





# PRESIDENT'S REPORT



Destry Puia

This past year has been one of change for NARPACA. Some of which has come about through opportunity while others have come about through necessity. With the latter in mind 2014 marked our first full year of operations without the state government funding support we had enjoyed in previous years. However this period also marked the adeptly timed confirmation of NARPACA securing Deductible Gift Recipient Status enabling us to explore philanthropic sources of income in the coming years.

This new initiative mixed with sound operational measures such as a review of expenditure costs and staffing levels, revised conference financial modeling, identified membership growth opportunities and the transition to a virtual business environment has enabled the committee to deliver

a long term sustainable business model without compromising member expectations.

An example of this was the return of our key conferences to the regions which also involved the establishment of a new Box Office and Marketing Committee made up of representatives from member organisations. They, along with their technical counter parts, have given freely of their time throughout the year in order to provide meaningful professional development and networking opportunities for our members. Their collective work, along with the generous support of our conference sponsors, is greatly appreciated and I thank them all for their efforts.

However success throughout the year has been tempered with the passing of key friends who have each had a tremendous impact on our organisation and industry. Nev Russell, John Watson and Tim Roberts were familiar faces around the NARPACA table and well respected figures throughout our industry. No annual report would do justice to the collective contribution these individuals made over a lifetime

dedicated to the arts and although the sorrow of their passing will inevitably pass their achievements will never fade.

In closing my final report as President I would like to offer my thanks to those committee members, past and present, that I have had the great privilege of serving alongside during my tenure. Although we don't often get to decide what challenges we face we do get to determine whether the journey will be fun so I thank them for choosing wisely. To the "ladies of NARPACA", Suzan and Helen, while their employment with NARPACA may have reduced, the appreciation for everything they do continues to grows without measure.

And finally to you the members of NARPACA, thank you for entrusting me with this incredible privilege of being NARPACA President for the past 7 years. It is an experience that I will be forever grateful for and one that I will not soon forget.

**Destry Puia**  
NARPACA President

# NARPACA EXECUTIVE STAFF



Helen McGuire & Suzan Williams

Throughout 2014 NARPACA employed two part-time positions to support the Association's objectives, activities and member services. A restructure in April 2014, saw the creation of an Accounts Officer role providing dedicated finance and bookkeeping support services. This one-day-a-month position is held by Helen McGuire who has been with

NARPACA since May 2008 in her former role as Executive Assistant. The Executive Officer position held by Suzan Williams since October 2010, has absorbed the membership and administration support services previously provided by the Executive Assistant and currently works two days per week.



Phil Finkelstein receiving his Life Membership Award from NARPACA President Destry Puia



2014 Managers' Conference delegates on QPAC's Rooftop Terrace

# NARPACA MANAGERS' CONFERENCE AND AGM

16TH & 17TH FEBRUARY 2014, BRISBANE

The 2014 NARPACA Managers' Conference was a month earlier than usual, enabling many members to overindulge their passion for arts and culture through attendance at three major performing arts events taking place in Brisbane in mid-February – the NARPACA Managers' Conference; the Australian Performing Arts Market and the NARPACA Ticketing Professionals Conference.

With so much stimulation in one town in one week, NARPACA made an effort to “keep it real” for members at the Managers' Conference through exploration of the down-to-earth theme “Let's Talk Shop”. As the name suggests, the program included guest presentations on day-to-day areas of venue operations, member case studies, information sharing and networking opportunities.

Held over two days at Queensland's premier performing arts centre, the Queensland Performing Arts Centre (QPAC) in Brisbane, the event was aptly launched with a keynote address by John Kotzas, QPAC's Chief Executive. Through his topic, “*Entangled – 21st century performing arts centres*” John shared his vision for QPAC highlighting its well-defined business model and understanding of where the venue sits within the five phases of performing arts centre evolution (referencing Steven A. Wolff's theory). John challenged delegates to question what their role is as stewards of performing arts facilities whilst emphasising the importance of having a clear line of sight in what your organisation is trying to achieve.

Another highlight of the event was a series of excellent case-studies from

members and guests, in the pecha kucha presentation style in which 20 slides are shown for 20 seconds each (total 6 minutes and 40 seconds) featuring:

- *Highlights Package* by Brad Rush, The Arts Centre Gold Coast
- *Fire* by Lisa Stephenson, Brolga Theatre
- *Metro Arts* by Liz Burcham, CEO Metro Arts
- *Back the Mack* by Mark Fawcett, Mackay Entertainment & Convention Centre
- *Wall of Light* by Rhys Holden, La Boite at the Roundhouse Theatre

NARPACA is very grateful for the support it receives from industry with many guest presenters generously sharing their time and expertise to benefit our members. For the 2014

conference, these included thought-provoking presentations by the following guests:

- *Philanthropy in a local government setting* by Matt Morse, Creative Partnerships Australia
- *Raising funds for cultural infrastructure* – Queensland Symphony Orchestra case study by Gaelle Lindrea
- *Stage to Screen – Venue screening opportunities* by Gary Mears and Grant Dodwell
- *Fire Isolation & Overcrowding* by John Harrison, Queensland Fire and Emergency Services
- *Greener Touring* by Lisa Erhart, Live Performance Australia
- *LGAQ Information Session* by Georgina Siddall

As in previous years, touring and funding program updates by the Australia Council, Queensland Theatre Company and arTour were valued by the delegates whose core business relies on engagement with and currency of knowledge of these areas. Committee Members gave insight into the strategic projects of the Association including the outcomes of the annual Technical Conference and Ticketing Conference. And reports from NARPACA's representatives on the APACA Committee and PATA Council were once again, integral to proceedings.

The 2014 conference marked the fifth successive year of support by Gold sponsor *Tickets.com* as host of the Welcome Function, held on the Rooftop Terrace at Queensland

Performing Arts Centre and the second year of support by Silver sponsor, SSS Events. NARPACA thanks both sponsors and host-venue, QPAC, for their partnership and for making the event a great success.

The Annual General Meeting of the Association took place immediately following the conference and a fitting end to a wonderful event, was the presentation of a Life Membership Award to Phil Finkelstein, former General Manager Cairns Civic Theatre, for Meritorious Service to NARPACA over two decades. Thank you Phil!

**“NARPACA people have a good balance of head and heart – you are all giving to your community – people who care.”**

Phil Finkelstein, NARPACA Life Member

EVENT PARTNER



GOLD SPONSOR



SILVER SPONSOR



David Borg from Tickets.com & Destry Puia



2015 Technical Conference delegates at the tradeshow with ULA Group



2015 Technical Conference delegates

# NARPACA TECHNICAL MANAGERS' CONFERENCE

**1ST – 4TH FEBRUARY 2015, IPSWICH**

The 2015 NARPACA Technical Managers' Conference was held at the Ipswich Civic Centre. Technical Managers from across the country were impressed by the recent work done to refurbish the venue. Of special note was the visit to Studio 188, where delegates enjoyed a wonderful dinner with live Jazz and a look into the history of this important civic asset. The City of Ipswich is very proud of its heritage but is now positioning itself to be a cutting edge technology centre. The conference was opened by Mayor Paul Pisasale who graciously took the time to inform us of the city's vision for the future but also noted the importance of developing our "cultural capital" to enhance our communities.

This year's intensive professional development session was presented by Lindsay Adams, one of Australia's leading professional speakers, Lindsay led a session on "Building Effective Teams". Delegates gained a deeper

understanding of the dynamics of their work teams and how to best manage different work styles and personality traits to ensure a productive, cohesive and contented team environment.

This year 31 delegates attended the conference and enjoyed presentations on a diverse range of industry topics, including Wireless Communications Theory, Nutrition and Health – and You!, Rigging Regulations and Practices for Live Performance, Training – Skills and Qualifications, Fire Isolation and Fire Systems, Safe Work Practices and Standard Operating Procedures, Greener Venues, AV Projection, and Applications for Short Throw vs. Medium Throw vs. Long Throw. A number of venues allowed staff to utilise the one day registration with 10 keen attendees involved in the focused discussions amongst their industry peers and keeping up to date with the latest trends and technologies at the tradeshow.

Rigging Regulation and compliance issues was a key issue this year with a couple of differing sessions leading to a common understanding of the issues. It was excellent to have inspectors from the Division of Work Health and Safety available to answer member issues with authority. It certainly led to some lively discussion. Once again members had the opportunity to raise concerns with the Queensland Fire and Emergency Services regarding fire system isolation. John Harrison, Manager, Places of Public Assembly & Unwanted Alarms Unit, Queensland Fire and Emergency Services, again answered many of our members' questions and this solid relationship with the QFES is an important part of ensuring legislative impacts upon our performance venues are effectively managed.

A first in 2015 was a presentation from dietitian Nadine Baker entitled, Nutrition and Health – and You! The

presentation was designed to give an overview of ways that we can ensure the busy lifestyles of venue technicians does not negatively impact their health and wellbeing. It included example meal and snack options that are easy to implement whilst at work and should assist in ensuring a happier, more productive workforce.

Thanks to our Event Partner: Ipswich Civic Centre, as well as our Gold Sponsors: L-Acoustics/con-sol Pty Ltd and Riedel Communications Australia, who were again critical to the success of the conference. We are also thankful for the great support of Silver Sponsor JANDS Pty Ltd, Function Sponsors: SSE Specialised Stage Engineering and ULA Group, and Bronze Sponsor: Theatre Safe Australia. The continued support our industry partners give us, not only during the conference,

but throughout the year is testament to the high regard in which they hold the NARPACA Network and the opportunities it presents for all parties. Our tradeshow attendance numbers support this with a record 20 exhibitors taking the opportunity to demonstrate the latest technology to the key theatre practitioners from regional Queensland.

Throughout the year NARPACA's Technical Committee maintained its relationship with the INAPAC and VAPAC Technical Managers networks. We also had some communication with Circuit West members during the year and our first delegate from South Australia attended the conference. We also maintained contact with Live Performance Australia's (LPA) Greener Live Performance project and its review of the Entertainment Safety Guidelines. This is a vital link that ensures our

representation on the national stage. Our ability to advocate to other industry bodies is important for the future development and relevancy of our organisation.

In 2016 the conference looks set to move a little further north in Queensland and be hosted at the Mackay Entertainment and Convention Centre. Thank you to the management committee for their ongoing support of our activities. As always my personal thanks must go to my peers on the Technical Committee for their diligence, candour and good humour, but most of all - their time.

**Tim Panitz**  
Chair - NARPACA Technical Committee  
20 February 2015

## EVENT PARTNER



## GOLD SPONSORS



## SILVER SPONSOR



audio • lighting • staging

## FUNCTION SPONSORS



## BRONZE SPONSOR



## EXHIBITORS

Acoustic Technologies, Barbizon Australia, Behind The Scenes, CPC Productions, Design Quintessence, Harris Movement Engineering, JANDS Pty Ltd, L-Acoustics/con sol Pty Ltd, Lexair Entertainment, LSC Lighting, Meyer Sound, MTA Sales, Philips, Riedel Communications Australia, Show Technology, SSE Specialised Sound Engineering, Technical Audio Group, Theatre Safe Australia, ULA Group, Yamaha Commercial Audio



Exterior of the conference venue, Empire Theatres, Toowoomba

# NARPACA BOMNET CONFERENCE

16TH & 17TH FEBRUARY 2015, TOOWOOMBA

Over two days in February 2015, NARPACA ushered in a new tradition with the delivery of the inaugural Box Office and Marketing Network (BOMNet) Conference at the stunning art-deco Empire Theatre in Toowoomba. The event aimed to uphold the principles of best-practice sector development established over a decade through NARPACA's Ticketing Professionals Conference – but on a smaller scale focusing on the needs of local box office and marketing staff, predominantly from NARPACA member-venues.

A strong attendance of 50 ticketing and marketing professionals from Queensland and the Northern Territory converged on the host venue eager to learn from industry experts and each other. Keynote speaker Angela Gahan from AG Ticketing in Sydney, set the tone of the event with an awe-inspiring presentation “*THE LION KING, Surviving the Stampede: Insights from Brisbane's GP ticket release*”.

Other program highlights included a session on *Audience Segmentation and the Changing Face of Marketing* presented by Kristen Eckhardt from Arts Centre Melbourne and *The big questions of Marketing in the Modern Age* by Rob Bare from Gold Coast design firm, R&B Creative. Industry stalwart, Suzanne Daley from Live Performance Australia, tackled the important issues of price-dripping and the ticketing code of conduct in her presentation “*Is the ACCC about to come knocking on your door?*”

NARPACA's hallmarks of information sharing and networking were on display through an insightful venue tour and a range of helpful case studies and presentations by NARPACA members. Isabel Kemp (QPAC) and Frances Johnstone (Logan Entertainment Centre) shared their skills and passion for social media, while the views of Robyn Gander (QPAC), Tim McGee (Nambour Civic Centre) and

Stephanie Pickett (The Arts Centre Gold Coast) on how to improve the promoter experience, stimulated much discussion. By sharing their stories, common challenges were identified and a raft of inspiring ideas was showcased to assist other members/venues.

Networking opportunities were abundant during the event but none more so than during the Conference Welcome Function hosted by ENTA and Tickets.com and held in the foyer and courtyard of the Empire Theatre's new state-of-the-art facility, The Heritage Bank Auditorium. NARPACA President, Destry Puia, opened the conference and gave a moving tribute to the late Tim Roberts of ARTS Australia, who as Chair of the NARPACA Ticketing Professionals Conference Committee from 2008-2014, steered the growth and scale and stature of the Conference to become the annual event on the ticketing calendar in the Australasian region.



2015 BOMNet Conference delegates

Four of Australia's leading ticketing system vendors provided outstanding support for the conference through sponsorship and high-levels of engagement during the event. The first day of the conference was dedicated to training and skills development in the use of ticketing systems, with vendors taking advantage of having many box office professionals in the same location. A “mini-tradeshaw” provided vendors and delegates the opportunity to share, discuss and demonstrate recent advances in ticketing systems and services. And presentation opportunities and a panel discussion

on “Emerging Technologies” gave vendors the opportunity to showcase their systems and industry knowledge.

Sponsorship provides a major level of subsidy for this conference and helps to make the event affordable for the majority of arts venues and organisations that attend. NARPACA acknowledges the significant contribution made by all event partners: Host venue, Empire Theatres; Platinum Sponsors: Enta Ticketing and Tickets.com Pty Ltd; Gold Sponsor: TicketServ Asia Pacific and Silver Sponsor: SeatAdvisor.

The 2015 BOMNet Conference program was developed by the BOMNet Committee established in mid-2014 – a team of dedicated marketing and ticketing professionals from NARPACA member-venues. Thanks to each and every Committee member for your time, expertise and enthusiasm. And thank you to everyone who supported us through attendance at the big event.

**Robyn Gander**  
Chair  
2015 BOMNet Committee



Craig Thurmer from Tickets.com with delegates and Angela Gahan (2nd from left)



John Godwin from ENTA with delegates

EVENT PARTNER



PLATINUM SPONSORS



GOLD SPONSOR



SILVER SPONSOR





La Bohème by Opera Queensland



The Factory by Kila Kokonut Krew

# 2014/2015 ACHIEVEMENTS

## PROFESSIONAL DEVELOPMENT

In 2014 / 2015, NARPACA's key mechanism for the delivery of professional development and networking opportunities for members, continued to be the delivery of three major conferences and regular communications. NARPACA's Management Committee and Executive Staff worked closely with members of NARPACA's "Technical" and "Box Office and Marketing Network" (BOMNet) sub-committees to ensure relevant and useful conference programmes and accessibility for both metropolitan and regional members. A return to regional Queensland for the Technical and BOMNet Conferences effectively profiled member-venues with conference delegates gaining increased knowledge of these venues and the regional context in which they operate. For event programmes and outcomes, please refer to the three conference reports within this document.

## COMMUNICATIONS

NARPACA launched a new web site in late-2014 to offer quick and easy

access to essential information about NARPACA and its network of member-venues across Queensland and the Northern Territory. The new site is part of the organisation's ongoing efforts to enhance the quality and availability of information to members and performing arts professionals worldwide. It boasts a modern, functional design and is divided into six sections: About, Membership, News & Events, Resources, Contact, Support Us. It offers several special features including a member directory, private discussion forum and members-only resources.

Also new in 2014 is NARPACA's first e-newsletter "Applause" which integrates with the new web site. Members are encouraged to submit news stories and images for inclusion in this quarterly publication.

NARPACA's three member-only email groups (Management; Technical; and Box Office / Marketing) continue to be a key communication tool for members and the Executive Staff, being used daily for a flourish of communications, online networking and information sharing.

## TOURING

Throughout 2014 / 2015 NARPACA continued to support the facilitation and delivery of performing arts product through the circuit through consultation, representation on key committees and regular strategic engagement with national and state industry stakeholders. Activities included:

- **Morning Melodies** – consultation with members and producers and tour development support;
- **Executive Staff** – provide a strategic point of contact for the Association for a range of stakeholders including producers wishing to tour directly through the network;
- **arTour** – participating in the Queensland Touring Showcase in May 2014 and contributing to the Producer Touring Forum at the Judith Wright Centre in October 2014;
- **APACA** – attendance at APACA's Conference *Harvest – Fresh Perspectives for Performing Arts* in

July 2014 in Hobart and through APACA Committee membership;

- **PATA** – consultation regarding the National Touring Action Plan and through PATA Committee membership;
- **Australia Council** – engagement with Touring Programs Manager of the Australia Council who was a guest presenter at NARPACA's Managers' Conference in February 2014 and attendance at function with Board and Executive Directors of the Australia Council in October 2014;
- **Chairs of the State Performing Arts Centres Associations** – participating in the annual meeting in Hobart in July 2014 and in teleconferences throughout the year;
- **The Blue Heeler Network** – attendance at the *Me, My Art and You Showcase* in July 2014 in Hobart.

## PHILANTHROPY

Two years of groundwork and substantial pro-bono legal support from McCullough Robertson Lawyers paid off in June 2014 when NARPACA's application to the Register of Cultural Organisations for Deductible Gift Recipient (DGR) and Charitable Organisation Status was approved by the Ministry for the Arts. DGR status is an eligibility requirement for the majority of philanthropic Trusts and Foundations supporting arts and culture and for the receipt of tax deductible donations. In the latter half of 2014, Executive Staff attended training provided by Creative Partnerships Australia in the foundations of philanthropy and establishing benefactor programs and the Association is now set up to accept donations. The next step is to develop NARPACA's first Development Plan and Philanthropy Plan and pro-actively seek philanthropic funds.

## AUSTRALIAN PERFORMING ARTS MARKET (APAM)

In February 2014, NARPACA and the Australian Performing Arts Centres Association (APACA) joined forces to host a display booth at the biennial Australian Performing Arts Market. Held over five days at NARPACA member-venue, Brisbane Powerhouse, this was the first time in the history of the event that it had been hosted outside of South Australia and the first time NARPACA has been included in the official program. NARPACA was aptly represented by the Executive Officer and President who spent many an hour promoting the Association to local, national and international delegates. Congratulations to Kris Stewart and the team at Brisbane Powerhouse for successfully hosting an event of international significance.



Rekindling Program Performance 2014 - Project partners: Bangarra Dance Theatre, Qld Government, Mununjali Housing, Community Elders & Scenic Rim Regional Council  
Photo credit: Mark Paddick



Crimson Sky by TaikOz

# WHO'S WHO 2014/2015

## EXECUTIVE MEMBERS

**Destry Puia** - President  
*General Manager, The Arts Centre Gold Coast*

**Gary Mears** - Vice President  
*General Manager, The Events Centre Caloundra*

**Mark Fawcett** - Secretary  
*Manager, Mackay Convention Precinct & Events*

**Michelle McEwan** - Treasurer (until Feb 2015)  
*Performing Arts Co-ordinator, Townsville Civic Theatre*

## COMMITTEE MEMBERS

**Rhys Holden** - Committee Member (since Sept 2014)  
*General Manager, La Boite at the Roundhouse Theatre*

**Kerry Saul** - Technical Committee Liaison  
*General Manager, Empire Theatres Toowoomba*

**Lisa Stephenson** - Committee Member (Sept 2014 – Jan 2015)  
*Manager Cultural Services, Brolga Theatre & Convention Centre*

**John Webb** - Committee Member  
*Venue Manager, Logan Entertainment Centre*

## EXECUTIVE OFFICERS

**Suzan Williams** - Executive Officer  
*NARPACA*

**Helen McGuire** - Executive Assistant / Accounts  
*NARPACA*

## INDUSTRY PARTNERS

**Mark Fawcett** - APACA Representative (until October 2014)

**Michelle McEwan** - APACA Representative (from October 2014)

**Peter Owens** - PATA Presenter Representative

## BOMNET COMMITTEE (ELECTED JULY 2014)

**Robyn Gander** - Chair  
*Ticketing & Client Services Manager, QPAC*

**Stephen Burgess**  
*Acting Ticketing Co-ordinator, Townsville Civic Theatre*

**Sue-Ann Chapman**  
*Communications & Visitor Services Manager,  
The Arts Centre Gold Coast*

**Kathryn Hamilton**  
*Marketing Coordinator, Cairns Civic Theatre*

**Helen Oldham**  
*Administration Manager, Empire Theatres Toowoomba*

**Katie Ross**  
*Box Office & Admin Coordinator,  
Mackay Entertainment & Convention Centre*

## TECHNICAL COMMITTEE (ELECTED FEBRUARY 2014)

**Tim Panitz** - Chair  
*Empire Theatres Toowoomba*

**Dave Finn** - Vice-Chair & 2015 Conference Coordinator  
*Ipswich Civic Centre*

**John Wallace** - WH&S Coordinator  
*Logan Entertainment Centre*

**Chris Eichler** - WHS subcommittee (until June 2014)  
*Gladstone Entertainment Centre*

**Charlotte Kirby** - WHS subcommittee (until June 2014)  
*Gladstone Entertainment Centre*

**Andrew Earle** - Training Coordinator  
*QUT Gardens Theatre*

**Jason Freeman** - Training subcommittee  
*The Arts Centre Gold Coast*

**Darren McBride** - Training subcommittee  
*Logan Entertainment Centre*

# NARPACA MEMBERSHIP

## (AS AT MARCH 2015)

### ORDINARY MEMBERS

Araluen Arts Centre, Alice Springs  
Artsworx, Toowoomba  
Brisbane Powerhouse, Brisbane  
Brolga Theatre, Maryborough  
Burdekin Theatre, Ayr  
Cairns Civic Theatre, Cairns  
Capella Cultural Centre, Capella  
Empire Theatres, Toowoomba  
Gladstone Entertainment Centre, Gladstone  
Ipswich Civic Centre, Ipswich  
Johnstone Shire Hall, Innisfail  
Judith Wright Centre of Contemporary Arts, Brisbane  
La Boite at the Roundhouse Theatre, Brisbane  
Lake Kawana Community Centre, Sunshine Coast  
Logan Entertainment Centre, Logan  
Mackay Entertainment & Convention Centre, Mackay  
Moncrieff Entertainment Centre, Bundaberg  
Mount Isa Civic Centre, Mount Isa  
Nambour Civic Centre, Sunshine Coast  
Proserpine Entertainment Centre, Proserpine  
Queensland Performing Arts Centre, Brisbane  
QUT Gardens Theatre, Brisbane  
Redcliffe Cultural Centre, Redcliffe  
Redland Performing Arts Centre, Cleveland  
Rockhampton Venues and Events, Rockhampton  
School of Arts Theatre, Townsville  
The Arts Centre Gold Coast, Bundall  
The Events Centre Caloundra, Sunshine Coast  
The Centre Beaudesert, Beaudesert  
The World Theatre, Charters Towers  
Townsville Civic Theatre, Townsville  
Venue 1 - Blackwater Civic Centre, Blackwater

### ASSOCIATE MEMBER

Matthew Flinders Anglican College Performance Centre, Buderim

### AFFILIATE MEMBER

Creative Regions Ltd, Bundaberg

### LIFE MEMBERS

Jane Atkins  
Kelvin Cordell  
Graeme Crouch  
Phil Finkelstein  
John Flanagan  
John Lamb  
Stan Newman (Deceased)  
Billy Raymond (Deceased)  
John Young

### RECIPROCAL MEMBERSHIP

Australian Performing Arts Centres Association (APACA)

# MANY HANDS

NARPACA committee meetings were held on the following dates

### MANAGEMENT COMMITTEE MEETING DATES

Sun 16 <sup>th</sup> February 2014	In-person planning meeting
Tue 25 <sup>th</sup> March 2014	Teleconference
Tue 8 <sup>th</sup> April 2014	In-person planning meeting
Tue 29 <sup>th</sup> April 2014	Teleconference
Tue 27 <sup>th</sup> May 2014	Teleconference
Tue 24 <sup>th</sup> June 2014	Teleconference
Tue 5 <sup>th</sup> August 2014	Teleconference
Tue 30 <sup>th</sup> September 2014	Teleconference
Thu 30 <sup>th</sup> October 2014	Teleconference
Mon 16 <sup>th</sup> March 2015	In-person planning meeting, (Conference & AGM, Mackay)

### TECHNICAL COMMITTEE MEETING DATES

Tue 13 <sup>th</sup> May 2014	In-person planning meeting
Thu 12 <sup>th</sup> June 2014	Teleconference
Thu 31 <sup>st</sup> July 2014	Teleconference
Thu 16 <sup>th</sup> October 2014	Teleconference
Thu 27 <sup>th</sup> November 2014	Teleconference
Thu 15 <sup>th</sup> January 2015	Teleconference
Sun 1 <sup>st</sup> – Wed 4 <sup>th</sup> February 2015	Technical Conference & Tradeshow (Full membership, Ipswich)

### BOMNET COMMITTEE MEETING DATES

Tue 9 <sup>th</sup> September 2014	Teleconference
Tue 7 <sup>th</sup> October 2014	Teleconference
Thu 6 <sup>th</sup> November 2014	Teleconference
Tue 2 <sup>nd</sup> December 2014	Teleconference
Thu 15 <sup>th</sup> January 2015	Teleconference
Mon 16 <sup>th</sup> – Tue 17 <sup>th</sup> February 2015	BOMNet Conference (Full membership, Toowoomba)



**“A TICKETING PIONEER”  
TIM ROBERTS  
(1960-2014)**

Tim was born in Perth, Western Australia and it was there he started his ticketing career while studying for his B.A. in Arts Management. To expand his ticketing experience, Tim moved to London where he worked specifically on best practice in leisure ticketing, membership, fundraising and arts marketing - specialising in CRM and audience development and analysis.

An associate of the consultancies WolfBrown in the US, Baker Richards in the UK and Vicki Allpress-Hill in New Zealand, Tim was involved in many significant initiatives both in Australia and internationally and was a founding member of CultureLab (2009), the international consortium of arts consultants. He published a ground-breaking research report, Ticket2Research, on Australian regional performing arts consumption in the late 1990s as well as the co-authored work ‘Full House: turning data into audiences’ in 2006.

Tim established his own consultancy practice, providing marketing services for the arts, leisure and entertainment sector and was in high demand as a keynote speaker and lecturer. Tim was Chair of NARPACA’s Ticketing Professional Conference Committee from 2008-2014. Under Tim’s leadership, the event grew to be the key national event for the professional development of ticketing professionals in Australia and it remains an outstanding professional legacy.

Tim passed away suddenly in Sydney on 4th April 2014 and is survived by his wife, Alison Grant, who throughout his career supported his achievements.



**“WELL KNOWN IDENTITY  
OF WORLD THEATRE”  
NEVILLE RUSSELL  
(1940-2014)**

Neville Russell (known as “Nev”) who commenced at the World Theatre when it first opened in 1996, passed away after a short illness on Saturday 22nd February 2014. Nev commenced as Assistant Manager, later becoming Manager until his retirement several years ago. He stayed on at the World in a part time capacity looking after reservations, live theatre sales, accounts payable, and in many instances, foyer management of events and live presentations.

Ken Robbins, Controller of Theatre Operations for Entertainment Services, the company who manages the World Theatre, is full of praise for Nev who he states gave loyal and outstanding service to the theatre, the community and his employer. The theatre hosted many events of significant benefit to the community that resulted from Nev’s instigation. Messages of sympathy from film distributors and theatrical producers who dealt with Nev over the years, poured in to the World Theatre with the news of his passing.

Nev was a respected and long-time member of NARPACA who is sorely missed by his colleagues and the many close friends he made during almost two decades with the Association. He is survived by his wife Val who was also a regular face at NARPACA events over the years, and their two children.



**“A TRUE CULTURAL WARRIOR”  
JOHN WILLIAM WATSON  
(1951-2014)**

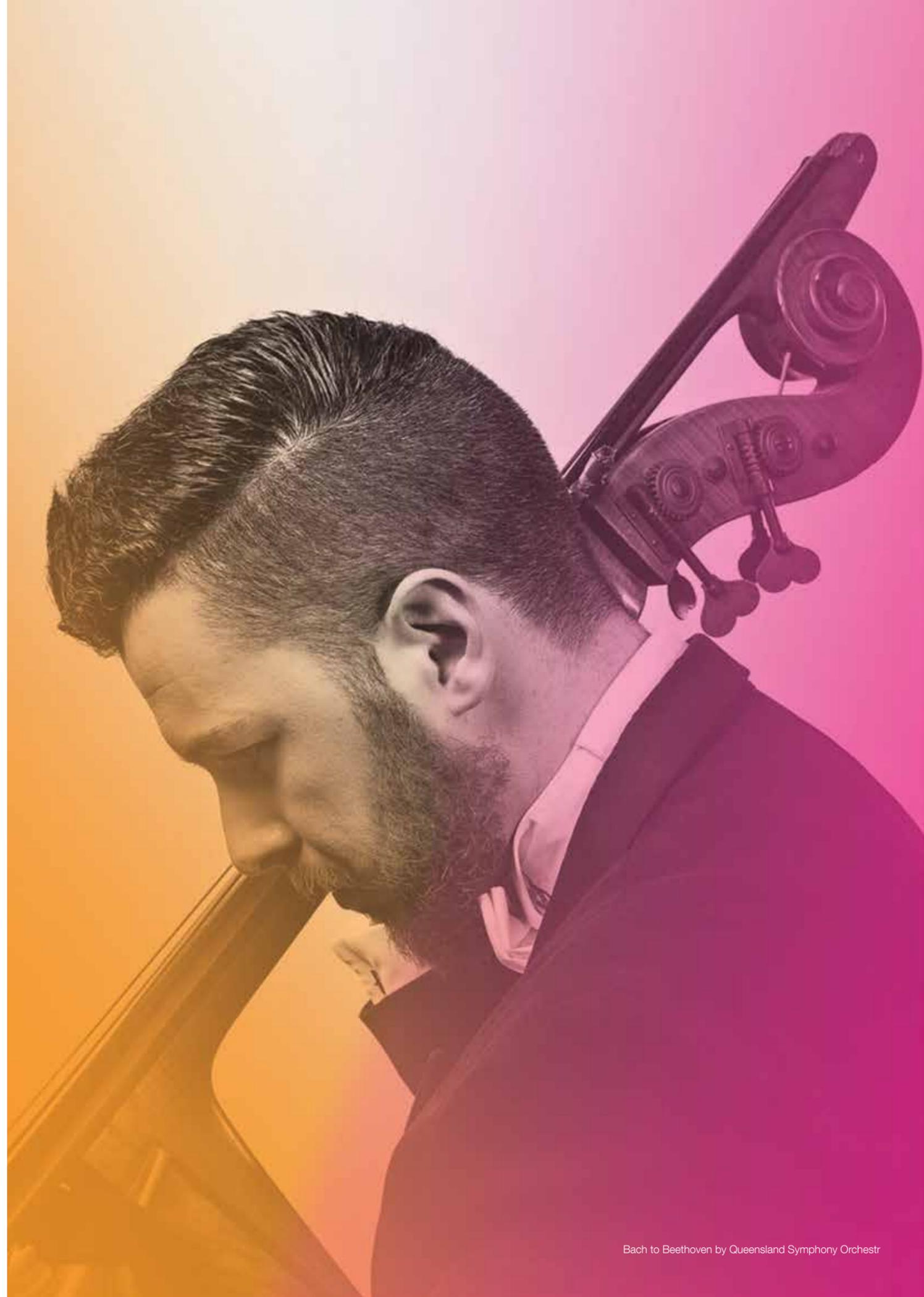
A true cultural warrior, John will be remembered as much for his passionate belief in the arts and his many talents as a writer, producer, director, dancer, costume and set designer/maker, as for his mischievous nature, glittering eyes and ability to make everyone he met, feel special.

As one of Queensland’s most loved theatre practitioners, a tribute was staged to honour John on the 15th of August 2014 at the Queensland Theatre Company’s Bille Brown Studio. During the tribute, John was described as a “true friend and helper, a man of the theatre who was as adept with a sewing machine as he was with a cordless drill”.

John entertained and inspired the lives of thousands through his many and varied creative projects including his work as Producer River Stage & National/Corporate Days World Expo ’88, as writer of Smiley – the Musical (Book & Lyrics) and as co-writer and director of the enormously successful musical Possum Magic which recently celebrated its 25th anniversary and on its last tour, played to over 80,000 people.

John passed away in his sleep on 4th August 2014, the night before he was to commence as Manager of the Moncrieff Entertainment Centre in Bundaberg. He died in the way he lived, excited, brimming with ideas and full of expectation for his new adventure.

To watch the Tribute to John’s life visit: <https://www.youtube.com/watch?v=FURCAdtXFfM>





**NORTHERN AUSTRALIAN REGIONAL PERFORMING ARTS CENTRES ASSOCIATION INC.**

**[WWW.NARPACA.COM.AU](http://WWW.NARPACA.COM.AU)**