

MINUTES: ANNUAL GENERAL MEETING

1.0 OPENING AND WELCOME

The meeting commenced at 3.13pm with the president, Sarah Flynn, welcoming everyone to the AGM. Sarah Flynn welcomed & acknowledged members & special guest speakers. Minister Stuart Ayres, Kristy Carstairs - Tourism Australia, and Katie Shammass - Sydney City. Special thank you to our overall sponsors Allsopp Bunting.

1.2 Attendance and Apologies

Members: 38 members & non-members registered for the AGM at the door.

Visitors: Minister Stuart Ayres, Kristy Carstairs - Tourism Australia, and Katie Shammass - Sydney City

Apologies: Liam Brogden, Jason Wass

2.0 OPEN AGM & MINUTES OF THE ANNUAL GENERAL MEETING 2018 HELD

The Minutes of the Annual General Meeting were on the sign in table upon entering. The president referred to the meeting of the minutes of the Annual General Meeting 2018.

Resolved: That the minutes of the Annual General Meeting 2018 be adopted.

1. **Name:** Mark Baldwin
2. **Name:** Rob Henke **Carried**

3.0 ANNUAL REPORT

The Annual Report was placed on all attendees chairs ready for their arrival. The President, Hon. Secretary and Hon. Treasurer spoke about the 2018/2019 Annual Report.

3.1 PRESIDENT'S REPORT

BOA President, Sarah Flynn, gave an overview on this past years events organised by BOA & thanked the committee for all their support. Sarah Flynn explained that the AGM speakers were chosen with sustainability in mind & that it was an interesting topic that the BOA committee have been discussing.

Sarah reflected on the changing dynamic of the industry & that BOA has focused on representing our members to the relevant persons & organisations. It was acknowledged that it has been a tough year for our industry - mentioning Kristy Carstairs (speaking on behalf of TA) will be presenting figures & what has been happening on the overall Tourism front.

The Annual BOA Ball was also praised by Sarah, for being the biggest & most successful industry event that BOA has ever run; as well as acknowledging the other BOA events, such as Golf Day & the Sister2Sister Charity Lunch.

Sarah again welcomed the Destination NSW representatives to the AGM & explained the strengthened relationship that had been formed through the past few years, however noting that there is still not a youth representative present. The report that was submitted to DNSW to explain why a youth representative is needed was also mentioned to the attendees.

The new BOA website was then touched on - explaining to the attendees the reasoning behind the committee choosing to invest some of the BOA funds in redeveloping the website. These reasons included streamlining the admin process, as well as better promotion for the organisation, events & members.

Sarah finished on welcoming members to continue in their level of input to BOA discussions, in order to help improve the representation of the industry & members' individual business. Sarah thanked the attendees for their time & welcomed the Honorary Secretary, Sam Badans, to deliver his report.

3.2 HONORARY SECRETARY'S REPORT

The Hon. Secretary, Sam Badans, began by informing attendees of the total members for 2018/19 which was 84 members; and that at the time of print, there had been 59% of members that had renewed for 2019/20; with the remaining 41% being actively pursued.

Sam then went to give an overview to the committee that had been elected at last year's AGM. The executive committee included President - Sarah Flynn (Adventium Technology), Vice President - Emily Dormer (Mad Monkey Backpacker Group), Hon Secretary - himself (YHA Ltd), Hon Treasurer - Samantha Pearse-Marmont (Hostelworld). And the committee members included Mark Baldwin (Fuda Enterprise Group), Andy Cowan (Millett Group), Chris Braat (Experience Co), Katie Wilcher (Base Sydney), Liam Brogden (Wanderlands), Dan McConnell (Ultimate Travel Group), and Jason Wass (Get Lost Travel Group); plus with Karin Post as Secretariat.

It was explained how & when the committee meet - with meetings being scheduled six times a year at various locations around NSW. Sam pointed out that the overall attendance of each member can be seen in the table in the annual report which all attendees received. In addition, it was explained that the Officers of the Committee, consisting of the President, Vice President, Honorary Secretary & Honorary Treasurer, met informally once a month in order to help maintain open and regular channels of communication.

The position of the Secretariat was then explained & that Karin Post had recently stepped down. Sam explained that the former Vice-President had entered into an SLA with BOA for the provision of the association support services. Sam expressed confidence that Emily will be able to assist the Committee in achieving growth & the continuous improvement of communication with the BOA members.

Following on Sarah's previous point with regards to relationships, Sam gave an overview to how BOA represents themselves with various organisations:

- BOA's strengthening partnership with Destination NSW, which helps ensure the youth sector is a continued focus and receives strong investment. Although the Youth Tourism Industry Specialist position at DNSW has been vacant for a number of years now, it was expressed that the BOA Committee would continue to meet with DNSW representatives regularly to discuss youth visitation to the NSW.
- Backpacker and Youth Tourism Advisory Panel (BYTAP) - it was explained that committee member, Mark Baldwin, has a seat on the board which provides valuable

insight into sector specific issues, represents the interests of youth focused products and facilitates an active policy debate forum.

- World Youth Student Education Travel Confederation (WYSE)
- Adventure Queensland (AQ)
- Adventure Tourism Victoria (ATV)
- Australia Tourism and Export Council (ATEC)
- Accommodation Association of Australia (AAoA)
- State Government
- Local Councils

The Hon. Secretary then went on to explain BOA's communication strategy for the last 12 months, which included regular emails, a quarterly EDM, updates on the BOA website and increased presence through Facebook. Members were encouraged to sign up to the mailing list & to like the BOA Facebook page to keep up to date with relevant industry news, events and business development opportunities.

Sam Badans discussed the focus topic for BOA for the 2018/19 financial year. These included:

- Temporary Skilled Visa System - addressing Australian Council of Trade in response to their submission to the Senate. BOA raised concerns about the issues they raised in their submission, noting that the ACTU's position on the Working Holiday Maker scheme has the potential to substantially damage the overall success of the scheme, highlighting the negative effects it would have.
- Adventium Technology API fees - Whilst the fee implementation proceeded, it was agreed that any future decisions that would have such an impact on industry partners would be carefully considered.
- Sydney's Night Time Economy - submission to the Joint Select Committee. The submission supported the inquiry and encouraged an outcome that would improve the city's reputation as a dynamic international city.
- BOA Buying Group - The Committee will be working to grow the Buying Group during the next twelve months for the benefit of members.
- Short Term Holiday Letting

Rob Henke was invited to discuss Short-term rental accommodation. He stated that this had been a 5yr conversation with the government to implement some regulations; and with 25k Air BnB facilities now operating in Sydney alone, BOA sees it as an important topic to discuss. BOA submitted a formulated framework to the parliamentary enquiry. Overall there was not much change with the government only implementing a proposed 180 day limit (which can be increased by local councils if they see fit). Another issue addressed is that the short term rental industry is self-regulated, so the government does not want to be involved; although there is no industry body for the industry so seems to be a lot of confusion around the issues still.

Sean Riley was then invited to give an update to the Byron Subcommittee - touching on the new committee & drive, as well as issues that Byron had been facing, such as the transit centre, bed tax etc. Sean explained that Byron BOA will be bringing back community nights to reconnect with the local community.

Sam Badans thanked Rob & Sean for their time, as well as the members, committee, Destination NSW & BOA's long-term sponsor, Allsopp Bunting.

3.3 HONORARY TREASURER'S REPORT

The Honorary Treasurer, Sammy Pearse-Marmont, was welcomed to the front to give an

overview for the financials for 2018/19. It was presented that the 2018 - 2019 financial year for BOA ended with a profit of \$5,319 - the total Income for the period was \$49,232; and the total Expenses was \$43,913. The accumulated funds or cash position as at 30 June 2019 was \$80,124.

Sammy went into more details on the overall income & total expenses. The total income being down \$7k compared to last year and down \$2.5k from budget. The major income contributors were memberships (\$19,252) and the Annual BOA Ball. The Annual BOA Ball generated a total of \$30k in ticket sales with 210 tickets sold, being one of the best years in ticket sales to date. \$30k in other income due to sponsorship, raffle and auction prizes. Total profit was \$24k - slightly less than last year due to extra theming.

Total expenses were up by \$8,800 compared to the previous year and down \$2.7k compared to budget. The major contributors to were the new website (costing \$7.5k), the BOA Ball (\$37k - up \$1k from last year, down \$3.5k from the budget), and the secretariat & administration fees (up by \$500 from budget due to website completion deadline).

The Treasurer closed on explaining that the committee will continue to use the event budget template to strengthen the budget discipline for 2019/2020.

Resolved: That the Annual Report & Financial Statements of the Association be adopted

1. **Name:** Sarah Flynn 2. **Name:** Emily Dormer **Carried**

4.0 ELECTION OF OFFICE BEARERS AND COMMITTEE MEMBERS

All positions in the Committee were declared vacant and the following were nominated. The Objects and Rules of the Association permit four Office Bearers (President, Vice President, Hon. Secretary and Hon. Treasurer) and five Committee Members. Below were the nominations received by the Backpacker Operators Association by the close date of nominations - that is, one week before the Annual General Meeting at 3pm on Thursday 12th September 2019.

The following nominations were received for the office bearer positions:

President:	Sarah Flynn	Adventium Technology
Vice President:	Sammy Pearse-Marmont	Hostelworld Group
Hon Secretary:	Sam Badans	YHA LTD
Hon Treasurer:	Hannah Cust	Mad Monkey Group

Apologies - Hannah Cust

Because there was only one nomination for each of the Office Bearer positions, the above people were declared automatically elected.

Resolved: To accept the declaration of the election of the Office Bearers.

1. **Name:** Andy Cowan 2. **Name:** Emily Dormer **Carried**

The following Committee nominations were received prior to close of nomination on Thursday 12th September 2019.

Andy Cowan	Millett Group
Kate Withers	Freedom Travel Group
Sophie Brown	Ultimate Travel
Deon Carstairs	Experience Co.

Resolved: To accept the election of the committee members.

1. **Name:** Chris Bratt 2. **Name:** Luke De Pace **Carried**

5.0 OTHER BUSINESS

The president, Sarah Flynn, opened the floor to give attendees the opportunity to address any other business.

No other business was raised.

6.0 OFFICIAL CLOSE OF AGM BUSINESS

The AGM formal proceedings closed at 16:07

9.0 SPEAKERS

9.1. KRISTY CARSTAIRS - TOURISM AUSTRALIA

Kristy Carstairs was welcomed to the stage by president Sarah Flynn. Tourism Australia undertakes consumer marketing & industry development activity in 15 core markets. Kristy presented on the past 12 months to show key insights and information about market regions; such as market profiles, market updates, consumer profiles, working in market, aviation and more.

Kristy had some great information, highlighting some key findings & results; as well as future plans for Tourism Australia. Some of these points on her presentation included:

- The success of the ATE
- 2020 strategy
- China market slowing
- UK & German market down
- Highlighted the difference of a 'Youth' & a 'Working Holiday Maker' - Youth is under 30, WHM is a visa type. TA are focusing on the WHM Visa
- Presented the latest IVS states with UK showing a small 6% growth but Germany still down
- Expressed that TA will be focusing on these markets moving forward
- New campaign will be released end of Nov, focusing on Aussie culture. Susan Coghill will be providing an update at the ATA Gold Coast.
- Social Media Update

9.2. VIDEO FROM VIN KEBBLEWHITE - REFILL ASIA

A video on reusable water bottles & water stations from 'Refill Not Landfill' was then presented to the room.

9.3. KATIE SHAMMAS - SYDNEY CITY

Katie Shammass was welcomed up by Sarah Flynn. Katie Shammass is from the Sydney City Council, which is a local government authority for central Sydney and surrounds. Katie was invited to talk about different ways businesses can improve their waste & environmental impact. Katie briefly touched on the leaflets which gave advice, as well as information on how to apply for the grant.

10.0 SPECIAL THANKS

Sarah Flynn gave a special thanks to Mark Baldwin for his long standing on the committee. Mark has remained on the committee as his work & family commitments have continued to grow & has been a great asset to the team. Sarah gave Mark Baldwin a thank you gift.

11.0 MINISTER STUART AYRES

The president, Sarah Flynn, welcomed Minister Stuart Ayres to the AGM & thanked him for attending. Minister Ayres praised the industry for what we bring to the state. Reflected on the challenges, such as visas & lock out laws. The minister also expressed that there was a plan to market Sydney as a gateway to Australia & said there is no reason why this city could not be a 24hr economy.

12.0 CLOSE

The meeting closed at 17:06

All members & visitors were thanked for attending and invited to join the Committee for drinks & canapes at Barrio Cellar, Martin Place, with thanks to Andy Cowan.