit revealed a strong backing for the idea of a Regional First Home Owners Grant, decentralisation of Government Departments, and support for new businesses in regional Queensland. Key themes emerged such as the need to ensure growth is managed to protect our lifestyle and environment and the need for infrastructure to help manage growth.

ARAMA plays a great role in managing communities and has a unique responsibility in managing growth and density living. Therefore I took the opportunity to speak to summit participants about the issue of being the ones who are left at the complexes there after the developers depart.

We've got to make it all function in a united way, often with people who have different agendas and nothing else in common. We live, eat, work and socialise in these mini communities and are often called upon to

keep the wheels rolling in the scheme. We represent the interests of all lot owners in the scheme and we provide a very important service to benefit Investors, owner occupiers, holiday makers and tenants. In essence we are at the blunt end of many of these issues.

Premier Bligh has released the Growth Management Summit website and has committed to updating the site periodically (<http://growthsummit.premiers.qld.gov.au/>). ARAMA appreciates the Queensland Government's initiative and the invitation to attend the summit. We would like to extend our support as management rights has much to offer in terms of improved liveability in community title schemes.

### FASTFACTS Queensland:

- **Third largest state with 4.45 million inhabitants**
- **Growth of 2.7% within 1 year**
- Year to September 2009 saw
  - **16,000 interstate migrants settling in Queensland**
  - **natural increase of 41,100 residents**
  - **increase of 51,800 overseas migrants**

# Know Your Industrial Relations Obligations

By Trevor Rawnsley, Chief Operating Officer

**The Industrial Relations landscape has changed dramatically in Australia, particularly over the past twelve months with reports emerging that more and more businesses are being successfully prosecuted under the Fair Work Act for underpayment of wages and unfair dismissal. Even small businesses like Management Rights can be investigated by the Fair Work Ombudsmen.**

The Fair Work act can best be described as "complicated". We urge you to review your workplace practices including wages, salaries and payments to contractors to ensure that they comply with the Act and are best practice. ARAMA is providing detailed information in the Employment & Wages section of its library on the website, supplied by Livingstones Australia, a specialist provider of industrial relations advice. It is important to have a good understanding of the Fair work Act and its implications:

- Are your employees covered by the Federal or State award? This varies depending on how your business is structured. Check the flowchart and the decision tree to find out where you fit.
- Are your employees paid in accordance with the correct award? New awards have coverage in our industry and if you haven't reviewed your wage payments in the last year or so you will find that Award rates have probably increased.
- Are your workers employees or contractors? New rules apply including a section dealing with Sham arrangements. There is a new section defining employees and contractors.

The consequences of non-compliance are fines of up to \$33,000, an order to back pay with interest, the stress involved in dealing with the Fair Work Ombudsmen and the distractions that this could cause to your business.

We urge you to take the time to understand the updated Employment & Wages section of the ARAMA website. It will be worthwhile in the end: <http://www.qrama.com.au/library/employmentwages/overview.htm>.

We have provided a brief introductory overview and added a "list of contents" so members can see the various

headings under which the information is presented. The list has links to each section and so removes the concern of members needing to work through the whole document to find what they need. We have also provided a flowchart, a decision tree and a transitional calculator. Without viewing this flowchart, members cannot select the appropriate sections that they need to access. As with all such documents, we encourage members to read the whole document. Furthermore, ARAMA Queensland encourages all members to issue a letter of appointment or a contractor agreement for every employee and contractor engaged by them. Pro forma letters of appointment are provided on the website for your information and reference. Letters are also provided for any existing employee for whom an appointment letter has not been issued. ARAMA does not possess the resources to provide an Industrial Relations interpretive service. This is a highly specialised role best left to the experts. You may wish to contact Livingstones Australia on (07) 3833 1200 or the Chamber of Commerce and Industry Queensland on 1300 135 822. Free advice is available from Fair Work Online [www.fairwork.gov.au](http://www.fairwork.gov.au).

## Accommodation Managers Deliver Surf Safety Messages

**Accommodation managers across the State are being urged to help spread the surf safety message this year as part of a Government-funded initiative being rolled out by Surf Lifesaving Queensland.**

The Queensland Government has committed \$100,000 to the On the Same Wave program, a new multicultural campaign designed to educate people from culturally and linguistically diverse backgrounds about the importance of surf safety.

As part of the community education strategy, hotels, motels and backpacker resorts have been identified as key communication vehicles to directly promote the water safety message to guests and international tourists. More than 60 people have died on Australian beaches since July 2009 and Tourism Minister Peter Lawlor recently said a large percentage of this figure comprised of people from culturally and linguistically diverse backgrounds.

By displaying information about the dangers of swimming or surfing at unpatrolled beaches available in 18 languages you could minimise the risk of liability for damage, Mr Lawlor said. In 2002, the Hyatt Coolum successfully defended a \$120 million claim against them over the drowning death of a United States businessman. One of the key factors attributed to this outcome was the extensive efforts of the hotel to educate and protect its guests from water and beach dangers.

Mr Lawlor said he hoped that all tourism providers, including hotels and tour operators, would support the campaign and embrace the safety message moving forward. He said surf safety material would be available online at [www.tourism.australia.com](http://www.tourism.australia.com) and for distribution to industry partners. All ARAMA members are encouraged to support this important campaign and actively promote water safety messages within your accommodation complexes.



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# Regionalisation Plan Being Developed for Mackay and Rockhampton

A regionalisation plan is being developed for the Mackay Whitsunday and Fitzroy/Rockhampton Region in a bid to encourage newcomers to the area and manage future growth, Premier Anna Bligh announced at the recent Queensland Growth Management Summit.

With strong population growth forecast for Queensland, the state government has acknowledged that regional Queensland will play a key role in accommodating more people. As an initiative, it is considered for this year's state budget to hand out a \$3,000 boost to the first home owner's grant for people buying property outside South East Queensland.

## BOWEN TO MACKAY

A further \$10 million package for the Bowen Basin has been considered to improve infrastructure. It is anticipated the funding will be used to build staff housing for Queensland Ambulance Officers, a Moranbah Youth Centre and upgrade Queensland Fire and Rescue Service facilities.

In addition the Urban Land Development Authority is investigating Urban Development Areas to manage housing affordability.

Specific projects are:

- \$405M redevelopment of the Mackay Hospital
- Completion of the \$148M Forgan River Bridge and \$43M Hospital Bridge
- \$46M Central Queensland Institute of TAFE, Mackay Trade Training Centre
- \$490M Jilalan rail yards upgrade
- \$1.1 billion Goonyella to Abbot Point Expansion Project (GAP).

"The proposed Mackay Whitsunday statutory regional plan anticipated to be completed by the end of 2011," Ms Jarratt said.

## FIRTZROY TO ROCKHAMPTON

The Premier said creating affordable housing would be a key component of the regionalisation plan which the Urban Land Development Authority is investigating.

Rockhampton's location as the capital and high level service centre of Central Queensland makes it interesting as a region to accommodate future growth. Job opportunities such as in manufacturing, transport industries, mining and construction as well as servicing the resource industries (e.g. LNG) exist and will be extended with the growth.

MP Robert Swarten said the region was well placed to grow with over \$1.19 billion being spent on building and infrastructure projects in 2009-10 including \$563.4 million on Transport and Main Roads, \$59.6 million on Infrastructure and Planning, \$103.3 million on Health, \$47.6 million on Education and Training, \$7.1 million on Police and Community Safety

Specific projects to support population growth include:

- \$149M Rockhampton Hospital Expansion
- \$9.7M Central Queensland Institute of TAFE, Rockhampton Campus Redevelopment.
- Rail track duplications, from Westwood & Wycarbah and Stanwell & Wycarbah, at a total estimated cost of \$96.4 Million.
- Pedestrian bridge on the Bruce Highway, Yaamba Road / Main Street intersection, at a total estimated cost of \$8 Million.
- Upgrades to the Capricorn Highway between Rockhampton - Duarina, at a total estimated cost of \$16.3 Million.
- Electric Locomotive Upgrade Program, at a total estimated cost of \$141 Million.

# Federal Tourism Strategies Developed

State tourism ministers have met to announce the implementation of the National Long-Term Tourism Strategy, committed to fund a number of measures over the next 18 months that will help implement Australia's new \$150 million global marketing campaign and the ongoing tourism marketing by States and Territories.

The integrated tourism policy addresses both supply and demand and will seek to include chefs on the skilled occupations migration list, and improve labour mobility by seeking support for national uniformity for Responsible Service of Alcohol qualifications.

Further measures are the removal of barriers to investment by seeking the inclusion of tourism in the Commonwealth Enterprise Connect Program; the improvement of destination management planning, particularly through undertaking pilot projects and identifying gaps in research and

dissemination; building stronger links with tourism transport planning through restructuring the National Tourism and Aviation Advisory Committee; supporting industry resilience by releasing the study of economic impacts of climate change on tourism; and enhancing indigenous employment through identifying tourism program gaps and scoping out opportunities for inclusion of tourism in existing programs across Governments.

Tourism minister Martin Ferguson said this was an historic partnership between the Commonwealth and the States and Territories that will result in the

release of Australia's first State of the Industry Report highlighting key trends and providing an assessment of the performance of the tourism industry.

Ministers agreed to the establishment of the Tourism Quality Council who will be responsible for implementing Australia's first National Tourism Accreditation Framework (supported with \$5.5million) designed to provide consumers with increased confidence through marketing businesses adhering to a quality standard.

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## Tourism Industry Marketing Strategies to Change

The Queensland Parliament 2010/11 budget presented in May has allocated \$122.9 million to Tourism Australia (TA) meaning that there will be some changes to how TA operates.

Tourism Research Australia will merge into the Department of Resources and Energy. TA was about to launch its new global marketing campaign "There's nothing like Australia".

\$9million has been brought forward to assist in the GFC which caused job losses in the tourism industry at a rate six times faster than the economy as a whole.

The Budget will however provide approximately \$5.5 billion in direct and indirect funding measures over the forward estimates for the potential benefit of the tourism industry.

A month before the budget presentation Gold Coast Tourism (GCT) CEO Martin Winter had criticised that funds were being wasted on duplicated marketing efforts between TA, Tourism Queensland (TQ) and GCT.

After 13 years TQ will change its "Where else but Queensland" campaign in September and launch a new campaign similar to the 'Best job in the world' campaign in 2011.

The 'Uncover a Great Deal of Queensland' campaign commenced in June and is a joint effort of TQ and Qantas.

**Almost 18 million people visited Queensland in 2009, injecting more than \$15.5 billion into the local economy.**

Tourism Minister Lawlor announced in June that in order to support this, a \$520,000 marketing campaign will splash images of Queensland across outdoor screens in Shanghai and on the sides of buses and trains closer to the World Expo. China Southern Airlines will bring 3,600 more Chinese tourists to the Gold Coast and Tiger has commenced a route from Melbourne to the Gold Coast as an extension to the Melbourne Asia route.

## Government Targets Grey Nomads

The Queensland Government has highlighted the vital role that “grey nomads” play in the State’s tourism industry, with its Economic Development Committee launching an inquiry into the development of rural and regional committees through grey nomad tourism

Grey nomads, an affectionate term used to describe older road-bound tourists who have generally adopted a travelling lifestyle, are a key niche market of Queensland’s vibrant tourism industry. Each year they inject millions of dollars back into the local and rural economies throughout the State.

As part of the inquiry, the Committee will investigate a range of factors impacting grey nomad tourism in the State including infrastructure requirements, marketing and promotion of Queensland to potential

visitors, the role of Government in facilitating grey nomad tourism and the potential use of grey nomad skills in regional and rural Queensland.

**For many years the tourism sector has been a cornerstone of economic growth and development in Queensland, with the industry valued at more than \$8.4 billion in 2008.**

However, it is also widely recognised as a fragile industry, and one which has been adversely impacted by the prolonged impacts of the global financial crisis as people reduced their spending on discretionary items such as travel.

The grey nomad sector is a crucial component of our domestic tourism industry and it is important that we continue to investigate all strategies to

encourage, facilitate and cater for ongoing travel from within this market segment.

“To reduce the negative effects of a fall in international tourists due to circumstances beyond individual business or government control, tourist operators can diversify and target domestic niche markets such as grey tourism,” the Economic Development Committee stated.

“Encouraging grey nomads to travel in Queensland will benefit the state’s economy by diversifying the potential pool of tourists,” it said.

ARAMA Queensland will keep our members informed about further developments of this inquiry.



## Fire Safety Training Requirements for Onsite Managers

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The latest fire safety regulations especially for class 2 buildings have had various effects on resident managers and their businesses and there is more news to come shortly.

ARAMA sponsor EBM Insurance Brokers arrange insurance cover for many ARAMA members and have seen an influx of calls from managers concerning the new regulations and how this may affect their insurance.

The new regulations require that owners, or a business or person, that is occupying, or managing a building in Queensland has a legal obligation to ensure the safety of any person in that building in the event of a fire or other emergency. It is the building occupier’s responsibility to appoint and train a Fire Safety Adviser for buildings that are classified as high occupancy.

At a recent Brisbane function EBM Insurance Brokers representative Deslee McKinnon spoke about the importance of knowing what your insurance is covering.

Deslee advised that high occupancy buildings apply for most buildings administered by resident managers

and therefore some managers have taken on the role of Fire Safety Adviser on behalf of their body corporate who in turn will need to complete the Queensland Fire and Rescue Services training program and receive accreditation. This will also apply to relief managers.

EBM Insurance Brokers have made changes to their new business proposal form and renewal declaration so managers can declare if they have agreed to act as Fire Safety Advisers.

The Queensland Fire & Rescue Service has developed ‘The Fire Safety Management Tool for owner occupiers’ to assist owner occupiers in managing their compliance with the Fire and Rescue Service Act 1990 and the Building Fire Safety Regulation 2008. Full details are outlined at [www.fire.qld.gov.au](http://www.fire.qld.gov.au).

For clarification of your insurance coverage contact Deslee McKinnon on (07) 3316 2400.

## Party House Taskforce Formed

An accommodation taskforce chaired by Gold Coast Mayor Ron Clarke has been formed with the intention to ban or limit the number of short-term rentals in residential areas, a decision which could potentially impact more than 14,000 rentals.

The so called "party house" taskforce consists of Gold Coast City Council, State members of Parliament, Queensland Police, Department of Infrastructure and Planning, Tourism Gold Coast and the Real Estate Institute of Queensland (REIQ) members.

Council officers told the taskforce meeting that the council's planning scheme could be modified to designate specific areas for short-term letting. Short-term holiday accommodation is a tourist operation hence there have been some difficulties in recent years with all-hours revelry at party houses in the suburb resulting in complaints towards operators and landlords.

At its May meeting, the Short Term Accommodation taskforce outlined a three-pronged approach to address negative issues relating to the 'party houses':

- improved self-regulation of Short Term Accommodation providers;
- a review of Local Laws and Licensing regulations protecting community amenity in the suburbs; and
- possible changes to the Residential Tenancy Authority and State Sustainable Planning Act 2009 to include a focus on short term accommodation.

At their next meeting at the end of June the taskforce expects recommendations from council officers in relation to these three actions to ensure that neighbours and the broader community are not impacted by people who rent homes where there is also short term accommodation available that is rented to party people.

Councillor Clarke said that the taskforce was to deliver rapid actions and solutions to the issue at hand in a very short time. All taskforce meetings have been open to the public or you can have your say at: [www.goldcoastcity.com.au](http://www.goldcoastcity.com.au)

## Industry News

### ARAMA Invited to Industry Working Group

ARAMA has been invited by Tourism and Fair Trading Minister Peter Lawlor to be part of an industry working group consulting on the split of the Property Agents and Motor Dealers Act 200 into occupation specific laws. The first meeting attended by Executive Officer John Anderson was held in late June . It is expected that the new legislation will be presented to parliament late in 2010. The split of PAMDA follows recommendations of the Service Delivery and Performance Commission's review of the Office of Fair Trading in 2008. It also aligns with the Council of Australian Government's plans for national licensing in selected occupational groups from 2012.

## Industry News

### Sustainable Regions Pilot Project Shows First Success

**In 2008/9 the Queensland Government conducted a comprehensive review of its swimming pool safety laws prior to adopting its two staged swimming pool safety improvement strategy. Integral to the review process was the establishment of a swimming pool safety review Committee which made 23 recommendations aimed at improving the safety for children using pools.**

The first positive results from Tourism Queensland's pilot Sustainable Regions Project have been reported as having reduced the environmental impact of tourism in five chosen regions (Winton, North Stradbroke Island, Airlie Beach, Magnetic Island and Pioneer Valley/Cape Hillsborough).

Some of the outcomes include: carbon footprints being completed for 38 Queensland tourism businesses; almost 70 Queensland tourism businesses making a commitment to sustainability and planning to reduce their combined carbon footprint by 1,173 tonnes of CO<sub>2</sub> -the equivalent of 273 cars off the road for a year; and operators investing in new green initiatives such as the reduction of energy bills and joint recycling programs.

Part of the pilot project is to undertake energy audits of council facilities, and have tourism operators looking at ways they can reduce their water, waste and energy including with the use of solar panels to generate renewable power. Tourism Queensland has worked closely with regional tourism organisations, local councils, consultants and tourism operators on this project and will continue to investigate ways this initiative can be rolled out across the state to make Queensland the truly sustainable tourism destination.

### Natural Hazards Assessment Study

The Sunshine Coast Regional Council is expecting more than \$80,000 in joint State and Federal Government funding to undertake a natural hazards assessment study. The \$120,000 project is part of the \$44 million Natural Disaster Resilience Program rolled out by State and Federal government over four years designed to help minimise the impact of natural disasters on Queensland communities.

Emergency Services Minister Neil Roberts said that by undertaking disaster preparedness and education now, the Sunshine Coast community would be better-placed to respond to - and recover from - future natural disasters.

### More Flight Cuts For Brisbane

Japan Airlines has announced the closing of its direct daily flights from Japan into Brisbane which has been a popular route since 1986. This follows on from a year of route cuts into Queensland. Jetstar remains the carrier for Japanese tourists into the Gold Coast.

## ARAMA Branch Events

### Brisbane Report

By Gayle Jensen, President

The Brisbane branch has had some busy months with a change in Administrator and monthly meetings covering the end of the financial year and its obligations for resident managers.

Our 15 June combined meeting "Knowing your business" brought together 90 members and representatives from the RTA, BSA and EBM Insurance. We have successfully implemented the Hot topic presentations that the Gold Coast Branch has first conducted with Accounting Firm Holman's as our first supporter In June.

Fire safety and compliance with regulations are our focus for the July functions followed by first aid as a major topic in August. Log on to the website if you'd like to attend our meetings: [www.qrama.com.au/brisactivities.htm](http://www.qrama.com.au/brisactivities.htm).

### Sunshine Coast Report

By Robbie Judge, Treasurer

2010 has been an interesting year already for Resident Managers and the Sunshine Coast branch has updated its members through Education Nights in recent months Susan Maynard and Margaret Dickson from Sunshine Coast TAFE delivering her presentations on the subject of the Certificate III and Certificate IV that have been developed specifically for our industry. We have been working with the team from TAFE for two years now

and will be following on from successful completion of Certificate III in tourism in 2009 for 18 members. Last year was very much a trial program, and as a result of this program the team at CSIT have worked out how they can best assist our managers with both on the job training tailored specifically to their needs and 7 or 8 workshops at the Mooloolaba or Noosa Campus.

This gives our managers the opportunity to gain some nationally recognised qualification. The team visits managers onsite as well as offering workshops and phone or email support.

Our places were limited to 50. Queensland Tourism Industry Council are funding a huge amount of the costs through productivity places. That means ARAMA Sunshine Coast was able to pass on a discount and make it possible for members to gain the Cert IV qualification for a tenth of the normal price.

### Gold Coast Report

By Chris Ward, President

The Gold Coast monthly dinner meetings are continuing to be successful and popular as they provide expert advice in person and the constant opportunity to network.

The hot topic at our May meeting was delivered by Keith Billiau (Poolwerx) centering around the latest Pool Safety Regulations from December 2009 and 2010. We also held a workshop at Australia's highest residential building Q1 on how to market your property. Our speaker included Adrian Caruso Director of TA Fastrack and representatives from

Gold Coast Tourism and Ticketmates. The workshop was sold out hence a repeat is locked in.

The success of our dinner meetings is based on the concept of having a key note speaker, a hot topic that deals with industry issues and several experts attending that can be approached directly by our members to get advice on specific issues they may have.

The Gold Coast division of ARAMA is delighted to invite you to attend this month's dinner meeting. In July the "Evolution of Remuneration Reviews" will see Barry Turner, former Gold Coast president, speak to our members.

### Cairns Report

By Walter Hartman, Social Secretary

Trinity Beach was chosen as the beautiful venue for our social function in May, a BBQ feast for Cairns members who were catered for by REEF MAGIC Cruises. Currently we have a function every month, alternating with educational and social. At the social functions we have guest speakers. All our meetings are a great opportunity to network and discuss industry issues and ideas within our Cairns ARAMA circle.

Tourism Tropical North Queensland (TTNQ) hosted an information evening in early May, presenting to Cairns members the role of resident managers in the tourism industry and marketing activities of the past, present and future to promote our region. Our committee also discussed the implications of ARAMA's proposed changeover and what that means for us. More meetings on this subject will follow.

As a member of ARAMA you receive the benefit of update emails that inform you about important issues and developments of the industry. If your contact details change please email the state office at [state@arama.com.au](mailto:state@arama.com.au) or phone (07) 3257 3927.

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