



Annual General Meeting

Minutes 2021

Queensland Information Centres Association

Annual General Meeting agenda

Date:	Thursday 28th October 2021
Time:	9:00am
Place:	Zoom

Item	Description																																										
1	Welcome and introductions																																										
2	Attendees and Apologies																																										
	<table border="1"> <thead> <tr> <th>Attendee</th> <th>VIC/Local Government/Organisation</th> </tr> </thead> <tbody> <tr> <td>Sharnee Bonish</td> <td>Maranoa</td> </tr> <tr> <td>Penny Russell</td> <td>Ipswich</td> </tr> <tr> <td>Wayne Clift</td> <td>The Tourism Group</td> </tr> <tr> <td>Nele Graebs</td> <td>Whitsundays</td> </tr> <tr> <td>Robyn Coleman</td> <td>Miles</td> </tr> <tr> <td>Melissa Bevilacqua</td> <td>Burdekin</td> </tr> <tr> <td>Leanne Abernethy</td> <td>Bowen</td> </tr> <tr> <td>Mel Sands</td> <td>The Tourism Group</td> </tr> <tr> <td>Catherine Harvey</td> <td>Kuranda</td> </tr> <tr> <td>Jenni Greaves</td> <td>Southern Queensland Tourism</td> </tr> <tr> <td>Karen Williams</td> <td>Miles</td> </tr> <tr> <td>Theressa Oakenfull</td> <td>Dalby</td> </tr> <tr> <td>Michelle Lloyd</td> <td>Mission Beach</td> </tr> <tr> <td>Vanida Petts</td> <td>Ipswich</td> </tr> <tr> <td>Anita Fry</td> <td>Charters Towers</td> </tr> <tr> <td>Marinella Ghion</td> <td>Brisbane</td> </tr> <tr> <td>Anita Schulz</td> <td>Gold Coast</td> </tr> <tr> <td>Rebecca Keim</td> <td>Manly Harbour Village</td> </tr> <tr> <td>Gabrielle Dicarlantonio</td> <td>Mackay</td> </tr> <tr> <td>Karen Grimm</td> <td>Quilpie</td> </tr> </tbody> </table>	Attendee	VIC/Local Government/Organisation	Sharnee Bonish	Maranoa	Penny Russell	Ipswich	Wayne Clift	The Tourism Group	Nele Graebs	Whitsundays	Robyn Coleman	Miles	Melissa Bevilacqua	Burdekin	Leanne Abernethy	Bowen	Mel Sands	The Tourism Group	Catherine Harvey	Kuranda	Jenni Greaves	Southern Queensland Tourism	Karen Williams	Miles	Theressa Oakenfull	Dalby	Michelle Lloyd	Mission Beach	Vanida Petts	Ipswich	Anita Fry	Charters Towers	Marinella Ghion	Brisbane	Anita Schulz	Gold Coast	Rebecca Keim	Manly Harbour Village	Gabrielle Dicarlantonio	Mackay	Karen Grimm	Quilpie
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3	<p>Acceptance of minutes from previous annual general meeting held on 7th October 2020</p> <p>The minutes of the previous AGM held on the 7th October 2020 were moved and accepted. Moved: Karen Grimm Seconded: Gabrielle Dicarlantonio CARRIED.</p>
4	<p>Presidents Report</p> <p>That the Presidents report be moved as presented. Moved: Mel Sands Seconded: Karen Grimm CARRIED</p> <p>Presidents Report (see appendix One- presidents report)</p>
5	<p>Acceptance of Financial Reports</p> <p>That the financial report be adopted as presented. Moved; Mel Sands Seconded: Theresa Oakenfull CARRIED</p>
6	<p>Moved that Rekenen Pty ltd Accountants be nominated as the Auditor for 2022. Moved: Karen Grimm Seconded: Gabrielle Dicarlantonio CARRIED</p>
7	<p>Election of the Executive Committee: <i>As there is no independent person available for the election of office bearers, Karen Grimm indicated as she has resigned from the committee and with no intention to be renominated conducted the Election.</i></p> <p>Independent Representative, Karen Grimm officially declared all positions vacant. Karen read through the nominations received prior to the AGM. Due to vacancy nominations were welcome from the floor;</p> <p>Anna Macklin (Noosa VIC) Proposed: Cathy Mitchell Seconded: Melanie Sands</p> <p>Lucy Biehl (Mackay Tourism Ltd) Proposer: Gabrielle Dicarlantonio Seconded: Melanie Sands</p> <p>Matthew Winn (Southbank VIC) Proposer: Nicky Young Seconded: Vanida Petts</p> <p>Robyn Coleman (Miles VIC) Proposer: Karen Williams Seconded: Nicole Franklin</p> <p>Theressa Oakenfull (Dalby VIC) Proposer: Melanie Sands Seconded: Karen Williams</p> <p>Vanida Petts (Ipswich VIC) Proposer: Nicky Young Seconded: Michelle Felton</p> <p>Marinella Ghion (Brisbane VIC) Proposer: Nicky Young Seconded: Penny Russell</p> <p>Being no further nominations from the floor. All the above nominations were accepted. Positions to be determined at the executive's first meeting.</p>
11	<p>General Business</p> <p>Mel Sands spoke to Brisbane Group general business item</p> <ul style="list-style-type: none"> - The Explore QLD Proposal – QICA's role in co-ordinating member feedback and advocating for positive change for the network. <p>Raised by: Brisbane Group</p> <p>Mel provided opportunity for representatives at meeting to talk to this General Business item. Being no discussion it was recommended to be an item for future meeting discussion.</p>

Appendix One

Presidents Report 2021 – Mel Sands



Good morning Members,

With the new normal in our midst and the direction toward full vaccination allowing the country to open up, we are excited for the opportunities ahead of the new committee.

To the new committee, I must acknowledge that this term has been an unprecedented experience inhibited by variables that have impacted VICs and the economy. I'd also like to extend my heartfelt thanks to the Executive Committee for stepping up and volunteering their time during this period whilst their own roles took on a number of different turns throughout the year.

Overall, we saw the network implement pivotal changes within their VICs; we saw the success and execution of grant submissions; refurbishments, we've seen a complete change in some VIC Operations and we mostly saw a shortage in resources – both paid and volunteers. The volunteer space was a particularly hard situation with the demographics of the group being high risk, the emotional influence by families etc. However, recent conversations highlight that paid staff are returning to the VIC and that is relieving pressure to VIC managers.

Know that we held the fort, and we hand over to you a QICA bank balance that is the healthiest it has ever been.

In terms of how the year panned out:

- **An Indigenous Tourism Officer** was invited to the QICA Committee whose purpose was to connect VICs with indigenous operators in their regions, facilitate connection between VICs and their local mob/s and keep the network up to date. As a first step, the committee socialised this engagement with its own stakeholders to gauge how to roll it out to the network. We discovered there was not one way forward that would fit all, instead we should look at indigenous engagement regionally, as these

depend on the status of VIC and stakeholder relationships with their local mob. There is still much to do in this space.

- **Benchmarking questions** for inclusion across VIC surveys – it was planned to be a set of questions which all VICs would complete in addition to the current VIC surveys. In planning to role these out, insights from the accreditation program identified that VICs were neglecting their own VIC stats, the committee chose not to impress the additional pressure on VIC processes. And we lean on the work under the accreditation program who share statistics directly with RTOs and VICs.
- **Our Young Tourism Leader's** role was largely impacted by COVID, once the first visit to schools was postponed, the rest followed suit.
- **Membership** numbers have remained steady for the year and in the current light, the committee chose to offer a 50% discount for the 20/21 FY.
- **Great QLD Drives Touring Map** – This resource was identified as an important piece for VICs. Negotiation between TEQ and Linklogic resulted in the provision of this tool to VICs at no cost. We encourage the committee to work towards a resource of this type for the network.
- **Annual QICA Conference** – this was touch and go right up to only weeks before the conference. The Executive Committee extends a very special thanks to the Western Downs Regional Council, the Miles, Dalby and Chinchilla VICs who rolled with the punches and hit go with only weeks' notice. With snap lock downs and budget cuts we did not receive minimum numbers, despite the committee's effort to rally members. The Executive Committee made the decision to go ahead with the conference on the basis that it was hugely important for mental health, for colleagues to network and learn from each other, particularly now as we emerge into the new normal.

To conclude, a couple of administrative recommendations for the new committee:

- Communications - use the qldvic@gmail for all QICA correspondence as this caused some confusion amongst members.
- Xero - upgrade the license to accept CC payments. This will be particularly helpful at conference time.
- Zoom – upgrade to a paid account – this was invaluable during COVID.
- Google Drive – upgrade to a paid account or select another option to manage files.
- QICA Shirts – reorder, with the uncertainty of the conference shirts were not ordered.
- Registration to the QICA Conference is free for members –a small token of appreciation to members, for the time they invest in the committee.

I wish the new committee the very best and look forward to seeing you all in Miles next year!

Melanie Sands,
President in 2021.