



North Coast News & Views No. 155

2022 NSW Tourism Awards

Our region is officially home to some of the state's best tourist attraction, events, restaurants and accommodation providers. Dozens of North Coast businesses claimed honours at the NSW Tourism Industry Council's Tourism Awards and received great coverage on News.

The NSW Tourism Awards are presented in a partnership between the NSW Tourism Industry Council and Destination NSW and were held last Thursday evening at Luna Park, Sydney.

Congratulations to all North Coast category winners and entrants who go above and beyond and who's amazing achievements we salute. Thank you for representing the North Coast at such a high level.

See list of all winners here.



Caravan Parks Grant Program

The <u>Caravan Parks Grant</u> will provide \$10,000 to \$100,000 matched dollar-for-dollar (or more) funding for eligible caravan parks to develop or improve infrastructure and assets.

Infrastructure and assets projects could include:

- Developing new caravan/camping sites
- Increasing the number of powered sites
- Installing new cabins or substantial renovations of existing cabins
- Installing new or upgraded recreational facilities
- Installing new or upgraded visitor amenities
- Upgrading sites, cabins or amenities to make them more accessible.

Applicants who own more than one caravan park can apply for multiple grants at different sites up to a total value of \$300,000. The grants can be for similar projects at each site, or different projects and different grant amounts at each site. **Closes 22 December 2022**.

\$9.9 Million To Prepare Communities For Future Flooding

Councils across NSW are being supported with \$9.9 million in NSW Government grants to reduce the impacts of flooding by mitigating flood risks in their communities.

Minister for Environment James Griffin said the 2022-23 Floodplain Management Program grants will help ensure communities are better prepared for and protected from potential flooding.

In the past decade, the NSW Government has provided approximately \$165 million through the Department of Planning and Environment's Floodplain Management Program to fund more than 770 local council projects.

Examples of new projects funded as part of the 2022-23 Floodplain Management Program include:

- Alstonville, Lennox Head and Wardell overland flood study
- Belongil and Tallow flood risk management study and plan update
- Esk River flood monitoring project
- Bonville Creek flood study
- Kempsey CBD floodplain risk management plan improved flood immunity investigation and design stage 3
- Design of flood evacuation routes in Wingham
- Camden Haven flood study update and extension
- Dorothy-William streets levee area pump station

See the **full list of funded projects here**.

Read media release.

NSW Reconstruction Authority To Be Established

A new authority dedicated to disaster preparedness, recovery and reconstruction from natural disasters will be established under legislation introduced to Parliament.

Premier Dominic Perrottet said the creation of a NSW Reconstruction Authority was a key recommendation of the independent Flood Inquiry, conducted by Professor Mary O'Kane AC and Mick Fuller APM.

The Authority will also be responsible for:

- · Developing a state disaster mitigation plan and material to guide councils to prepare adaptation plans; and
- Ensuring development needed to prevent or recover from a natural disaster can be delivered quickly.

The <u>Northern Rivers Reconstruction Corporation</u> will continue its important work rolling out the \$800 million Resilient Homes Program rebuilding communities within the Byron, Clarence Valley, Lismore, Richmond Valley, the Tweed and Kyogle local government areas, before being transitioned into the NSW Reconstruction Authority at an appropriate time.

Find more information here.

New Program Connecting International Students To Jobs

A new Australian-first program will help address shortages in the labour market by connecting international students directly with NSW employers across the nation's largest and most diverse state economy.

Minister for Enterprise, Investment and Trade Alister Henskens said the NSW Government through Study NSW is partnering with leading employment marketplace SEEK to deliver NSW Jobs Connect for International Students.

The SEEK platform will now include a "#NSW Jobs Connect" filter, enabling international students to easily identify job opportunities posted by employers, including Allianz Insurance and Cancer Council NSW who are part of the program.

If you are a NSW employer interested in joining the initiative and recruiting international students and graduates, submit your <u>expression</u> of interest here.

If you are an international student or graduate in NSW looking for work, <u>visit Study NSW</u> to find registered businesses with current employment opportunities.

Read media release.

Protecting Customer Information

Business owners are responsible for protecting your customers' personal information - it's the law! In light of recent breaches, it's important to know what to do to protect your customers information.

Find out what type of customer information is personal and how to protect it.

2023 National NAIDOC Week Theme Announced

2023 National NAIDOC Week theme is For Our Elders.



Across every generation, our Elders have played, and continue to play, an important role and hold a prominent place in our communities and families.

They are cultural knowledge holders, trailblazers, nurturers, advocates, teachers, survivors, leaders, hard workers and our loved ones.

NAIDOC Week 2023 will be celebrated 2-9 July 2023.

ATEC'S State Of The Art Tourism Training Hub Launched At Meeting Place

Understanding the tourism export marketplace and how to cater to the differing needs of international travellers is vital to being a successful export tourism business. Knowing where to find this vital information, until now, has been a big challenge. "Our export tourism industry is a very specialised business space and really understanding how it works is a critical part of success," said ATEC Managing Director Peter Shelley. "Most of our tourism operators have developed their knowledge over many years, handing on their expertise but much of this knowledge requires significant research, trial and error and in market conversations. In order to help tourism export businesses to upskill themselves and their staff on the needs of each market, ATEC has developed a range of training programs under one, online, self-directed platform, the Tourism Training Hub (TTH)."

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2022 Caravan & Camping Industry Association's NSW Awards of Excellence

The 2022 Caravan & Camping Industry Association's <u>NSW Awards of Excellence</u> celebrates the individual and collective achievements of the Caravan, Camping, Manufactured Housing and Land Lease Living Communities in NSW and recognises businesses and individuals that are 'best in field' for their respective categories.

The North Coast picked up several major gongs and we congratulate the winners who work tirelessly in support of their customers and our industry.

- WINNER NSW Holiday Park of the Year (Less than 100 sites) BIG4 River Myall Holiday Resort
- NSW Holiday Park Innovation Award Myall River Camp
- Employee of the Year Holiday Parks Lisa Collier, North Star Holiday Resort

Congratulations to all winners!

Get Ready For Wine Tourism And Cellar Door Grants

Australia's wine and cider producers will be able to access a fourth round of grants to support the wine industry, attract visitors to wine regions and promote agri-tourism. Minister for Agriculture, Fisheries and Forestry Murray Watt said applications for the Wine Tourism and Cellar Door Grant Program will open later this month.

"Australian wine and cider are the best in the world and are terrific examples of locally grown and high value-added industries," Minister Watt said. "We know that our wine and cider producers continue to face the challenges of export trade disruptions, labour shortages and natural disasters. I have heard first-hand from the wine industry about the importance of the program, both for industry and regional tourism more broadly, including gourmet food producers and the accommodation sector."

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Tourism Australia Wins Gold At North America's Travvy Awards

The <u>Travvy Awards</u> celebrated its eighth year with a spectacular gala in Fort Lauderdale on November 3, where Tourism Australia once again took the top award for Best Tourism Board - South Pacific. The annual Travvy Awards, presented by TravelPulse, part of Northstar Travel Group, honours travel companies and destinations for their outstanding achievement. Thousands of votes, cast by travel professionals, determined the very best in the travel industry. Australia also won a bronze Travvy Award in the Best Destination - South Pacific category.

Tourism Industry Insights

National Visitor Survey Monthly Snapshot - August 2022

The NVS snapshot for the <u>month of August 2022</u> is now published. It provides statistics on how Australian residents travelled in your state or territory and nationally during this period.

Domestic tourism continued to recover in August. Overall Australian residents took 8.5 million overnight trips and spent \$8.1 billion in August 2022.

Australian Bureau of Statistics data shows that in September 2022 there were 1,071,520 international arrivals to Australia - a monthly increase of 43,820 trips. There were 128,980 short-term visitor arrivals to NSW, an increase of 128,250 compared with the corresponding month of the previous year. The three leading source countries for NSW were New Zealand (23,320 trips), United States (14,030) and the United Kingdom (11,330).

Household spending continued to rise in September 2022, increasing by 28.0 per cent compared to the same time last year, according to figures recently released by the Australian Bureau of Statistics (ABS).

Find more information here.

Small Business Momentum Survey - October 2022

The NSW Small Business Commission's <u>Small Business Momentum Survey Report for October 2022</u> has been released. The online survey received 667 responses.

Key points are listed below.

Business Sentiment

- Confidence: 31 per cent of businesses indicated they were confident about their individual business prospects.
- Concerns: 83 per cent of businesses indicated they were concerned about the cost of business inputs.
- Challenges: 23 per cent of businesses indicated they need staff but haven't considered hiring a skilled migrant.
- Staff: 57 per cent of businesses that have plans to expand are looking to hire additional staff.
- Expansion: 32 per cent of businesses indicated they have plans to grow, alter or expand operations.
- Profitability: 12 per cent expect profitability to increase, compared to 42 per cent expecting a decline.
- Revenue: 18 per cent expect revenue to increase, compared to 31 per cent expecting a decline.
- Local economy: 21 per cent of businesses indicated they were confident about their local economy

Read the full report here.

Around The Region

DNC Industry Networking Event - Bellingen

The Destination North Coast Board traditionally rotates around the region for our monthly Board Meetings and we have pleasure in planning our December meeting to be in Bellingen.

After the Board meeting, we invite members of the Tourism Industry to a casual get-together and an opportunity to meet and network with the Board, the DNC team and industry peers.

What: Afternoon Industry NetworkingWhen: Wednesday, 7 December 2022

• Time: 5.00-6.45pm

• Where: Upstairs, Federal Hotel, 77 Hyde St, Bellingen

RSVP is required by Monday 5 December 2022 and for catering purposes, please include any dietary restrictions.

Sydney Morning Herald Good Food Guide 2023

The results are in for the Sydney Morning Herald Good Food Guide 2023 and the Tweed food scene continues to shine with two big winners

Regional Restaurant of the Year - Pipit, Pottsville

New Regional Restaurant of the Year - Bistro Livi, Murwillumbah

Additionally, Pipit, has been awarded Two Chefs hats whilst Bistro Livi received One Hat along with...

- Beach Byron Bay, Byron Bay
- Ciao, Mate!, Bangalow
- · Frida's Field, Byron Bay
- · Lola Dining, Ballina
- Paper Daisy, Cabarita Beach
- Raes Dining Room, Byron Bay
- · Roco Ramen, Brunswick Heads
- The Stunned Mullet, Port Macquarie
- · You Beauty, Bangalow

Congratulations to all of these amazing dining venues.

Australian Rum Awards

Congratulations to Soltera Rum and Husk Farm Distillery, two Tweed businesses who took home awards at this year's Australian Rum Awards:

Soltera Rum

- * GOLD Cane Spirit (Molasses) Soltera Blanco
- * BRONZE Cane Spirit (Molasses) Soltera Oro

Husk Farm Distillery

* SILVER Spiced Rum/Cane Spirit - Bam Bam

Wildlife Veterinarians Meet The NSW Premier

Expert wildlife veterinarians from not-for-profit charity <u>Byron Bay Wildlife Hospital</u> have met with the Premier of NSW Dominic Perrottet to discuss the critical need for dedicated veterinary care for injured, displaced, and orphaned native animals during natural disasters and to save threatened species.

Premier Perrottet visited Byron Bay Wildlife Hospital during his visit to the Northern Rivers to announce the \$800 million Resilient Homes Fund with the Prime Minister Anthony Albanese.

Byron Bay Wildlife Hospital has launched a fundraising campaign to generate donations to sustain its lifesaving work. The \$555 to Keep Wildlife Alive campaign draws attention to the economic cost of veterinary services for wildlife, which are significant.



Southern Cross Uni & Sourdough Business Pathways Present The Innovate Series of Workshops

Southern Cross University's (SCU) new business activator <u>Live Ideas</u>, in partnership with <u>Sourdough Business Pathways</u>, is proud to present a new series of free workshops: **The Innovate Series**.

The Live Ideas Innovate series provides workshops, digital resources and professional development opportunities to support you through your entrepreneurial journey.

Join the *Innovating For People, Planet And Profit Workshop*, 12:00pm - 2:00pm, **1 December 2022**, at SCU's Lismore Campus and hear from businesses championing innovation and explore mentoring opportunities at the first event of the series.

Spaces are limited so register now.

Seahorse Diamond Beach Shines on Global Stage

The Stevie® Awards for Women in Business are open to all organisations worldwide, and recognise the achievements of women executives, entrepreneurs, employees, and the organisations they run.

The 2022 awards were presented at the 19th annual awards dinner on the 11 November in Las Vegas. Dianne Denton of <u>Seahorse Diamond Beach</u> won and accepted a <u>Bronze 2022 Stevie Awards for Women in Business.</u> What a super star!

Port Macquarie Tourism Website Goes Live

Port Macquarie Hastings Council have just this week pushed live their <u>new website</u>. Check it out and see what you can Discover, See & Do, What's On, Where to Stay and Plan and so much more.

We love the sentiment 'There are loads of reasons why we're a holiday favourite, but what it really comes down to is how this place makes you feel... Relaxed. Energised. Social. It's a magical combo!'



Industry Development And Other Opportunities

Destination NSW Natural Disaster Quick Tips Guides

Destination NSW has created a series of NSW First Quick Tips Guides that provide practical advice to help visitor economy businesses impacted by flooding. The Tourism Resilience Guides include tips to <u>prepare for natural disasters</u>, <u>respond during natural disasters</u> and <u>recover after natural disasters</u>.

The Department of Customer Service has also released an updated communications toolkit to help share important information with networks and communities impacted by severe weather and floods.

Download toolkit here.

DNSW Online Inbound Strategy Workshop

Destination NSW's NSW First Program <u>Online Inbound Strategy Workshop</u> will take place on 21 February 2023 for businesses from across NSW. The workshops are designed to assist visitor economy businesses, including tours, attractions and accommodation providers, to prepare to sell to international travellers through the inbound distribution system.

Northern Rivers Harvest Food Trail 2023 EOI's Open

The 2022 Harvest Food Trail was a huge success with amazing feedback received from both participating venues and from visitors, with many venues booking out, selling out and seeing unprecedented visitor numbers.

The 2023 Harvest Food Trail will be even bigger, with full coverage across the Northern Rivers and it's time to express interest and get on board.

The Harvest Food Trail provides visitors and locals with an opportunity to jump in their car and visit some of our region's best farms, distilleries, breweries and food outlets across the region with visitors planning their own itinerary over the weekend to experience the range of unique food and beverage experiences on offer so it's a great opportunity to showcase your business as well as to celebrate the unique provenance of our region.

NSW National Experience Content Initiative Program 2022 Wraps Up

Tourism Australia's (TA) National Experience Content Initiative Program 2022 (NECI) is wrapping up and all 237 NECI shoots across NSW have now been completed. This project has been a major collaboration between TA and DNSW, many content producers and a selection of NSW tourism operators.

Operators who participated in this program will be starting to receive their hard drives, which include a 1-minute video, 40 edited images, 10-mins of B-roll and 200 unedited images.

In conjunction with TA, Tourism Tribe is delivering **FREE NECI modules** to help businesses learn how to best use the content that has been delivered to them and support maximum impact from this program.

Accessible & Inclusive Tourism Conference 2023

GetAboutAble has recently announced the Accessible & Inclusive Tourism Conference returns in 2023 as a hybrid event!

The one day in person event will be held on the Gold Coast on 28 April 2023 whilst the one day virtual event will be on 11 May 2023 allowing for a broader scope and making the even accessible to a wider audience with a focus on the Asia-Pacific community.



Free Business Wellbeing Training For Small Business

Looking to improve wellbeing in your small business? The free Business Wellbeing training helps business owners and their staff learn the skills to create a mentally healthy workplace.

The updated edition of this popular online training now includes a brand-new training pathway tailored for small business employees, and new content for small business owners. These new elements recognise the different roles that owners and employees play in creating a mentally healthy workplace.

Find more information and access training here.

Looking to share your passion in the VET sector?

The Coffs Harbour and Bellingen districts are in need of people with experience or qualifications in local skill shortage areas to deliver training and assessment services in the Vocational Education and Training (VET) sector.

To fill this demand, the Industry Training Hub - Grafton/Coffs and Pinnacle Safety and Training are offering up to 20 fully funded places in the Certificate IV in Training and Assessment (TAE40116), which is the qualification required to deliver these services. Applications close 14 December 2022.

Find more information here.

Tourism Australia Video Explains The Reconciliation Action Plan Program

Tourism Australia (TA) is a passionate supporter of the reconciliation movement and the Reconciliation Action Plan (RAP) Program. They are currently on their fourth RAP which is at the Innovate level.

TA's RAP has assisted in guiding their work as they continue to ensure Aboriginal and Torres Strait Islander peoples, cultures and tourism experiences are at the heart of the Australian story.

The video provides industry with an understanding of the Reconciliation Action Plan program, highlighting:

- the different RAP levels
- · key steps
- · what is important for businesses to consider
- the value and impact a RAP can bring

Download **Tourism Australia's RAP**.

Creating Tourism Content That Works Webinar

The Australian Tourism Industry Group (ATIG) by The Business Hub - is offering a series of free webinars designed specifically for small to medium-sized tourism operators across Australia.

The first in the series, Creating Tourism Content That Works is open to all tourism businesses, with a maximum of 90 tickets available.

Subjects of this session will include Understanding your Audience, Developing Your Content and Hints, Tips & Examples.

Creating Tourism Content that Works Webinar - 10am-11:30am, 28 November 2022

ATIG is an extension of the **Australian Small Business Advisory Service (ASBAS)** - <u>Digital Solutions Program</u> delivered on behalf of the Federal Government. ATIG participants in NSW with an active ABN and less than 20 full-time employees (or equivalent) may additionally be eligible for the Digital Solutions program, which provides an additional 7-hour packaged service, that offers 3 hours of one-on-one tailored support as well as group workshops or webinars.

Strive 4 Sustainability Scorecard

Launched by Ecotourism Australia in 2022, in partnership with Tourism Australia, the **Strive 4 Sustainability Scorecard** is a pathway program for any tourism business to start their sustainability journey.

The scorecard measures where a business or tourism operator is at on their sustainability journey at a point in time and assesses the following four pillars of sustainability:

- Environmental impacts
- Socio-economic impacts
- Cultural impacts
- · Sustainable management

Any tourism business or operator can be assessed, with the scorecard provided annually by Ecotourism Australia. Such businesses can include cafes, restaurants, bars, breweries, tour providers, activity/attraction providers, accommodation providers, events and festivals, tourism organisations, travel agents, visitor centres and tourism consultants.

Booking Systems - the Good, the Bad and the Confusing

Want to get behind-the-scenes information about Booking Systems?

In this 1-hour webinar, **Bookable Tourism** takes you through some not-so-well-known information about the different booking systems for Tours, Activities and Attractions. If you work with a booking system, are thinking about moving booking systems or thinking about getting one for the first time, this is a great introduction on how Booking Systems work with a Q&A session included if you have questions.

Register NOW - 12.30pm, Wednesday 30 November 2022.

Register For Tourism Australia's Next Webinar

Tourism Australia's final Industry Webinar for the year will be held on at 11am, 9 December 2022 and will include guests Elissa Keenan, CEO, Eco-Tourism Australia to talk about the new Strive 4 Sustainability Scorecard partnership; Andrew Hogg, Executive General Manager, Aviation and Eastern Markets to give an update on China and aviation; and Eva Seller, Regional General Manager for Continental Europe, to talk about some emerging opportunities in that part of the world. You can <u>register to attend the webinar here.</u>

Funding And Other Opportunities

Infrastructure Betterment Fund

The Australian and NSW governments are delivering a new approach to rebuilding disaster affected roads, bridges and other critical public infrastructure, making them more resilient and able to better withstand future natural disasters.

This \$512.5 million fund will be delivered in two complementary Betterment Programs:

- \$200 million Infrastructure Betterment Fund
- \$312.5 million Regional Roads and Transport Recovery Package (RRTRP).

These betterment programs will promote rebuilding infrastructure in a way that reduces vulnerability to future disasters, provides continuity of essential services and lowers the risk of economic impact due to a natural disaster.

This program is administered by the Department of Regional NSW. Closes 15 December 2022.

The Harcourts Foundation

Provides grants to reputable community-based charitable organisations which need funding for projects and initiatives designed to benefit as many people as possible - Closes 3 February 2023.

Aboriginal Affairs NSW Cultural Grants Program

The Aboriginal Affairs NSW Cultural Grants Program supports Aboriginal community organisations across NSW to celebrate Aboriginal culture and hold key cultural events and activities.

- Stream 1 \$700,000 For small, community-based Aboriginal-owned and controlled organisations, unincorporated groups and businesses. These organisations represent or service a specific Aboriginal community or language group, or a group of communities connected geographically.
- Stream 2 \$300,000 For larger regional and state-wide organisations. These are organisations with a state-wide or national presence and regional organisations with significant numbers of paid staff. Closes 14 April 2023.

1,000 Jobs Package Grant Funding - Extended

Tranche Two provides a subsidy for new jobs for Community Development Program participants in remote Australia to support economic development - Closes 30 June 2023 or when exhausted.

Digital Lift

Digital Lift is the philanthropic arm of tech company **Monday.com**. They are supporting not-for-profits to get digitally connected with volunteer support, software licenses, training and grants - **Ongoing.**

Support for Startups

An initiative under the NSW Government's Jobs for NSW program to provides capital funding through investment to support growing businesses - **Ongoing.**

North Coast Product Development

70s Boutique Hotel

A Seventies-style boutique hotel is set to open its doors in the NSW town of Crescent Head in May next year. The 25-room Sea Sea Hotel will focus on bringing guests quality food, music, art and surfing options, and is the brainchild of Aussie fashion label Ksubi founder George Gorrow and creator of The Slow Hotel in Bali, Cisco Tschurtschenthaler. Bookings will open from 1 December 2022.

Nesbitt Park Mountain Bike Skills Track Reopens

The Nesbitt Park Mountain Bike Skills Track in Lismore was damaged during the February weather event but now has a new surface and is ready for action. The course was developed to help beginner and intermediate mountain bike riders develop their skills on various natural elements they may find on actual bushland trails. There is also a BMX Pump Track for kids along with a nearby playground, a 1km walking track, exercise equipment and sporting fields

(Climbing) Jungle Ballina

<u>Jungle Ballina</u> is a brand new, state of the art rock climbing gym now open in West Ballina. Visitors can jump into bouldering, autobelaying, top roping and lead climbing in a safe and friendly, all-inclusive environment. At the Climbing Jungle, there's a commitment to creating a fun and inspiring experience for climbers of all ages, skill and fitness levels.



North Coast Events

To aid your planning and to support local events, please note these upcoming events on the North Coast or find all events on our website.

Three Women from the Bush - Friends, Artists, Activists

Three Women from the Bush Exhibition

Friends Artists Activists



16 November - 10 December at Wauchope Art Gallery



Please join us and Councillor Lisa Internann at 11am Saturday 19 November for the official opening, concluding at 1pm.

Meet the artists at the Gallery: 19th & 26th November & 3rd, 10th December

Recent works by Hastings artists Jacky Beckhurst, Jo Davidson and Colleen Werner will be on display at <u>Wauchope Gallery</u> including drawings, paintings, prints and textiles.

These three friends, artists and activists have been inspired by the beautiful Hastings Valley and each other for the last 35 years, be it through the Bagnoo print making workshop run by artist Tarpie Watts, exhibitions at the Glasshouse in Port Macquarie and Blue Poles Byabarra, workshops for Wauchope Arts and Aquasculpture or years of teaching art at TAFE. **Runs until 10 December 2022.**

Regional Creative Showcase

The Regional Creative Showcase 2022 celebrates the diversity and vibrancy of local talent within the Port Macquarie Hastings art, design and creative industries from a selection of our senior high school and TAFE Creative Industry students. This exhibition will include a broad range of approaches and expressive forms inclusive of Cultural Arts, Design, Digital, Fashion, Textiles and Visual arts.

The Regional Creative Showcase 2022 is a joint initiative of Port Macquarie Hasting Council's Glasshouse Regional Gallery and Cultural Development. **Opens 9 December 2022.**

New Date Announced For Storyland Festival Coffs Harbour

Screenwave International Film Festival's (SWIFF) much more boisterous festival sibling Storyland, has a new date.

Storvland is coming to Park Beach Reserve Coffs Harbour on Saturday 20 May 2023.

Read media release with line up and ticket sales.

Archibald Prize 2022 Touring Exhibition Comes To Grafton

<u>Grafton Regional Gallery</u> has the pleasure of inviting you to the community view the Archibald Prize 2022, an Art Gallery of New South Wales touring exhibition.

Australia's favourite and most significant art award the annual Archibald Prize is eagerly anticipated by artists and audiences alike.

The Archibald Prize is awarded annually to the best portrait, 'preferentially of some man or woman distinguished in art, letters, science or politics, painted by any artist resident in Australasia'.

On exhibition from 16 December 2022 - 29 January 2023.